grommunio Web

Official documentation

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grommunio Web Docs

grommunio is a comprehensive communication and collaboration solution that includes e-mail, calendaring, contacts, tasks, notes, video meetings, chat and file management.

Audience

This document is for users working with grommunio Web. It helps them without pre-existing knowledge to work with grommunio on a daily basis and to understand the concepts behind grommunio.

Offline reading

This section is also available to download for offline use:

- Download as PDF
- Download as EPUB

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.

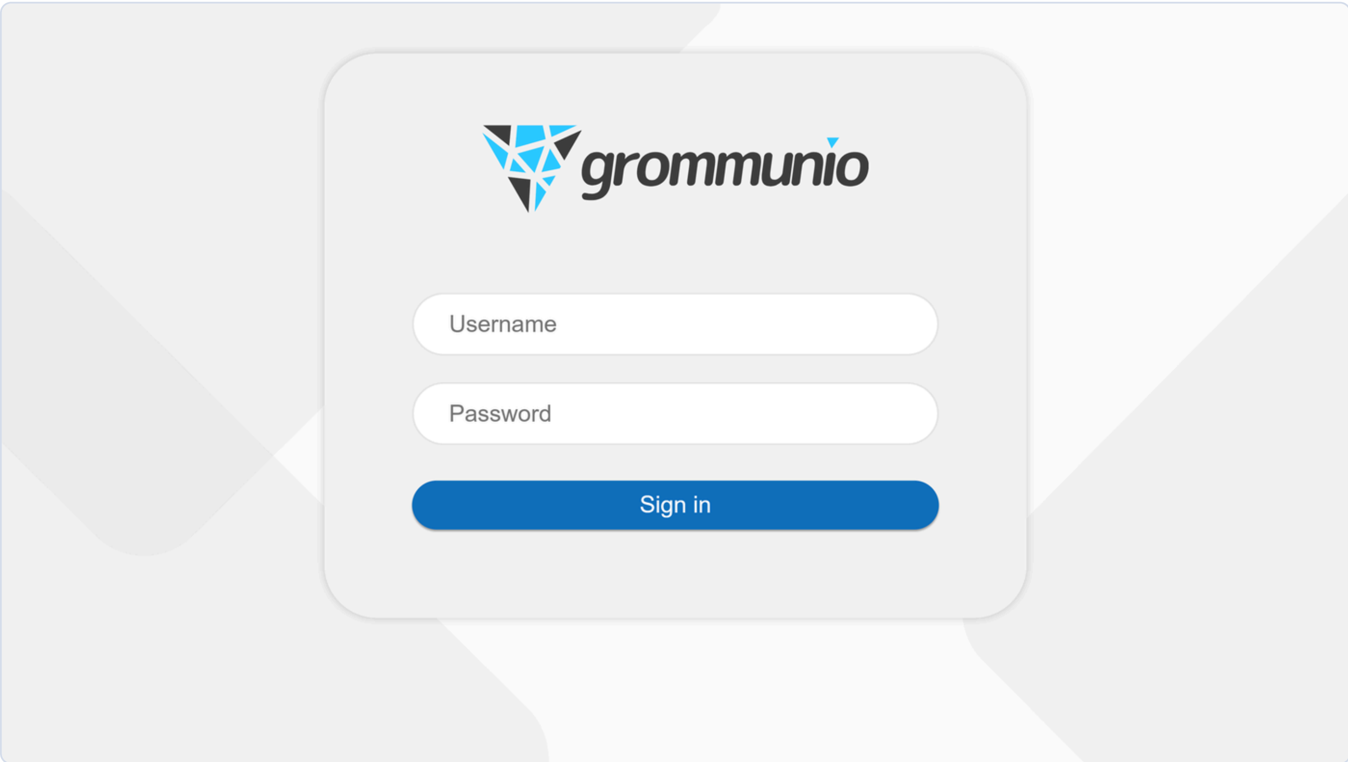
Altogether, grommunio Web offers integrated advanced tools for teamwork and professional collaborations, such as chat and web meetings. Since grommunio Web is easy configurable, administrators and developers can create new plugins and integrate them into the interface at any time.

Requirements

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

Login

Accessing grommunio Web



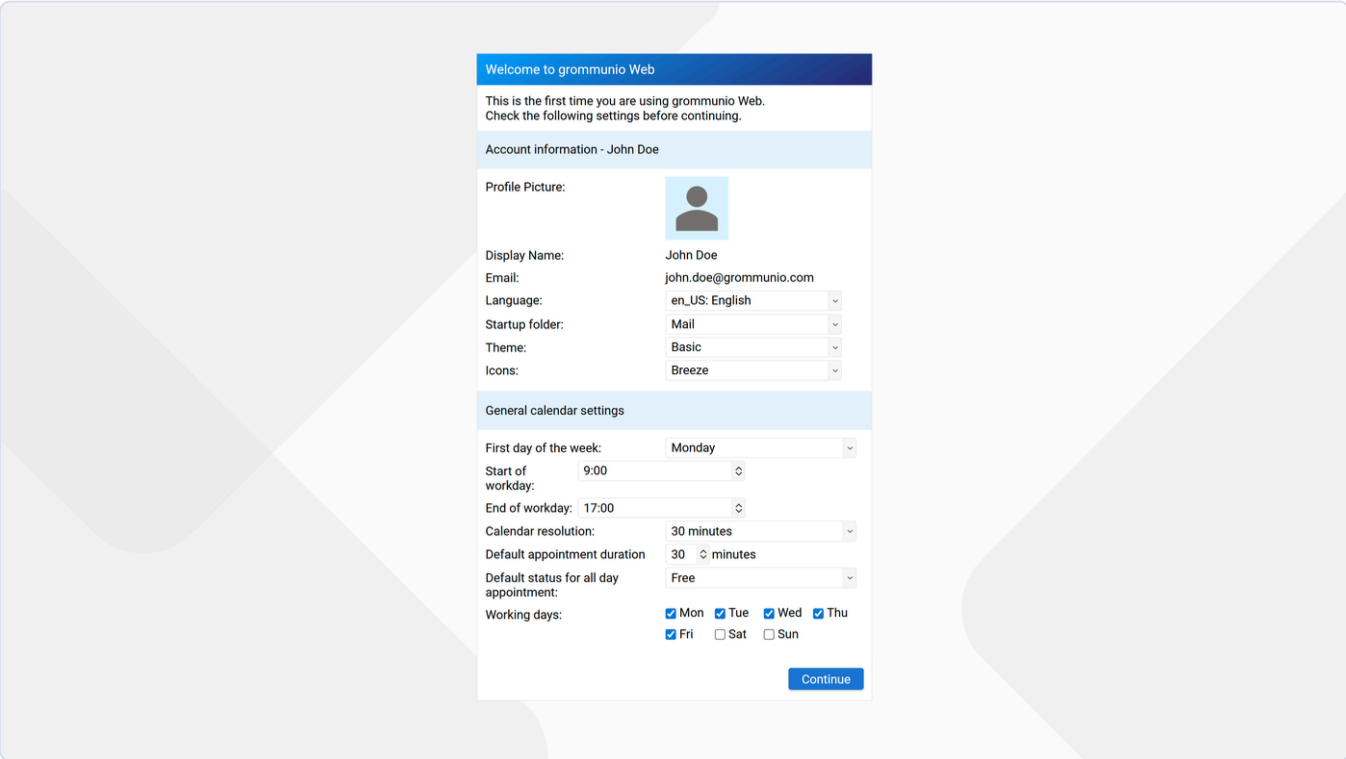
To access grommunio Web, follow these steps:

1. Navigate to the link provided by your administrator with your browser. Traditionally, the link is something close to `https://example.com` or `https://mail.example.com/web`.
2. Enter your username and password.

3. Click on the "Sign in" button.

Welcome Assistant

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.



The following options are available:

1. Account Information

Profile Picture Allows the user to upload or change their profile image. Accepted formats include common image types (JPEG, GIF, PNG, BMP).

Display Name The name that will appear to other users.

> ⚠**Attention**
>
> Can not be edited in grommunio Web! Only in Admin UI.

Email Displays the primary email address of the user. This field is not editable within grommunio Web.

Language Sets the interface language for grommunio Web.

Example: `en_US – English`

Other server-provided languages may be available.

Startup Folder Specifies which module loads first after login.

Options include:

- Mail
- Calendar
- Contacts
- Tasks
- Notes

Theme Determines the visual theme of the interface.

Example: `Basic`

Icons Selects the icon pack used by the user interface.

Options: `Breeze`, `Classic`

2. General Calendar Settings

First Day of the Week Sets the starting weekday for calendar views.

Common values: `Monday` or `Sunday`

Start of Workday Defines the daily work start time for calendar scheduling.

Example: `09:00`

End of Workday Defines the end of the workday.

Example: `17:00`

Calendar Resolution Determines the time grid size for calendar slots.

Options: `5 minutes`, `6 minutes`, `10 minutes`, `15 minutes`, `30 minutes`, `1 hour`

Default Appointment Duration Sets the default duration for new appointments.

Example: `30 minutes`

Default Status for All-Day Appointments Controls the default availability status.

Possible values:

- Free
- Tentative
- Busy
- Out of Office

Working Days Defines the days considered part of the regular work week.

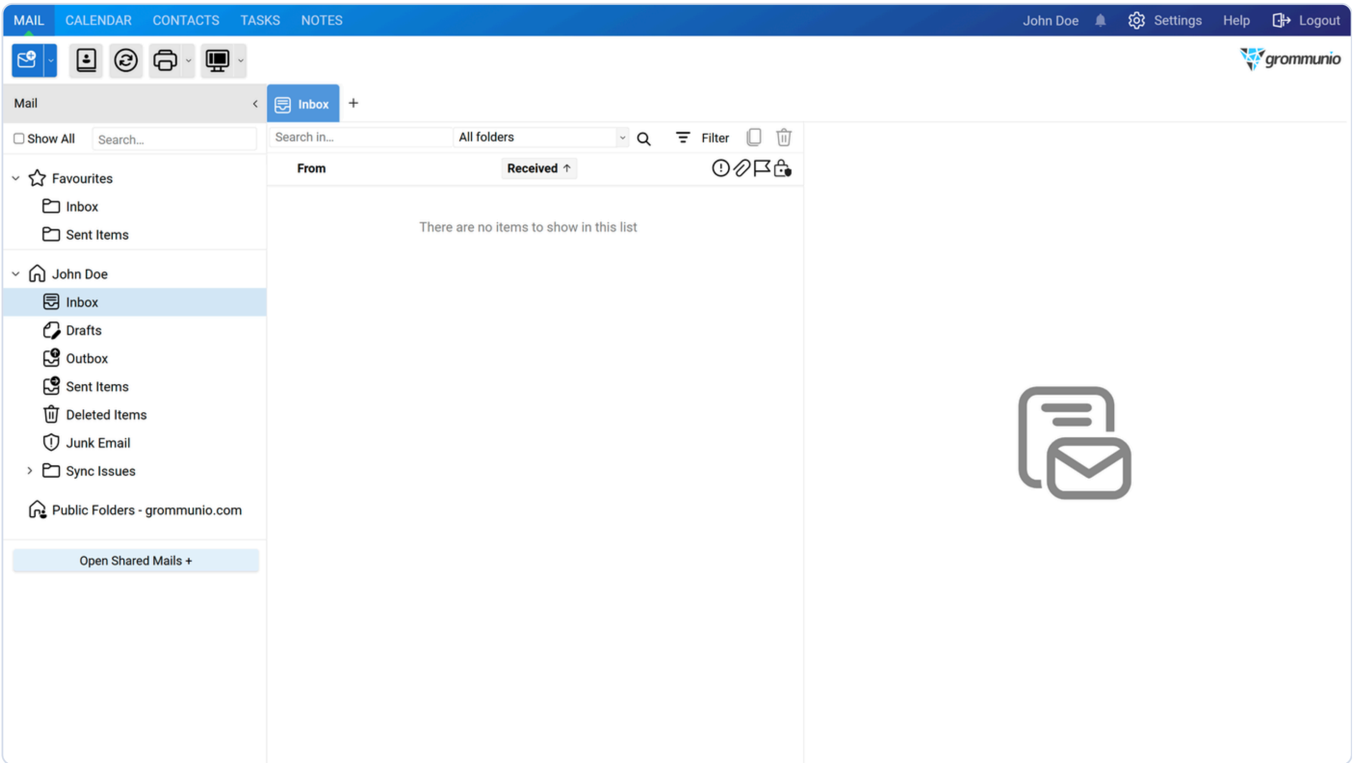
Example: `Monday–Friday (Mo–Fr)`

Completion

After confirming all settings, the user proceeds into the full grommunio Web interface with the selected configuration applied.

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.

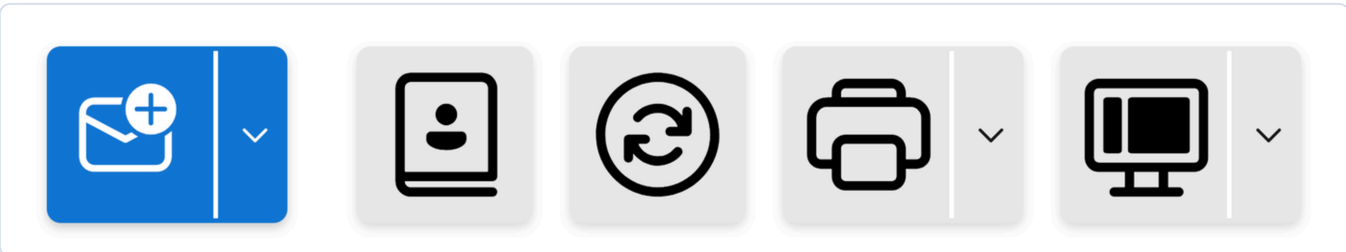


The main overview of grommunio Web is organized as follows:

Main Interface Area

The main interface area contains reference to the main application areas. By default, these are: Mail, Calendar, Tasks and Notes. 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.

Shortcut Bar



The Shortcut Bar combines the main functions available in the application area you are currently in. It provides quick access to common actions such as:

- creating a new item
- opening the Address Book

- refreshing the view
- printing an email
- changing the layout

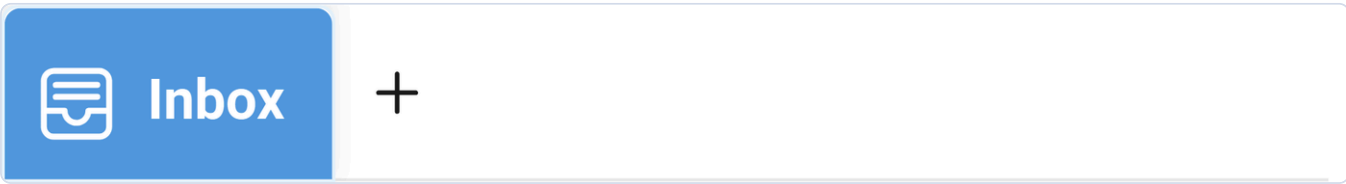
New Item Dropdown

Clicking the small arrow on the right side of the **New Item** button opens a dropdown menu where different types of items can be created. The available options are:

- **Email** – Create a new email message.
- **Appointment** – Schedule a new calendar appointment.
- **Meeting request** – Create and send a meeting invitation.
- **Contact** – Add a new contact to the address book.
- **Distribution list** – Create a new distribution group.
- **Task** – Create a new task.
- **Task request** – Assign a task to another user.
- **Sticky note** – Create a note item.

Tab Bar

Below the Shortcut Bar is the **Tab Bar**.



The Tab Bar displays all currently opened items as tabs, such as the Inbox, new emails, appointments, meeting requests etc.

The very first tab shows the folder you are currently in. It is always pinned and cannot be closed.

Any newly created item from the *New Item Dropdown* (for example: Email, Appointment, Meeting) appear here as additional tabs. In addition new items can also be created by clicking the + symbol at the end of the Tab Bar.

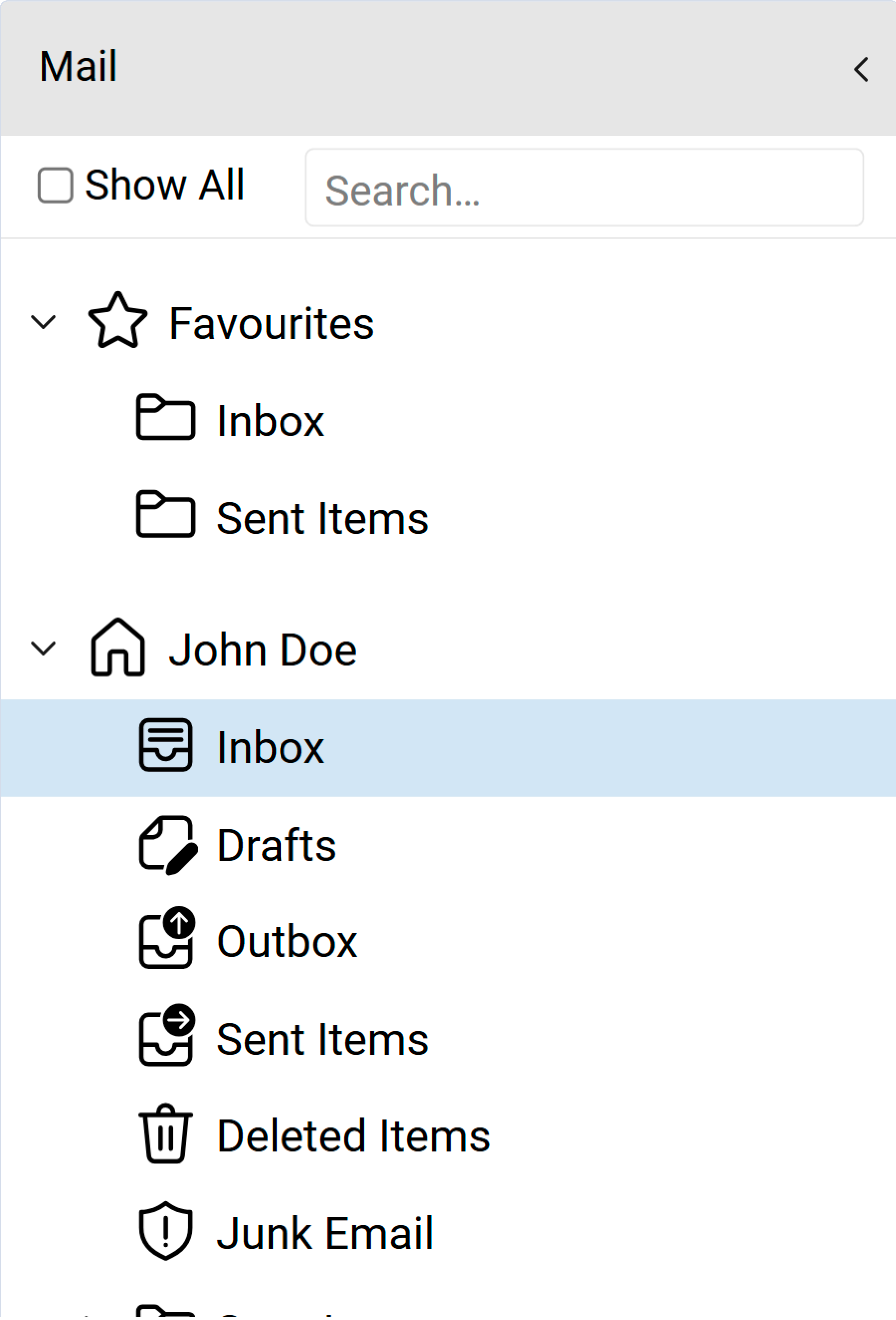
Temporary tabs are automatically removed when:

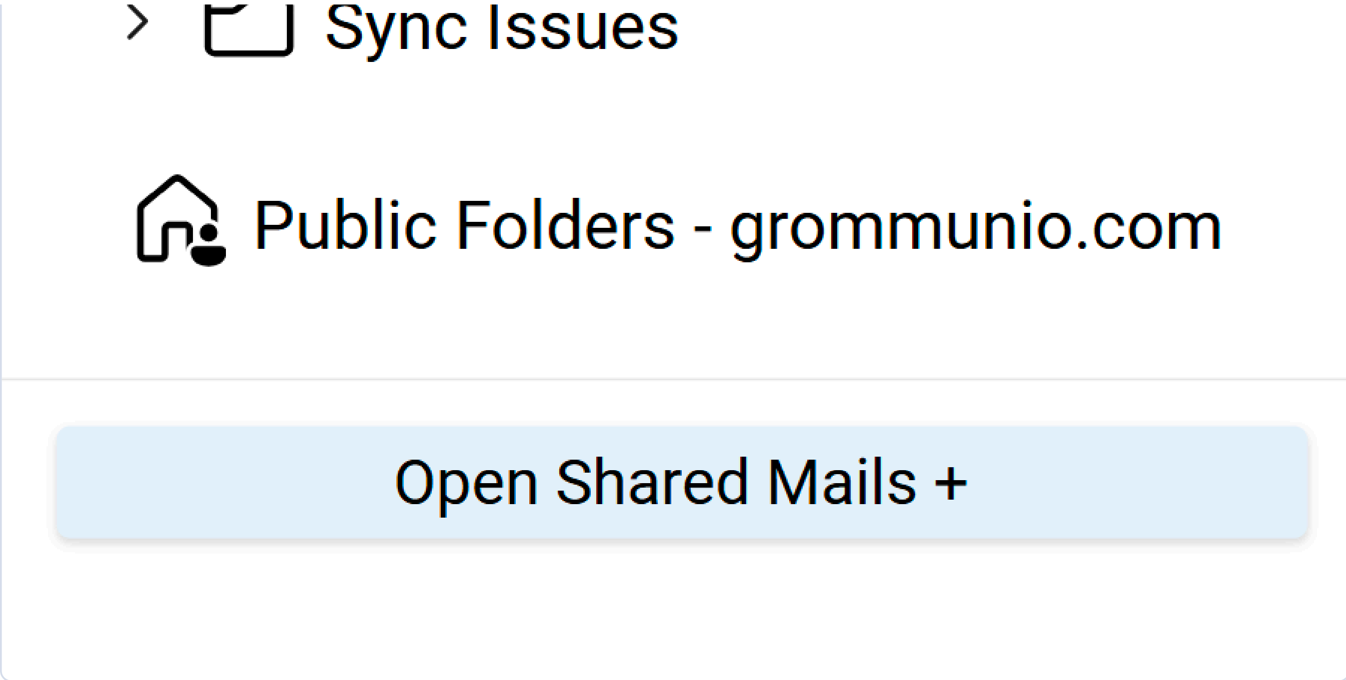
- an item is sent
- an item is saved
- user manually closes the tab
- user refreshes browser

This tabbed view allows quick switching between multiple items without losing context.

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. Depending on which module you are currently using (Mail, Calendar, Contacts, etc.), the **Folder Navigation Area** normally displays only the folders relevant to that module. For example, in the Mail module you will see your mail folders, while in the Calendar module only calendars are shown.


Mail
Show All
Search...
Favourites
Inbox
Sent Items
John Doe
Inbox
Drafts
Outbox
Sent Items
Deleted Items
Junk Email



Show All Option

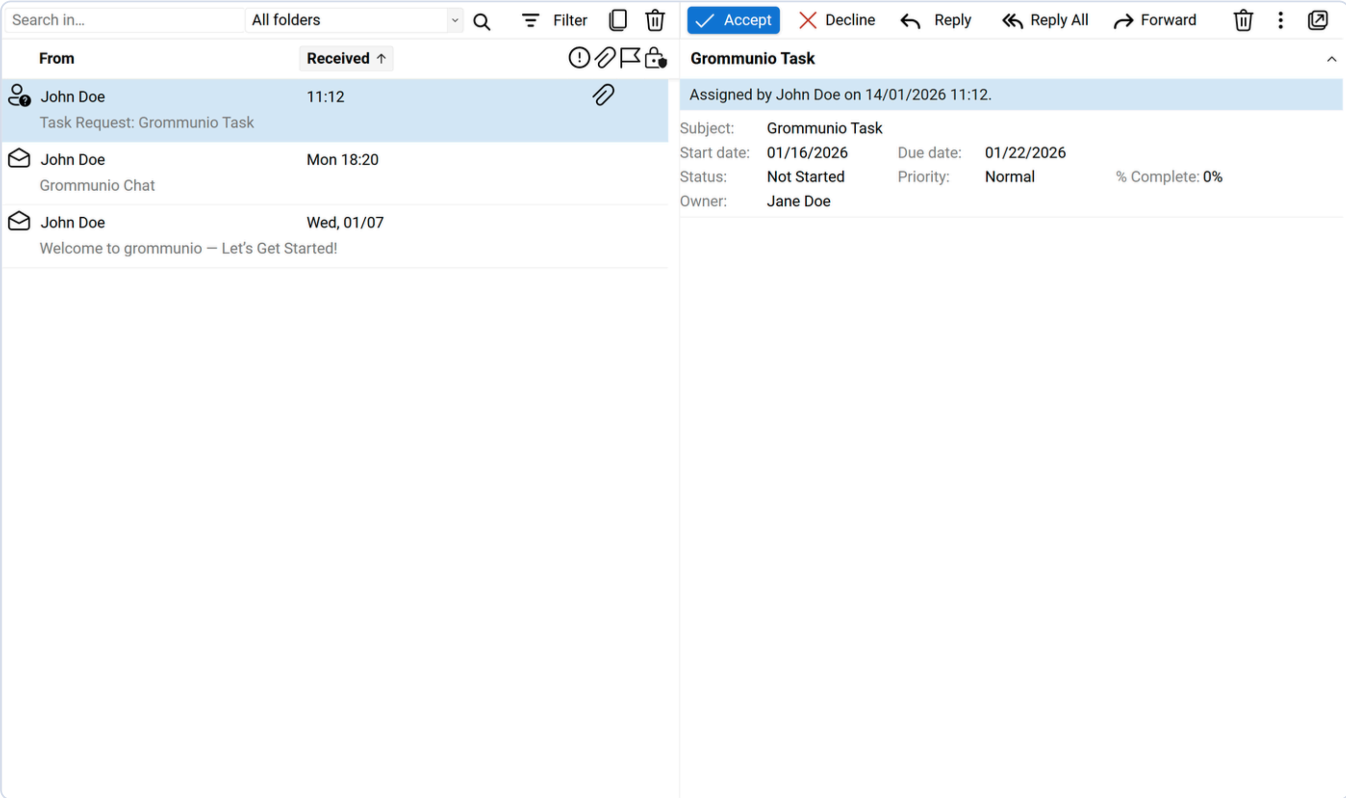
The navigation area features a **Show All** checkbox. When checked, **Show All** displays *every folder associated with your mailbox*, regardless of the active module. This gives you a complete overview of all folders in one view.

> ⓘ**Note**
>
> A switch to a folder of a different type automatically switches to that application area. For example, selecting a calendar folder will automatically switch to the calendar application area and open the selected calendar.

Main Content Area

The **Main Content Area** displays the primary information of the application based on the currently selected module, folder, or context.

For example, when the **Inbox** folder is selected in the mail module, the main content area shows all emails contained in that inbox. When another folder, search result, or item type is selected, the displayed content updates accordingly.



In many areas of grommunio Web, a built-in *Search Function* is available. Search results are displayed directly in the main content area, replacing the standard folder view while the search is active.

All entries shown in the main content area support **sorting** by different criteria, such as from, subject, date, categories, status etc. Sorting options are typically available by clicking the column headers or using the provided sorting controls.

This dynamic behavior ensures that the main content area always reflects the current working context and provides quick access to relevant information.

Data structure

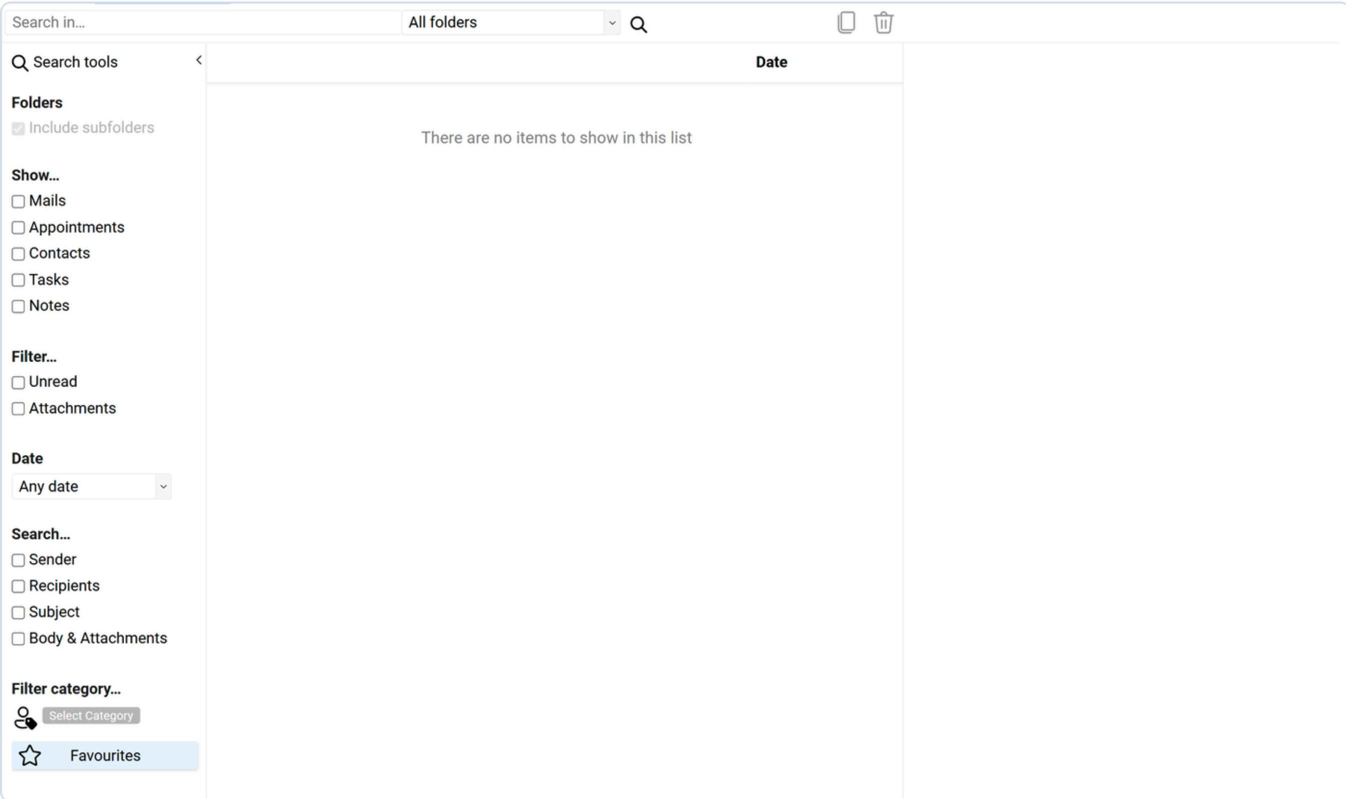
Your primary groupware data is stored in a so-called "mailbox", or "mail store". This data contains major information such as your e-mails, calendar data, contacts, and so on. To have this managed well, the mailbox store is hierarchially organized with folders. By default, a store includes a set of default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

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

Name	Type
Notes	Notes
Outbox	E-Mail

Search Function

The Search Tools panel enables the refinement and narrowing of search results when locating items such as emails, appointments, contacts, tasks, or notes.



Folders

- **Include subfolders** When selected, the search will include all subfolders within the currently selected folder. Example: Searching the Inbox will also search all Inbox subfolders.

Show...

These options define what type of items are included in the search results:

- **Mails** Includes email messages in the search results.
- **Appointments** Includes calendar items such as meetings and events.
- **Contacts** Includes contact entries.
- **Tasks** Includes task items.
- **Notes** Includes notes.

One or multiple item types can be selected.

Filter...

These options limit results based on message status or content:

- **Unread** Displays only items that have not been marked as read.
- **Attachments** Displays only items that contain one or more attachments.

Date

- **Any date** Allows filtering search results by a specific time period such as: `Any date`, `Past week`, `Past 2 weeks`, `Past month`, `Past 6 month`, `Past year` or `Custom date`

This helps narrow results to a specific time period.

Search...

These options specify which fields are searched:

- **Sender** Searches for items based on the sender's name or email address.
- **Recipients** Searches for items based on recipient names or email addresses.
- **Subject** Searches within the subject line of items.
- **Body & Attachments** Searches within the message body text and the contents of attachments (if supported).

Filter category...

- **Select Category** Allows filtering search results by assigned categories (e.g., color-coded or labeled items).

Favourites

- **Favourites** This is a button that adds a folder to favourites based on the search query. When clicked, a custom folder name can be provided.

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.

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.

Mail Shortcut Bar

Located at the top left of the Mail module is the Mail *Shortcut Bar*.

The Mail *Shortcut Bar* provides quick access to common actions such as:

- Creating a new message
- Opening the Address Book
- Refreshing the view
- Printing an email
- Changing the layout (No Preview, Right Preview, Bottom Preview)

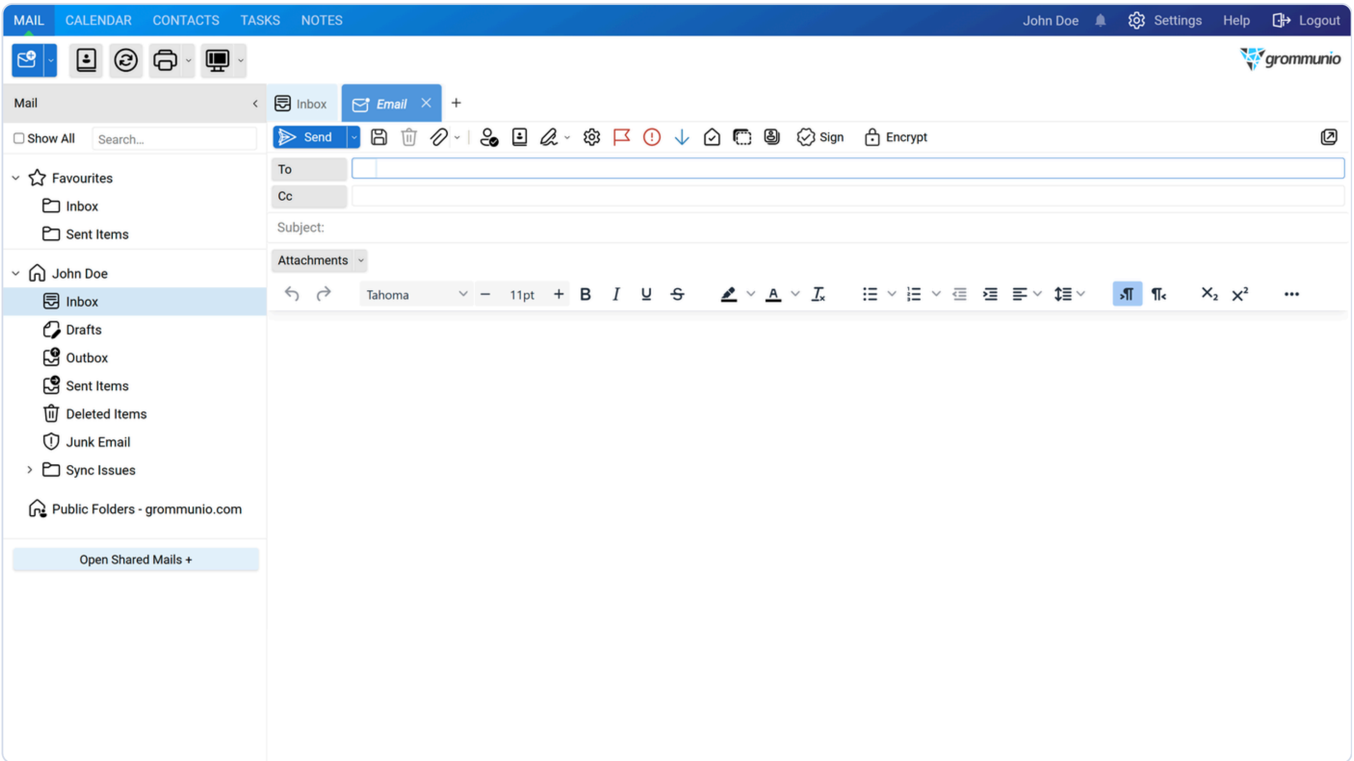
These functions allow fast interaction with the most frequently used mail features.

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.

Mail sending

To compose a new mail, choose the highlighted **New Email** button from the main shortcut bar or click on the `+` symbol at the end of the Tab Bar. Pressing one of these buttons will open a new mail tab with an empty ready-to-write-mail interface.



Message Composition Toolbar

The Message Composition Toolbar appears when creating a new email and provides quick access to commonly used actions and message-specific options.

Send Button

The **Send** button delivers the message immediately on the journey to the selected recipients. The sent mail is automatically moved to the Sent Items folder for future reference. It also provides an additional option:

- **Send Later** Allows scheduling the email for delivery at a later date and time. A confirmation pop-up is available to review or modify the selected send time before finalizing the scheduled delivery.

Save

Saves the current message to the **Drafts** folder.

Delete

Becomes available **after the message has been saved** at least once. Moves the current draft to the **Deleted Items** folder.

Attachment Dropdown

Provides two methods for adding attachments:

- **File Upload** - Upload a file directly from the computer.
- **Attach Item** - Attach an item from the mailbox (email, contact, calendar entry, task, or note) as an attachment or as text only.

> ⓘ **Note**
>
> Attachments may also be added using the **Attachments** button between subject line and mail content.

> **Tip**
>
> This is also the area where attachements can be released by drag and drop operation. Some types of content e.g. Pictures can be also embedded direct by drag and drop operation to mail body.

Check Names

Resolves typed email addresses. The system automatically completes an address when there is a single match within the domain or shows suggestions if multiple matches exist.

Address Book

Opens the address book for selecting recipients from:

- the **Global Address List (GAL)**,
- personal or shared **gromox Contact folders**.

Signatures

Allows inserting a predefined signature. New signatures may be created using **Add Signature**.

Message Options

The Message Options area provides additional tools to control message handling, visibility, and security.

Message Importance

Sets the priority of the message (e.g., High, Normal, Low).

Message Sensitivity

The **Sensitivity** setting allows marking a message with a confidentiality level. This information is included in the message header and can be interpreted by the recipient's mail client.

Sensitivity Options:

- **Normal** No special sensitivity is applied. This is the default setting.
- **Personal** Indicates that the message contains personal information. The recipient is advised to treat the message accordingly.
- **Private** Marks the message as private. Some email clients may restrict actions such as forwarding or printing.
- **Confidential** Indicates that the message contains confidential or sensitive information. This setting signals a higher level of discretion.

> **Note**
>
> Sensitivity settings are advisory and depend on the recipient's email client for enforcement. They do not encrypt the message or prevent access.

To protect message content from unauthorized access, use **Encrypt Message** instead.

Tracking Options

Includes options such as: *Request a read receipt for this message.*

Set Flag

Marks the message with a follow-up flag for later attention. Flags help organize messages by priority and due date.

Options: Today, Tomorrow, This week, Next week, No date, Custom

Additional Actions

- **Set reminder** - Adds a reminder notification for the flagged message.
- **Complete** - Marks the flagged message as completed.
- **None** - Removes any existing flag from the message.

Priority: High / Low

- **High Priority** - Marks the email as important to draw attention.
- **Low Priority** - Marks the message as low priority.

Request Read Receipt

Sends a read receipt request to the recipient, allowing notification when the message is opened.

Show BCC Field

Displays the **Blind Carbon Copy (BCC)** field, allowing additional recipients to be added without revealing them to others.

Show From Field

Displays the **From** field. Useful when sending messages on behalf of another mailbox (permissions required).

Sign Message

Digitally signs the message to ensure its authenticity and confirm that it was not modified during transmission.

Encrypt Message

Encrypts the message so that only the intended recipient can read it, ensuring privacy during transmission.

ⓘS/MIME Certificates

To use message signing or encryption, S/MIME (Secure/Multipurpose Internet Mail Extensions) certificates are required.

- **Signing a message** requires a valid personal S/MIME certificate. This certificate verifies the identity of the sender and ensures the integrity of the message content.
- **Encrypting a message** requires that the **recipient's public certificate** is available. Encryption ensures that only the intended recipient can read the message.

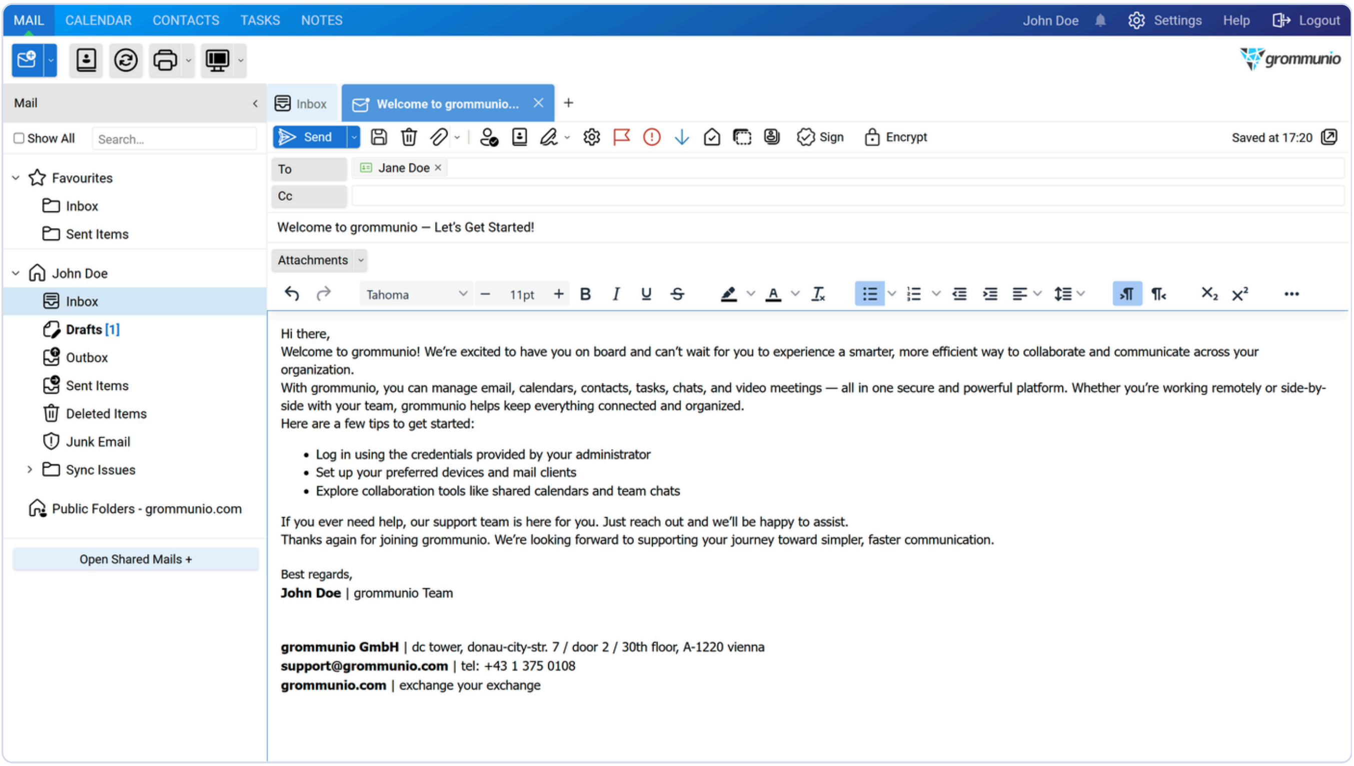
Pop-Up Message Window

Any message can be opened in its own separate pop-up window. This allows the user to compose, read, or edit the message independently of the main browser tab.

Using the pop-up window is particularly useful when working with multiple messages simultaneously.

Message Fields

In addition to the Message Composition Toolbar, the message editor provides various input fields for defining recipients and message content.



Recipients

- **To** Specifies the primary recipient(s) of the message.
- **Cc** Specifies recipient(s) who should receive a copy of the message.
- **Bcc** The **Bcc** field is not displayed by default. It becomes visible when the "Show BCC: field" button is pressed or when Bcc Recipient is entered via the **To** or **Cc** button (which open the address book for

recipient selection). Bcc recipient(s) receive(s) the message without being visible to other recipients.

Subject

The **Subject** field defines the topic or short summary of the message. It is recommended to provide a clear and descriptive subject to help recipients understand the purpose of the email.

> ⓘ**Note**
>
> A "Re" or "Fwd" will be automatically placed in front of the subject, if mail is replied or forwarded.

Message Body

The **Message Body** field contains the main content of the email.

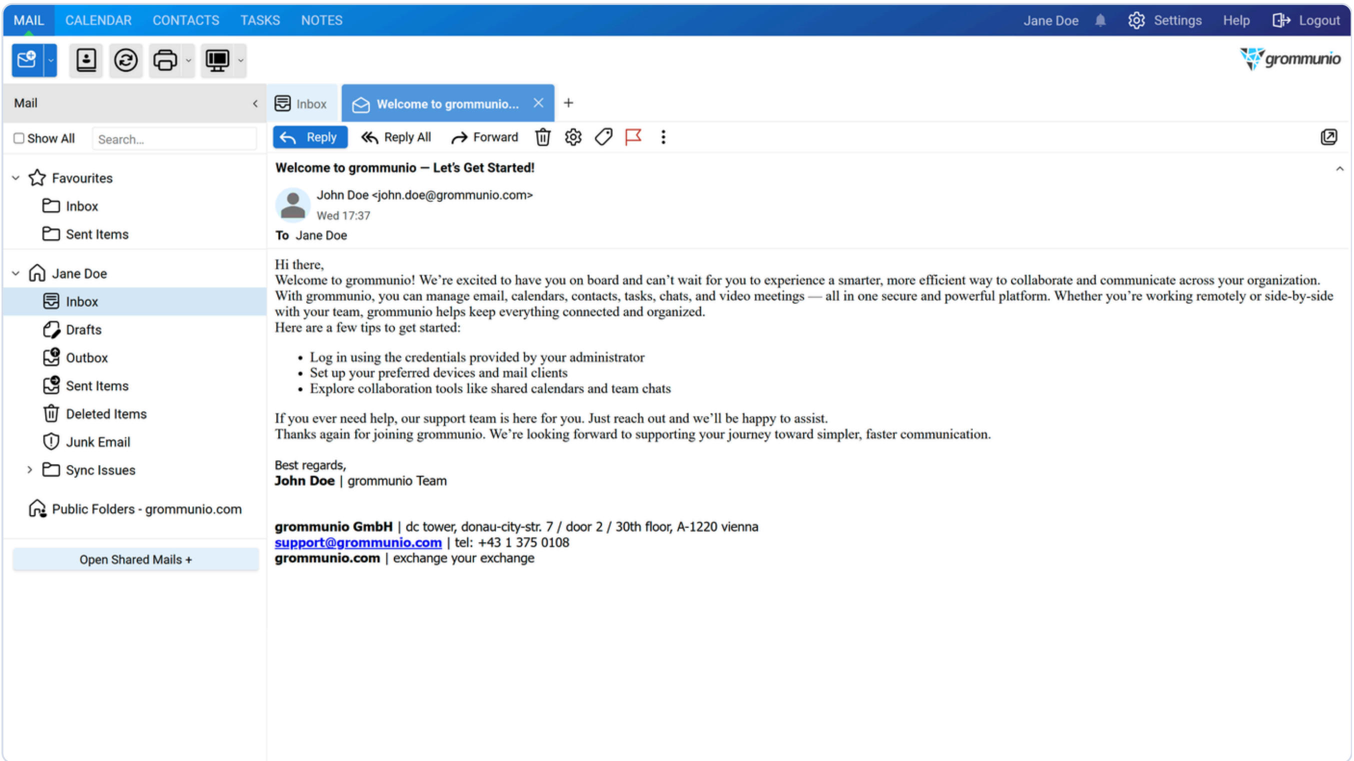
When using **HTML** as the composition format (default), the message body provides a wide range of formatting options, including:

- font selection,
- font size adjustments,
- text styles (bold, italic, underline),
- paragraph and list formatting,
- additional typographical and layout options.

> ⓘ**Note**
>
> It is recommended to keep individual formatting and styling at a modest level. Depending on the recipient's email client, security policies, or filtering mechanisms, some formatting may not be displayed as intended.

Message View Options

Double-clicking an email opens it in a full view, allowing the complete message content and associated details to be displayed for review.



At the top of the message view, a set of action buttons is displayed. These options allow quick interaction with the currently selected message.

Reply Options

- **Reply** Sends a response to the original sender of the message.
- **Reply All** Sends a response to the original sender and all recipients listed in the **To** and **Cc** fields.
- **Forward** Forwards the selected message to one or more new recipients.

Message Actions

- **Delete** Moves the message to the **Deleted Items** folder.
- **Message Options** Opens message-related options, such as importance, sensitivity, and detailed technical information.

The **Properties** section displays technical metadata related to the message such as **Internet Headers** and **Object ID**. This information is primarily intended for troubleshooting, auditing, or advanced analysis.

1. The **Internet Headers** view shows the full set of email headers associated with the message. These headers contain detailed transport and routing information, including:

   - Sender and recipient metadata
   - Mail servers involved in message delivery
   - Timestamps and protocol-related data
   - Authentication and security details

   Internet headers are typically used by administrators or support personnel to diagnose delivery issues or analyze message flow.

2. The **Object ID** is a unique internal identifier assigned to the message within the mailbox system. It is used internally for message tracking and reference purposes and may be requested by support when

investigating specific messages.

> ⓘ**Note**
>
> Message sensitivity and properties are read-only and cannot be modified by the user. Only the message **importance** can be modified.

- **Categories (Tags)** The **Categories** option allows assigning one or more categories to a message. Categories help organize, classify, and visually distinguish messages.

  Each category is represented by a **color and name**.

  The Categories menu allows users to manage available categories, including:

  - assigning or removing categories from a message,
  - renaming existing categories,
  - changing category colors,
  - creating new custom categories.

  > ⓘ**Note**
  >
  > Changes to categories are applied immediately and are available across the mailbox.

- **Flag** Marks the message with a follow-up flag for later action or tracking.

Additional Options Menu

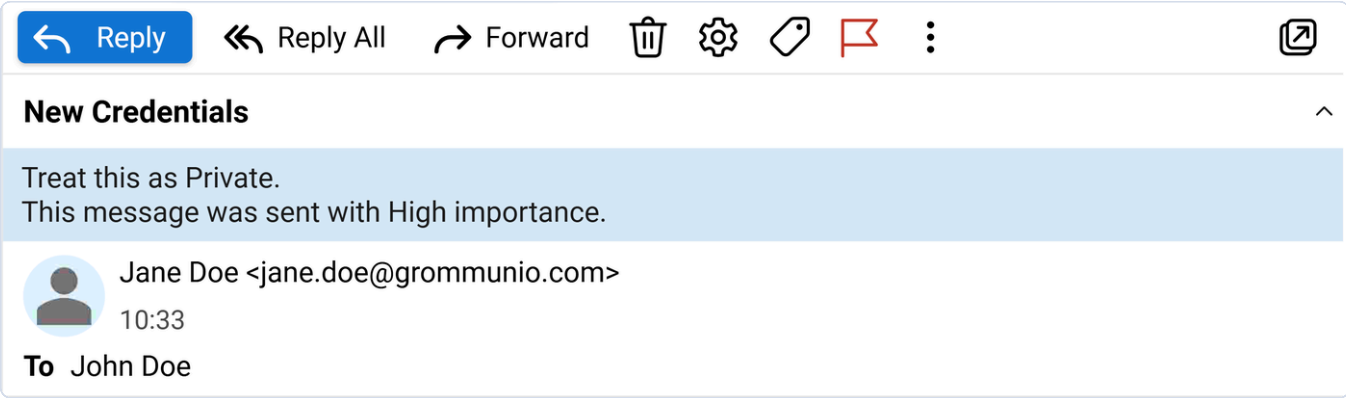
Clicking the **More Options** menu opens additional actions:

- **Mark Unread** - Marks the message as unread, returning it to the unread state.
- **Copy / Move** - Copies or moves the message to another folder within the mailbox.
- **Print** - Opens the print dialog to print the message content.
- **Edit as New** - Opens the message content in a new composition window, allowing it to be modified and sent as a new email.
- **Download** - Downloads the message as a file to the local computer.

Message Information Banner

If applicable, informational banners may be displayed above the message content. These banners indicate properties such as:

- message sensitivity (e.g., *Private*),
- message importance (e.g., *High importance*).



These indicators provide additional context but do not enforce security restrictions by themselves.

Extended Message Options

Right-clicking a message directly in the inbox, without opening it, provides access to additional options that enable faster message management and organization. These extended features include:

- **Move to Junk Folder** - Quickly move unwanted or spam emails to the junk folder.
- **Send to** - Creates a new email with the selected message attached as a file, allowing the message to be forwarded as an attachment with ease.
- **Export as** - Saves or exports the email in **.eml** format (email file) or **.zip** format for archiving or sharing.
- **Rules** - Sets up automated rules to manage incoming emails. Rule options include:
    - **Always move messages from [email]** - Automatically move messages from a specific sender to a designated folder.
    - **Always move messages that are sent to [recipients]** - Automatically move messages sent to a specific group of recipients.
    - **Always move messages with this [subject]** - Automatically move emails that contain specific keywords in the subject or body.
    - **Create Rule** - Allows the creation of custom rules based on specific conditions and actions to improve email organization.
- **Create Appointment** - Converts the email into a calendar event or appointment.
- **Create Task** - Turns the email into a task for follow-up or action in your task management system.

In addition to the options available when right-clicking on an email, there are a couple of additional features in grommunio Web that allow for quicker management of messages.

Changing Email Importance

Right-clicking the Importance column of an email (the column displaying the red exclamation mark or other symbols) allows the importance level of the message to be changed quickly. The following options are available:

- **Low** - Mark the email as low priority.
- **Normal** - Set the email's importance to normal.
- **High** - Mark the email as high priority.

This feature enables the adjustment of an email's urgency without requiring the message to be opened.

Marking an Email as Unread

To quickly mark an email as unread, select the symbol on the far left of the email row.

Performing this action immediately updates the status of the email to unread, thereby assisting in the organization and monitoring of messages that may require follow-up or further attention at a later time.

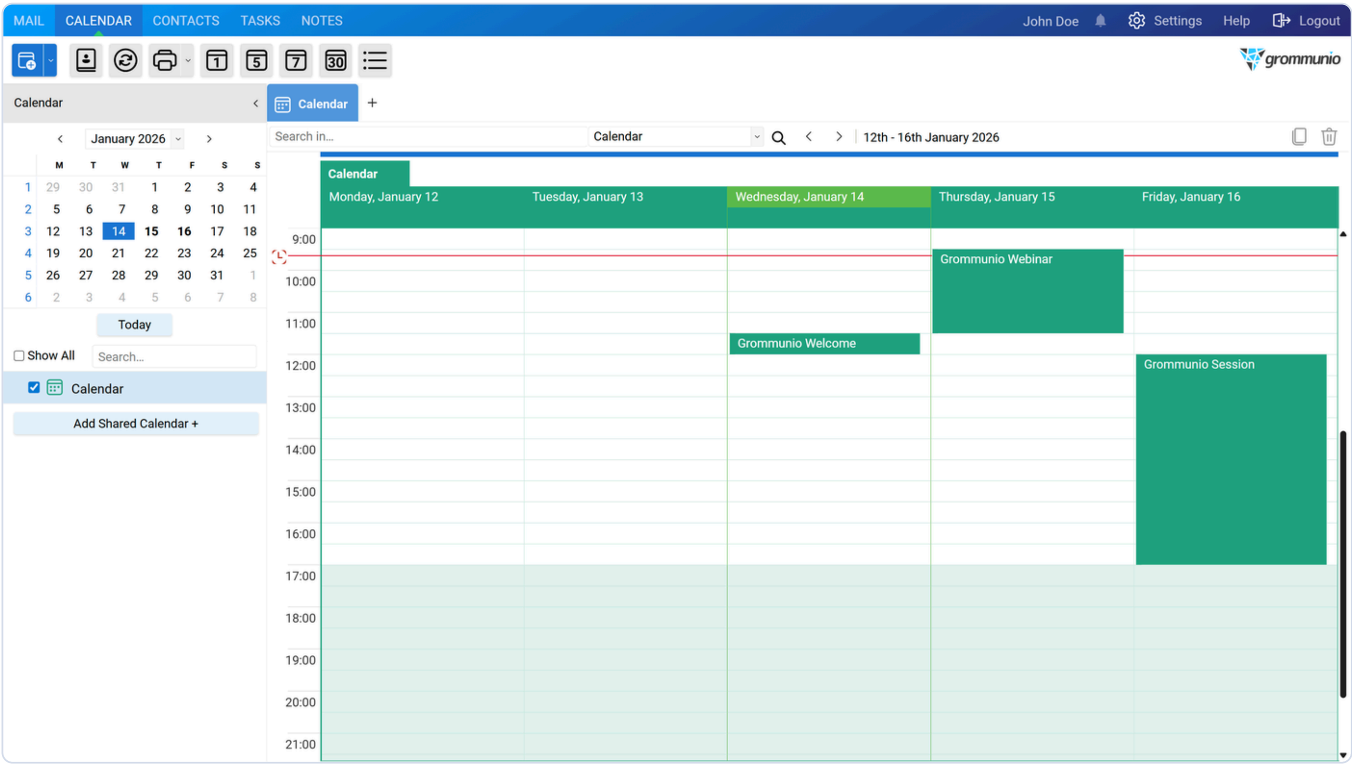
The use of such quick actions supports efficient management of the inbox, enabling users to prioritize communications effectively and maintain better control over the flow of incoming messages.

Quickly Setting Flag

A flag can be quickly set on a message by clicking in the **Flag** column within the Mail view. When the pointer hovers over a message, the flag icon becomes visible. Clicking this icon opens the follow-up menu, from which the desired flag option may be selected.

Calendar

In this chapter, we guide you how to use Calendar in grommunio Web. After reading through this chapter, you should be able to create appointments, meetings and room bookings.



Calendar Shortcut Bar

The **Calendar Shortcut Bar** plays an important role in managing appointments and meetings. It provides quick access to commonly used calendar actions, helping users work more efficiently and stay organized.

The Shortcut Bar enables the quick creation of a new appointment or meeting. Additionally, it allows seamless switching between different calendar views, facilitating the review and management of the schedule.

The following calendar views are available from the shortcut bar:

- **Day** view, for viewing a single day's schedule
- **Workweek** view, for viewing the standard working week
- **Week** view, for viewing all days of the current week
- **Month** view, for an overview of the entire month
- **List** view, for displaying appointments in a chronological list

The Calendar Shortcut Bar enables efficient creation, viewing, and management of appointments and meetings in the format that best supports the workflow.

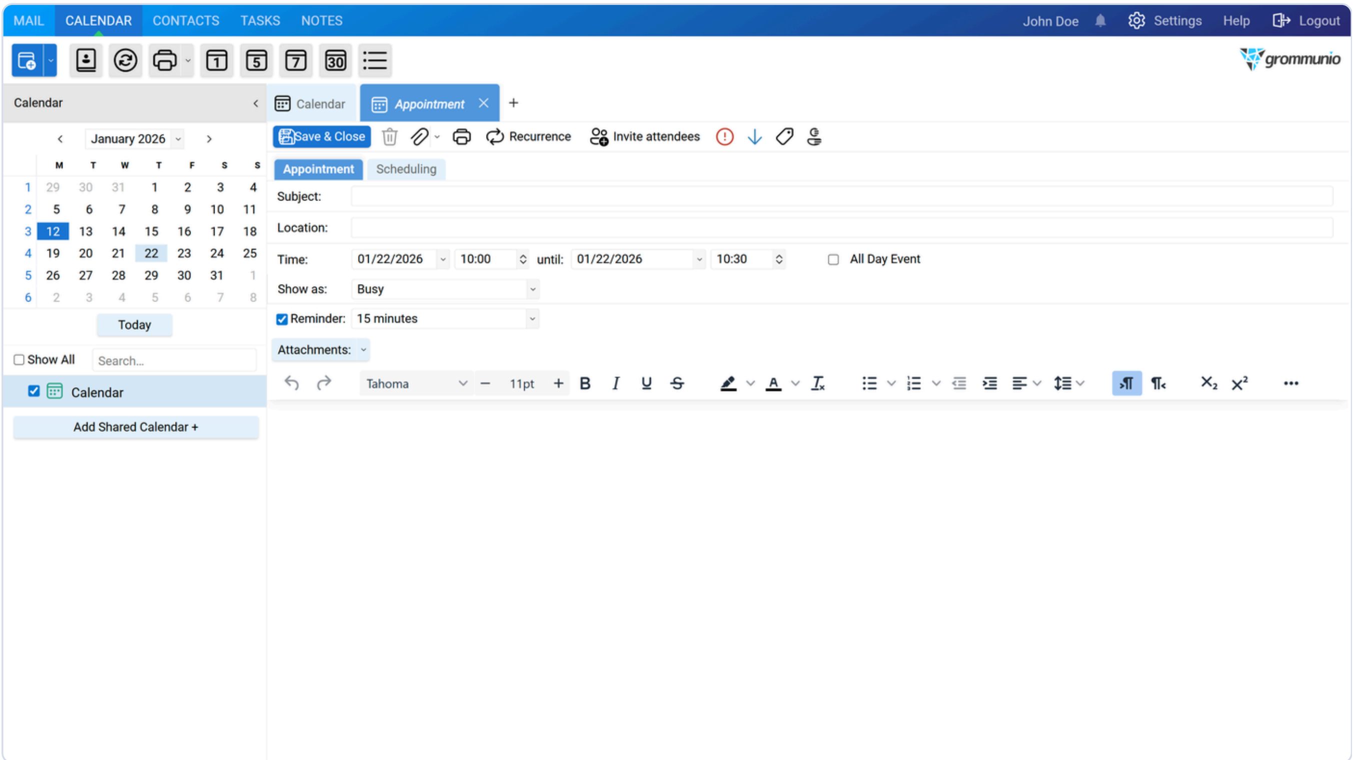
Appointment

A new appointment can be created using one of the following methods:

- Use the *Calendar Shortcut Bar* to quickly create an appointment.
- Click on the + symbol at the end of the Tab Bar.
- Double-click directly in the calendar using the appropriate view.
- Right-click directly in the calendar using the appropriate view. Choose **New Appointment**

Appointment creation behavior depends on the selected calendar view:

- In **Day**, **Workday**, and **Week** views, double-click the desired date and time to create an appointment at that specific time.
- In **Month** view, double-click a date to create an **all-day** appointment for the selected day. The appointment time can be edited later if needed.



Once created, the appointment editor opens, providing the ability to modify the following details:

Appointment Toolbar

The Appointment toolbar is located at the top of the appointment window and provides quick access to commonly used actions.

- **Save & Close** - Saves the appointment and closes the editor.
- **Delete** - Permanently removes the appointment. Moves it into the **Deleted Items** folder.
- **Attachment Dropdown** - Provides two methods for adding attachments:
  - **File Upload**: Upload a file directly from the computer.

- **Attach Item**: Attach an item from the mailbox (email, contact, calendar entry, task, or note) as an attachment or as text only.

> ⓘ**Note**
>
> Attachments may also be added using the **Attachments** area further down in the notes composition window.

- **Print** - Prints the appointment details.
- **Recurrence** - Opens the recurrence settings to create a repeating appointment.
- **Invite Attendees** - Converts the appointment into a meeting and switches from the *Appointment* tab to the *Meeting* tab, allowing participants to be invited.
- **High Importance** - Marks the appointment as high importance.
- **Low Importance** - Marks the appointment as low importance.
- **Categories** - Assigns one or more categories to the appointment.
- **Mark as Private** - Marks the appointment as private so its details are hidden from other users.

Recurrence Settings

The Recurrence configuration provides the ability to define the repetition pattern of an appointment, specifying both the frequency and the timing of occurrences.

It is divided into three sections.

1. **Time** This section defines the duration and time of each occurrence. Example:
   - **Occurrence duration:** 30 minutes
   - **Start time:** 14:00
   - **End time:** 14:30
2. **Recurrence Pattern** This section defines how often the appointment repeats. Patterns such as daily, weekly, monthly, or yearly can be selected, with options to configure intervals and specify applicable days.
3. **Range of Recurrence** This section controls the overall timeframe of the recurring appointment, providing options to:
   - Specify a start date
   - Allow the recurrence to continue indefinitely
   - End the recurrence after a specific number of occurrences
   - Define an end date

Subject

Enter a brief title or description for the appointment. This text appears in the calendar and helps identify the purpose of the meeting or event.

Location

Specify where the appointment will take place. This can be a physical location, such as a meeting room, or a virtual location, such as an online meeting link.

Time

Set the start and end date and time for the appointment. Example:

- **Start:** 12/16/2026, 11:30
- **End:** 12/16/2026, 12:00

If the appointment lasts for the entire day, select **All Day Event**. This automatically schedules the appointment as an all-day entry.

These values can be adjusted to change the duration or schedule the appointment on a different date.

Show As

This option determines how the attendee's availability is presented during the appointment.

- Options: Free, Tentative, Busy, Out Of Office

For example, setting this option to Busy indicates that the user is not available during the scheduled time.

Reminder

Specifies when a reminder should be received prior to the start of the appointment.

For example, a reminder set to 15 minutes triggers a notification shortly before the event.

> ⓘ**Note**
>
> You can also turn off the reminder if it is not needed.

Create In

Select the calendar where the appointment will be saved. By default, appointments are created in the **Calendar**, but another available calendar can be selected if applicable.

> ⚠**Caution**
>
> This option is available only when one or more shared folders are configured.

Notes

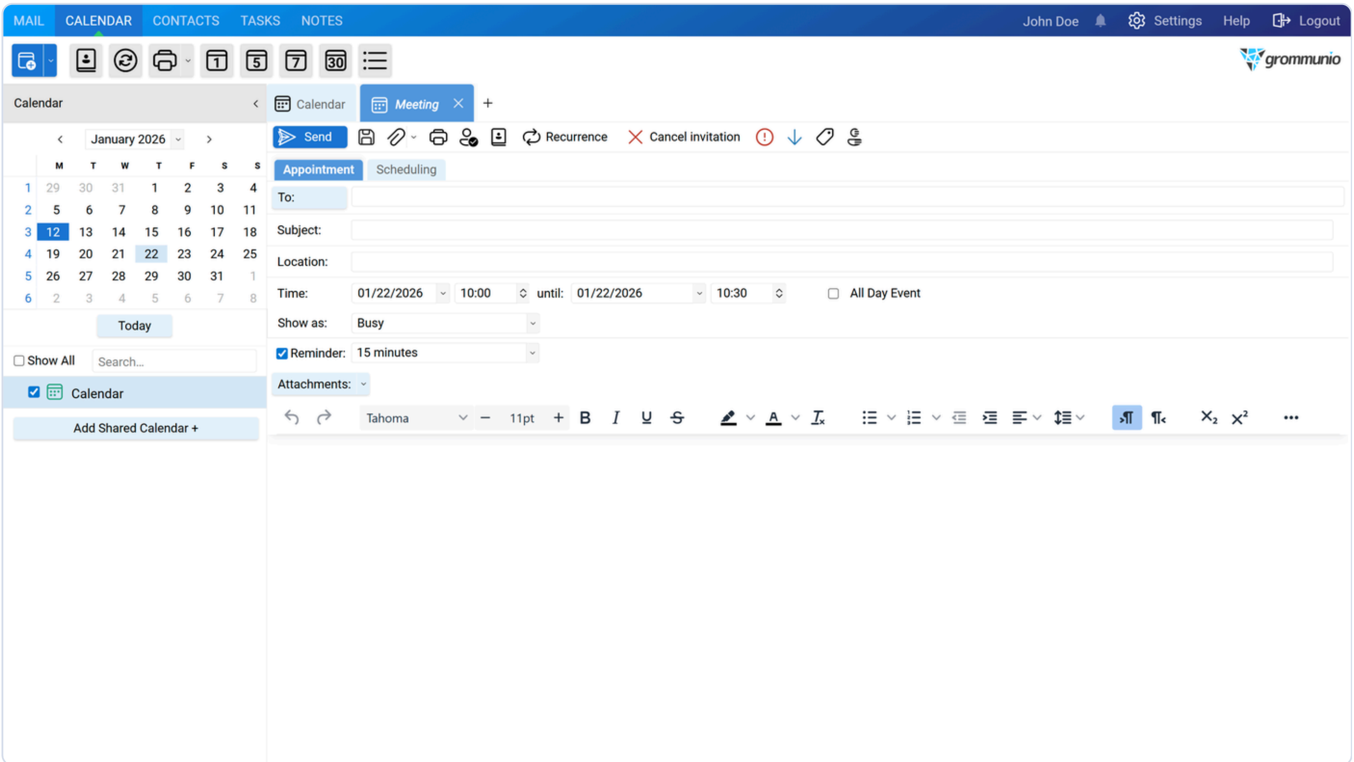
A **Note** can be added to provide additional information related to the appointment. Notes are useful for agendas, preparation details, or any other relevant comments and are saved as part of the appointment.

> ⓘ **Note**
>
> For an overview of your appointments go back to calendar. You can also share your calendar with co-workers and allow to edit/create or delete items. By writing an email you select the attachment icon, choose "Attach item" and add your calendar.

Meeting

A **Meeting request** can be created in one of the following ways:

- By selecting **Meeting request** from the **Shortcut Bar** drop-down menu.
- By right-clicking directly in the calendar and selecting **New Meeting Request**
- By selecting **Invite attendees** in the **Appointment Editor**.
- By selecting **Scheduling** Tab in the **Appointment Editor**.



The most convenient way to avoid scheduling conflicts is to use the **Scheduling** Tab in the appointment editor.

This option enables the following actions:

- Select one or more users
- View their schedules at the same time
- Check their status: Busy/Tentative/Out of Office/No Information
- Choose from Suggested Times

By checking participants' availability before saving the meeting, potential conflicts can be avoided beforehand.

Once **Invite attendees** is selected in the **Appointment Editor**, the appointment is converted into a meeting request and generates the **To:** field.

- **To:** Specifies the attendee or attendees of the meeting request.

  The field supports the following methods for selecting users:

  - Manual entry with autocomplete support
  - Recipient validation using **Check Names**
  - User selection via the **Address Book**
  - Opening the Address Book by selecting the **To** button to choose one or more users

When the Address Book is opened following three fields can be entered:

- **Required:** Mandatory attendees. They are essential for the meeting.
- **Optional:** Optional attendees. They are welcome to join but their absence won't stop the meeting
- **Resource:** Resources such as rooms or equipment

Furthermore the toolbar changes to reflect the available meeting actions.

Toolbar Changes

When an appointment becomes a meeting, the toolbar is updated as follows:

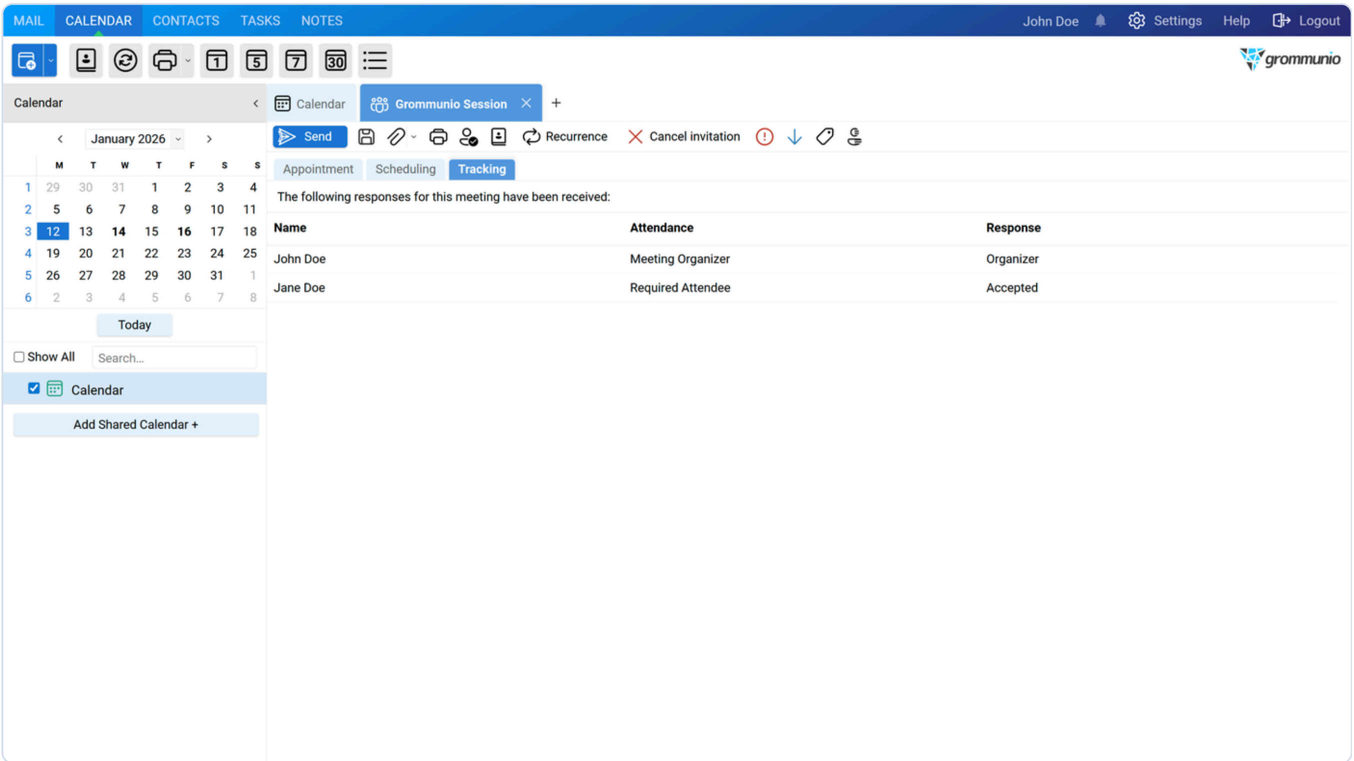
- **Save & Close** is replaced by **Send**.
- An additional **Save** button is displayed.

The meeting toolbar provides the following additional options:

- **Check Names -** Verifies attendee names and resolves them against the address directory.
- **Open Address Book -** Opens the address book to select attendees from available contacts.
- **Cancel Invitation -** Cancels the meeting and sends a cancellation notice to all invited attendees.

Tracking

After a meeting request has been sent, the **Tracking** tab becomes available in the organizer's meeting editor.



This tab provides an overview of all invitees and their responses to the meeting request.

- **Name –** Displays the name of each invited participant.
- **Attendance –** Indicates the participant's role, such as: Meeting Organizer, Required Attendee, Optional Attendee or Resource.
- **Response –** Shows the current response status for each participant: Accepted, Declined, or No response.

The **Tracking** tab allows the meeting organizer to monitor attendance and track responses without opening individual replies.

Room Booking

In addition to scheduling appointments and meetings, the calendar also allows the booking of **rooms**. This feature enables the reservation of shared resources, such as meeting rooms or conference facilities, directly within the scheduling workflow.

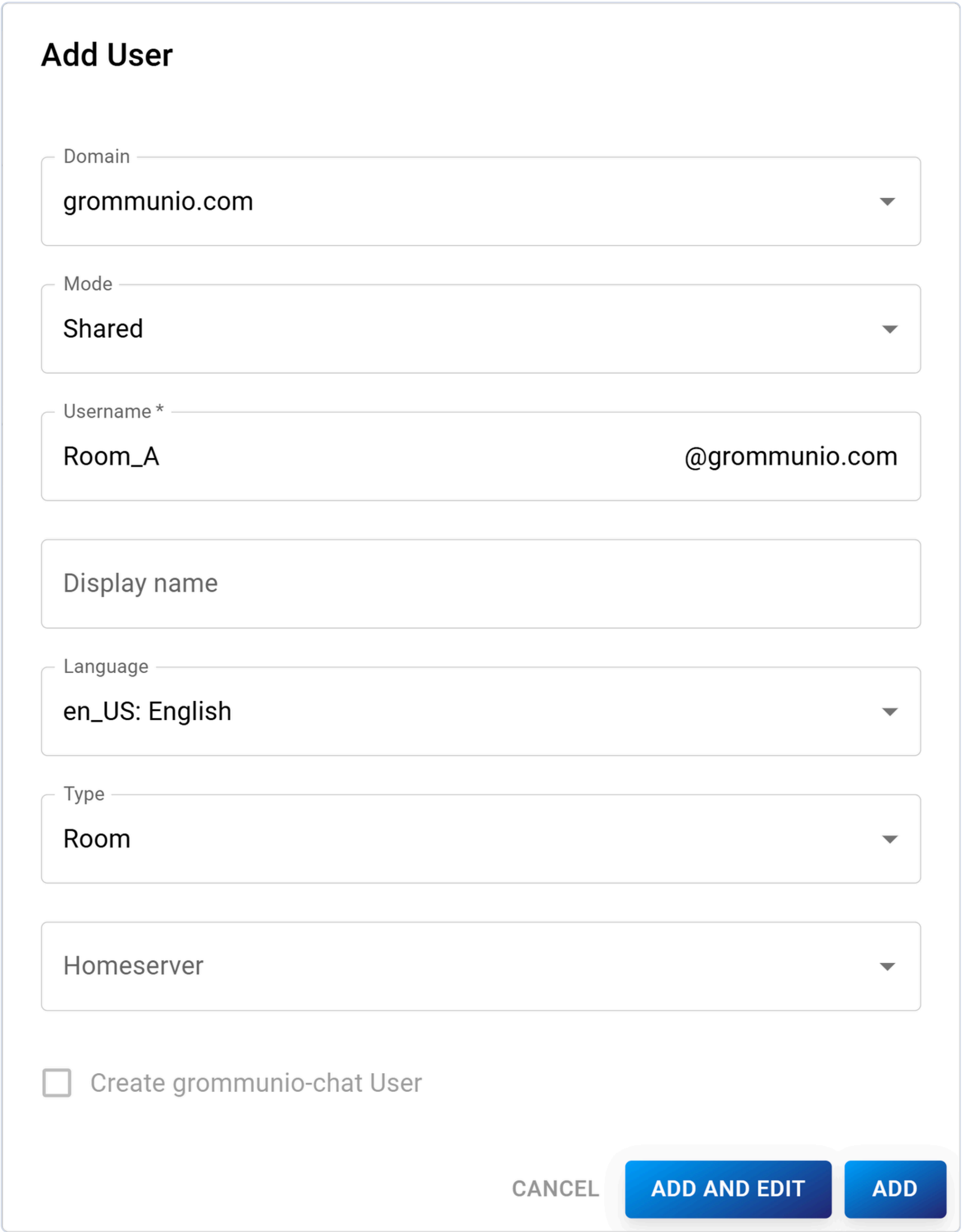
Before rooms can be booked by users, certain configuration steps must be completed in the **Admin UI**.

Room Configuration (Admin UI)

To enable room booking, an administrator must first create a room resource as a shared user account.

1. Open the **Admin UI**.
2. Navigate to the **User** tab.
3. Select **New User**.
4. Choose the appropriate **Domain**.
5. Set the **Mode** to **Shared**.
6. Enter a descriptive **Username** for the room (for example, Room_A).
7. Set the **Type** to **Room**.

8. Save the configuration by clicking **Add**.



After the room has been created, edit the room user and configure the automatic processing of meeting requests:

1. Open the room user for editing.
2. In the **Account** Tab locate **Automatic processing of meeting requests**.
3. Enable the following options:
    - **Decline all recurring meeting requests**
    - **Decline all meeting requests with scheduling conflicts**
    - **Accept conflict-free meeting requests**
4. Save the settings.

These options ensure that the room automatically accepts valid meeting requests and prevents scheduling conflicts.

Room Usage

To book a room in grommunio Web, there are two methods:

Method 1

1. Create a new **Meeting**.

2. Open the **Address Book** using one of the following methods:

    - Select the **To:** button.
    - Alternatively, click the **Open Address Book** in the toolbar.

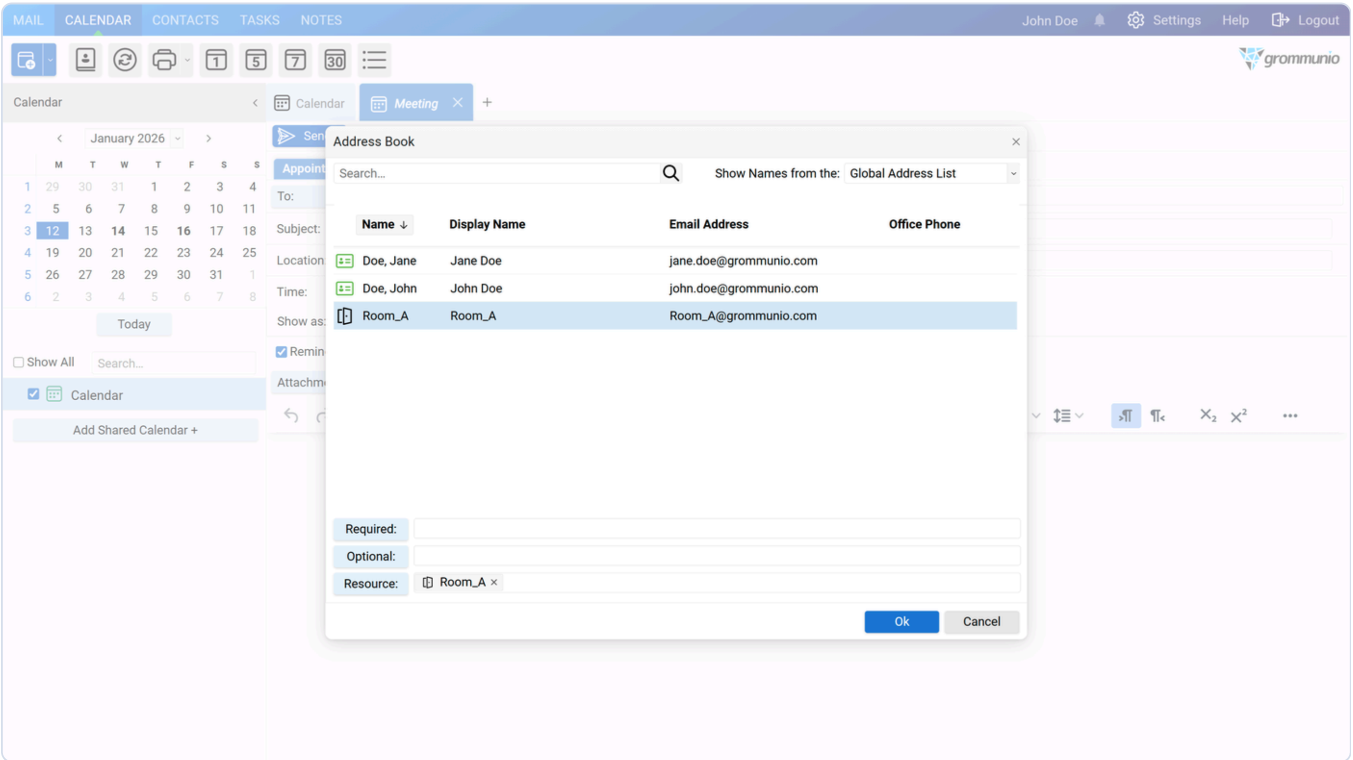
    This opens the Address Book, extended with the following fields:

    - **Required:** Mandatory attendees
    - **Optional:** Optional attendees
    - **Resource:** Resources such as rooms or equipment

3. Add the room to the **Resource** field.

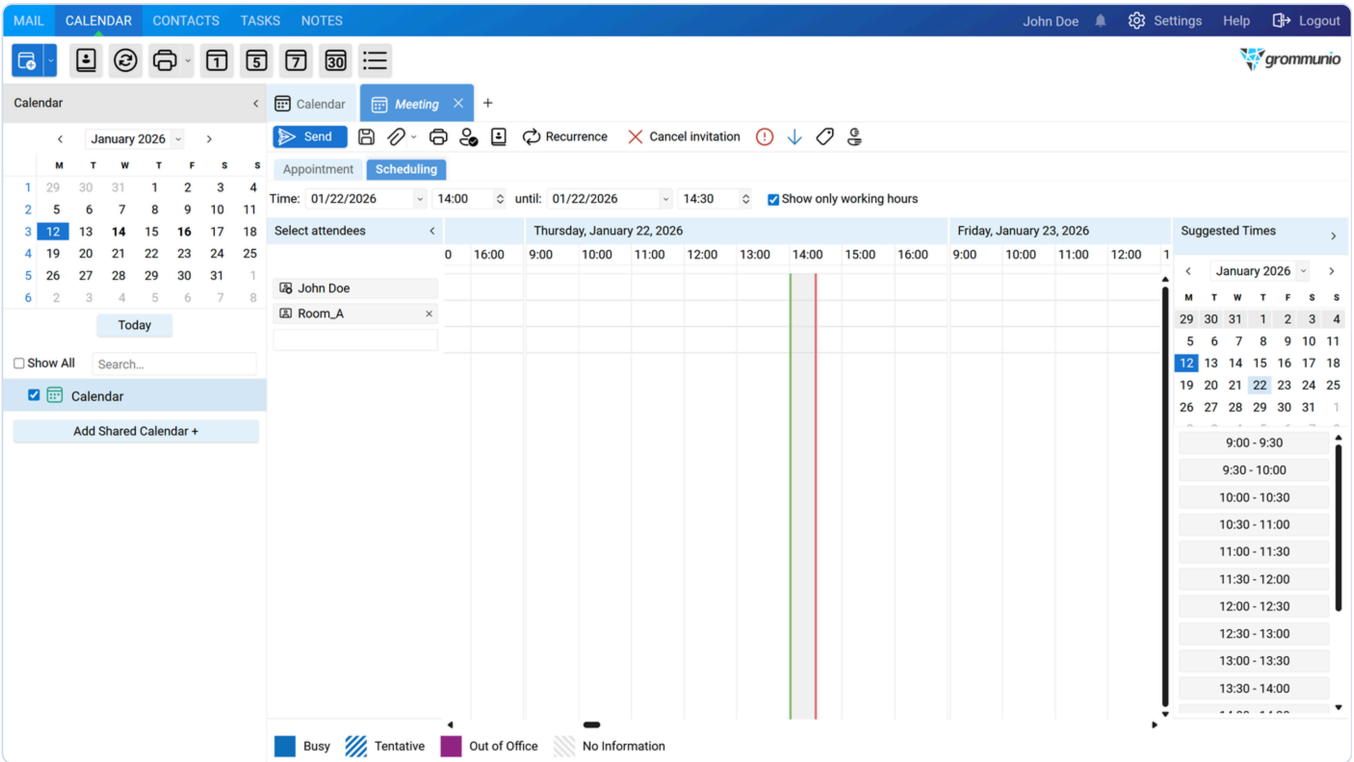
4. If attendees are required, add them to the **Required** field.

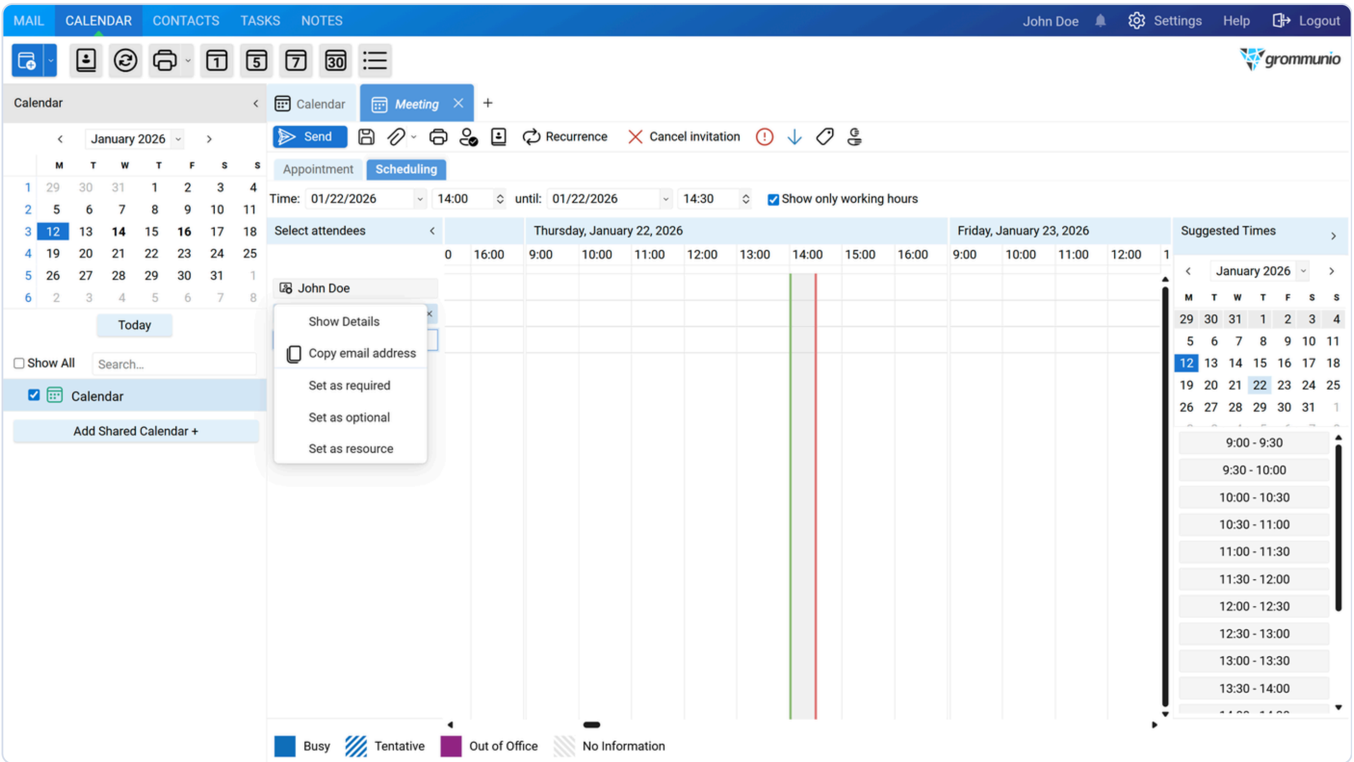
5. Send the meeting request.

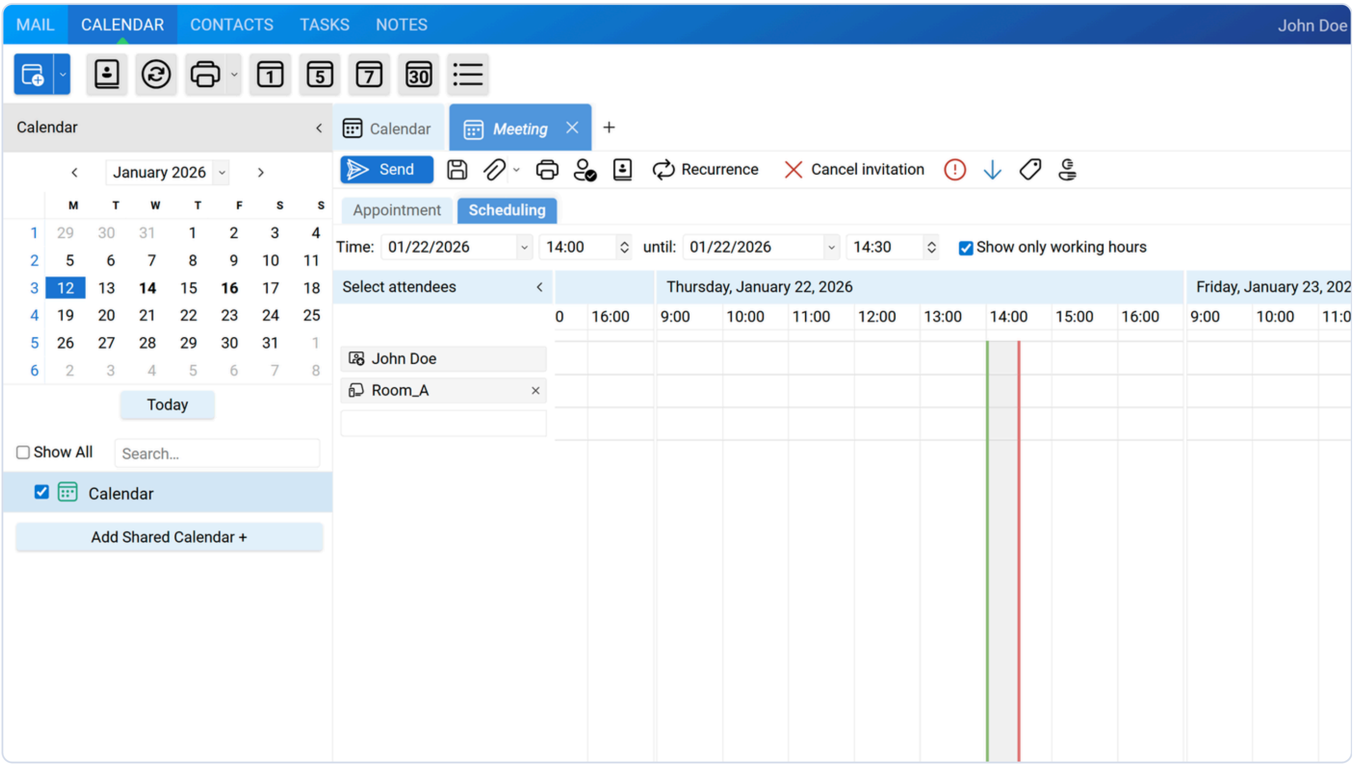


Method 2

1. Open the **Scheduling** tab in the appointment/meeting editor.
2. Add the attendee (for example, Room_A).
3. Right-click the added attendee.
4. From the context menu, select one of the following options:
    - **Set as Required**
    - **Set as Optional**
    - **Set as Resource**
5. Select **Set as Resource** to designate the attendee as a room.







If the room is available, it is automatically reserved and added to the meeting. If the room is unavailable or a conflict exists, the meeting request is declined according to the configured room settings.

Standard Appointment/Meeting Options

When right-clicking on a created appointment or meeting, the following options are available:

- **Open** - Opens the selected appointment or meeting for viewing or editing its details.
- **Copy/Move** - Allows to duplicate the appointment or move it to a different date or calendar.
- **Delete** - Permanently removes the appointment or meeting from the calendar. Moves it into the **Deleted Items** folder.
- **Categories** - Assign a category to the appointment for better organization and filtering.
- **Show as >** - Change the status of the appointment to indicate how it will appear in the calendar. Options: Free, Busy, Tentative, Out of Office
- **Send to ...** - Opens a new email message with the appointment attached as an *.ics* file. This allows to send the calendar event to other users via email, preserving all event details.
- **Export as >** - Export the selected appointment in *.ics* formats for external use or sharing.
- **Options** - Displays properties such as the Object ID.

Additional Options for Received Meeting Requests

When a meeting request is received from another user, the following actions become available:

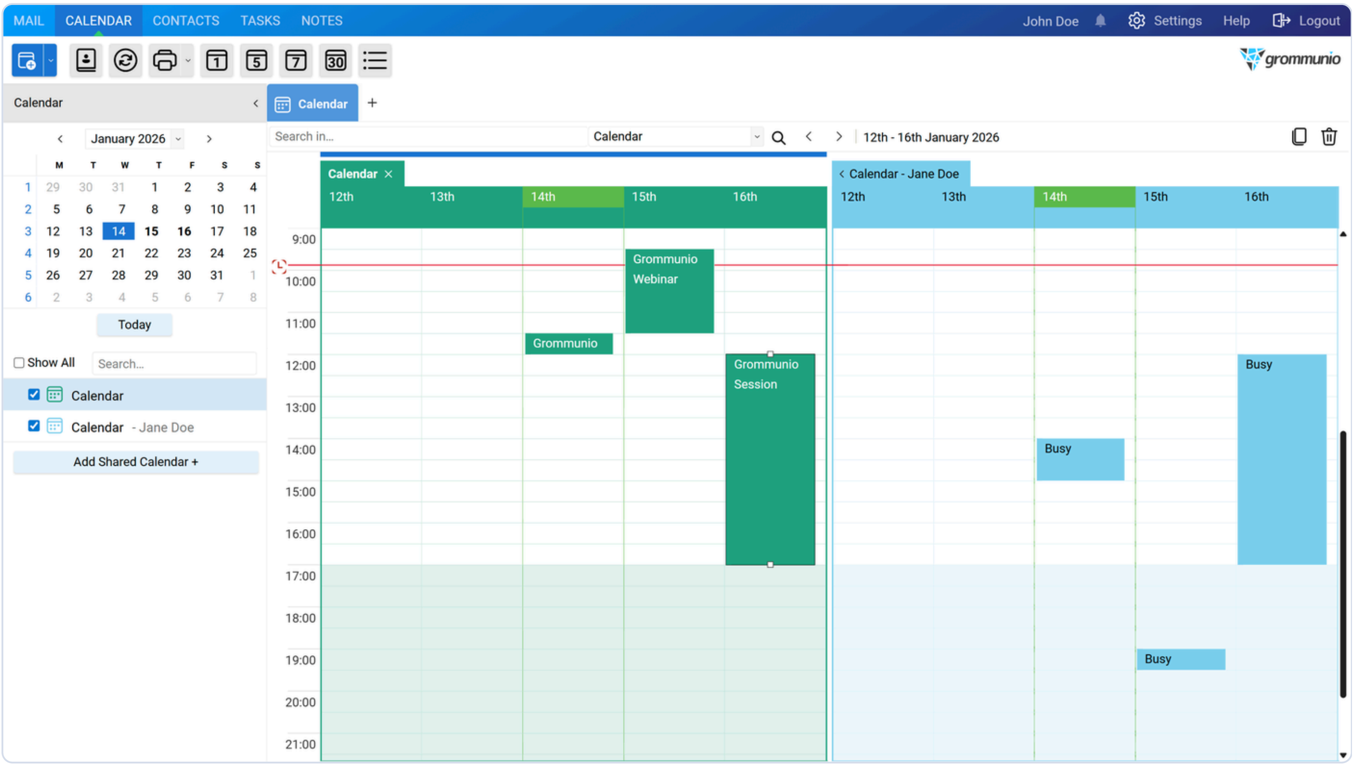
- **Accept** - Confirms attendance and adds the meeting to the calendar.
- **Tentative** - Marks attendance as tentative, indicating possible participation without full commitment.
- **Decline** - Rejects the meeting invitation and removes it from the calendar.
- **Propose New Time** - Suggests an alternative meeting time to the organizer when the proposed time is not suitable.

> ⓘ **Note**
>
> Regardless of the option selected (Accept, Tentative, or Decline), the action must be further confirmed by selecting one of the following:
>
> - **Edit the response before sending**
> - **Send the response now**
> - **Do not send a response**

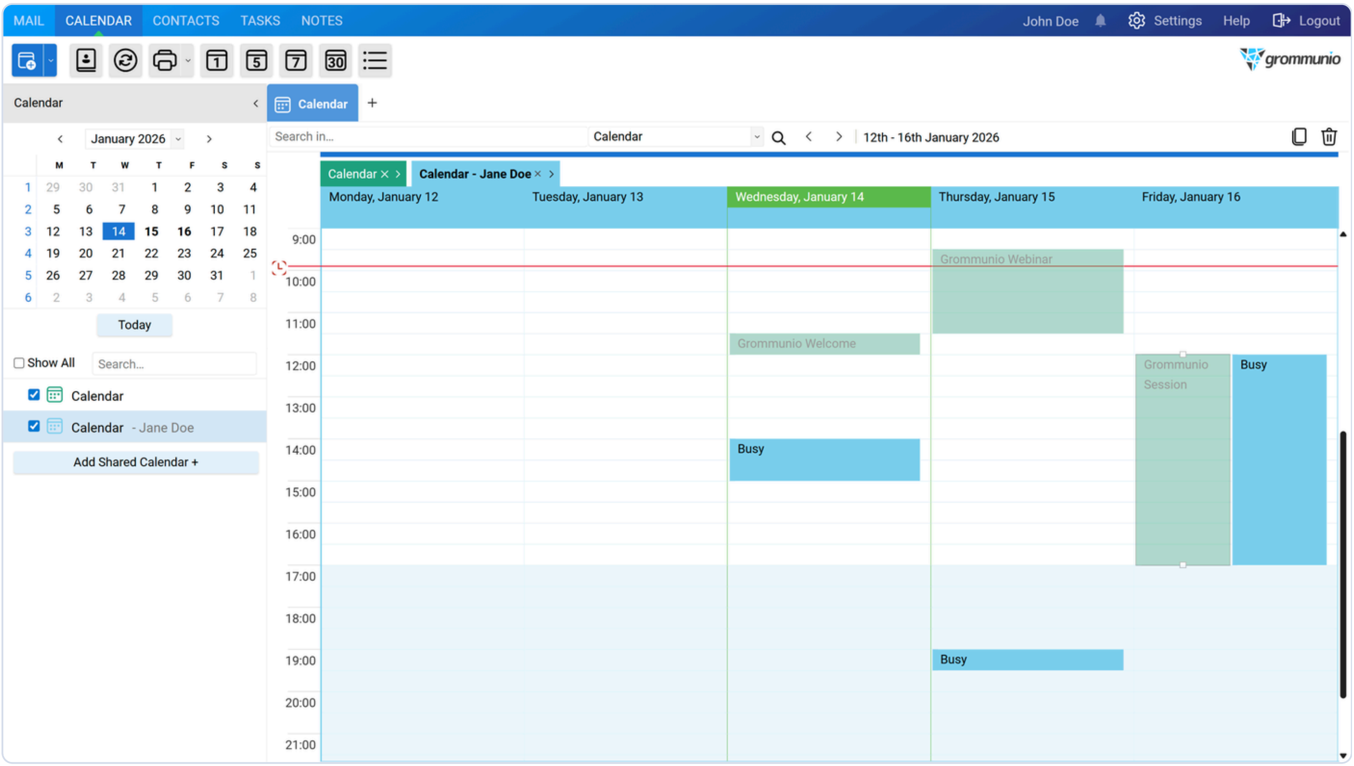
Calendar Overlay

When multiple calendars are selected, they are displayed side by side by default. Each calendar appears in its own column, facilitating a clear comparison of availability across users, rooms, or resources.

- **Side-by-side view** – Each selected calendar appears in a separate column with its own color, making overlaps and free time easy to identify.



- **Overlay view** – By clicking the **"<"** arrow in the calendar header, the selected calendar is overlaid onto the main calendar instead of being shown in a separate column.



- **Return to side-by-side view –** To detach an overlaid calendar and display it again in its own column, click the **">"** arrow in the calendar header.

In overlay mode, all events are consolidated into a single calendar view. Events retain their color-coding by calendar, enabling distinction between different users or resources while displaying them within the same time grid.

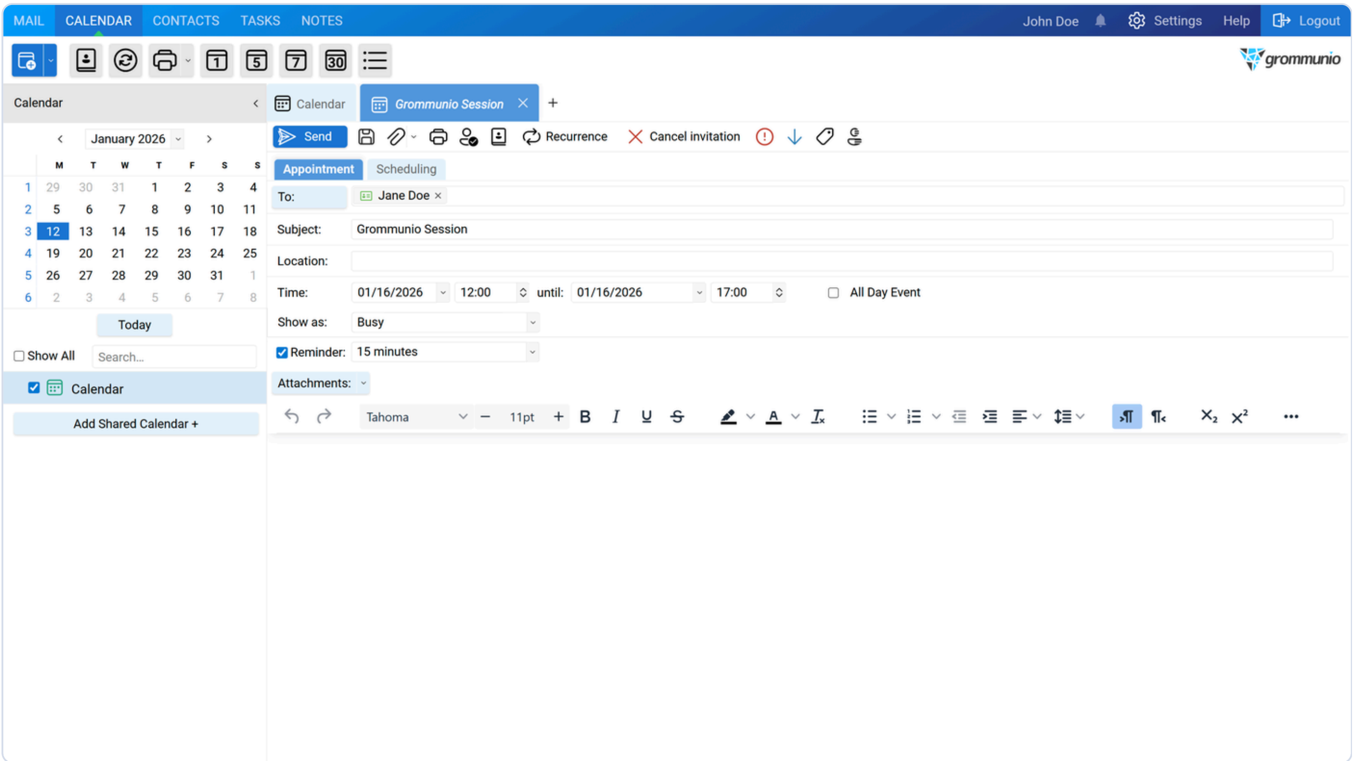
Switching between side-by-side and overlay views is available at any time, allowing the display to be adjusted to suit specific scheduling requirements.

Calendar Basic Meeting Workflow

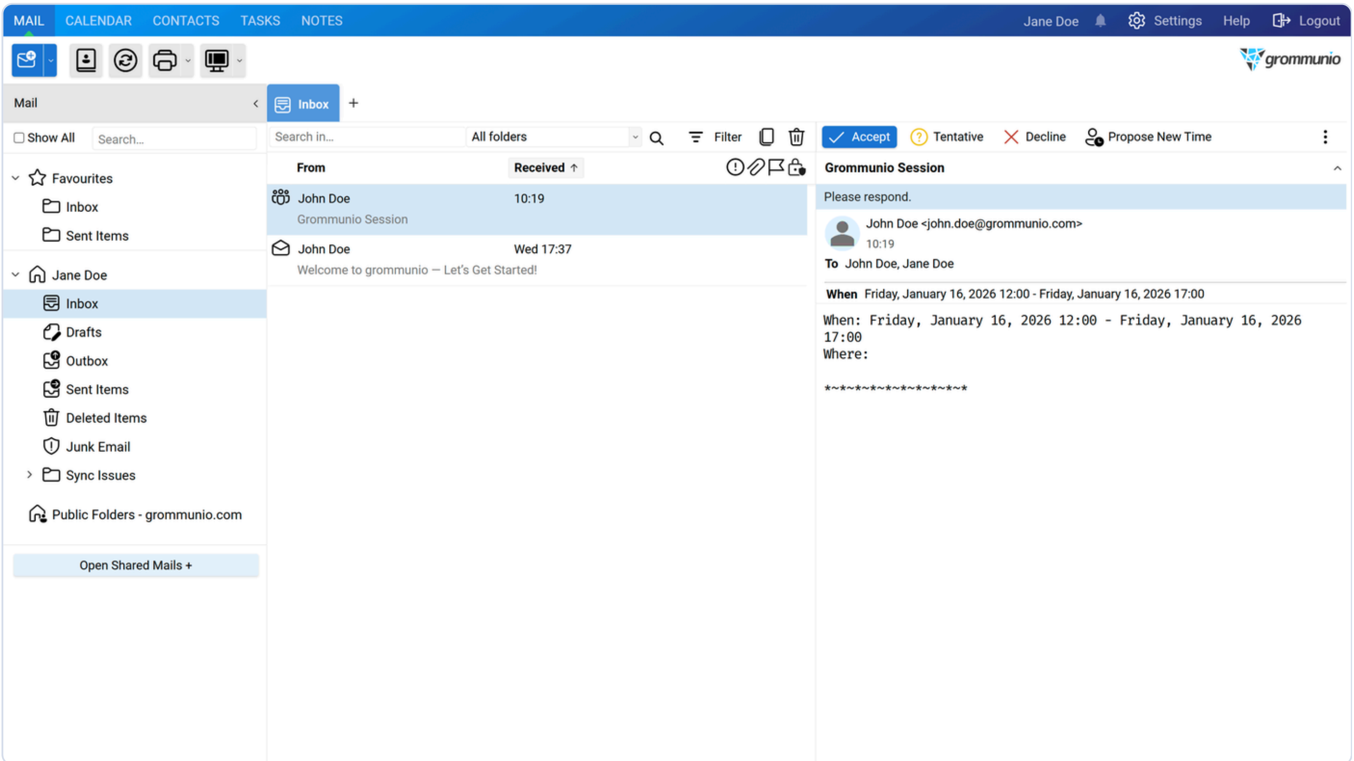
The following describes a typical meeting workflow between two users.

Meeting request and response

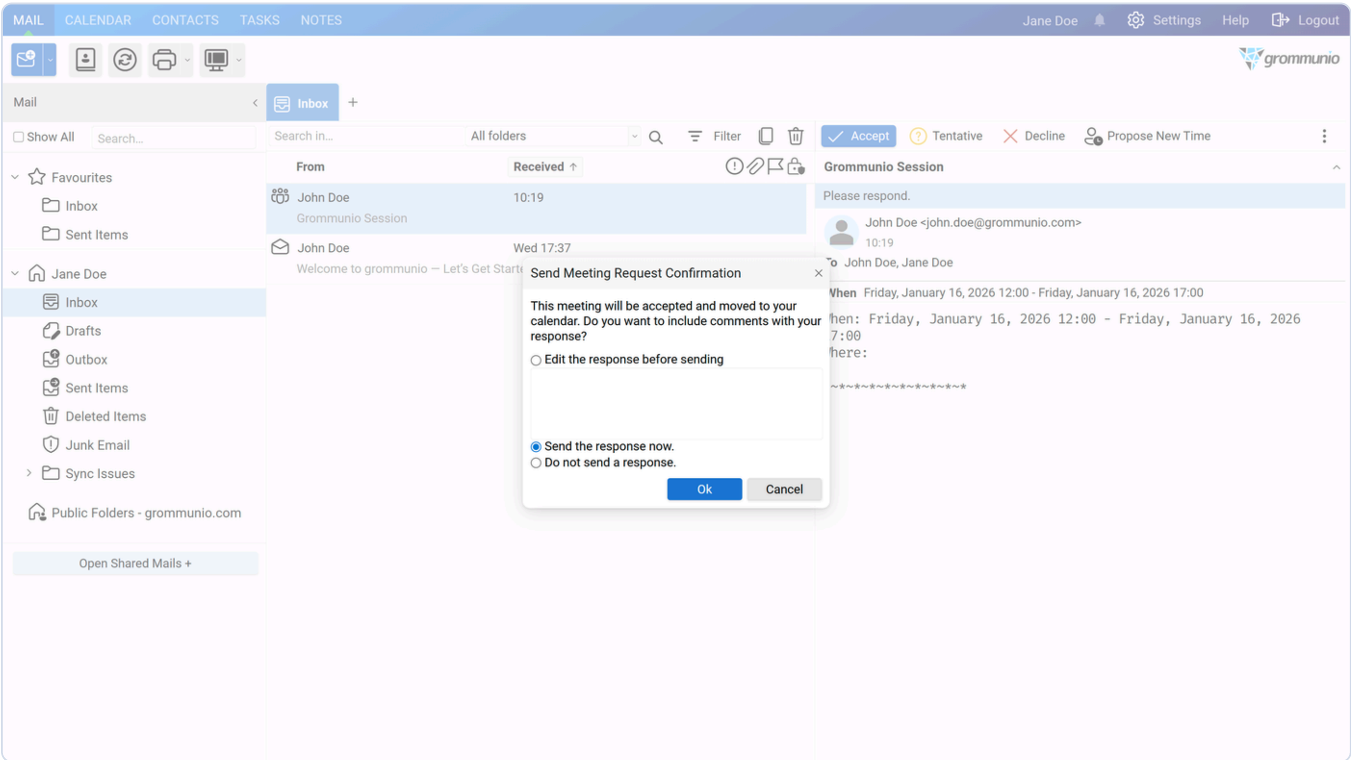
1. **John Doe creates a meeting –** John Doe schedules a meeting and sends a meeting request to Jane Doe.



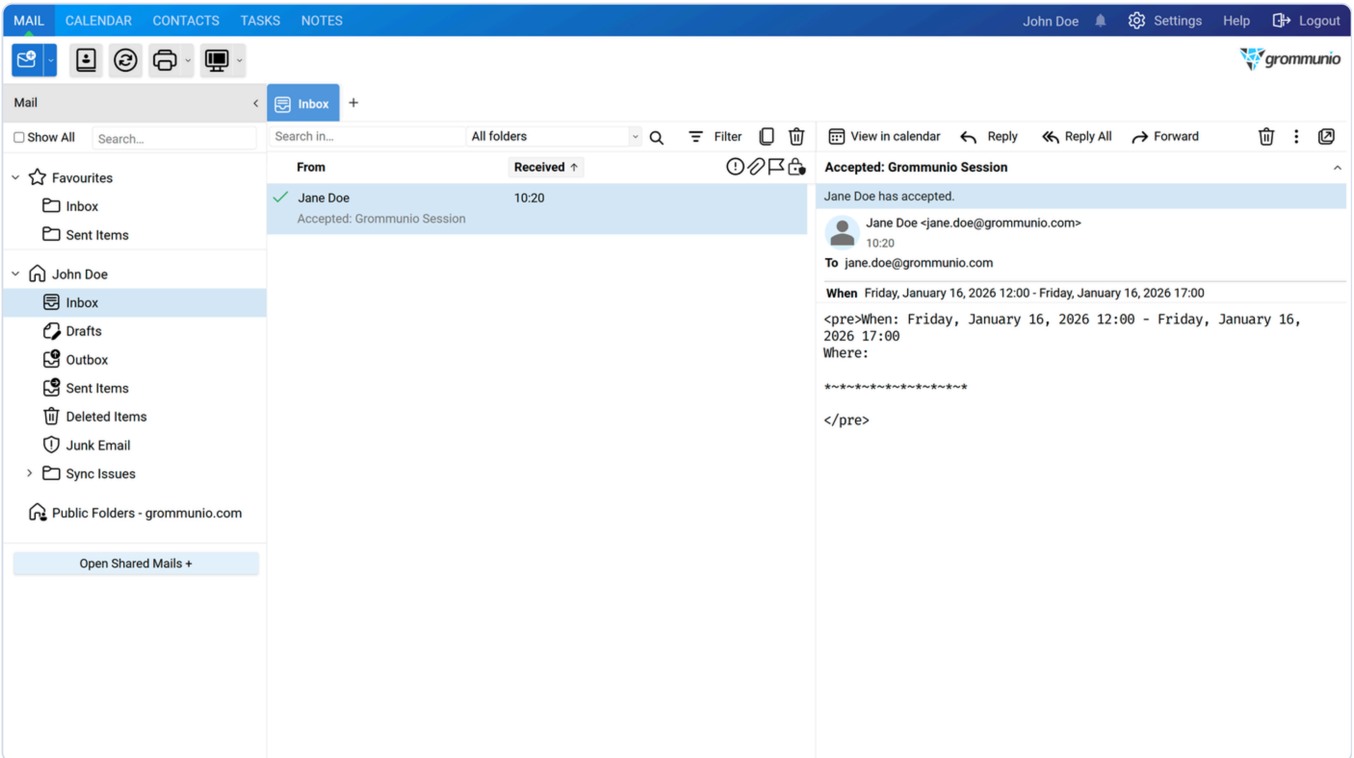
2. **Jane Doe receives the invitation –** Jane Doe receives the meeting request as an RSVP message.



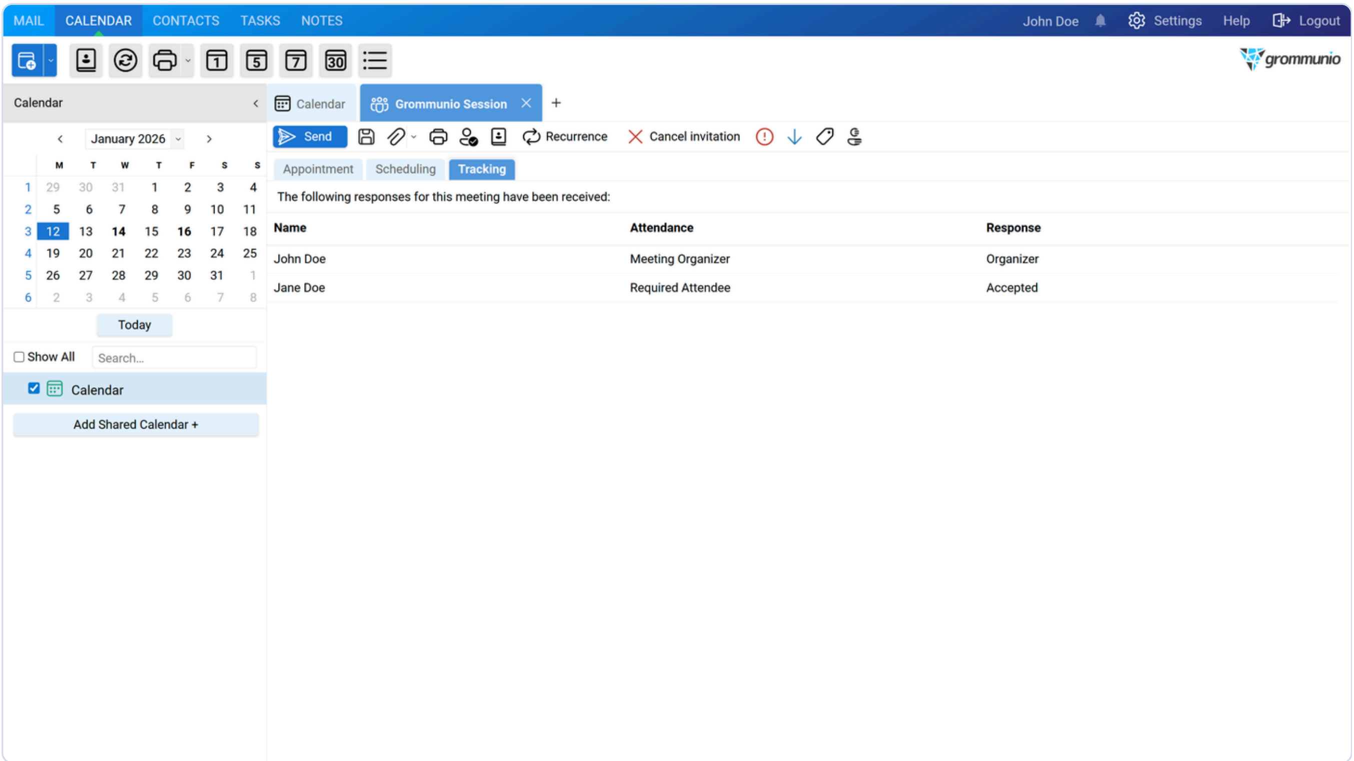
3. **Jane Doe responds to the invitation –** Jane Doe can accept, decline, or tentatively accept the meeting:
   - By responding directly to the RSVP email, or
   - By right-clicking the meeting entry in the calendar and selecting the appropriate action from the context menu.



4. **John Doe receives the response –** John Doe receives an email notification informing them of Jane Doe's response.

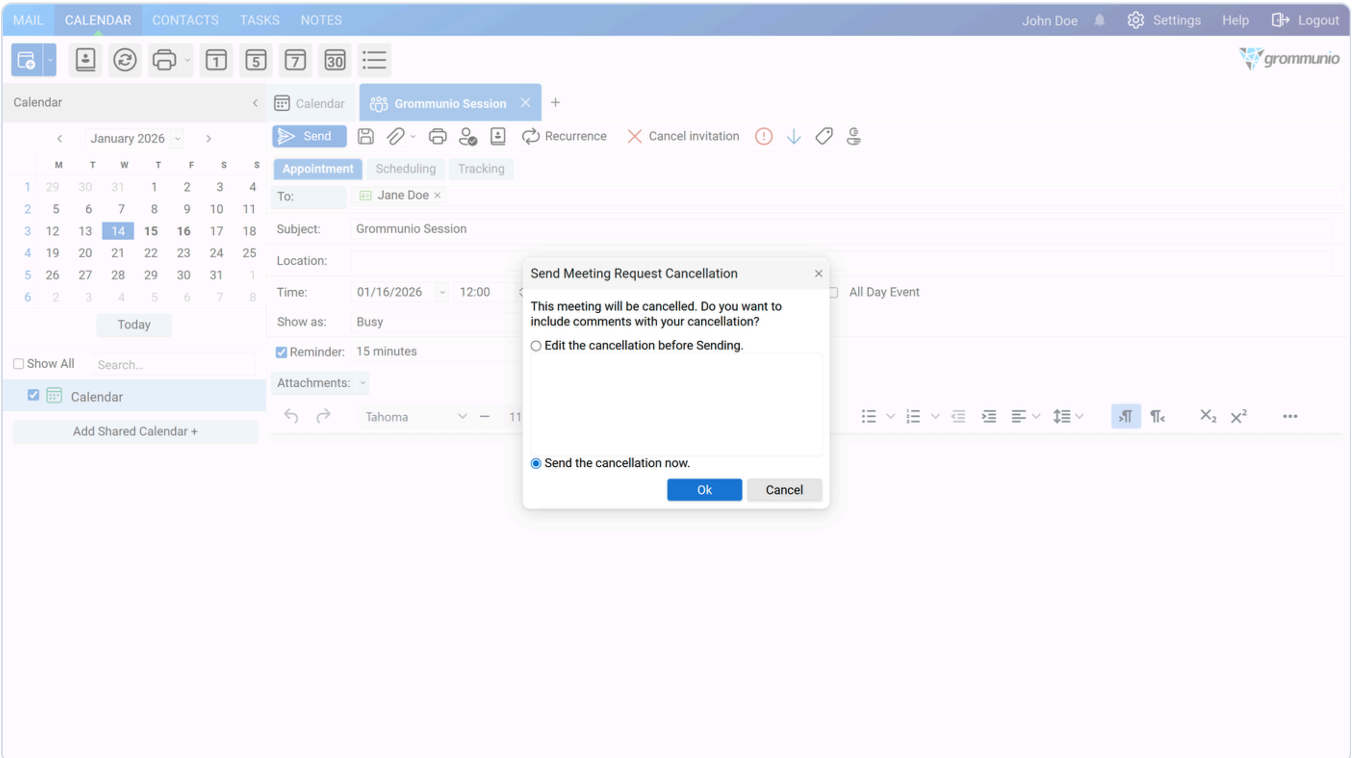


5. **Tracking responses –** Alternatively, John Doe can open the meeting in the meeting editor and view all participant responses in the **Tracking** tab.



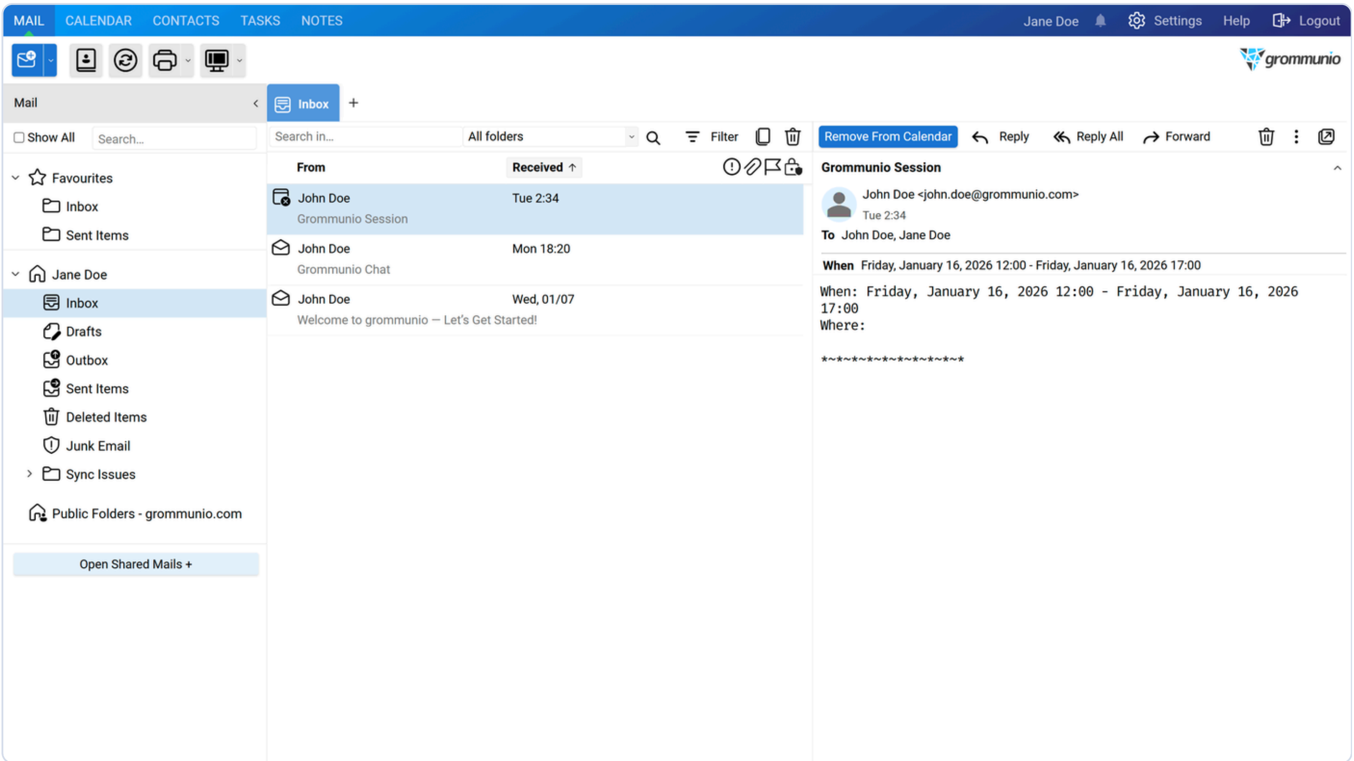
Meeting cancellation

1. **John Doe cancels the meeting –** John Doe cancels the scheduled meeting.



2. **Jane Doe is notified –** Jane Doe receives a cancellation message.

3. **Calendar update –** Jane Doe can remove the canceled meeting from their calendar, by confirming the removal via *Remove From Calendar*.

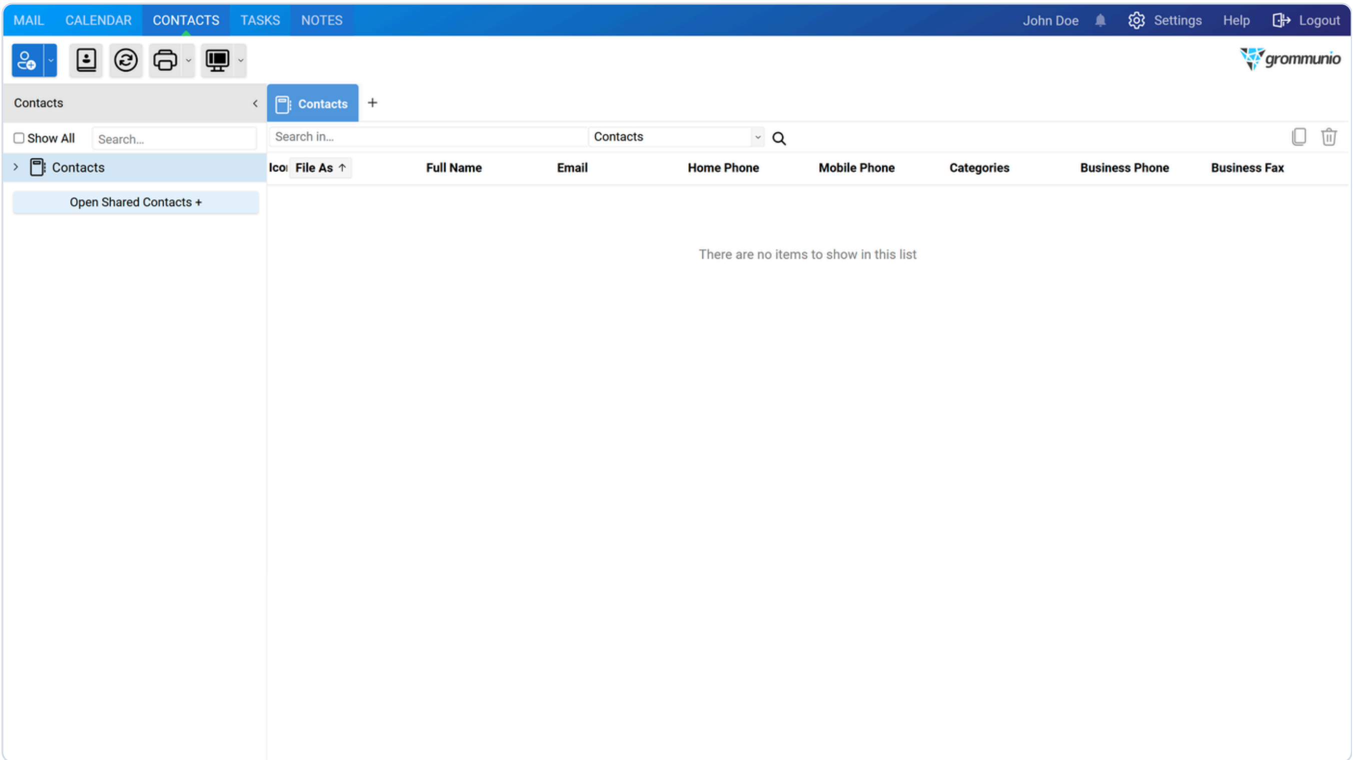


This workflow ensures that meeting invitations, responses, and changes are clearly communicated and synchronized across all participants' calendars.

Contacts

In this chapter, we guide you on how to use Contacts in grommunio Web. After reading through this chapter, you should be able to create and manage contacts, as well as work with distribution lists.

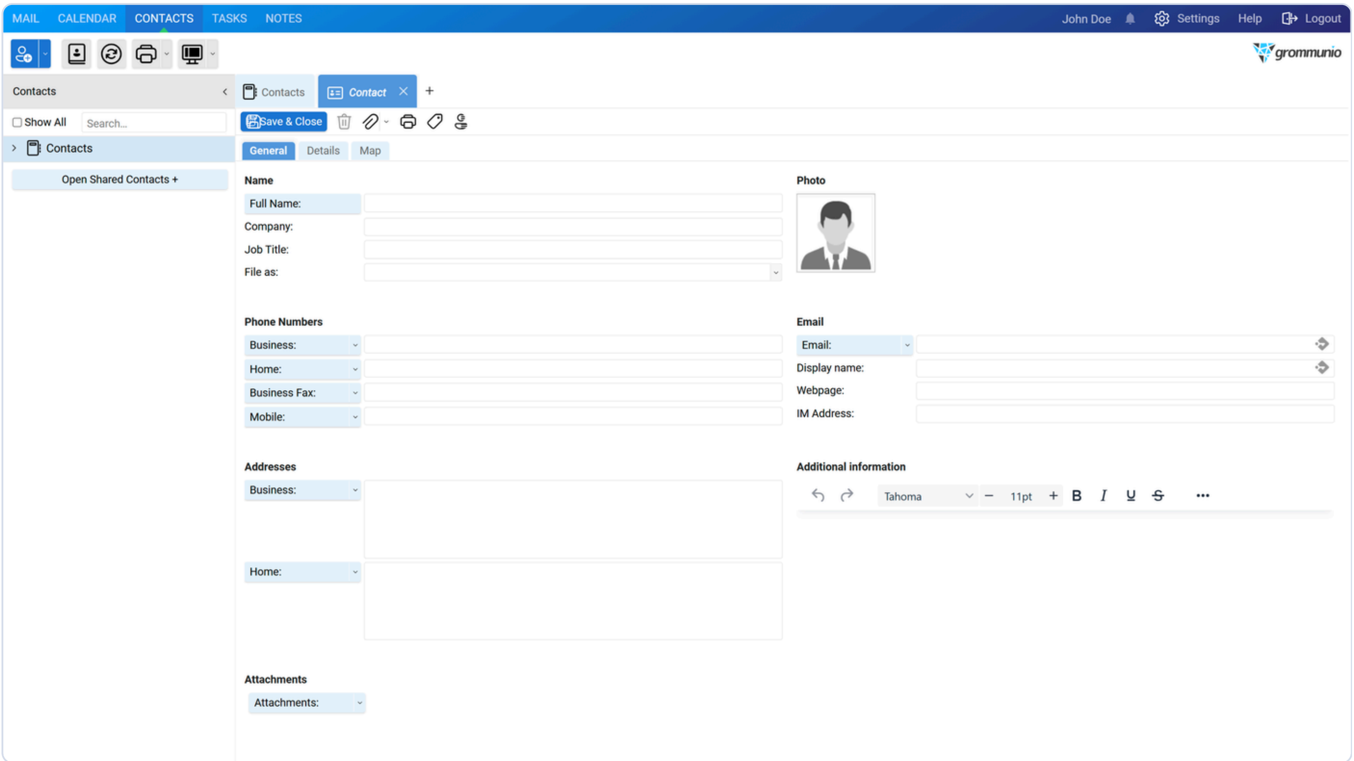
Adding a new contact



To add a new Contact click on the contacts icon in the Shortcut Bar or click on the + symbol at the end of the Tab Bar.

This will open the **Contacts Editor**. The **Contacts Editor** in grommunio Web allows users to manage and maintain contact information. It is divided into three main tabs:

- General
- Details
- Map



Each tab has a different purpose and provides fields for entering various pieces of information about a contact.

General Tab

The **General** tab is the first section of the contact editor. It is used for entering basic contact information, including names, phone numbers, email, and more.

Key Fields in the General Tab

- **Name:**
  - **Full Name:** The **Full Name** field acts as a button. When selected, it opens a new window that allows the full name to be divided into individual components:
    - **Title:** Enter the contact's title (e.g., Mr., Mrs., Dr.).
    - **First:** Enter the contact's first name.
    - **Middle:** Enter the contact's middle name (optional).
    - **Last:** Enter the contact's last name.
    - **Suffix:** Enter any suffix (e.g., Jr., Sr., II, III).
  - **Company:** Enter the name of the company the contact works for.
  - **Job Title:** Specify the contact's job title.
  - **File as:** Select how the contact should be sorted or displayed (e.g., first name or last name).
- **Phone Numbers:**
  - **Business:** Enter the business phone number.
  - **Home:** Enter the home phone number.
  - **Business Fax:** Enter the business fax number (if applicable).
  - **Mobile:** Enter the mobile phone number.

Each phone number field (Business, Home, Business Fax, Mobile, etc) acts as a button. When clicked, it opens a window with the following fields:

- **Country/Region Code:** Enter the country or region code.
- **City/Area Code:** Enter the city or area code.
- **Local Number:** Enter the local phone number.
- **Extension:** Enter any extension number (if applicable).

Additionally, there is a **dropdown** field to select the type of phone number. The available options in the dropdown are:

- Assistant
- Business
- Business 2
- Business Fax
- Callback
- Car
- Company
- Home
- Home 2
- Home Fax
- ISDN
- Mobile
- Other
- Other Fax
- Pager
- Primary
- Radio
- Telex
- TTY/TDD
- **Email:**
  - **Email:** Enter the contact's email address.
  - **Display Name:** Set a custom name to display for the contact, if desired.
  - **Webpage:** Provide the contact's personal or business webpage URL.
  - **IM Address:** Enter the contact's Instant Messaging address (if applicable)

The Email field acts as a button with enhanced functionality. Selecting the email button opens the address book, allowing an existing contact's email address to be selected instead of being entered manually.

Additionally a dropdown menu allows classification of the email entry. The available options are:

- Email
- Email 2
- Email 3
- **Photo:**
    - Upload a photo of the contact, which will be displayed alongside their information for easy recognition.

> ⚠**Attention**
>
> Supported format for contact pictures are JPEG, GIF, PNG, BMP

- **Addresses:**
    - **Business:** Enter the contact's business address.
    - **Home:** Enter the contact's home address.

Each address field (e.g., Business, Home) acts as a button. When clicked, it opens a window with the following input fields:

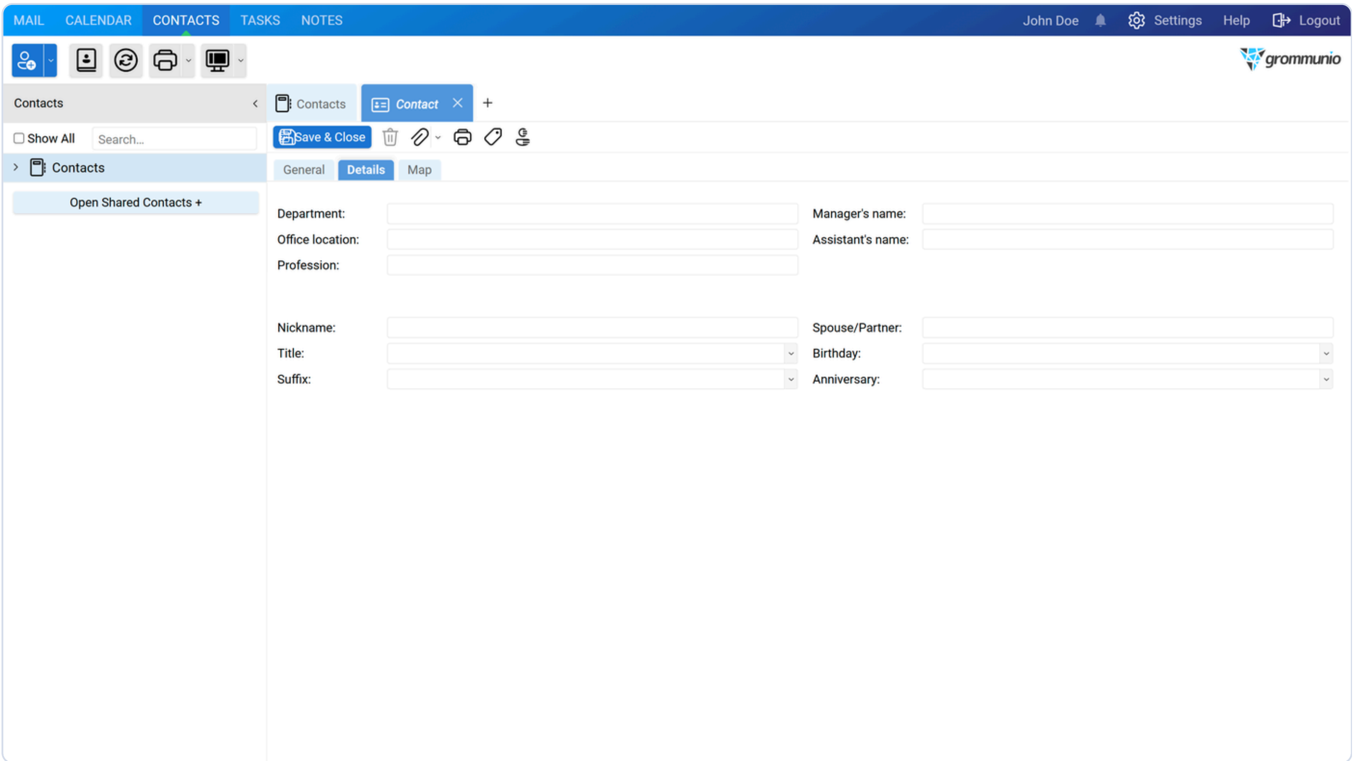
- **Street:** Enter the street address.
- **City:** Enter the city.
- **State/Province:** Enter the state or province.
- **Postal Code:** Enter the ZIP or postal code.
- **Country/Region:** Enter the country or region.

Additionally, there is a **Type Dropdown** to classify the address. The dropdown options include: **Home – Business – Other**

- **Additional Information:**
    - Include any additional notes or information about the contact that may be useful.
- **Attachments:**
    - Upload any relevant attachments related to the contact (e.g., documents, images).

Details Tab

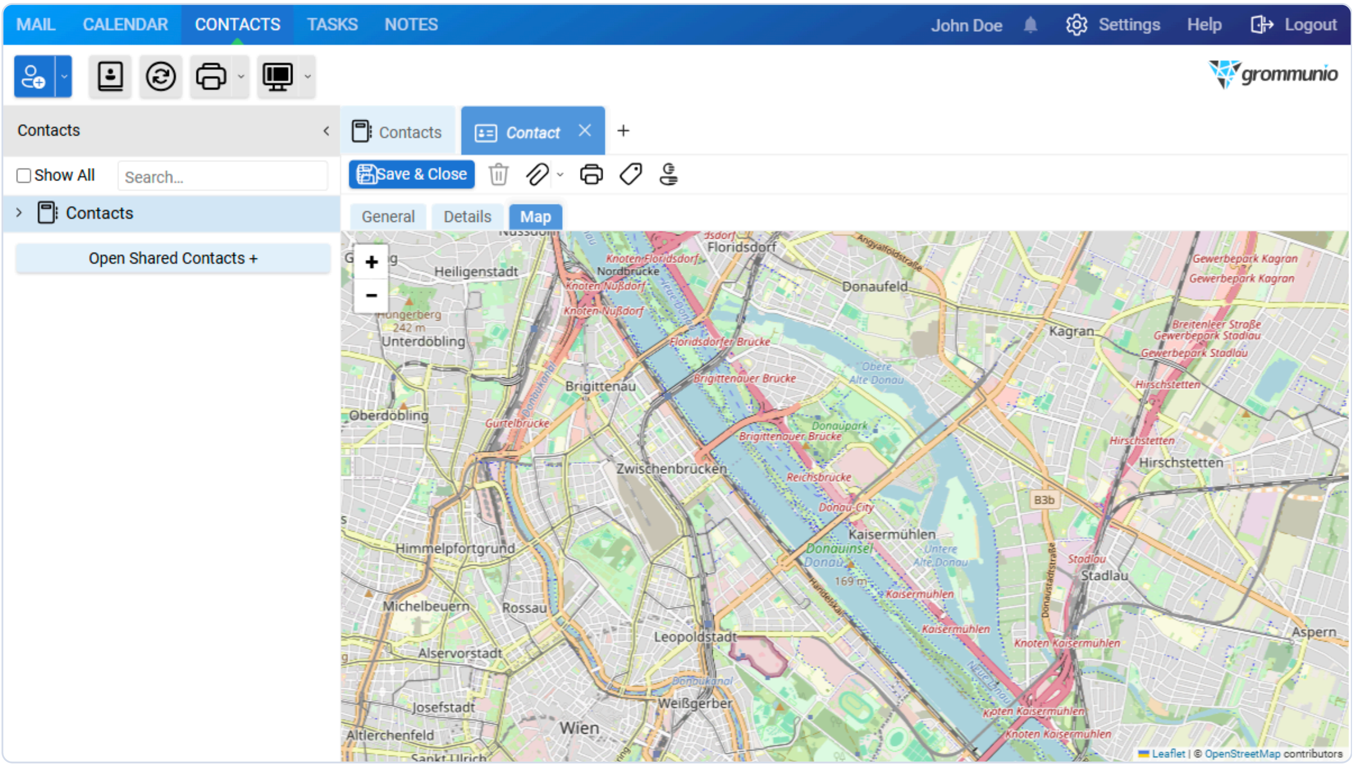
The **Details** tab provides a place to enter more specific or extended information about the contact that may not fit into the General tab.



- **Department:** Enter the contact's department within their organization.
- **Office Location:** Specify the office or physical location of the contact.
- **Profession:** Define the contact's professional field or area of expertise.
- **Manager's Name:** Enter the name of the contact's manager or supervisor (if applicable).
- **Assistant's Name:** Enter the name of the contact's assistant (if applicable).
- **Nickname:** If the contact goes by a nickname, enter it here.
- **Title:** Enter the contact's professional title or honorific. Options: Dr., Miss, Mr., Mrs., Ms, Prof
- **Suffix:** Provide any suffix for the contact's name (e.g., Jr., Sr., II, III). Options: I, II, III, Jr., Sr.
- **Spouse/Partner:** Enter the name of the contact's spouse or partner (if applicable).
- **Birthday:** Record the contact's birthday.
- **Anniversary:** Record the contact's wedding or partnership anniversary.

Map Tab

The **Map** tab integrates geographical location data. If the contact has an address entered, the location can be viewed on an embedded map.



> **ⓘInfo**
>
> The map in this tab is powered by **Leaflet** and utilizes **OpenStreetMap** for location display.

Contact Toolbar

The Contact toolbar is located at the top of the contact window and provides quick access to commonly used actions.

- **Save & Close** - Saves the contact and closes the editor.
- **Delete** - Permanently removes the contact from the address book. Moves it into the **Deleted Items** folder.
- **Attachment Dropdown** - Provides two methods for adding attachments:
  - **File Upload:** Upload a file directly from the computer.
  - **Attach Item:** Attach an item from the mailbox (email, contact, calendar entry, task, or note) as an attachment or as text only.

  > **ⓘNote**
  >
  > Attachments may also be added using the **Attachments** area further down in the editor.

- **Print** - Prints the contact details.
- **Send Email** - Opens a new email composition window pre-populated with all email addresses entered for the contact. This allows immediate composition of an email to the contact.

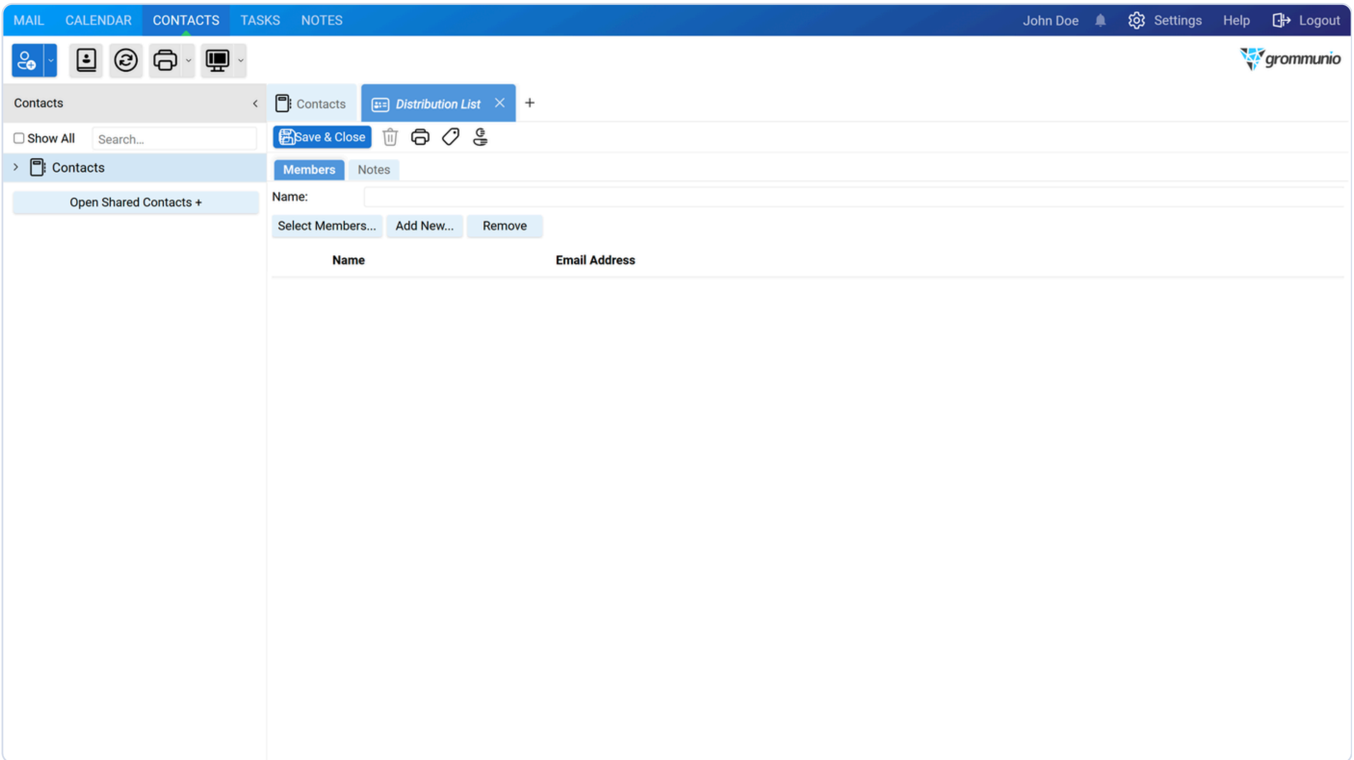
> ⚠**Attention**
>
> This option is available only after the contact is saved and an email address is provided.

- **Categories** - Assigns one or more categories to the contact.
- **Mark as Private** - Marks the contact as private so its details are hidden from other users.

Distribution List

To create a **Distribution List**:

1. Navigate to the **Shortcut Bar** in the Grommunio Web interface.
2. Open the **dropdown menu** on the Shortcut Bar.
3. From the list of options, select **Distribution List**.



Selecting **Distribution List** from the Shortcut Bar dropdown, opens the **Distribution List Editor**. This editor is divided into two tabs:

- Members
- Notes

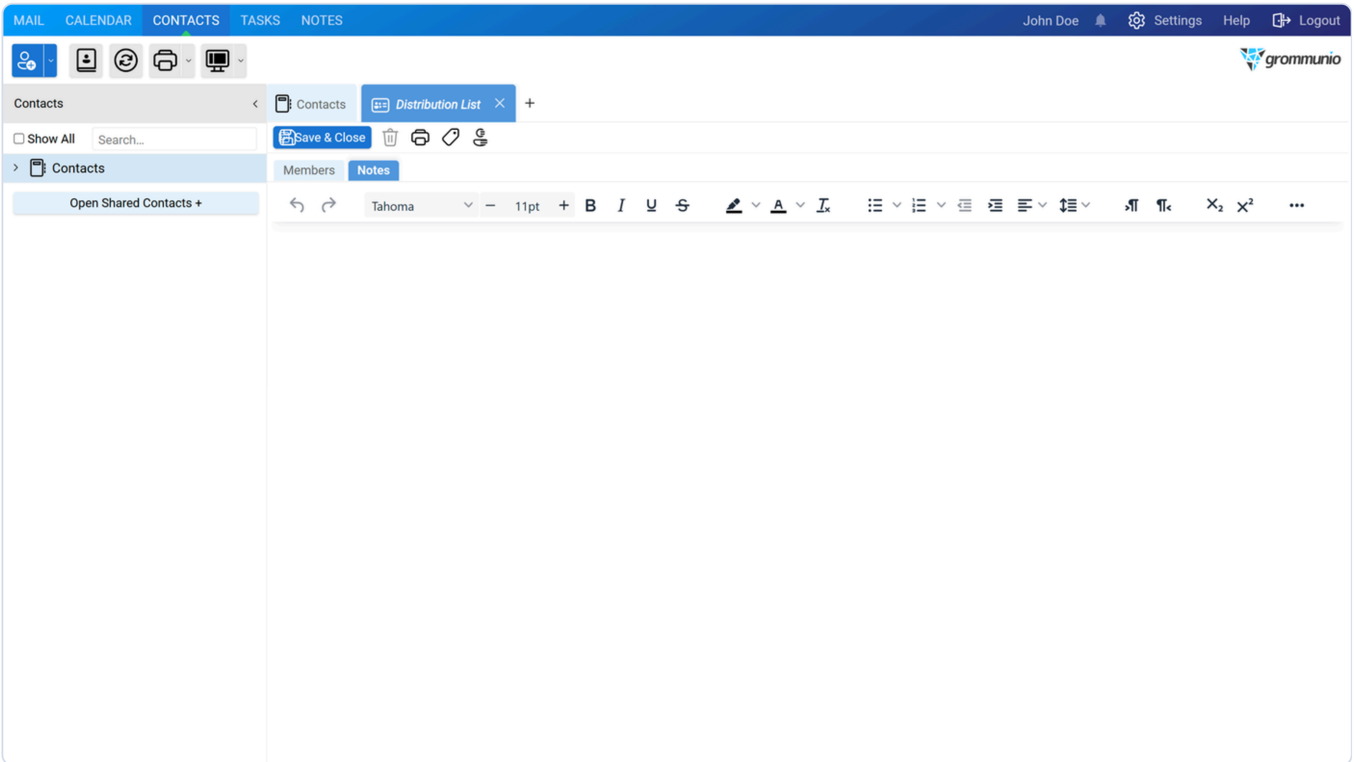
Members Tab

The Members tab is used for building and managing the distribution list. First, a descriptive name is entered in the Name field.

Below the name are three main buttons:

- **Select Members** Opens the Address Book with an extended **Members** field. From this view, the following actions are available:
  - Enter a contact directly in the Members field.
  - Select a contact from the **GAL (Global Address List)**.
  - Select a contact from the **Contact Folder**. To add a contact to the list, double-click the entry.
- **Add New** Allows manual addition of a new entry by providing a name and an email address that is not yet available in the address book..
- **Remove** Removes the selected contact(s) from the distribution list.

Notes Tab



The **Notes** tab provides a space for any additional information or comments related to the distribution list. This can include details like:

- Purpose of the list
- Usage context
- Special instructions for members
- Internal notes for future reference

> ⓘ**Note**
>
> The Notes tab does not affect the list's functionality — it is simply for documentation.

When finished, click **Save & Close** to store the distribution list.

Standard Contact Options

When an existing Contact or Distribution List is right-clicked, the following options become available:

- **Open** - Opens the selected contact to view or edit its details.
- **Copy/Move** - Allows duplication of the contact or moving it to another folder.
- **Print** - Prints the contact information using the configured print settings.
- **Categories** - Assigns one or more categories to the contact to help with organization and filtering.
- **Delete** - Permanently removes the selected contact from the address book. Moves it into the **Deleted Items** folder.
- **Send email** - Opens a new mail composition window addressed to the contact's email address(es).

> ⓘ**Note**
>
> When a distribution list is selected, the **To:** field initially displays the distribution list name. Clicking the `+` icon next to the distribution list expands it and replaces the list with the individual contact addresses. Once expanded, it cannot be collapsed again.

- **Export as >** - Exports the selected contact for external use.
  - **VCF file(s):** Exports the contact as a vCard (`.vcf`) file, which can be imported into other address books or shared with external users.

> ⚠**Attention**
>
> Exporting is only availabe for contact

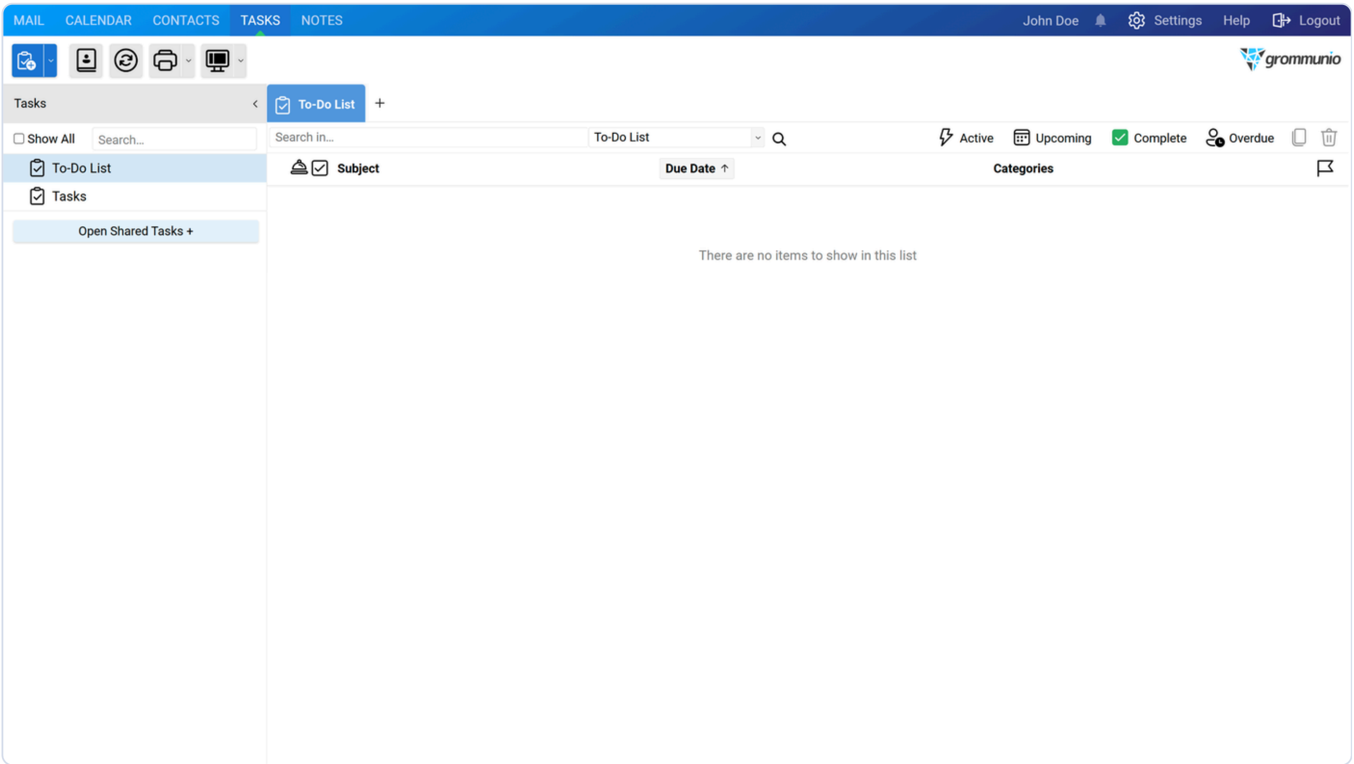
- **Options** - Displays properties such as the Object ID.

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

The Tasks Module in grommunio Web allows you to manage your tasks efficiently.



Task Options

The Main Content Area provides various options to filter, manage, and organize tasks.

Filtering Tasks

Tasks can be filtered to quickly locate specific items. The following buttons are available:

- **Active** - Displays tasks that are currently in progress.
- **Upcoming** - Shows tasks that are scheduled for the future.
- **Completed** - Lists tasks that have already been finished.
- **Overdue** - Highlights tasks whose deadlines have passed.

Right-Click Task Options

By right-clicking any task, a context menu with several options becomes available:

- **Open** - Opens the selected task to view or edit its details.
- **Follow up** - Adds follow-up actions related to the task.
- **Mark Complete** - Marks the task as finished, moving it to the Completed filter.
- **Copy/Move** - Allows duplication of the task or moving it to another folder.
- **Categories** - Assigns categories or tags to organize tasks for easier searching.
- **Delete** - Permanently removes the task from the list.

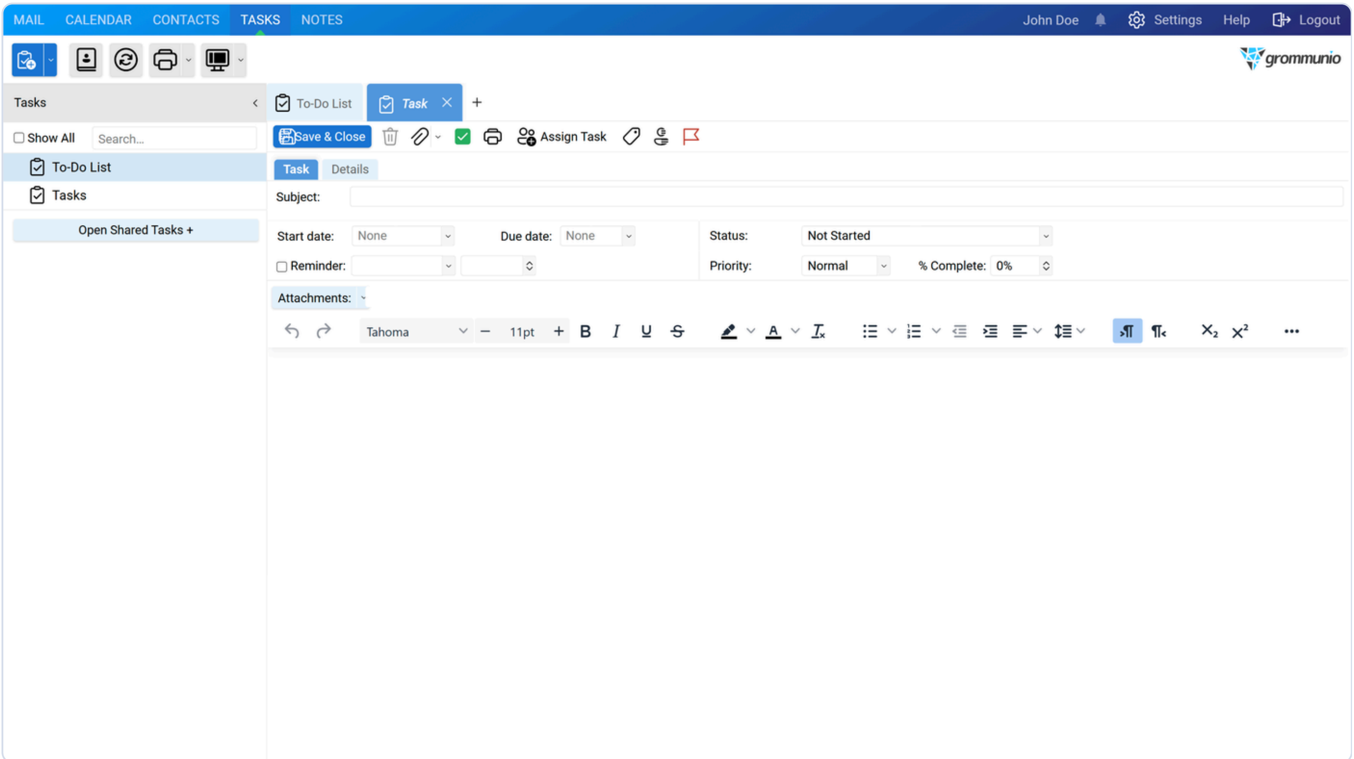
- **Options** - Displays properties such as the Object ID.

> **Tip**
>
> 1. Right-click options provide quick access to common actions without opening the task.
> 2. Use filters regularly to keep track of your workload and deadlines.

Create New Tasks

To create a new Task click on the task icon in the Shortcut Bar or click on the **+** symbol at the end of the Tab Bar.

This will open the **Task Editor**.



The Task Editor is used to create, view, and manage tasks. It provides fields for defining task details, status, and progress, as well as tools for assignment and formatting.

Task Toolbar

The toolbar at the top of the Task Editor provides quick access to common actions:

- **Save & Close** - Saves the task and closes the editor.
- **Delete** - Removes the task permanently from Tasks. Moves it into the **Deleted Items** folder.
- **Attachment Dropdown** - Provides two methods for adding attachments:
  - **File Upload**: Upload a file directly from the computer.
  - **Attach Item**: Attach an item from the mailbox (email, contact, calendar entry, task, or note) as an attachment or as text only.
- **Mark Complete** - Marks the task as completed.

- **Print** - Prints the task details.
- **Assign Task** - Assigns the task to another user.
- **Categories** - Assigns one or more categories for organization and filtering.
- **Private Mask** - Marks the Task as private.
- **Flag** - Flags the task for follow-up.

Tabs

The Task Editor contains two tabs:

- **Task** - Used to enter and manage the main task information.
- **Details** - Displays additional metadata and extended task information.

Task Tab

Within the **Task** tab, the following fields are available:

- **Subject** The title or short description of the task.
- **Start date** Defines when work on the task begins.
- **Due date** Specifies the deadline for task completion.
- **Status** Indicates the current state of the task. Options: Not Started, In Progress, Complete, Wait for other person, Deferred
- **Priority** Sets the importance of the Task Options: Low, Normal, High
- **% Complete** Shows the progress of the task as a percentage.

> ⚠**Attention**
>
> Only values between 0 and 100 allowed

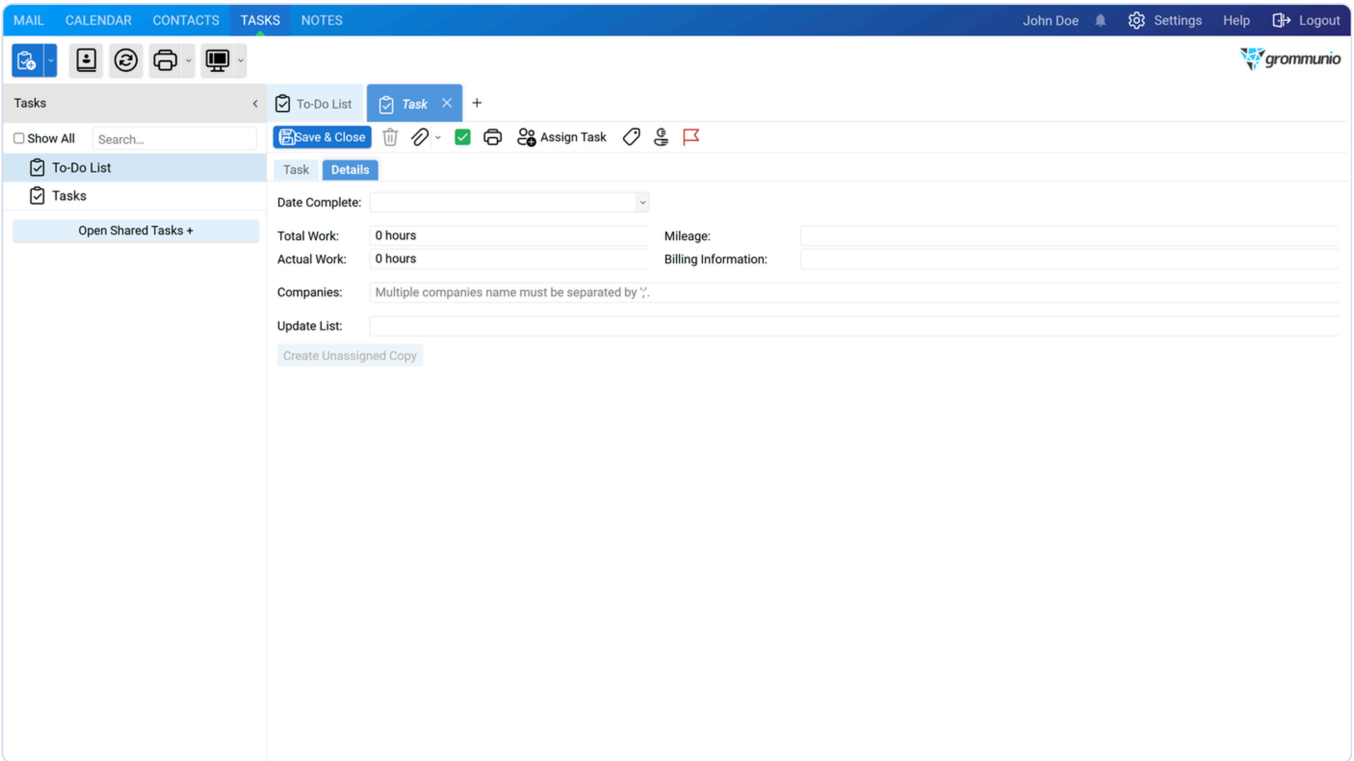
> ⓘ**Note**
>
> When 100 % is reached, task will be automatically marked as Completed.

- **Reminder** Enables a reminder and allows configuration of the reminder date and time.
- **Description Area** The lower section of the editor provides a rich-text area for entering detailed task notes or instructions. Basic text formatting options such as font selection, size, bold, italic, underline, and lists are available.

This editor allows users to track progress, set deadlines, assign responsibilities, and maintain detailed notes for effective task management.

Details Tab

The **Details** tab provides additional information and tracking fields related to the task. These fields are typically used for reporting, billing, and documentation purposes.



Task Completion and Work Tracking

- **Date Complete** Displays or sets the date on which the task was completed.
- **Total Work** Represents the total estimated time required to complete the task.
- **Actual Work** Shows the actual time spent working on the task.
- **Mileage** Records the distance traveled in relation to the task, if applicable.
- **Billing Information** Allows entry of billing-related notes or references associated with the task.
- **Companies** Specifies one or more related companies. Multiple company names must be separated by a semicolon (;).
- **Update List** Displays user who has accepted the task
- **Create Unassigned Copy** Creates a copy of the task without an assigned owner, allowing it to be reassigned or reused.

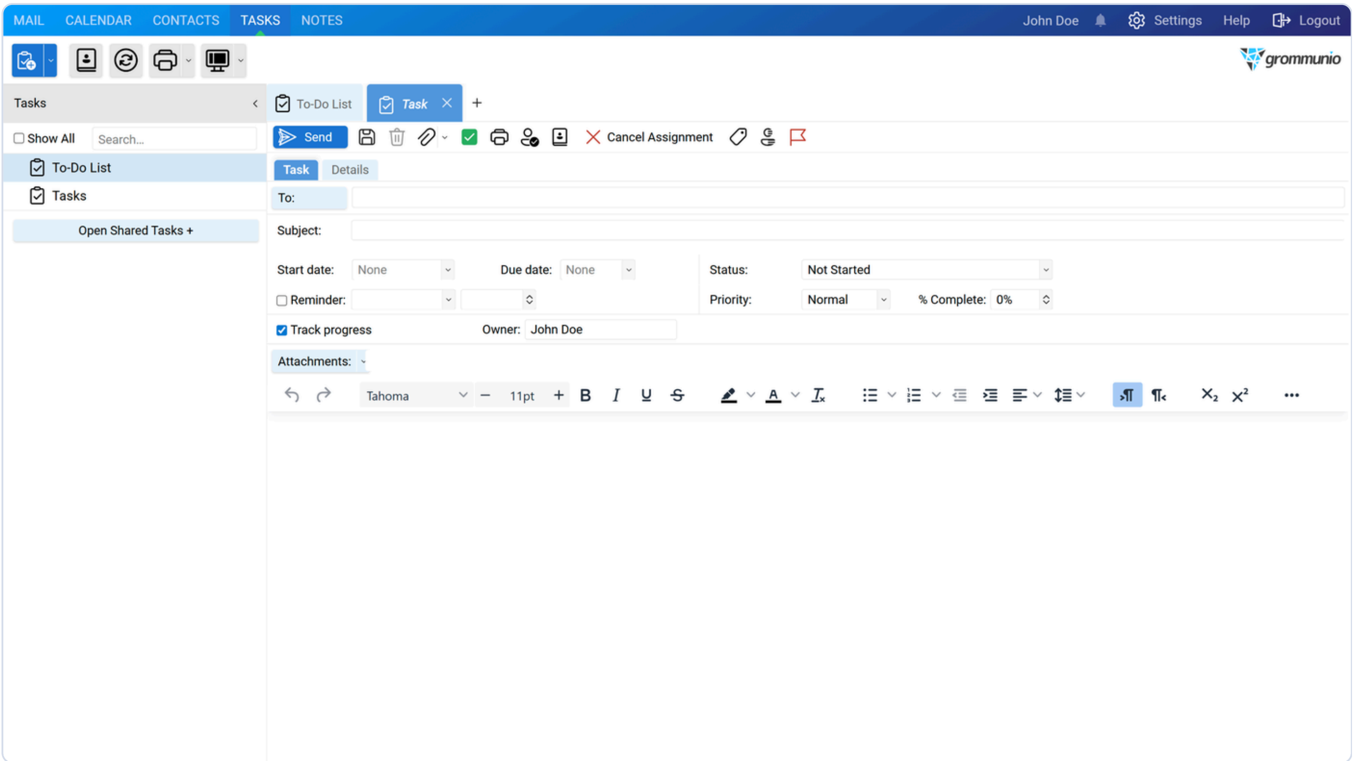
> ⚠**Attention**
>
> This is only available for assignment owner!

Task Request

A **Task request** is different from a normal task because it can be assigned to someone else.

A **Task request** can be created in one of the following ways:

- By selecting **Task request** from the **Shortcut Bar** drop-down menu.
- By selecting **Assign Task** in the **Task Editor**.



Once a task is assigned, the task is converted into a **Task request** and the toolbar changes to reflect the available Task request actions.

Toolbar Changes

When an task becomes a Task request, the toolbar is updated as follows:

- **Save & Close** is replaced by **Send**.
- An additional **Save** button is displayed.

The Task request toolbar provides the following additional options:

- **Check Names** - Verifies assignee names and resolves them against the address directory.
- **Open Address Book** - Opens the address book to select assignee from available contacts.
- **Cancel Assignment** - Cancels the assignment and sends a cancellation notice to assignee.

Task Tab Changes

Once it is a Task request additional fields become available in the **Task** tab.

- **To:** Specifies the assignee of the task request.

  The field supports the following methods for selecting users:

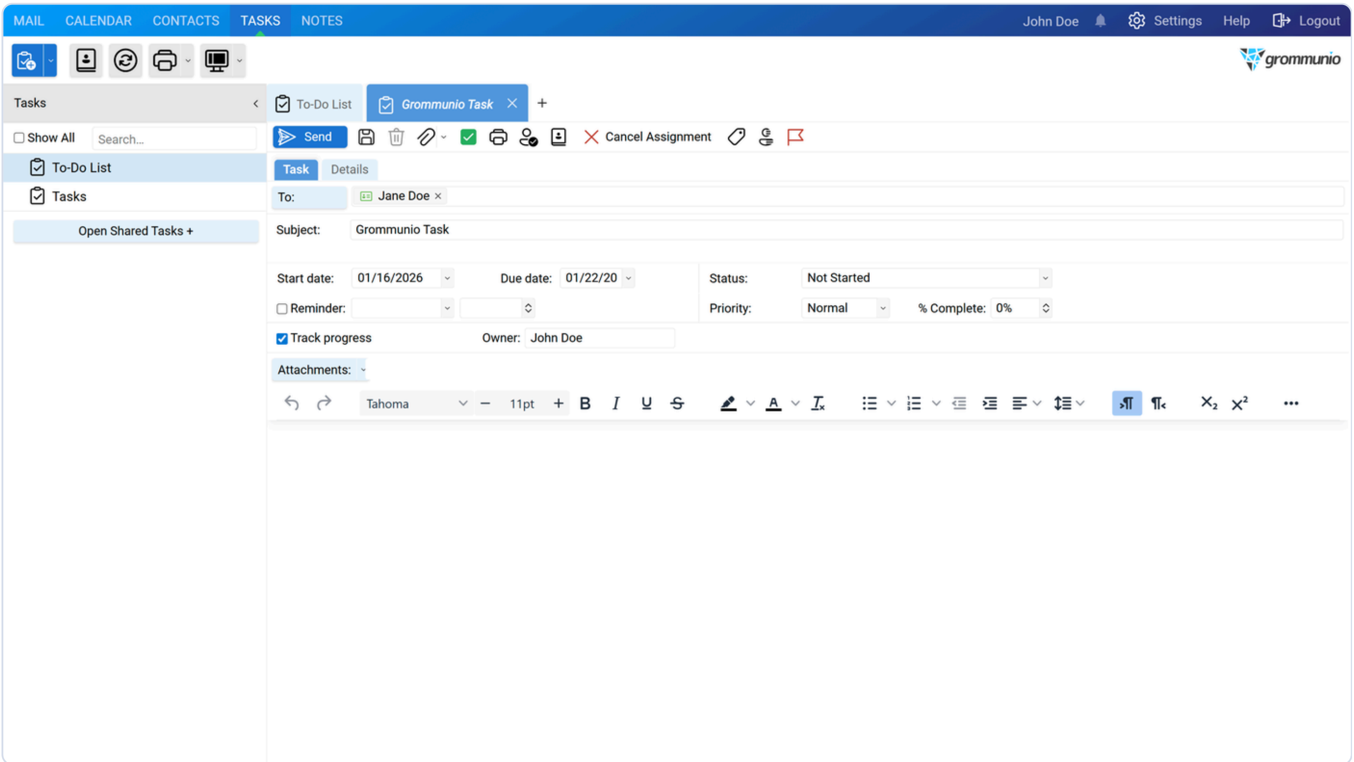
  - Manual entry with autocomplete support
  - Assignee validation using the **Check Names** icon
  - User selection via the **Address Book** icon
  - Opening the Address Book by selecting the **To:** button to choose a user

⚠**Attention**

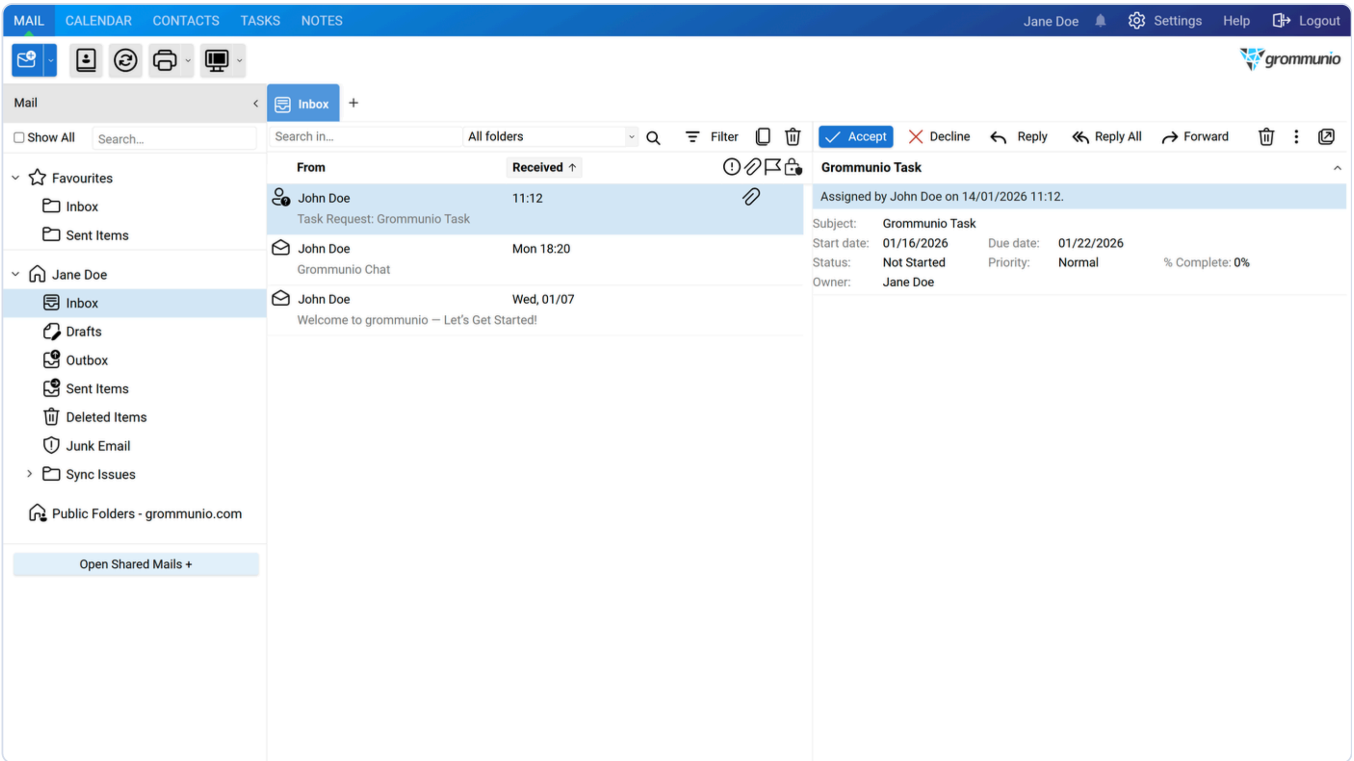
A task request can only have one recipient.

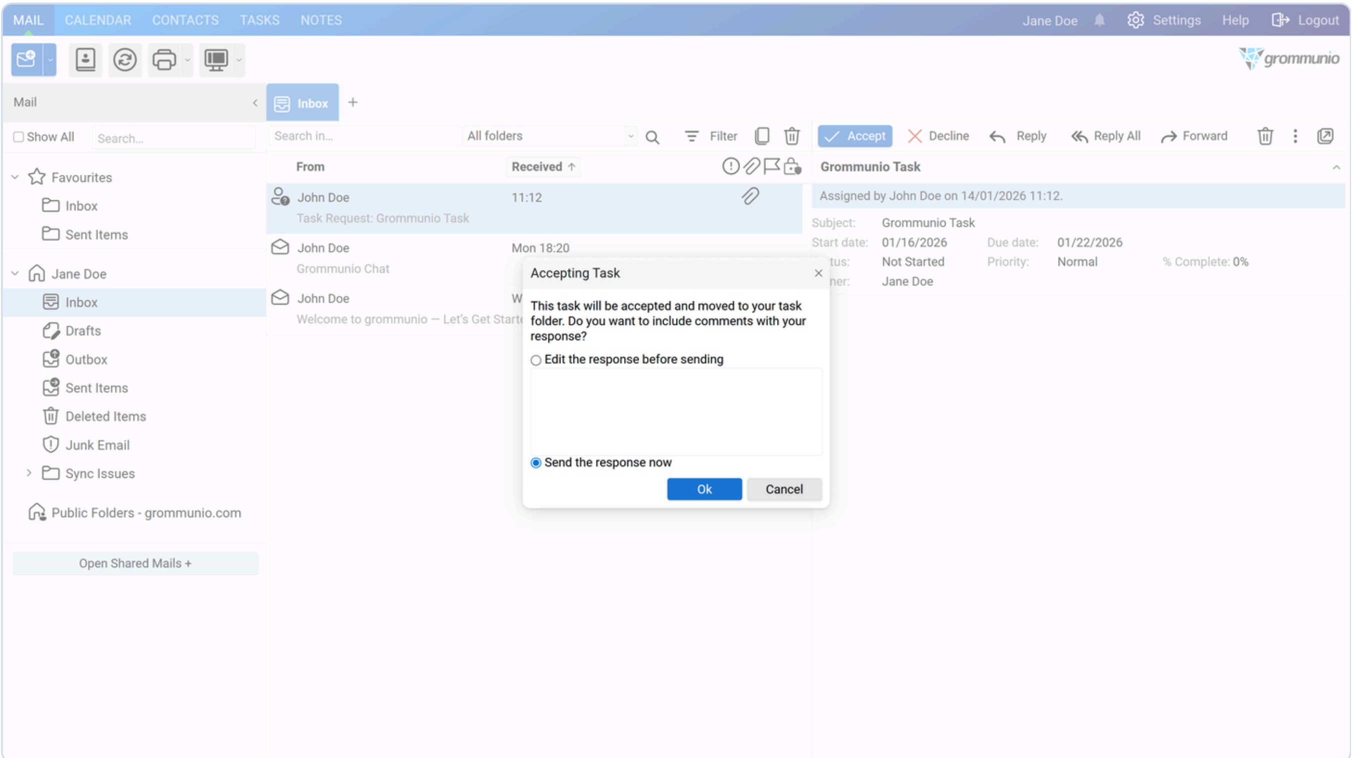
- **Track progress** Enables progress tracking for the assigned task. Maintains an updated copy of the task and receives automated status reports from the assignee.
- **Owner** Displays the email address of the task owner, i.e. the user who assigned the task.

Workflow

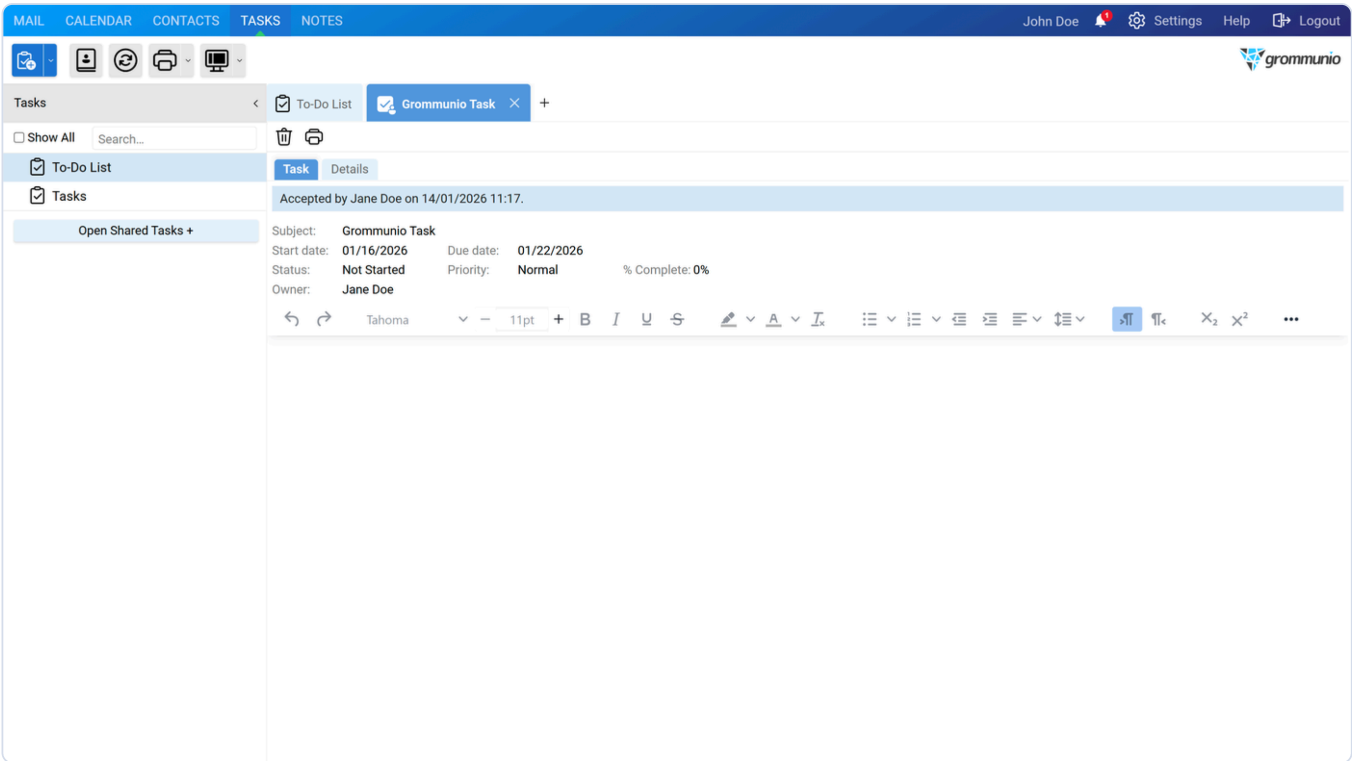


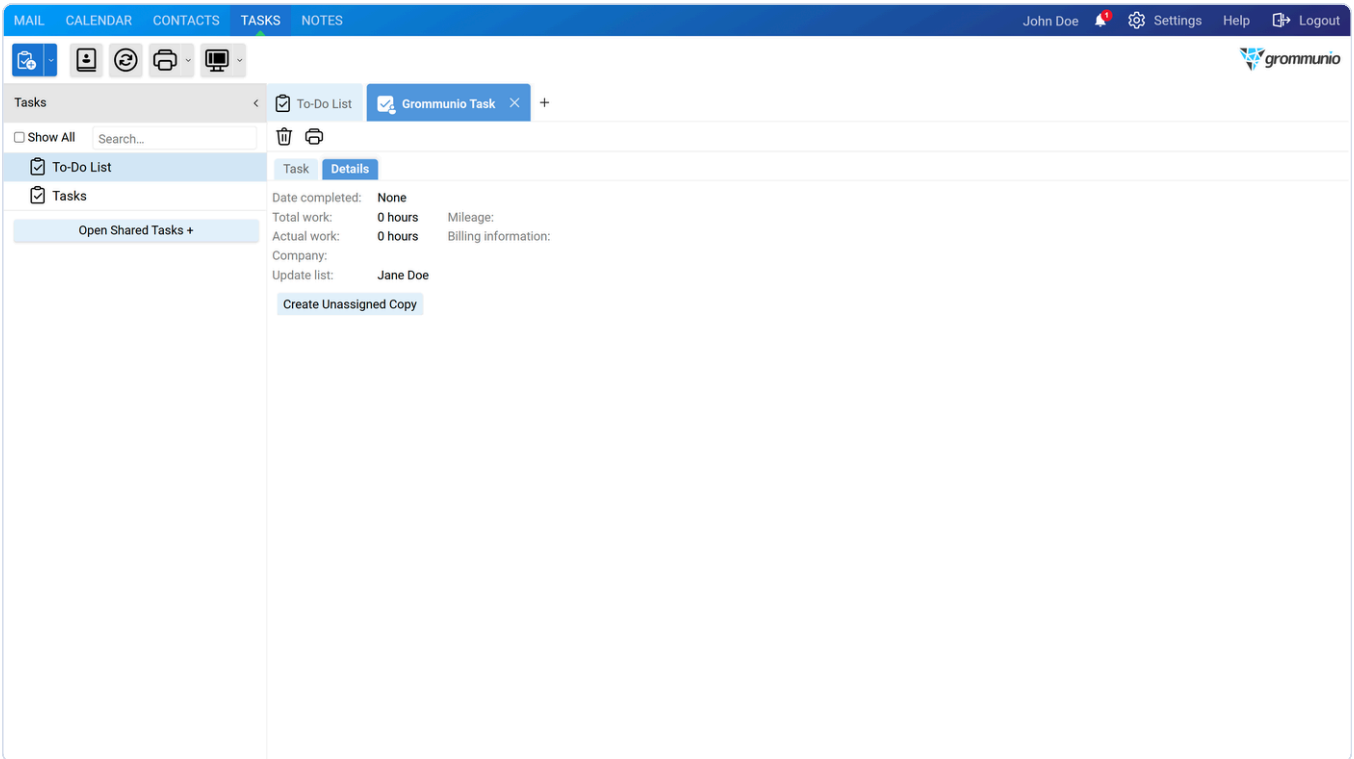
Once a task request has been sent, the assignee must accept the task.





After acceptance, the task is fully under the control of the assignee. The task owner (the user who assigned the task) can no longer modify the task settings.





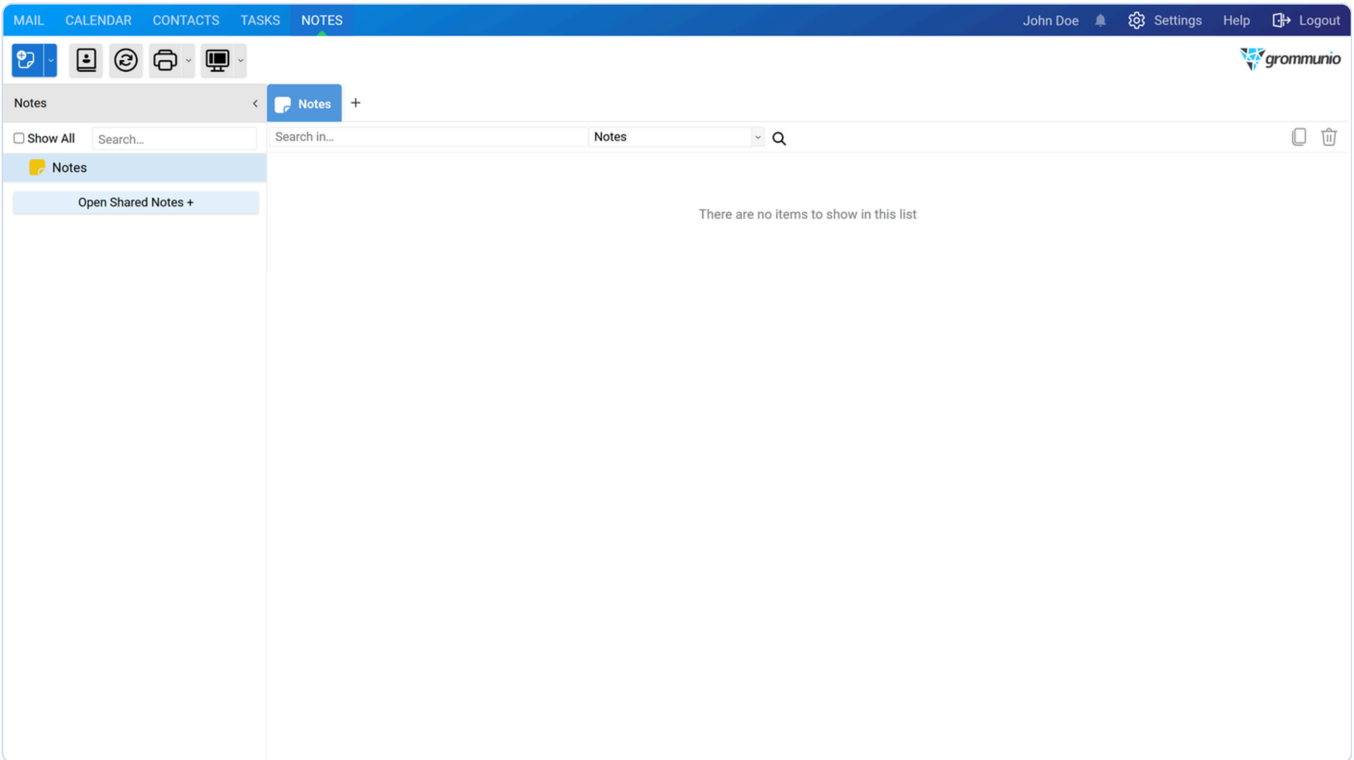
If **Track progress** is enabled, the task remains visible to the owner in a read-only state. The only available action is **Create Unassigned Copy**, and the owner receives continuous automated status updates via email.

If **Track progress** is not enabled, the task is no longer visible to the owner.

When the assignee completes the task, it can be marked as **Completed**. A **Task Completed** notification is then automatically sent to the task owner.

Notes

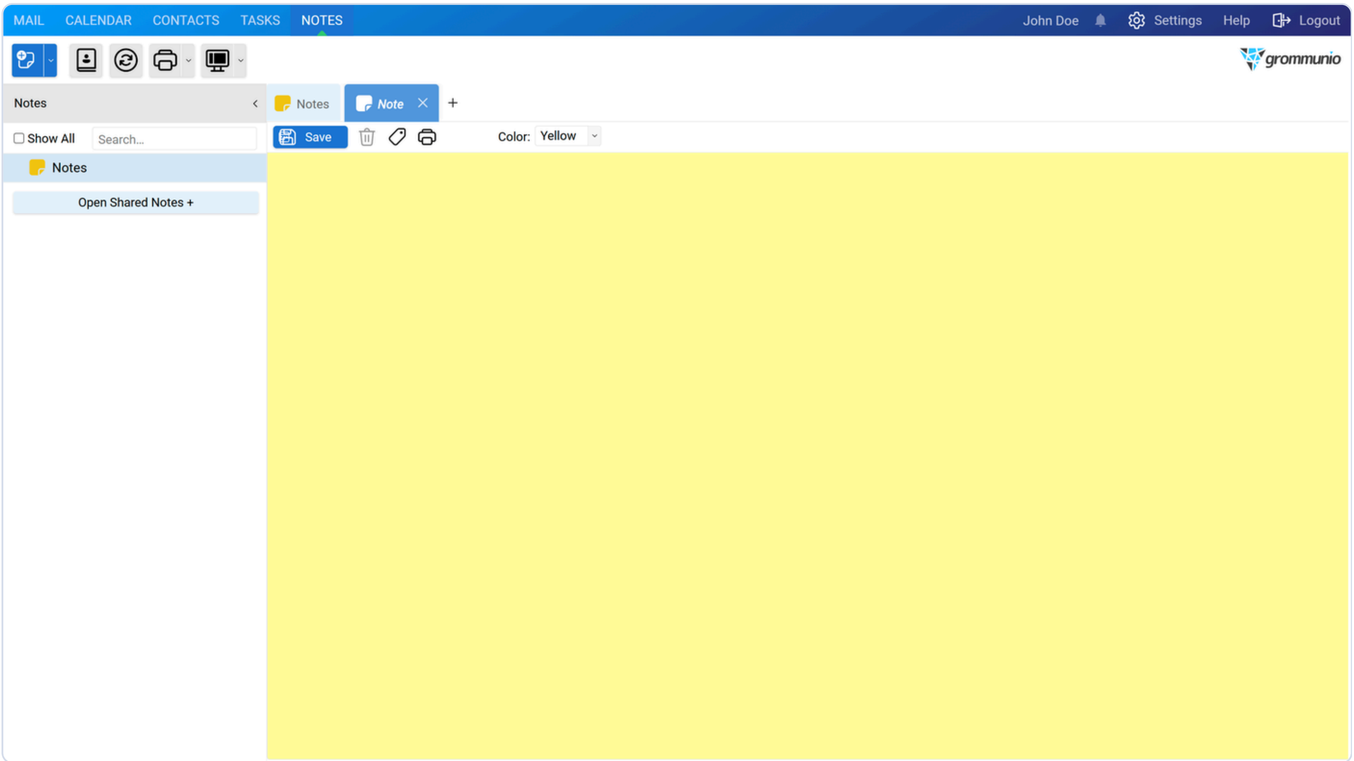
Notes are a useful tool not only for capturing ideas; they can serve many different purposes and can be used in whatever way best suits your needs.



Create a Note

To create a new note click on the **Sticky Note** Symbol in the Shortcut Bar or click on the **+** symbol at the end of the Tab Bar.

This will open the **Note Editor**.



1. Compose a note
2. Click "Save"

Note Toolbar

The Note Toolbar provides several useful functions:

- **Save** - Saves the current note. Make sure to click this after writing or editing a note.
- **Delete** - Permanently removes the note. Moves it into the **Deleted Items** folder.
- **Categories** - Assign categories to your note for better organization and quick retrieval.
- **Print Note** - Opens the print dialog to print the note.
- **Color Options** - Change the background color of the note. Available colors:
    - Blue
    - Green
    - Pink
    - Yellow
    - White

Note Options

You can access additional options for a note by **right-clicking** on it in the Note Module. The following actions are available:

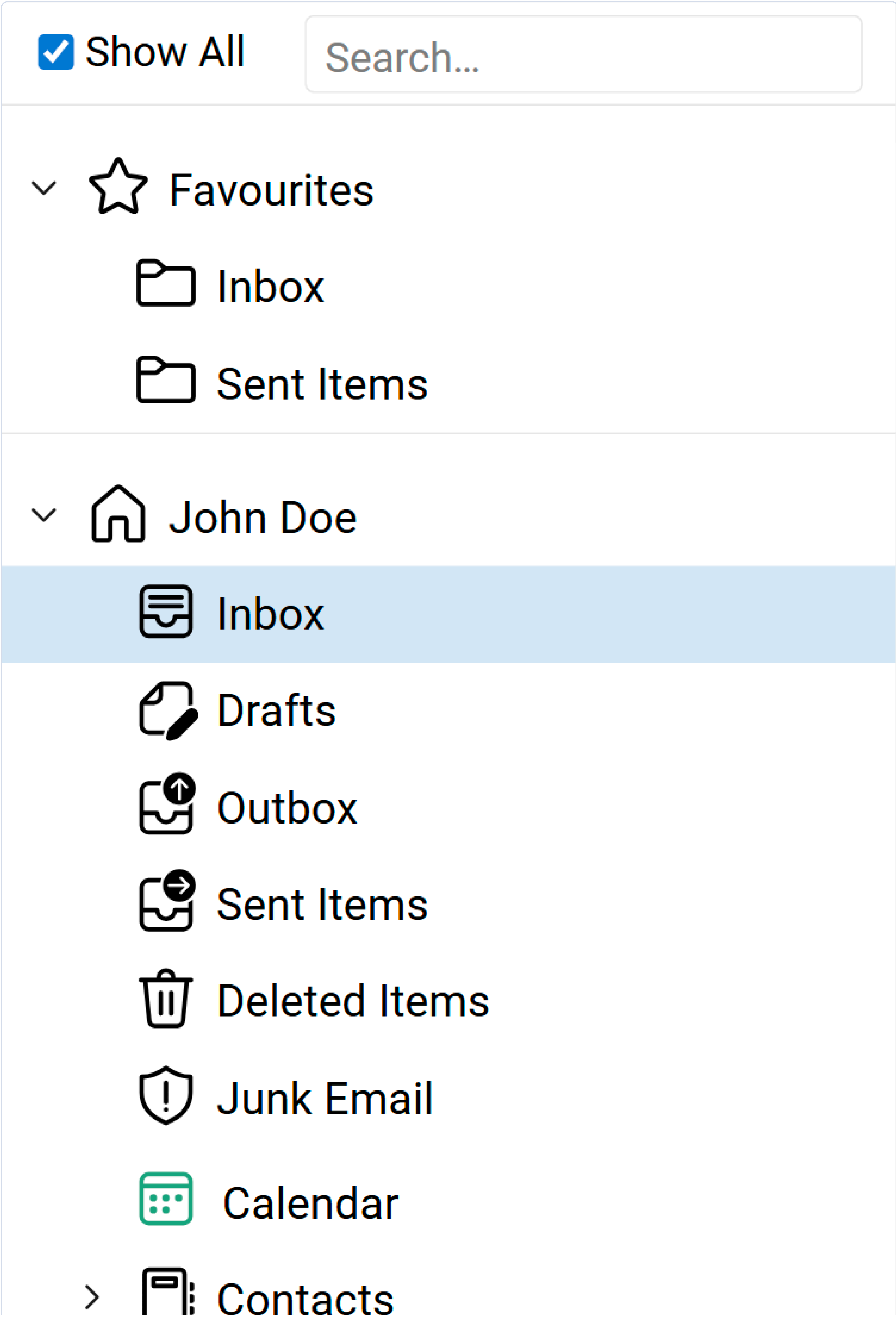
- **Open** - Opens the selected note in the Note Editor for viewing or editing.
- **Copy/Move** - Allows copying or moving the note to another location.
- **Print** - Opens the print dialog to print the note.
- **Categories** - Opens the categories dialog to assign or modify categories for the note. Useful for organizing notes and finding them quickly later.
- **Delete** - Permanently removes the note from Notes. Moves it into the **Deleted Items** folder.
- **Options** - Displays properties such as the Object ID.

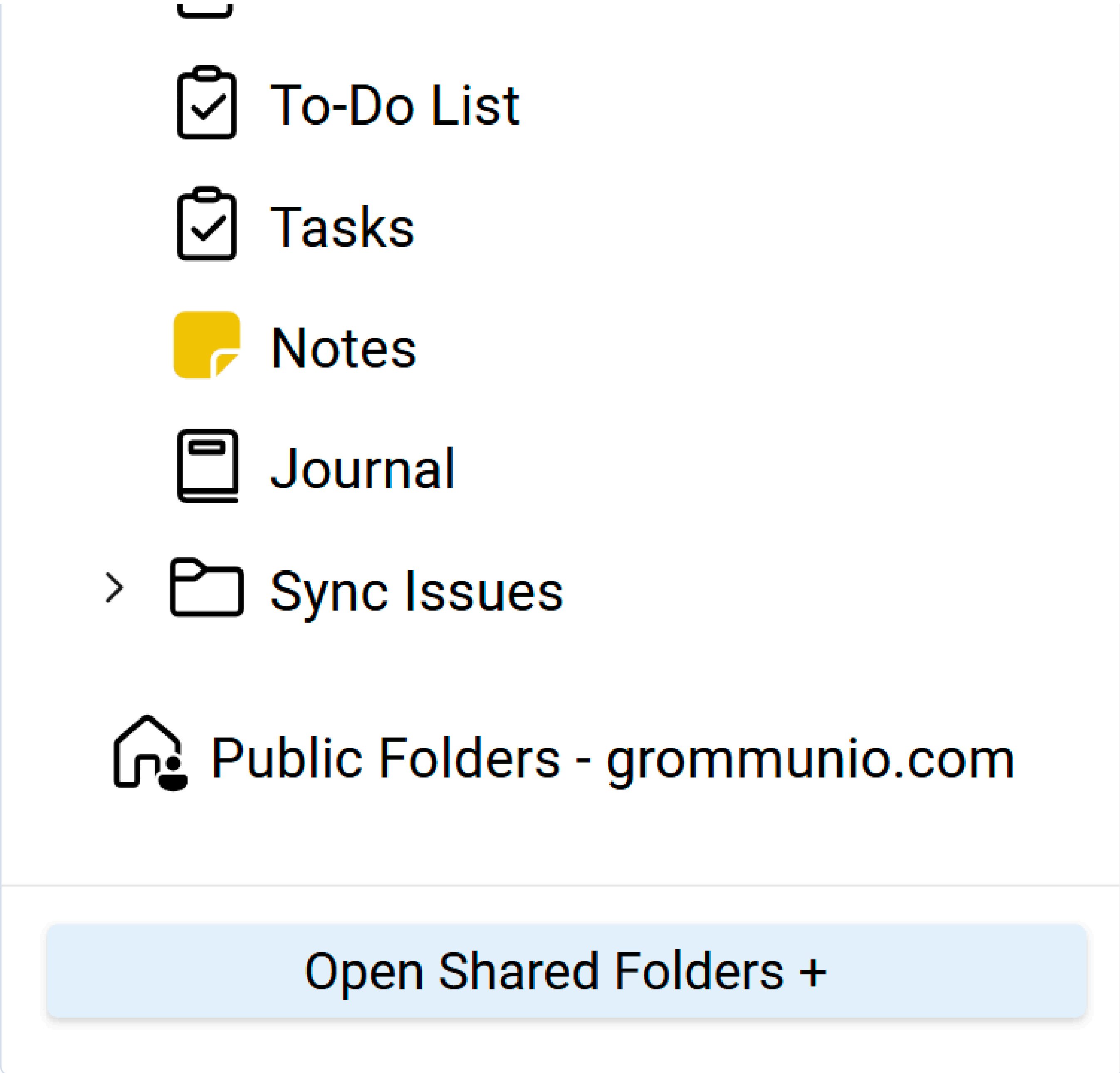
Folders & Permissions

Folder Navigation Area Structure

The Folder Navigation Area in grommunio Web displays all folders available to you in a hierarchical structure.

> **Hint**
>
> The **Show All** option must be selected.


Show All
Search...
Favourites
Inbox
Sent Items
John Doe
Inbox
Drafts
Outbox
Sent Items
Deleted Items
Junk Email
Calendar
Contacts



Favourites

The first section contains the Favourites.

This section contains references (shortcuts) to folders that you have marked as favourites. Adding a folder to Favourites does not duplicate the folder; it only creates a reference for quick access.

Mailstore (User Root Folder)

Below Favourites is your mailstore, which represents the root folder of the mailbox.

It contains the following default subfolders:

- Inbox
- Drafts
- Outbox
- Sent Items
- Deleted Items

- Junk Email
- Calendar
- Contacts
- To-Do List
- Tasks
- Notes
- Journal
- RSS-Feeds
- Sync Issues

These folders are created automatically and are used for storing different types of items such as emails, calendar entries, contacts, and tasks. They are system defaults and cannot be changed or deleted.

Shared Folders

Below your mailstore, all added shared folders are displayed.

Shared folders belong to other users or resources and must be added manually.

> ⓘ**Note**
>
> If a user has store owner privileges for another user's mailbox, that mailbox will be integrated automatically due to grommunio's store hint function. Store owner privileges can be configured by administrators in the Admin UI.

Shared folders can be added using the **Open Shared Folders +** button in the Folder Navigation Area (bottom).

Public Folders

At the bottom of the Folder Navigation Area, the folder **Public Folder – <domain>** is displayed.

This folder contains public folders that are available to users within the same domain, depending on assigned permissions.

Folder Options

The following options are available when interacting with a folder by right-clicking it in the folder tree. Available options may vary depending on the folder type and user permissions.

Basic folder options

- **Open** Opens the selected folder and displays its contents in the main view.
- **Rename Folder** Allows changing the name of the selected folder.

> ⓘ**Note**
>
> Renaming of the root folder is only possible via the Admin-UI.

- **New Folder** Creates a new subfolder under the selected folder. The new folder inherits permissions from its parent folder by default.
- **Restore items** Restores items that were previously deleted from this folder, if applicable. This option is typically available for folders that support item recovery.
- **Add to Favorites** Adds the selected folder to the Favorites section for quick access. Favorites are displayed at the top of the folder tree.
- **Share folder ...** Allows sharing the folder with other users and defining their access permissions, such as read-only or read/write access.
- **Properties** Displays detailed information about the selected folder, including Location, Items, Object ID, Folder Size, and Permissions.

  Selecting the **Folder size...** button displays additional information about all subfolders, including their individual storage usage and overall size distribution.

In addition to the basic folder options, the following options are available for specific folder types:

Root Folder

- **Reload** Refreshes the folder tree and reloads the folder contents to ensure that the most recent changes are displayed.

Mail Folder

- **Mark All Messages Read** Marks all messages in the selected folder as read. This action applies only to the current folder and does not affect subfolders.
- **Empty folder** Permanently deletes all messages in the selected folder. Depending on system configuration, deleted messages may be moved to the Deleted Items folder or removed immediately.
- **Import emails** Imports email messages in **EML** format into the selected folder.

Calendar Folder

- **Select color** Assigns a color to the selected calendar. The color is used to visually distinguish calendar entries in calendar views and overlays.
- **Import appointments** Imports calendar entries in **iCalendar** (`.ics`) or **vCalendar** (`.vcs`) format into the selected calendar.

Contact Folder

- **Import contacts** Imports contact entries into the selected contact folder from an external file. Supported formats include **vCard** (`.vcf`).

Shared Root Folder

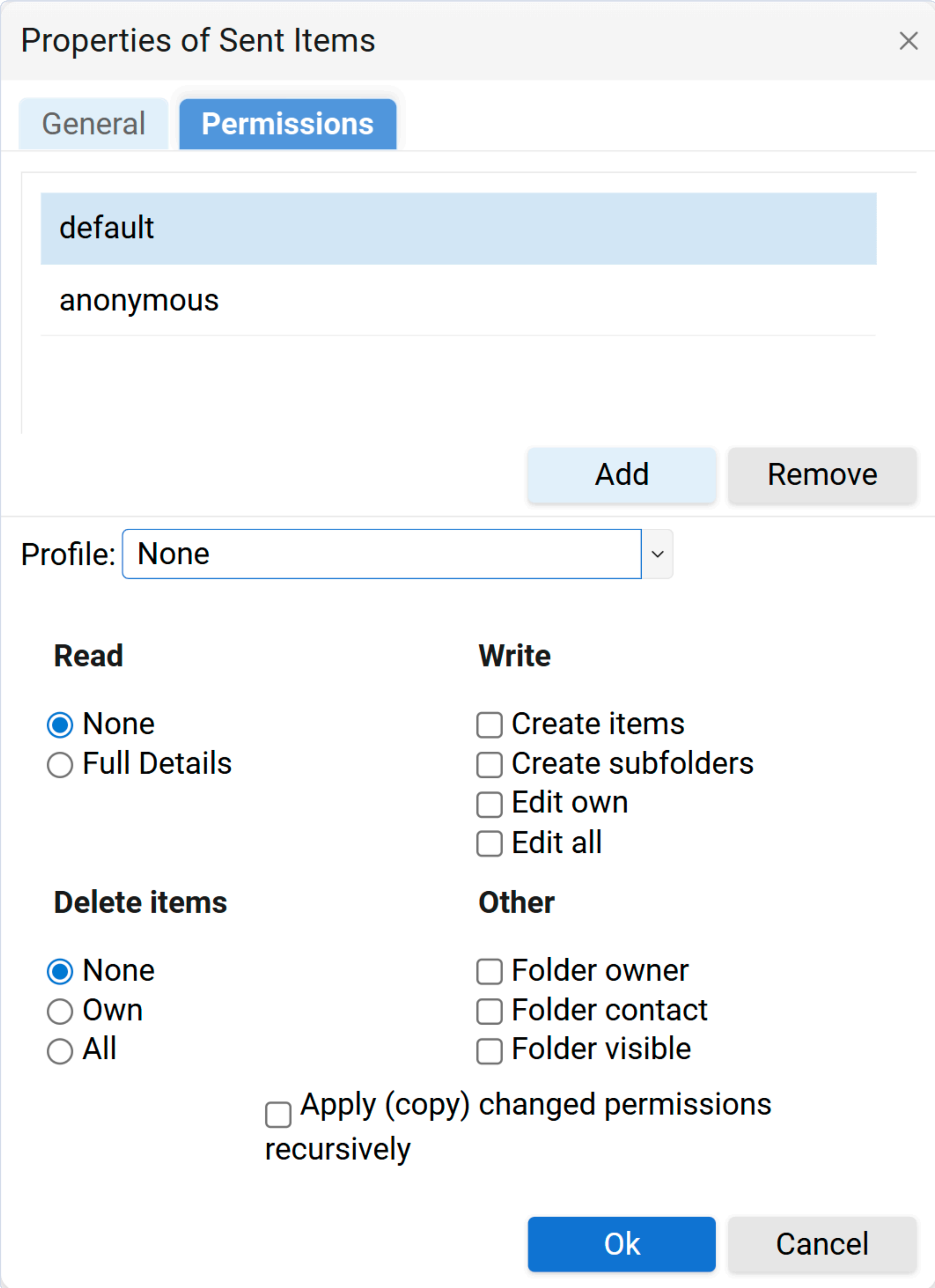
The options available in a shared root folder depend on the user's permissions. Users with higher rights see more options, while users with limited rights only see actions they are authorized to perform. However, the **Close store** option is always available, regardless of the user's permissions.

- **Close store** Closes the shared mailbox or folder store and removes it from the folder tree. This action does not delete the shared data and can be reversed by reopening the shared store.

> ⚠**Attention**
>
> Same applies for shared subfolders: Most options may vary depending on user permissions and rights.

Permissions

This dialog enables the configuration of access rights for different users or groups on the selected folder.


Properties of Sent Items
General
Permissions
default
anonymous
Add
Remove
Profile:
None
Read
None
Full Details
Write
Create items
Create subfolders
Edit own
Edit all
Delete items
None
Own
All
Other
Folder owner
Folder contact
Folder visible
Apply (copy) changed permissions recursively
Ok
Cancel

Users and Profiles

- **User/Group List** Displays users or groups with assigned permissions for the folder.
  - *default*: Applies to all users unless explicitly overridden.
  - *anonymous*: Applies to unauthenticated users.
- **Add / Remove Buttons** Used to add new users or groups for permission assignment or to remove existing entries.
- **Profile Dropdown** Allows selection of predefined permission profiles for rapid application of standard permission sets.

Permission Categories

- **Read** Determines the level of access granted to read folder contents.
  - **None:** No permission to view folder contents.
  - **Full Details:** Permission to read full details of items, including content and metadata.
- **Write** Defines rights to create or modify items within the folder.
  - **Create items:** Permission to create new items such as emails or calendar events.
  - **Create subfolders:** Permission to create subfolders within the current folder.
  - **Edit own:** Permission to edit items created by the user.
  - **Edit all:** Permission to edit all items within the folder, regardless of creator.
- **Delete Items** Specifies deletion rights for folder items.
  - **None:** No permission to delete items.
  - **Own:** Permission to delete items created by the user.
  - **All:** Permission to delete any item in the folder.
- **Other** Additional folder-related permissions:
  - **Folder owner:** Designates the user as owner of the folder, typically granting full control.
  - **Folder contact:** Assigns the user as a contact for the folder, often for administrative purposes.
  - **Folder visible:** Allows visibility to the folder.

Recursive Application

- **Apply (copy) changed permissions recursively** When selected, applies the configured permissions to the current folder and all subfolders recursively.

Actions

- **Ok** Saves changes and closes the dialog.
- **Cancel** Discards changes and closes the dialog.

Share a Folder Successfully

1. **Select Root Mailstore**

   Begin by selecting the root mailstore in the folder tree. Permissions must be configured at the root level before sharing individual folders.

2. **Open Permissions Dialog**

   There are multiple ways to open the Permissions dialog:

   - Right-click the folder and select **Share folder**.

  - Open the folder's **Properties** and navigate to the **Permissions** tab.

3. **Configure Permissions**

   In the Permissions dialog:

   - Add **Folder visible** for the users or groups intended to have access to the folder.
   - Click **OK** to save and close the dialog.

4. **Share Specific Folder**

   After setting permissions at the root, select the specific folder to be shared and open its **Permissions dialog**. Add **Folder visible** and assign the required rights.

> ⚠ **Attention**
>
> If the folder you want to share is a subfolder, ensure all parent folders above it also have **Folder visible** permissions for the intended users. Without this, users may not be able to access the shared subfolder even if its permissions are set correctly. **Exception:** Standard folders such as Inbox, Calendar, etc., can be opened regardless of root rights.

Permission Matrix

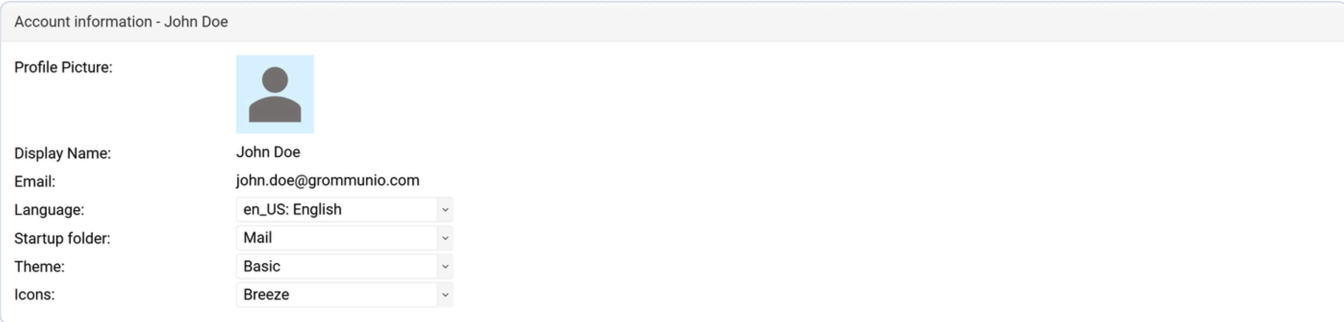
Profile	Read None	Read Full Details	Create items	Create subfolders	Edit Own	Edit All	Delete None	Delete Own	Delete All	Folder owner	Folder contact	Folder visible
Owner		x	x	x	x	x			x	x	x	x
Publishing Editor		x	x	x	x	x			x			x
Editor		x	x		x	x			x			x
Publishing Author		x	x	x	x			x				x
Author		x	x		x			x				x
Nonediting Author		x	x					x				x
Reviewer		x					x					x
Contributor	x		x				x					x
None	x						x					
Custom	o	o	o	o	o	o	o	o	o	o	o	o

Settings

General

The following options are available:

1. Account Information

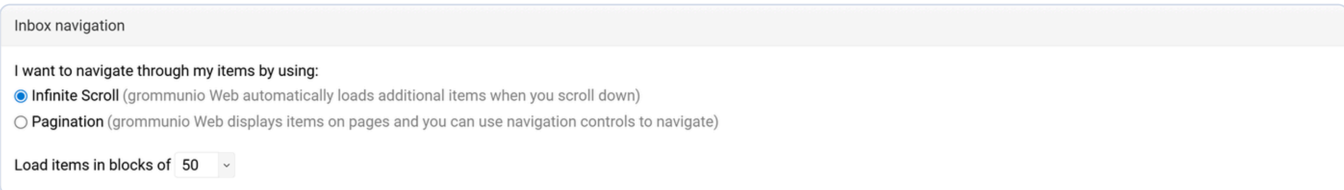


Profile Picture Allows you to upload or change your profile image. Accepted formats include common image types (JPEG, GIF, PNG, BMP).

Display Name The name that will appear to other users.

> ⚠**Attention**
>
> Can not be edited in grommunio Web! Only in Admin-UI.

Email Displays the primary email address of the user.



This field is not editable within grommunio Web.

Language Sets the interface language for grommunio Web.

Example: `en_US – English`

Other server-provided languages may be available.

Startup Folder Specifies which module loads first after login.

Options include:

- Mail
- Calendar

- Contacts
- Tasks
- Notes

Theme Determines the visual theme of the interface.

Example: `Basic`

Icons Selects the icon pack used by the user interface.

Options: `Breeze`, `Classic`

2. Inbox Navigation

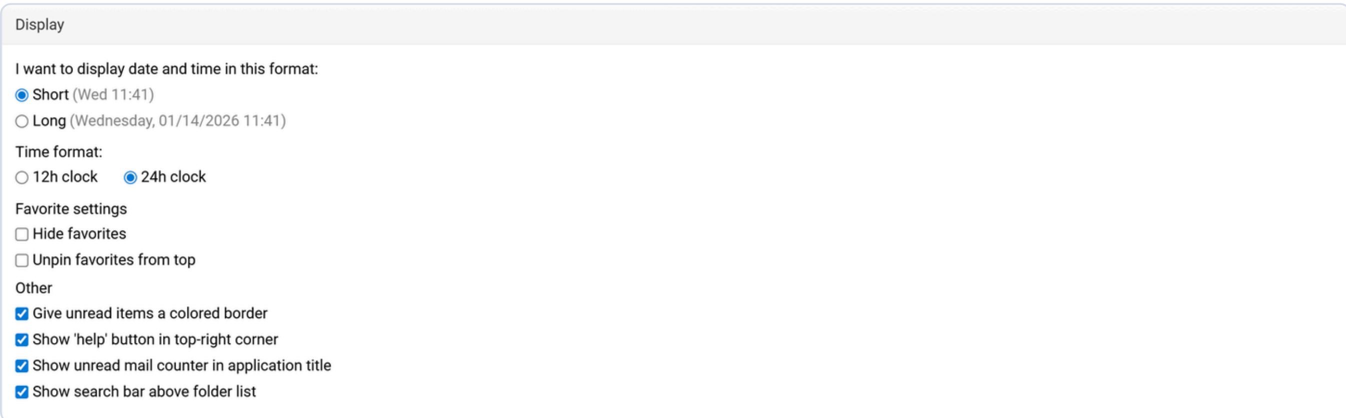
Inbox navigation determines how items are displayed and loaded within the inbox.

The navigation method can be selected from the following options:

- **Infinite Scroll** (selected): Additional items load automatically as the user scrolls downward.
- **Pagination**: Items are displayed on separate pages, with navigation controls used to move between pages.

The number of items loaded at a time or displayed per page can also be configured. Options: `50, 100, 150, 250, 1000`

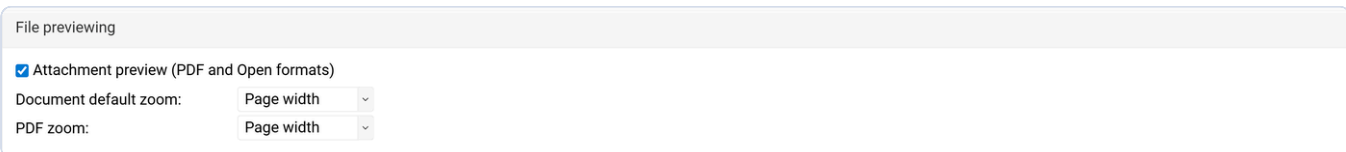
3. Display



These settings control how information looks and behaves in the application. Choose how dates and times are shown in the interface.

Control how the time itself is displayed.

4. File previewing

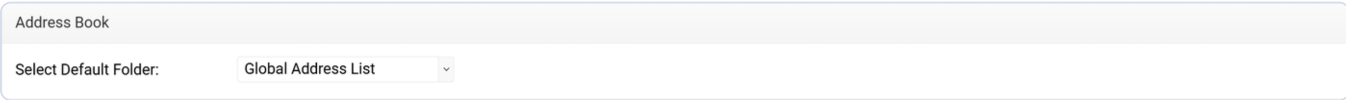


Controls how attached documents are displayed when opened in the web interface.

When enabled, supported attachments (such as PDFs and OpenDocument files) are opened directly in the browser instead of being downloaded first.

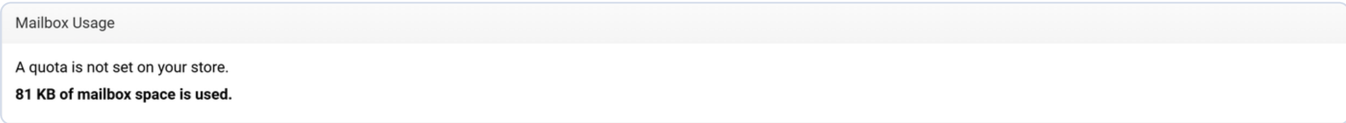
- **Document/PDF default zoom** Defines the zoom level for Document/PDF during preview. Options: `Auto`, `Actual size`, `Page width`

5. Address Book



Controls which address list is used by default when the address book is opened.

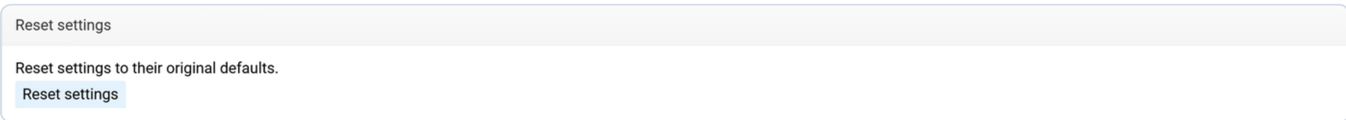
6. Mailbox Usage



Displays information about mailbox storage consumption.

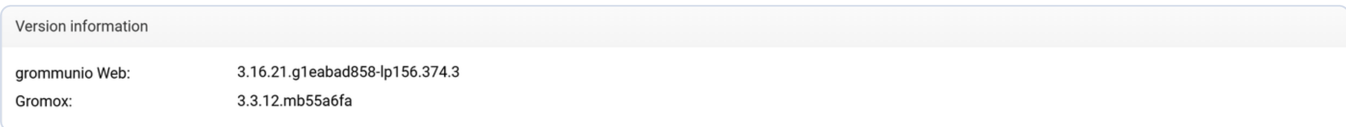
> ⚠**Attention**
>
> If no quota is set in Admin-UI, storage usage is unrestricted.

7. Reset Settings



Allows restoration of all personal settings to their original defaults such as Favourites, Layout, Plugins, Language, etc.

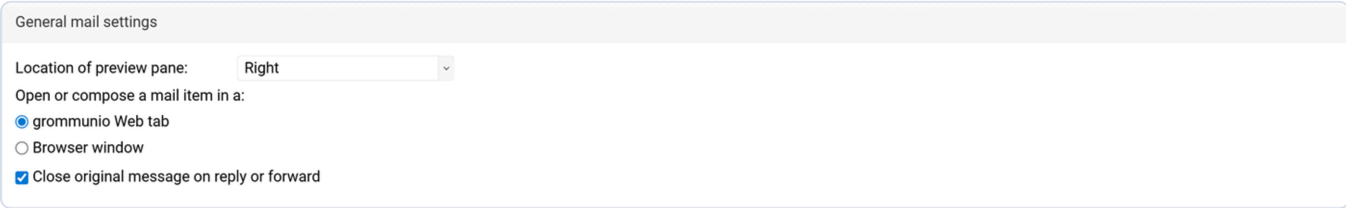
8. Version Information



Provides technical version details for troubleshooting or administration.

Mail

1. General mail settings

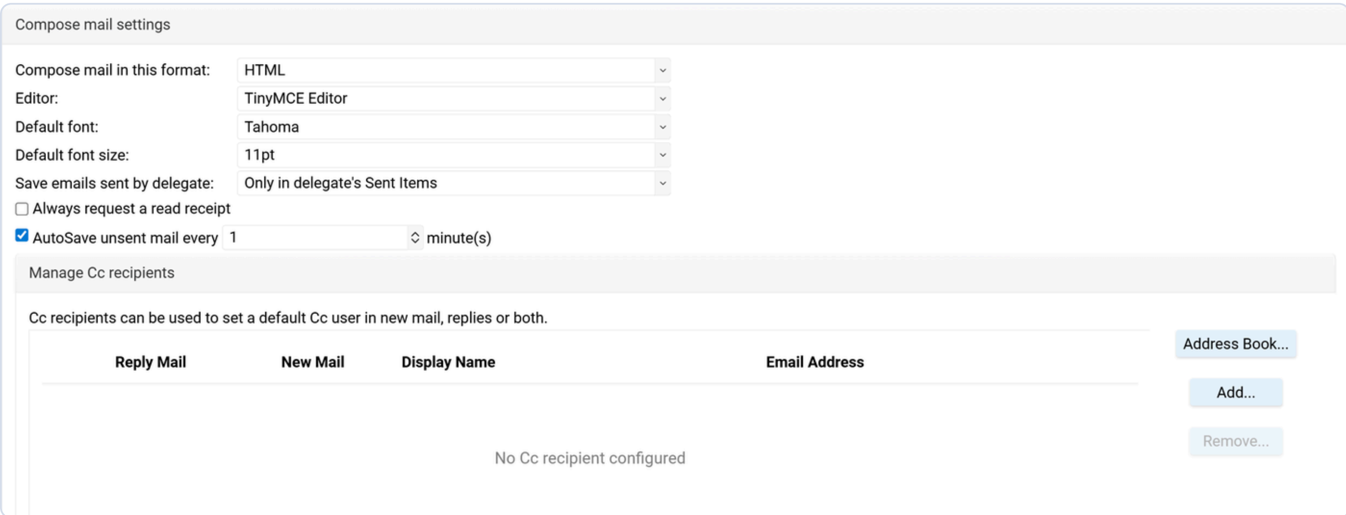


Controls how emails are displayed and opened in the web interface.

Location of preview pane determines whether and where the message preview pane is shown. Options: `No preview`, `Right`, `Bottom`

When *Close original message on reply or forward* is enabled, the original email closes automatically after replying or forwarding.

2. Compose mail settings



Defines defaults used when creating new emails.

- **Compose mail in this format** - Sets the default message format. *HTML* allows formatted text, fonts, and colors. Options: `HTML`, `Plain Text`
- **Editor** – Selects the editor used for composing emails. *TinyMCE Editor* provides a rich text (WYSIWYG) editing experience.
- **Default font** – Specifies the font used when composing messages.
- **Default font size** – Sets the initial font size for new emails (for example, `11pt`).
- **Save emails sent by delegate** – Controls where sent emails are stored when sending on behalf of another user. Options:
    - In both representee's and delegate's Sent Items
    - Only in delegate's Sent Items
    - Only in representee's Sent Items

- **Always request a read receipt –** When enabled, every outgoing message requests a read receipt from the recipient.
- **AutoSave unsent mail every –** Automatically saves draft messages at the specified interval (for example, every `1` minute) to prevent data loss.
- **Manage Cc recipients –** Allows configuring default Cc recipients for:
  - New Mail
  - Reply Mail
  - Or both

  To add a recipient either click on **Address Book** or the **Add...** Button.

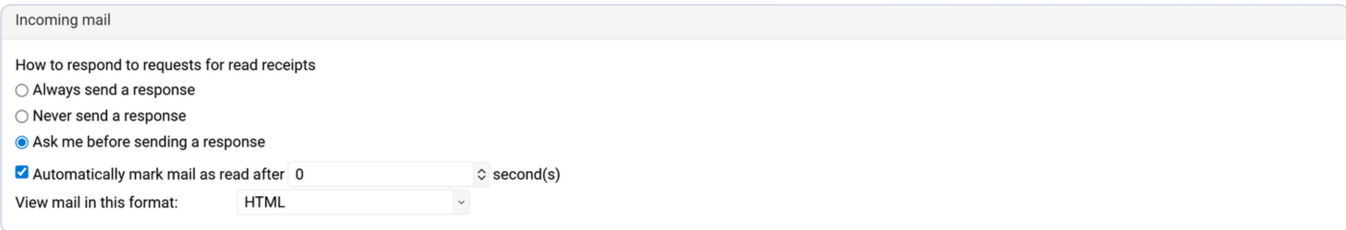
  By default the recipient will be used for **Reply Mail** and **New Mail** reflected by the green check mark icon. This can be changed by clicking the green ICON.

3. Incoming mail

Controls how incoming messages are handled and displayed.

- **How to respond to requests for read receipts –** Defines the default behavior when a sender requests a read receipt.
  - Always send a response
  - Never send a response
  - Ask me before sending a response
- **Automatically mark mail as read after –** Marks a message as read after it has been open for the specified number of seconds. `0` means immediately.
- **View mail in this format –** Defines how incoming messages are displayed. Options: `HTML`, `Plain Text`

4. 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.

To set up a signature to create or modify an email signature in grommunio Web, follow these steps:

1. Scroll to Signatures and click **New** to create a new signature.
2. Enter a custom signature name for easy identification.
3. Compose a signature using plain text, formatted text, or HTML.
4. Once finished click the **Save Signature** Button.
5. If a signature is not needed anymore, select the signature and click on **Delete**.

Signature templating

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

Important: The availability of attributes depends on the organization's server configuration. For additional attributes or modifications to the available ones, please contact the system administrator.

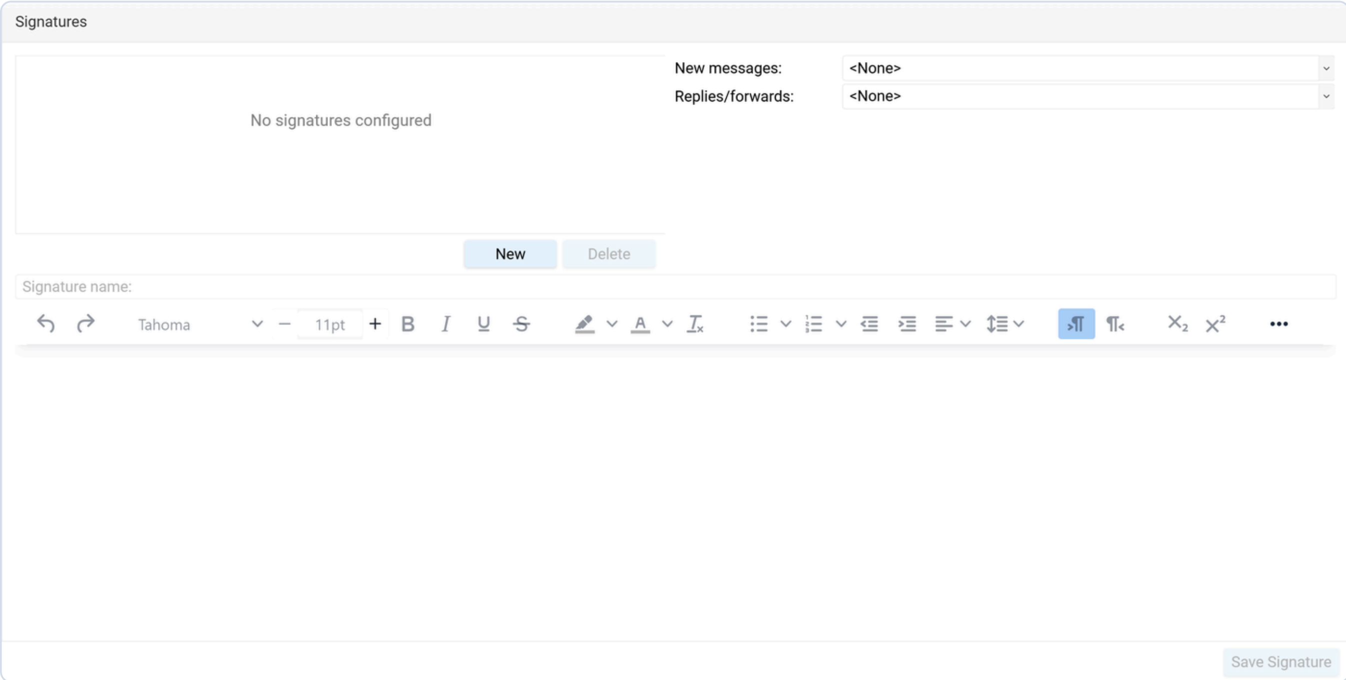
How It Works: Attributes are enclosed in curly brackets with a percentage sign, e.g., `{%attribute}`. When composing an email, grommunio Web will replace these placeholders with the actual user information. If an attribute is not configured in the profile, it will not appear in the signature.

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

S/MIME



1. Personal certificate

- **Certificate status –** Indicates whether a valid personal certificate is associated with the account. If none is present, secure email features (such as S/MIME signing or encryption) cannot be used.
- **Change passphrase for last certificate –** Allows changing the passphrase of the most recently uploaded private certificate. This option is only available when a valid certificate exists.

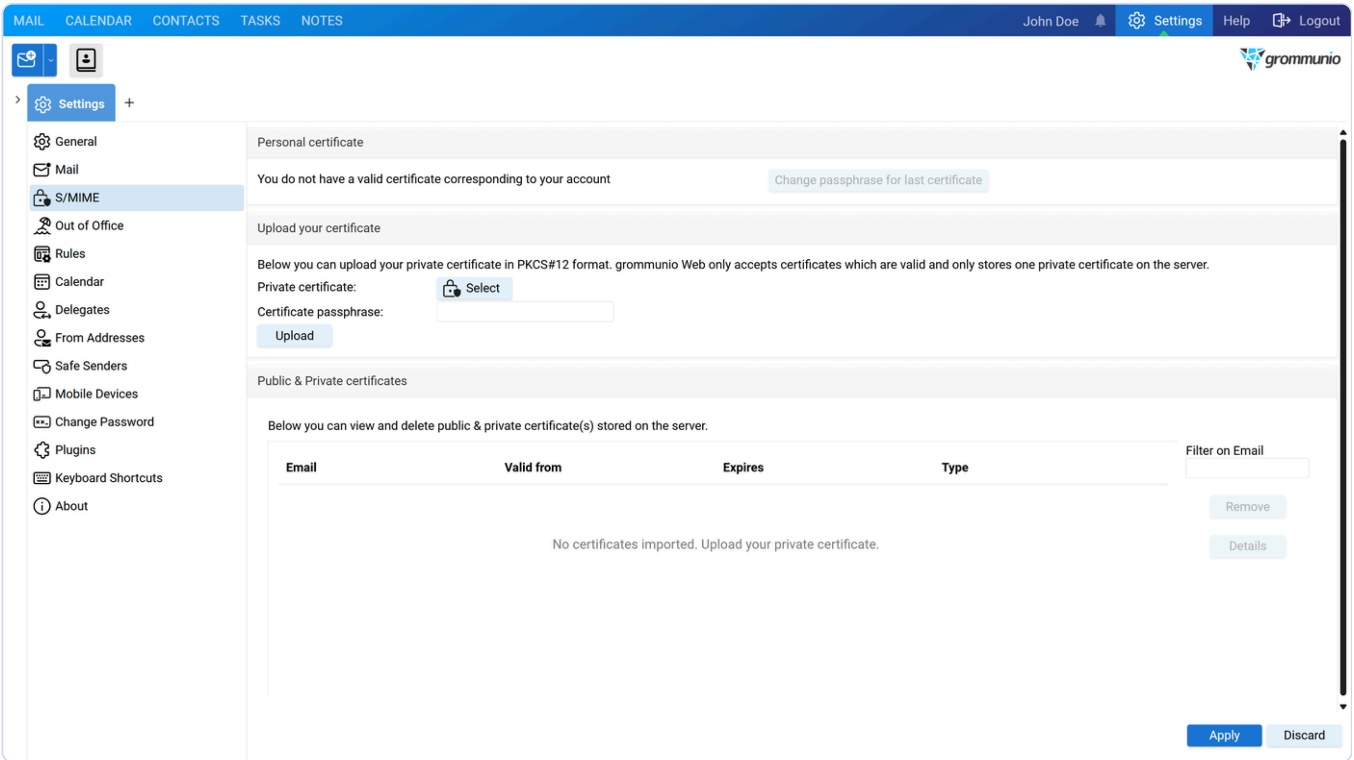
2. Upload your certificate

- **Private certificate (PKCS#12 format) –** Upload your personal certificate file (usually with `.p12` or `.pfx` extension). grommunio Web accepts only valid certificates and stores only one private certificate per user.
- **Certificate passphrase –** The password that protects the private certificate file. This is required to import the certificate successfully.
- **Upload –** Imports the selected certificate into grommunio Web after validating it.

3. Public & Private certificates

- **Certificate list –** Displays all public and private certificates stored on the server for the account.
  - **Email –** Email address associated with the certificate.
  - **Valid from –** Start date of the certificate's validity period.
  - **Expires –** Expiration date of the certificate.
  - **Type –** Indicates whether the certificate is public or private.
- **Filter on Email –** Filters the certificate list by email address.
- **Remove –** Deletes the selected certificate from the server.
- **Details –** Displays detailed information about the selected certificate.

Out of Office



Out of Office settings

- **I am currently in the office –** Disables Out of Office automatic replies.
- **I am out of the office from –** Enables Out of Office replies starting at the specified date and time.
- **I will be back on –** Optionally defines the return date and time, after which Out of Office replies are automatically disabled.

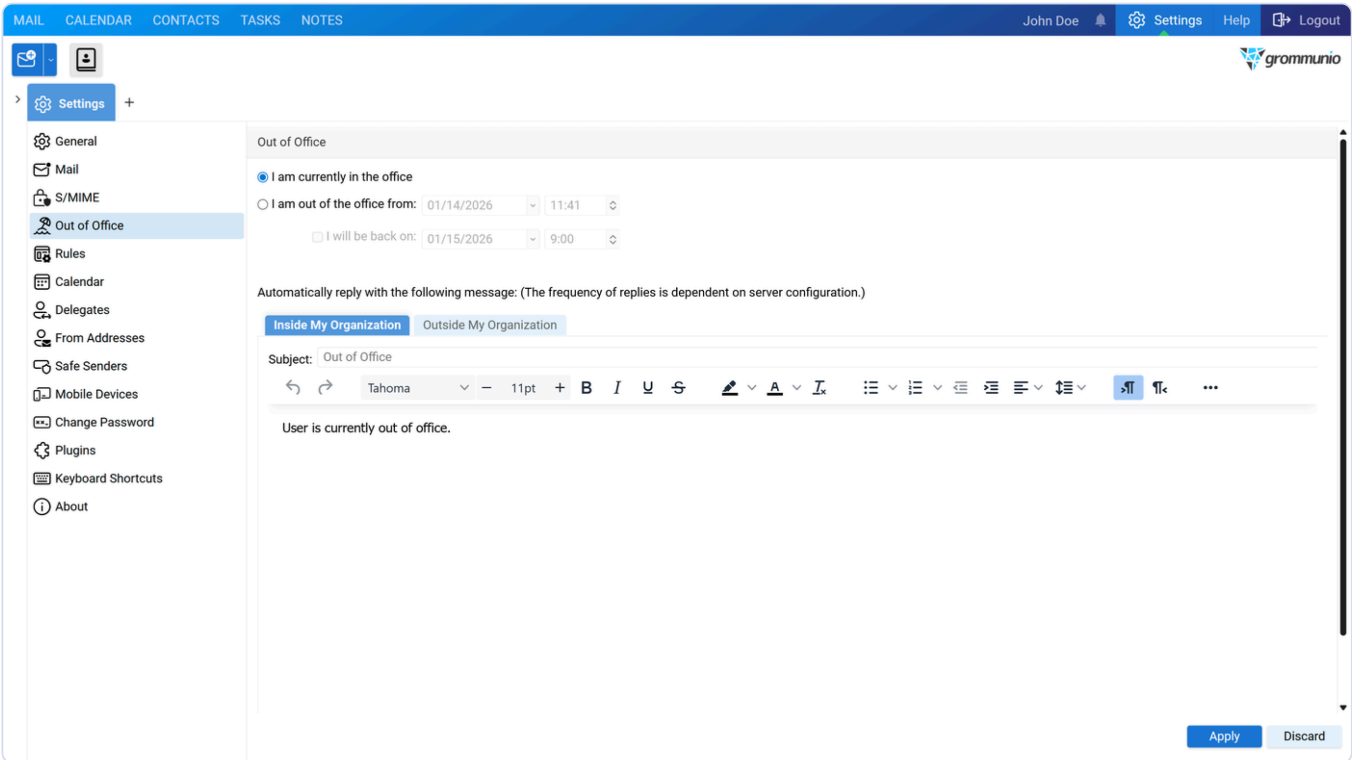
Automatic reply message

Automatically reply with the following message – Enables automatic replies using the message content defined below. The frequency of replies depends on server configuration.

- **Inside My Organization –** Message sent to senders within your organization (internal recipients).
- **Outside My Organization –** Message sent to external senders outside your organization.
  - **Auto-reply to people outside my organization –** Enables automatic replies for messages received from senders outside your organization.
  - **My contacts only –** Sends automatic replies only to external senders who are stored in your personal contacts.
  - **Anyone outside my organization –** Sends automatic replies to all external senders, regardless of whether they are in your contacts.
- **Subject –** Sets the subject line of the automatic reply (for example, *Out of Office*).
- **Message body –** The content of the automatic reply message. Supports formatted text (HTML), fonts, and basic styling.

Rules

- **Update rules for –** Selects the mailbox for which mail rules are managed. *myself* applies rules to own mailbox.
- **New –** Creates a new mail rule.
- **Delete –** Removes the selected mail rule. This option is only available when a rule is selected.
- **Edit –** Opens the selected mail rule for modification. This option is only available when a rule is selected.
- **Active –** Indicates whether a rule is currently enabled. The checkbox can be used to deactivate or reactivate the rule without deleting it.
- **Out of office –** Indicates whether the rule is related to Out of Office functionality.
- **Rule –** Displays the name or description of the mail rule.
- **Rule order controls –** Allows changing the order in which rules are evaluated. Rules are processed from top to bottom.



A mail rule is made of four main parts:

1. Rule name – Just a label so you recognize it later
2. Conditions – When the rule should trigger
3. Actions – What should happen to the message
4. Exceptions (optional) – When the rule should not apply

"When the message..." (Conditions)

A **Condition** defines which emails the rule applies to. A rule may contain one or more conditions.

Possible conditions:

- is received from ...
- includes these words in the sender's address ...

- includes these words in the recipient's address …
- includes these words in the subject …
- includes these words in the body …
- includes these words in the transport headers …
- has importance …
- has an attachment
- is sent to …
- is sent only to me
- has my name in the Cc field
- does not have my name in the To or Cc field …
- has my name in the To or Cc field
- has sensitivity …
- is received after …
- is received before …
- size is at least …
- size is at most …
- has my name in the To field
- is received (all messages)

"Do the following…" (Actions)

Action defines what happens when condition(s) match. A rule may contain one or more actions.

Available actions include:

- Move the message to folder…
- Copy the message to folder…
- Delete the message
- Redirect the message to…
- Forward the message to…
- Forward the message as attachment to…
- Mark the message as read…

Exceptions

Exceptions prevent the rule from running in specific cases. A rule may contain one or more exceptions.

Possible exceptions:

- is received from …
- includes these words in the sender's address …
- includes these words in the recipient's address …
- includes these words in the subject …
- includes these words in the body …
- includes these words in the transport headers …
- has importance …
- has an attachment
- is sent to …
- is sent only to me
- has my name in the Cc field

- does not have my name in the To or Cc field …
- has my name in the To or Cc field
- has sensitivity …
- is received after …
- is received before …
- size is at least …
- size is at most …
- has my name in the To field

"Stop processing more rules"

If checked:

Once this rule matches, no further rules are applied

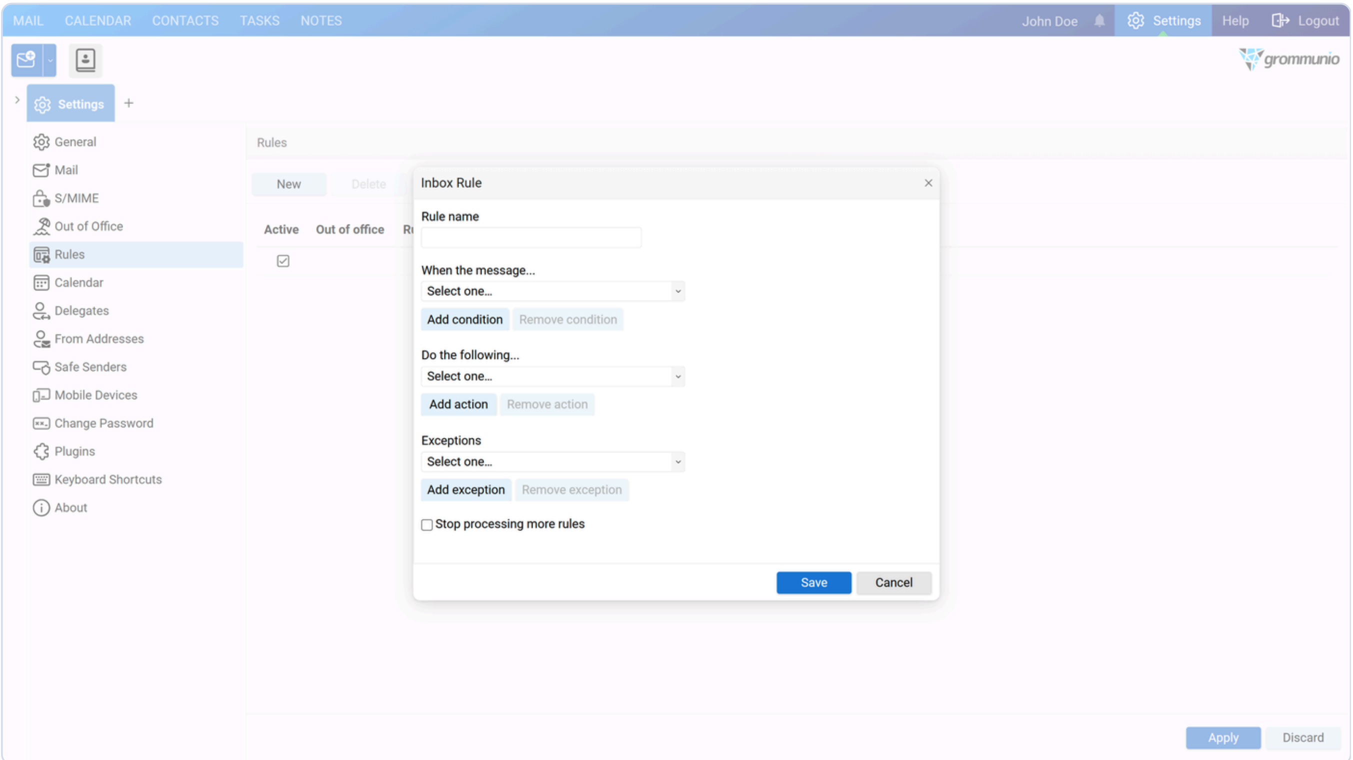
Useful when this rule is a "final" action (e.g., delete or move)

> **Best practice**
>
> Enable this for high-priority or delete rules. Leave unchecked if you want other rules to continue.

Example

Condition: Sender includes newsletter

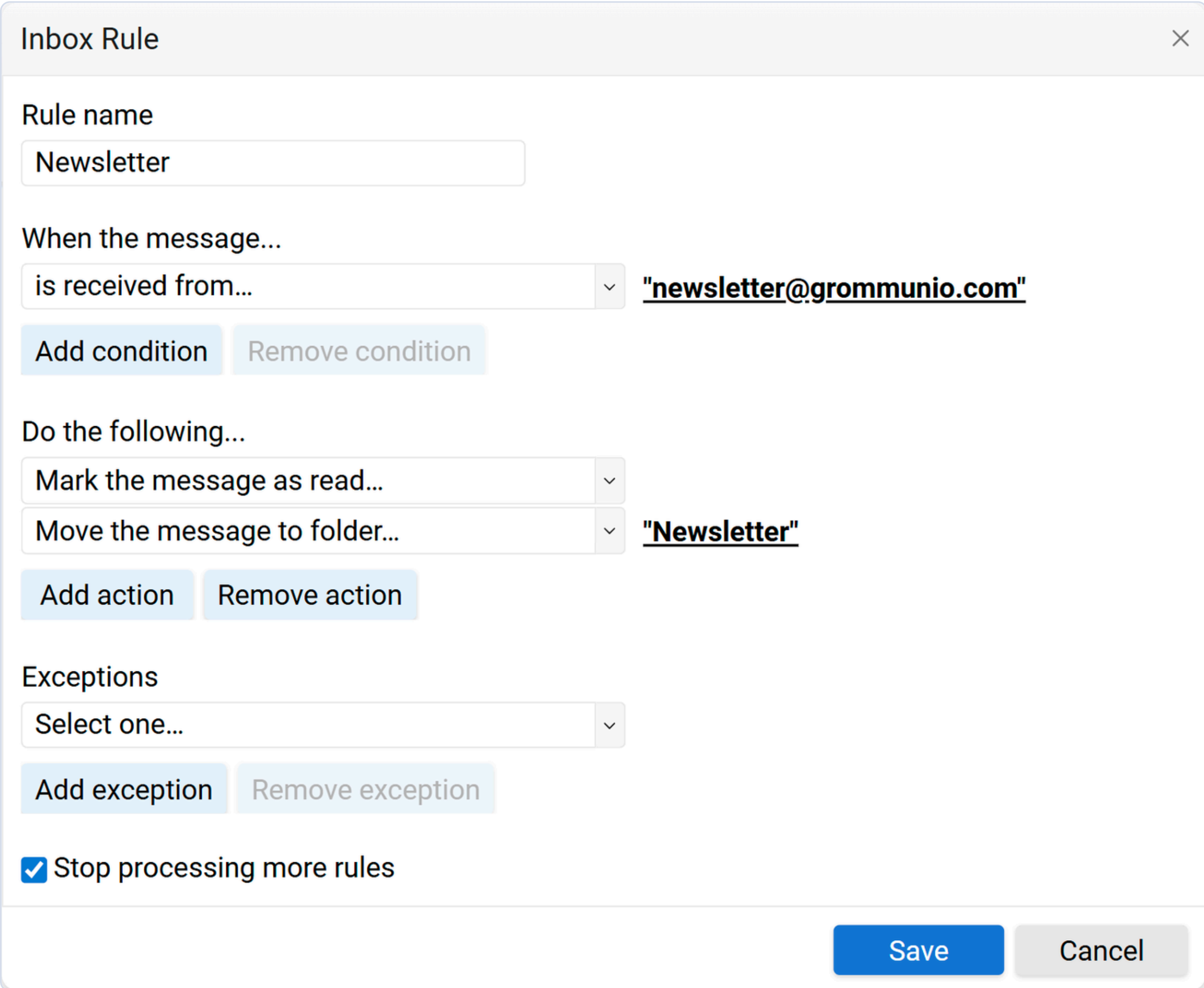
Action: Mark as read, Move to "Newsletters"



Tip

1. Rules run only on new incoming mail.
2. Rules are evaluated top to bottom, so order matters.
3. Use Stop processing more rules to avoid conflicts.
4. Test rules with a simple condition first.

Calendar



1. General calendar settings

First Day of the Week Sets the starting weekday for calendar views.

Common values: `Monday` or `Sunday`

Start of Workday Defines the daily work start time for calendar scheduling.

Example: `09:00`

End of Workday Defines the end of the workday.

Example: `17:00`

Calendar Resolution Determines the time grid size for calendar slots.

Options: `5 minutes, 6 minutes, 10 minutes, 15 minutes, 30 minutes, 1 hour`

Default Appointment Duration Sets the default duration for new appointments.

Example: `30 minutes`

Default Status for All-Day Appointments Controls the default availability status.

Possible values:

- Free
- Tentative
- Busy
- Out of Office

Working Days Defines the days considered part of the regular work week.

Example: `Monday–Friday (Mo–Fr)`

2. Calendar view settings

When multiple calendars are selected for display (e.g., own calendar plus shared team or resource calendars), two viewing modes are available: Side-by-side and Overlay.

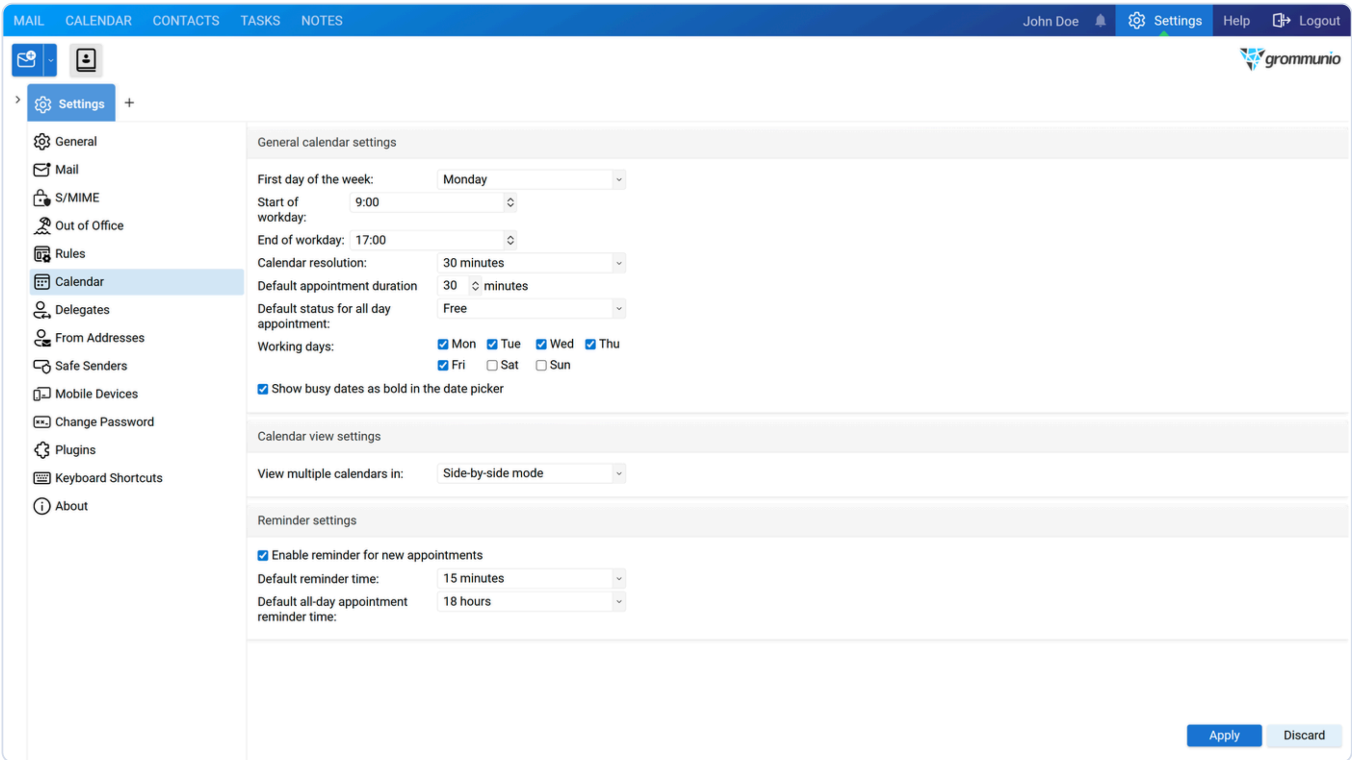
1. **Side-by-side mode –** Each calendar is displayed in its own separate column. Time runs vertically, while calendars are arranged horizontally next to each other.
2. **Overlay mode –** All selected calendars are merged into a single view. Appointments from different calendars appear in the same time grid.

Events are usually distinguished by different colors, labels or calendar names.

3. Reminder Settings

Controls whether reminders are automatically applied to newly created appointments and meetings, including both standard (time-based) appointments and all-day events, using the configured default reminder times.

Delegates



Delegate settings allow designated users (delegates) to act on behalf of the mailbox owner. Delegates can be granted permission to send items, such as emails or meeting requests, using the mailbox owner's identity, depending on the permissions assigned.

This section is used to manage delegates rather than simple folder sharing:

Assigns a new delegate to the mailbox. The delegate can be given specific permissions, such as sending on behalf of the mailbox owner.

- **Add** Assigns a new delegate to the mailbox. The delegate can be given specific permissions, such as sending on behalf of the mailbox owner.
- **Remove** Revokes delegate access from a previously assigned user.
- **Permission** Configures or modifies the permissions granted to a selected delegate.

After selecting Add, the Address Book opens, allowing a user to be chosen as a delegate. Once a delegate is selected, a permissions dialog is displayed where access levels and additional options can be configured.

Delegate Permissions

The selected delegate can be granted specific permissions for individual mailbox components such as:

`Calendar`, `Tasks`, `Inbox`, `Contacts`, `Notes`, `Journal`

Each mailbox component can be assigned one of the following access levels:

- **Owner** Grants full control over the component, including reading, creating, modifying, and deleting items.
- **Secretary** Allows management of items on behalf of the mailbox owner, such as creating, editing, and responding to items, without full ownership privileges.

- **Only read** Provides read-only access. Items can be viewed but not created, modified, or deleted.
- **None** Denies all access to the component. (Default)

Additional Options

Delegate receives copies of meeting-related messages sent to me - When enabled, the delegate receives copies of meeting invitations, updates, and cancellations that are sent to the mailbox owner.

> ⚠**Attention**
>
> Option is only available, when Calendar has **Owner** or **Secretary** Permission

Delegate can see my private items - When enabled, the delegate is allowed to view items marked as private across the permitted folders. If disabled, private items remain hidden from the delegate, even if other permissions are granted.

> ⓘ**Note**
>
> For scenarios where only folder-level access is required (for example, read or edit permissions on specific folders), folder sharing should be configured directly by right-clicking the folder and selecting "Share folder...", rather than using delegate settings.

From Addresses

In this setting, it is possible to define which sender address is automatically selected in the "From" field when composing a new message, replying, or forwarding an email.

Multiple sender addresses can be added to the list; however, only one address can be selected as the default for each action type (New Mail, Reply Mail, or Forward Mail).

The default sender is indicated by a green icon. Selecting a different sender for the same action changes the previously selected address back to red, ensuring that only one default sender is active per action.

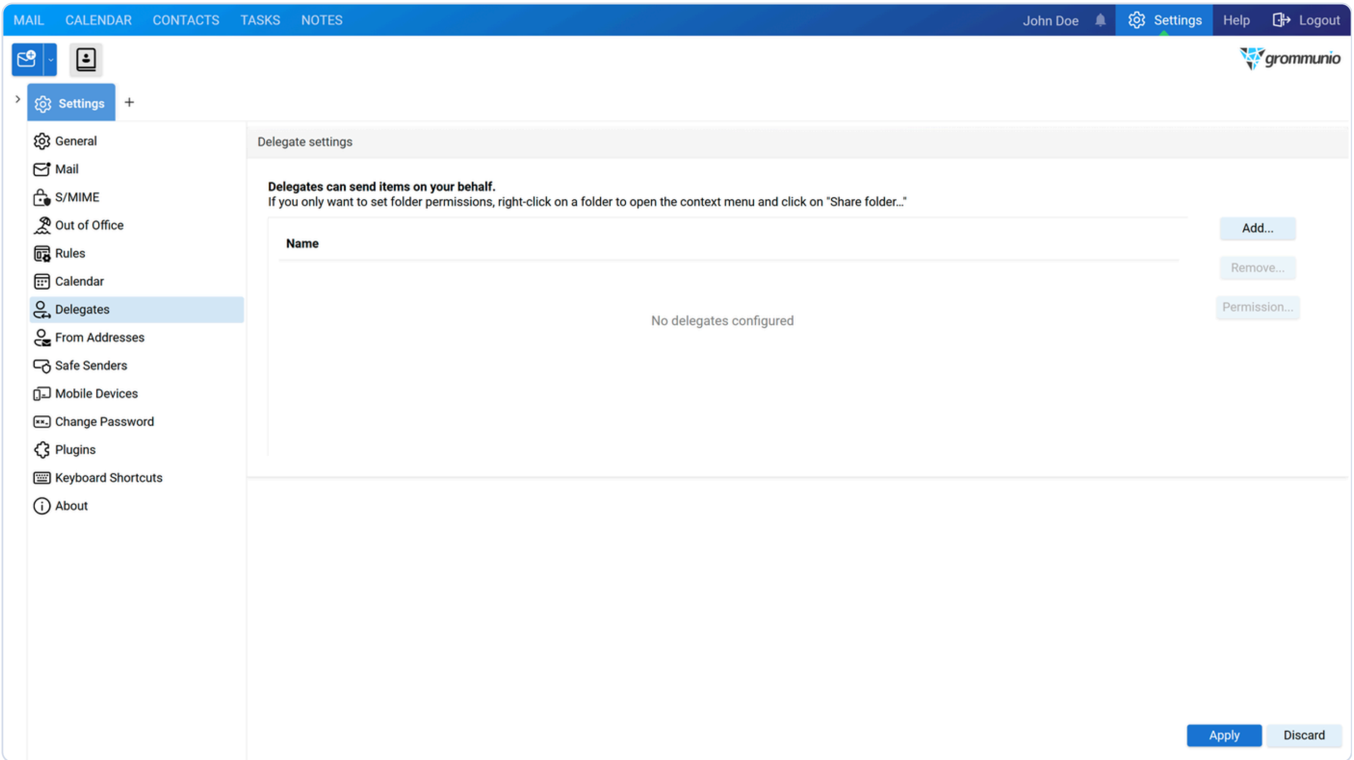
This mechanism allows precise control over the sender identity used in different email scenarios while preventing conflicting defaults.

- **Reply Mail** Indicates whether the address can be used as the sender when replying to an existing email. Only one address can be selected as the default sender. A green icon indicates permission is granted. A red X indicates permission is denied.
- **New Mail** Indicates whether the address is used as the sender when composing a new email. Only one address can be selected as the default sender. A green icon indicates the active default sender; a red icon indicates all others.
- **Forward Mail** Indicates whether the address is used as the sender when forwarding an email. Only one address can be selected as the default sender. A green icon marks the selected default sender; a red icon marks inactive entries.
- **Name** Displays the descriptive name associated with the sender identity.
- **Email Address** Displays the email address that will appear in the "From" field.

Available Actions

- **Address Book...** Opens the Address Book to select a contact or address for use as a sender identity.
- **Add...** Creates a new sender entry manually. This option is used to add custom sender addresses that are not selected from the Address Book.
- **Edit...** Allows editing of sender entries that were previously created manually using the Add button. Sender identities imported from the Address Book cannot be edited here.
- **View...** Displays the contact details of the selected sender identity in read-only mode. This applies only to entries that were previously selected from the Address Book.
- **Remove...** Deletes the selected sender identity from the list. Removes access to that sender address in the "From" field.

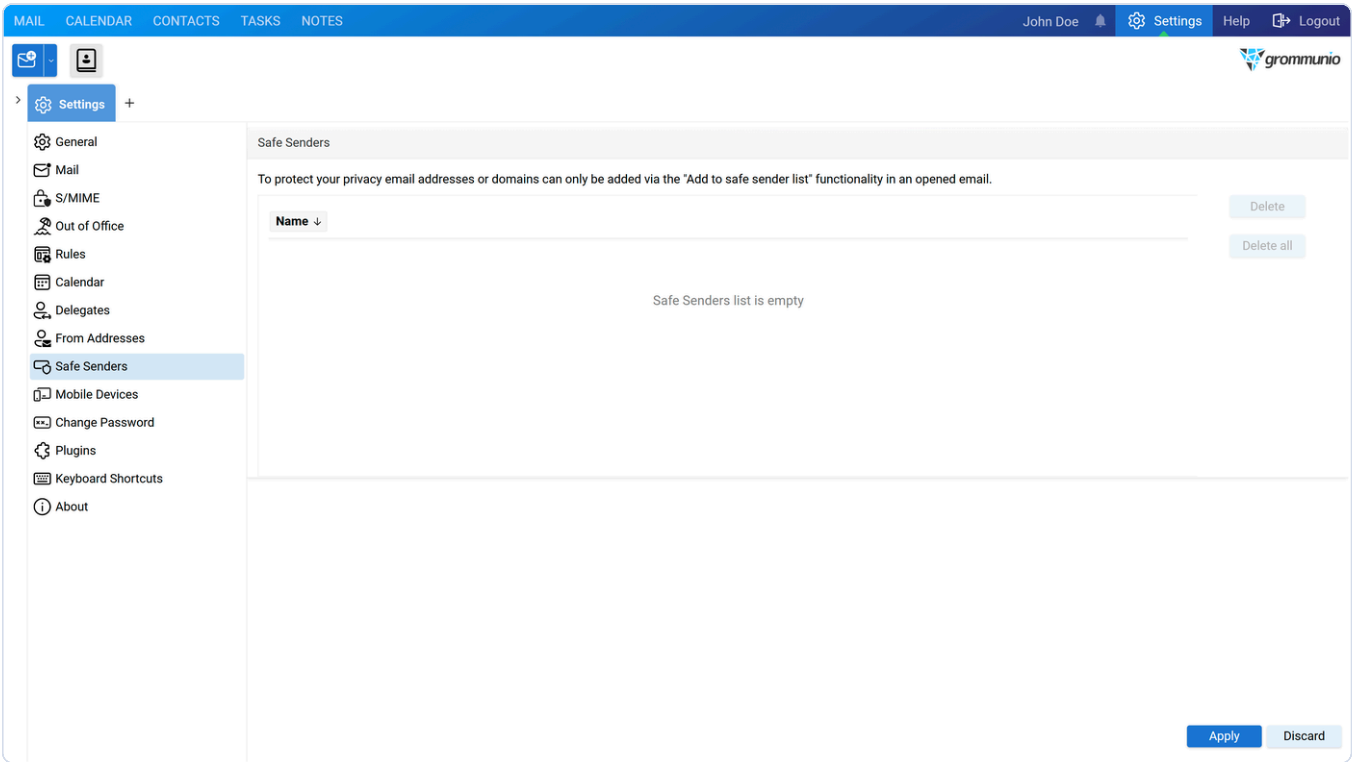
Safe Senders



The Safe Senders feature in grommunio Web allows users to designate specific email addresses or domains as trusted.

For these trusted senders, you no longer need to click "Download Embedded Images" in emails. Images and other content from these senders are loaded automatically, making reading emails faster and safer.

Mobile Devices



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.

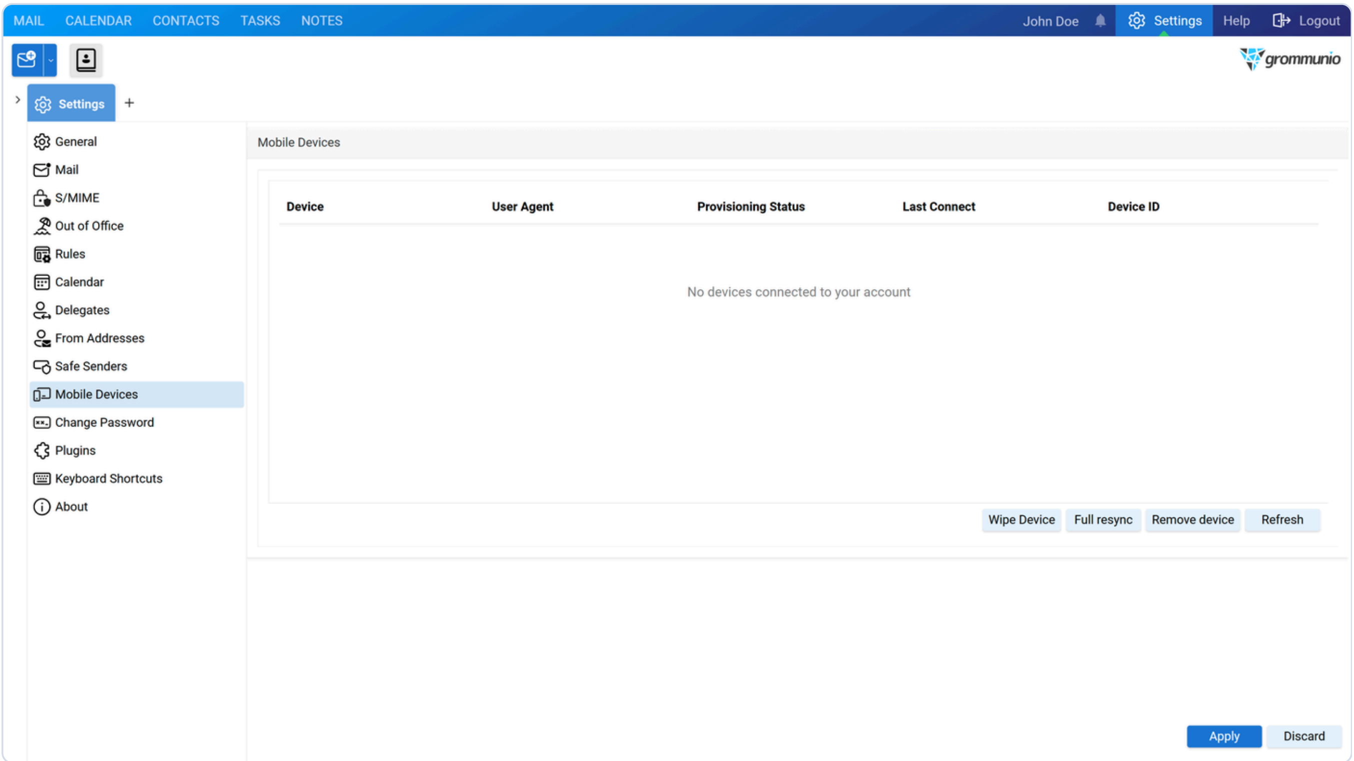
The initial view displays a list of all mobile devices currently configured to synchronize account data, along with additional device information:

- `Device`, `User Agent`, `Provisioning Status`, `Last Connect`, `Device ID`

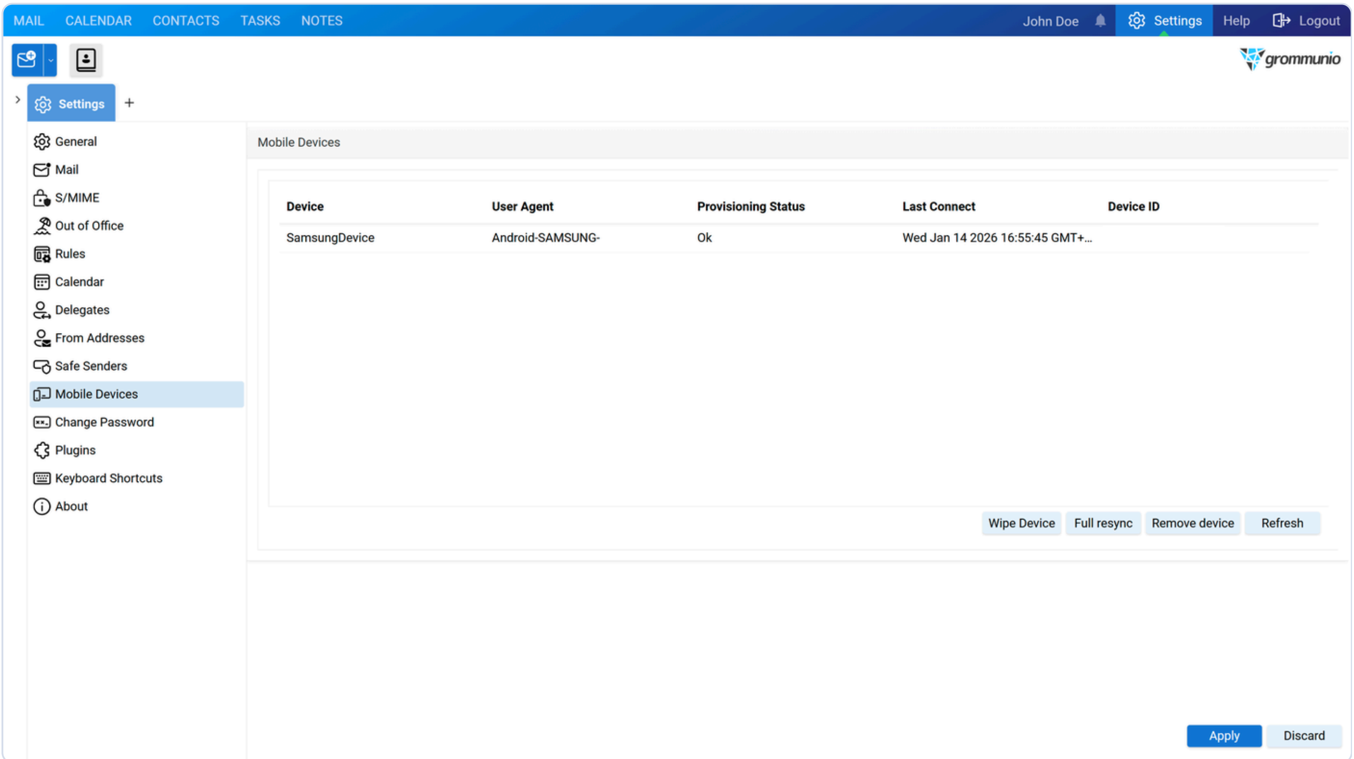
Expanding the column selection reveals the following additional information:

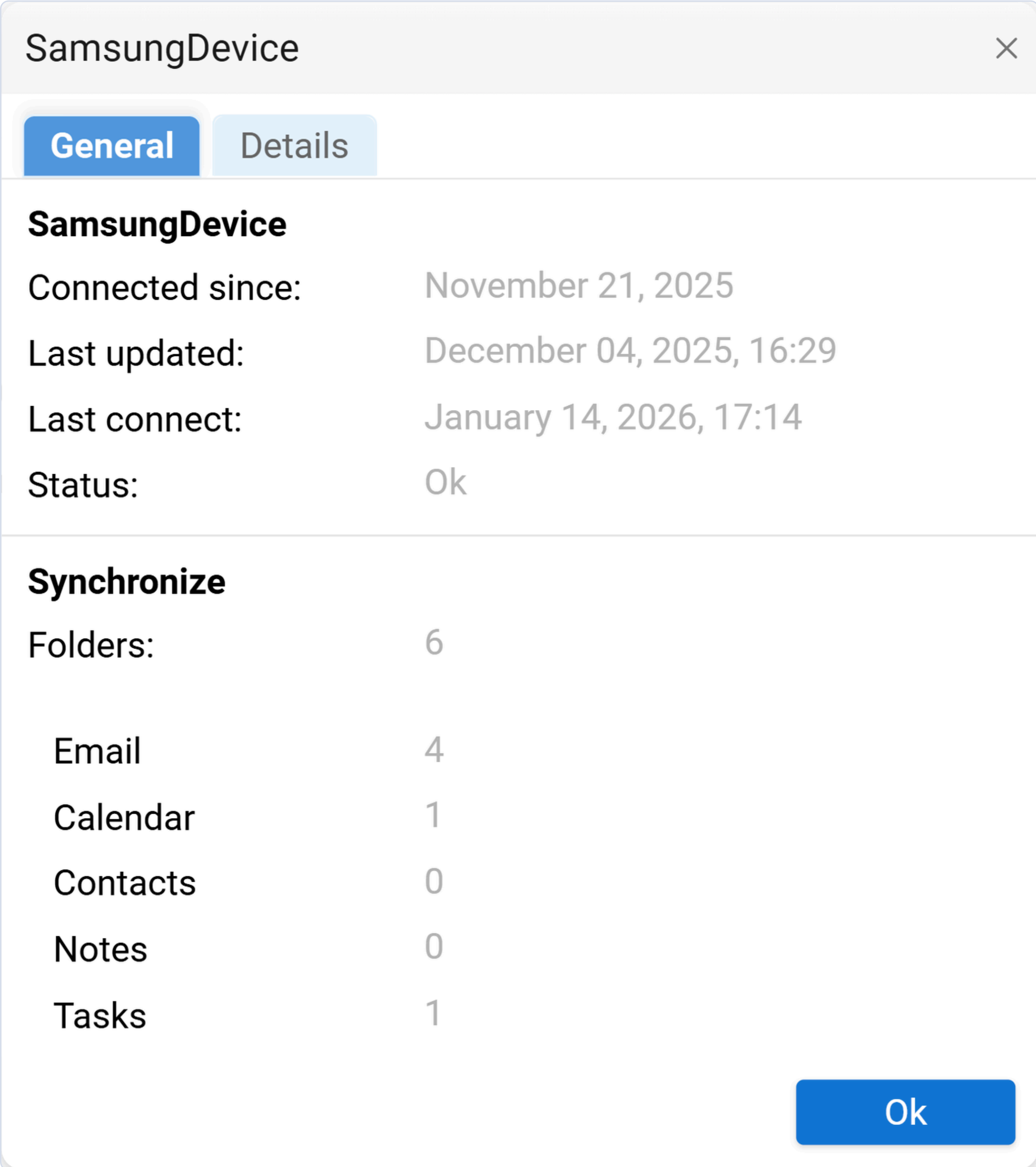
- `Device OS`, `Device Info`, `First Sync time`

The set of visible columns and their order are fully 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.





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.

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. For questions or clarification regarding this operation, contact the domain administrator or grommunio support **before** performing it.

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 this process may take some time, especially when handling a large number of items or items with attachments in the grommunio store.

This functionality should be used when synchronization issues occur e.g. some items do not appear on the mobile device.

Remove Device

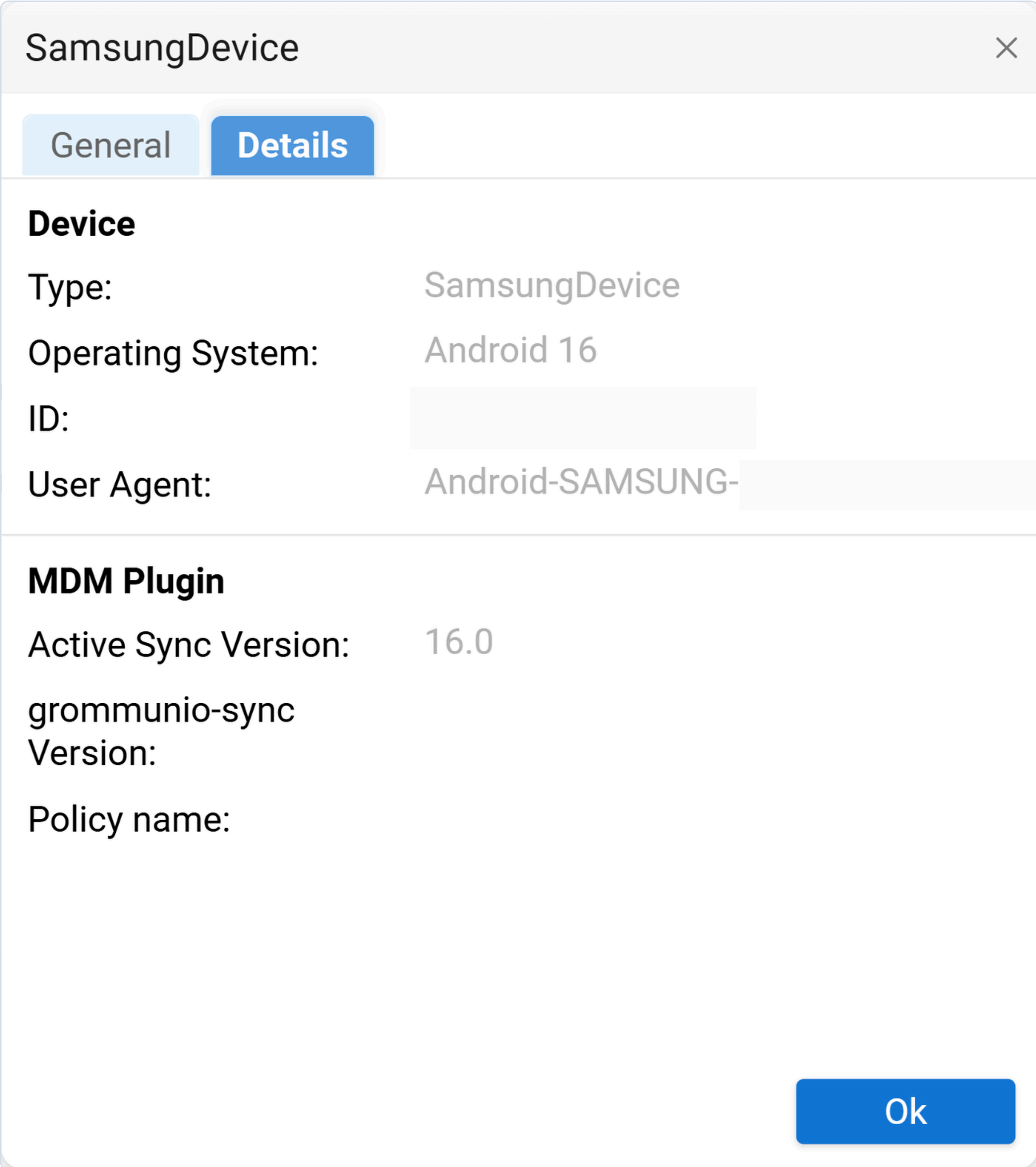
This command will remove the saved device state from the grommunio store and the device will also disappear from the list.

> ⓘ**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.

Refresh

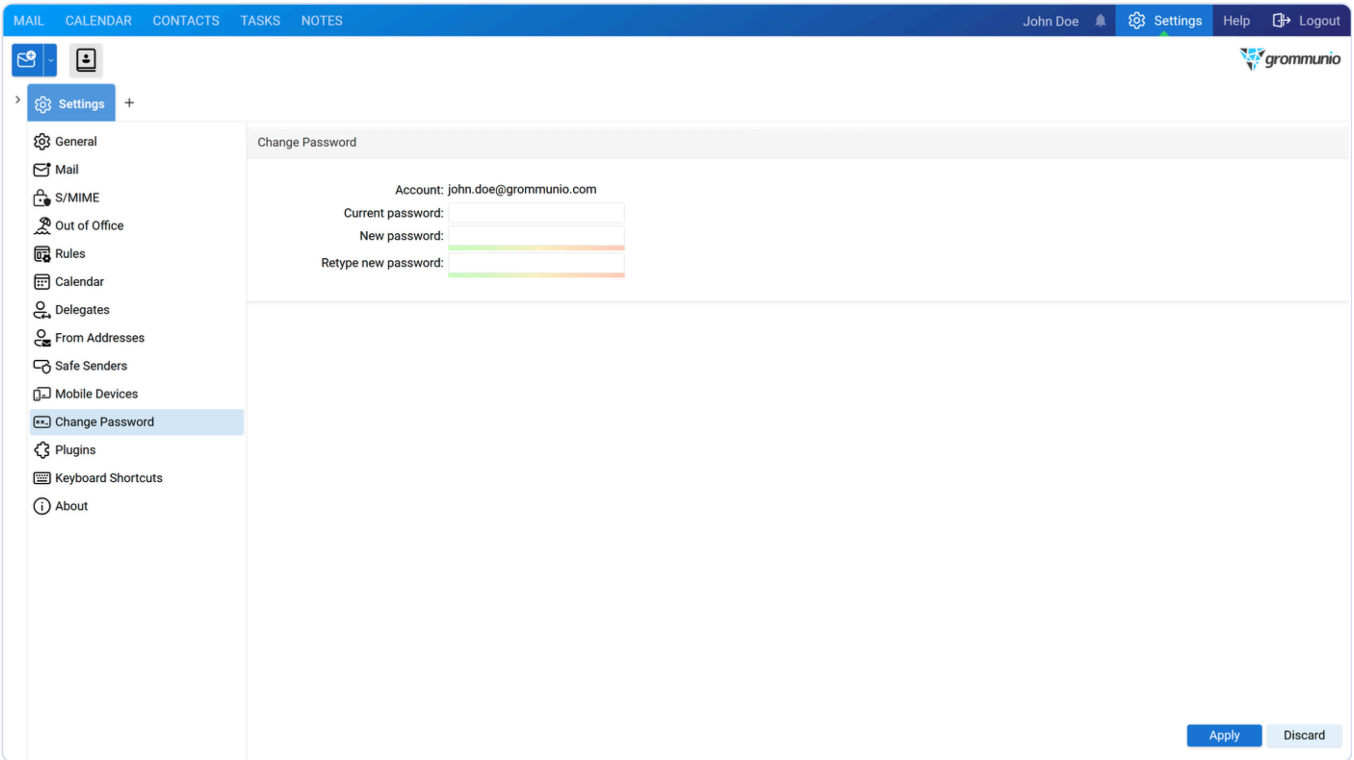
This command refreshes the devices list. If a grommunio account is set up on a new mobile device after opening the MDM plugin, selecting this button retrieves the devices' information from the grommunio store, and the new device will appear in the list.

Change password



Use this setting to update the account password. Enter the current password, then specify a new password and confirm it. After saving, the new password is required for all future sign-ins.

Plugins

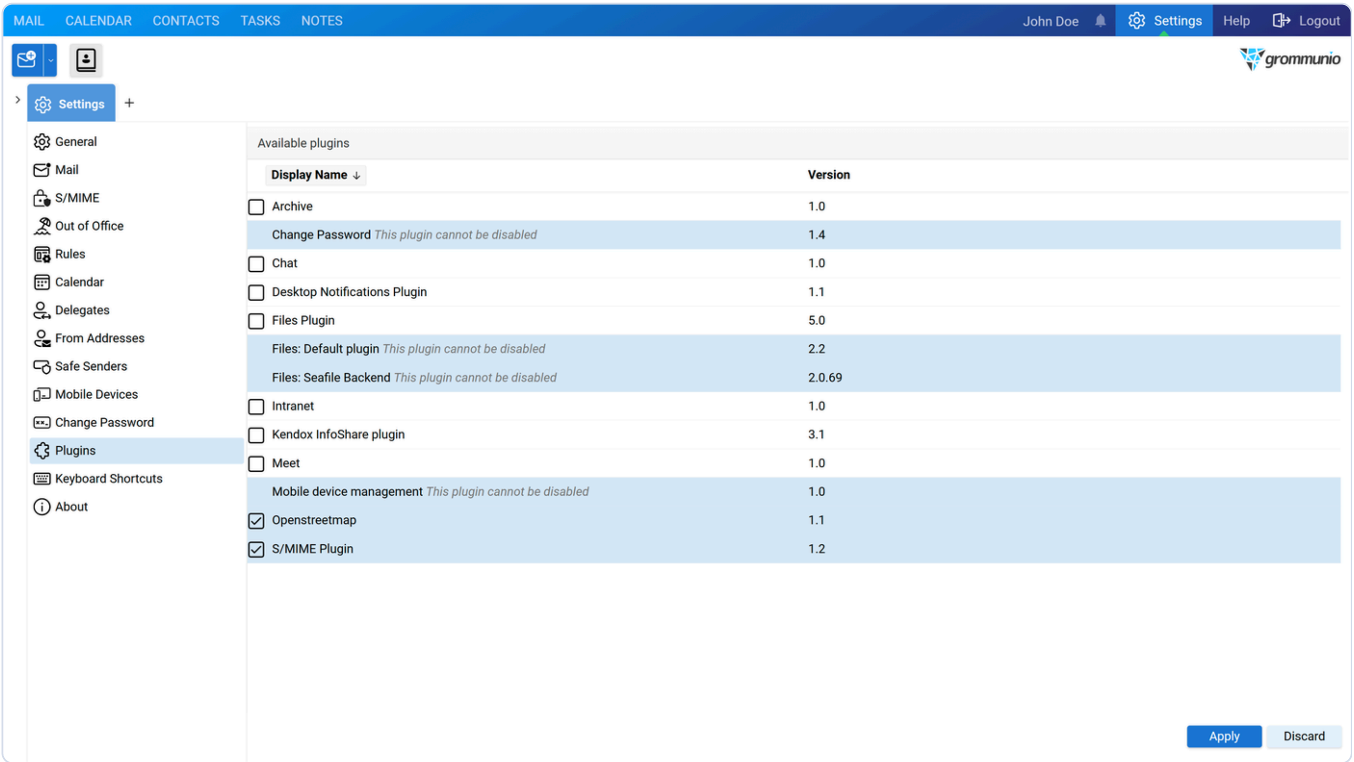


This section displays all available plugins with their name and version. Use this section to enable or disable optional features in the web interface.

Only plugins with a selectable checkbox can be enabled or disabled by the user. Mandatory plugins are required for core functionality and managed by the system administrator.

> **Note**
>
> Changes take effect immediately after a reload.

Keyboard Shortcuts

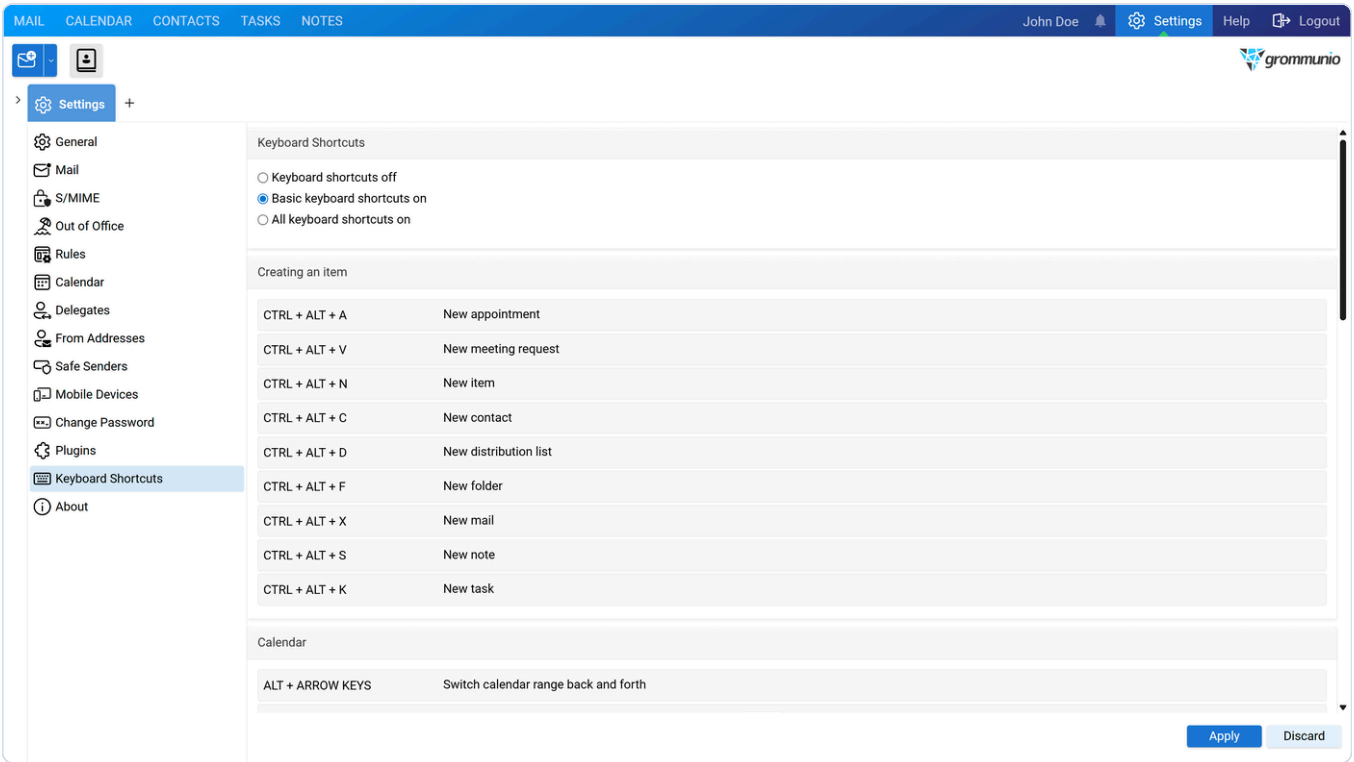


The **Keyboard Shortcuts** setting provides a complete list of all available keyboard shortcuts together with their corresponding actions. Some shortcuts are marked as **BASIC**, indicating commonly used and essential functions.

At the top of the page, one of the following options can be selected to control shortcut availability:

- **Keyboard shortcuts off –** Disables all keyboard shortcuts.
- **Basic keyboard shortcuts on –** Enables only shortcuts marked as **BASIC**, providing a minimal and simplified set of shortcuts.
- **All keyboard shortcuts on –** Enables the full set of available keyboard shortcuts, including advanced and less frequently used actions.

About



This section provides information about the application, including copyright notices and license details for the software and its components. It is intended for reference and informational purposes only.

Chat

Grommunio also offers a **Chat** feature to make communication easier.

The **Chat** feature in grommunio Web provides real-time messaging and collaboration directly within the web interface.

Prerequisites

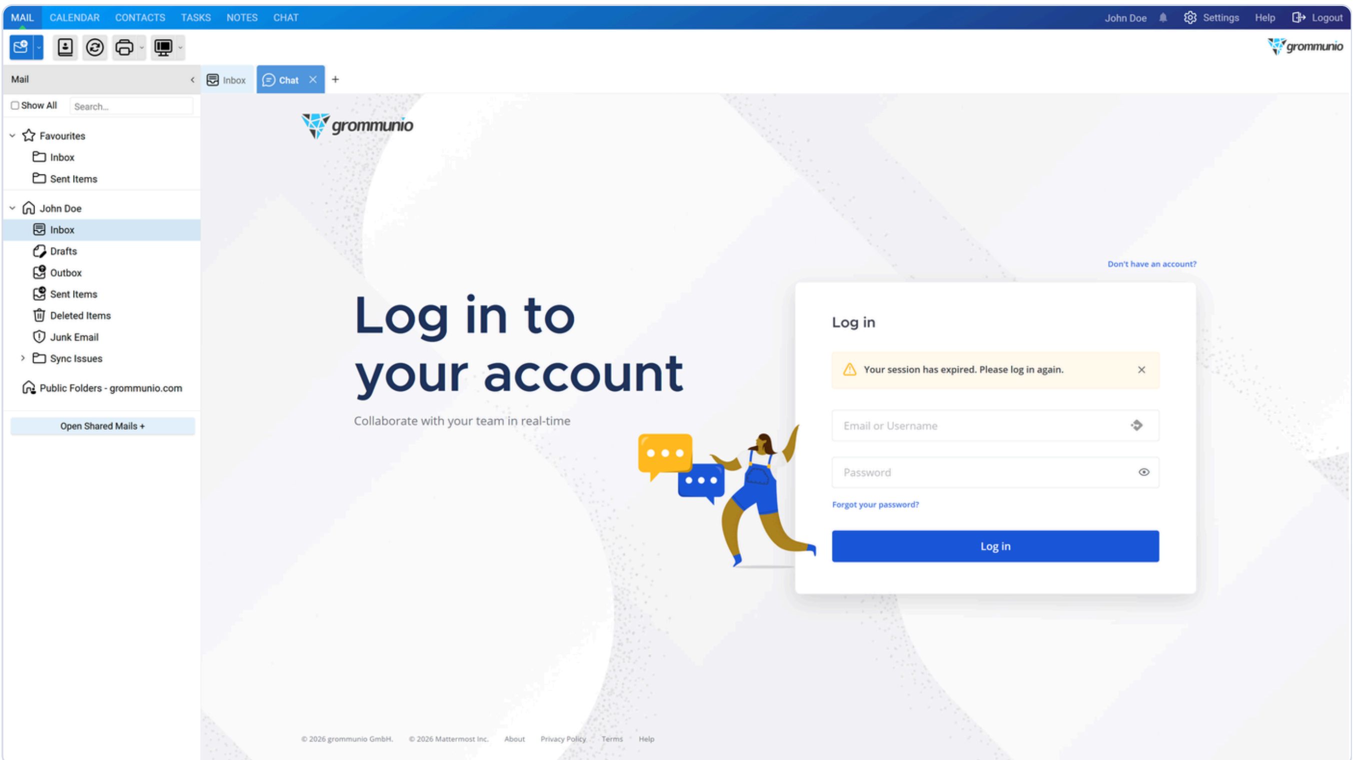
- grommunio Web is installed and accessible
- Initial system setup has been completed
- Administrator credentials are available

Enabling the Chat Feature

1. Log in to **grommunio Web**.
2. Navigate to **Settings**.
3. Open the *Plugins* section.
4. Enable the plugin by checking the **Chat** checkbox.
5. Click **Apply** to save the configuration.
6. Reload the grommunio Web interface.

After reloading, the **Chat** entry appears in the *Main Interface Area*.

First-Time Chat Access and Initialization



1. Click on **Chat** in the *Main Interface Area*.
2. A new **Chat tab** opens, displaying the login prompt.
3. Log in using the administrator credentials that were created during the initial system setup.

> ⓘ**Note**
>
> These credentials are required for the initial configuration of the chat system.

Team Creation

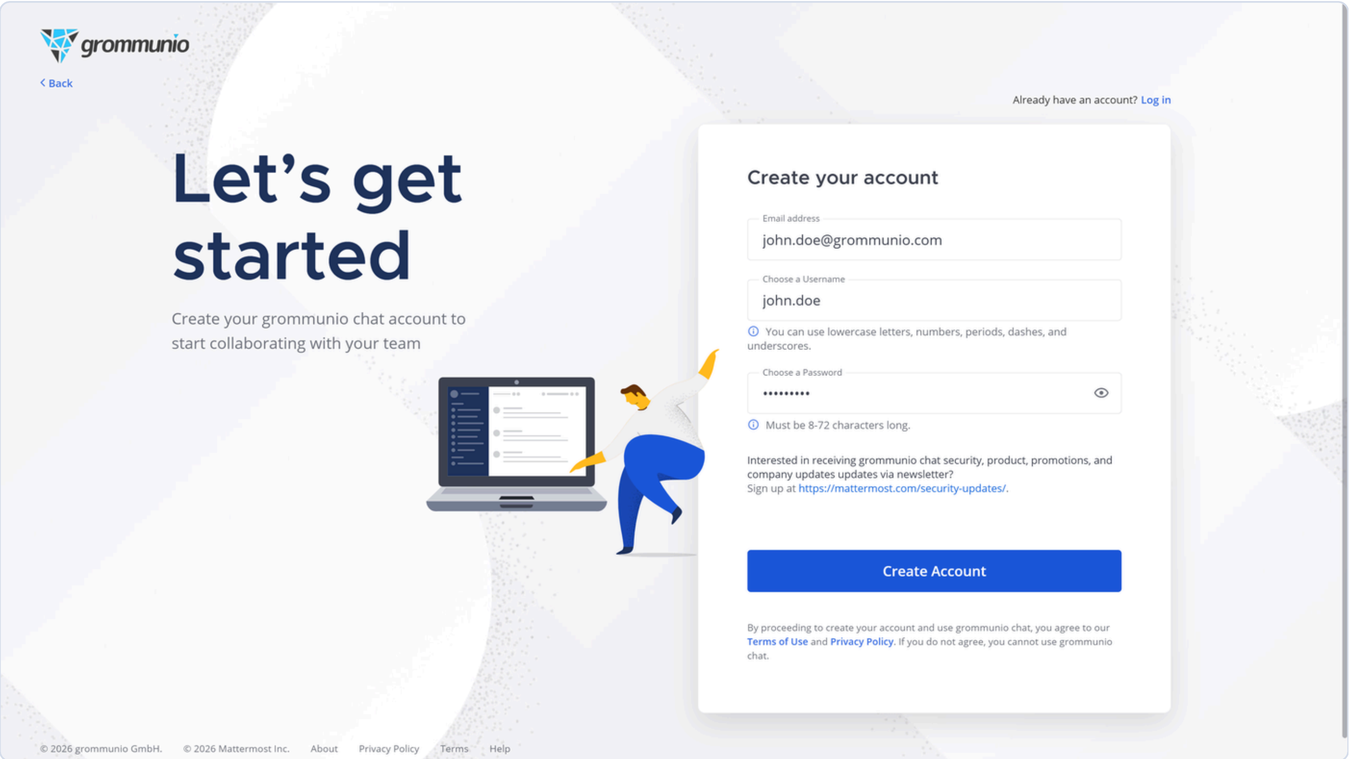
After the first successful login:

1. Create a **Team** when prompted.
   - The team represents an organizational unit within the chat system.
2. Once the team is created, proceed to manage team members.

Inviting Users

1. Within the team interface, click **+ Invite Members**.
2. Copy the generated **invitation link**.
3. Share the link with users:
   - Paste it into a browser, or
   - Send it directly to users (e.g., via email).

The invitation link directs the user to the **Account Creation** page.



User Management and Roles

After a user has created their account:

1. The administrator can add the user to the team.
2. Assign one of the following roles:
    - **Team Member**
    - **Team Admin**

Once assigned, the user can:

- Log in successfully to the Chat feature
- Access and participate in the assigned team

Further Info

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.

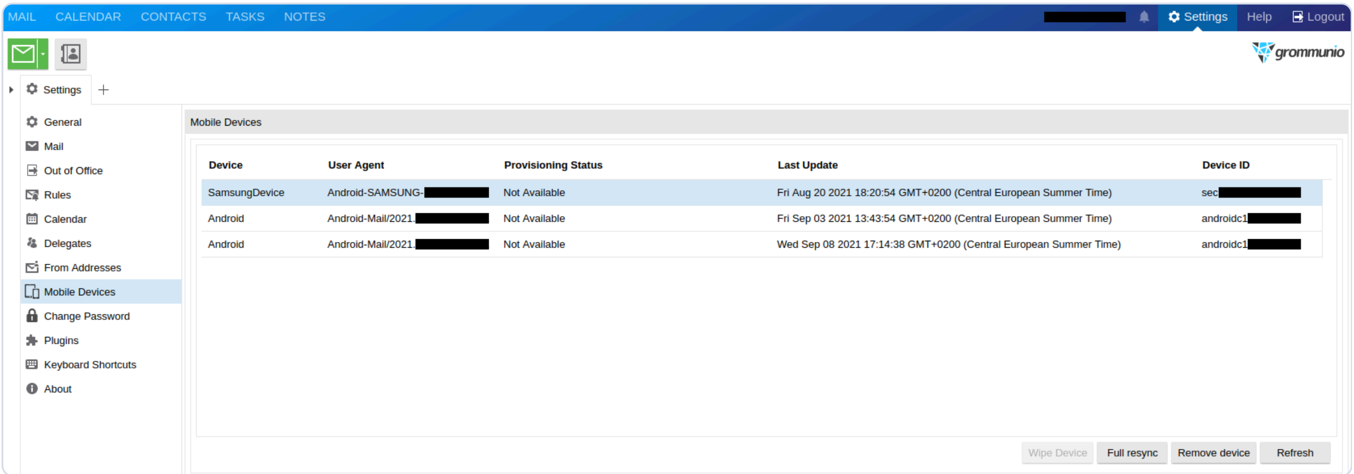
Mobile Device Management

Overview

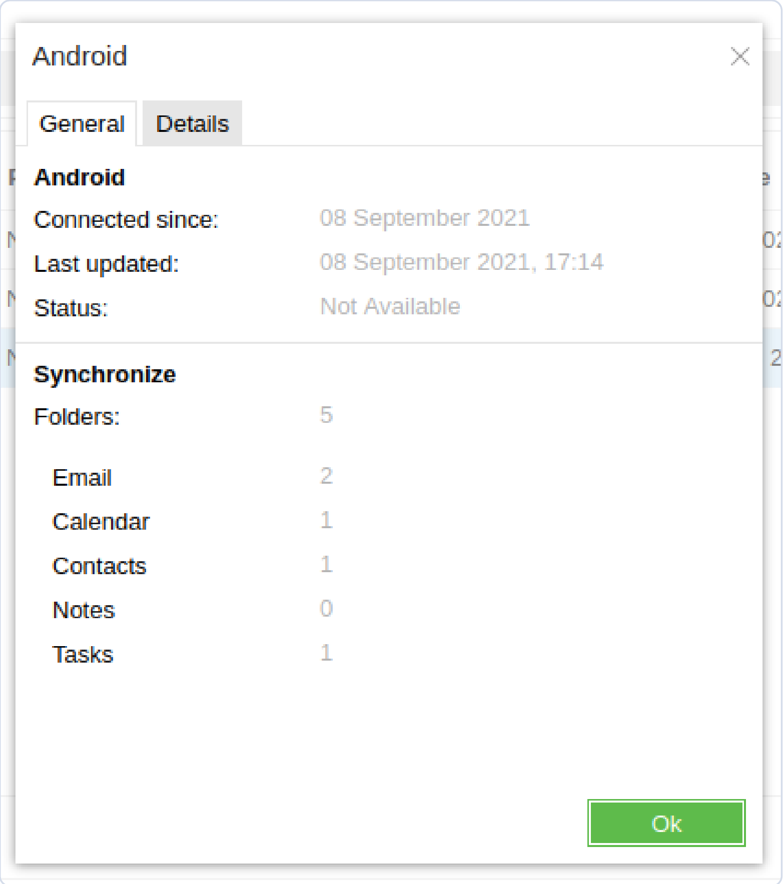
Mobile Device Management (MDM) is a plugin for grommunio Web. It allows users to view the list and details of mobile devices configured to sync the account data. MDM also enables users to issue resync, removal or remote wipe of a specific device.

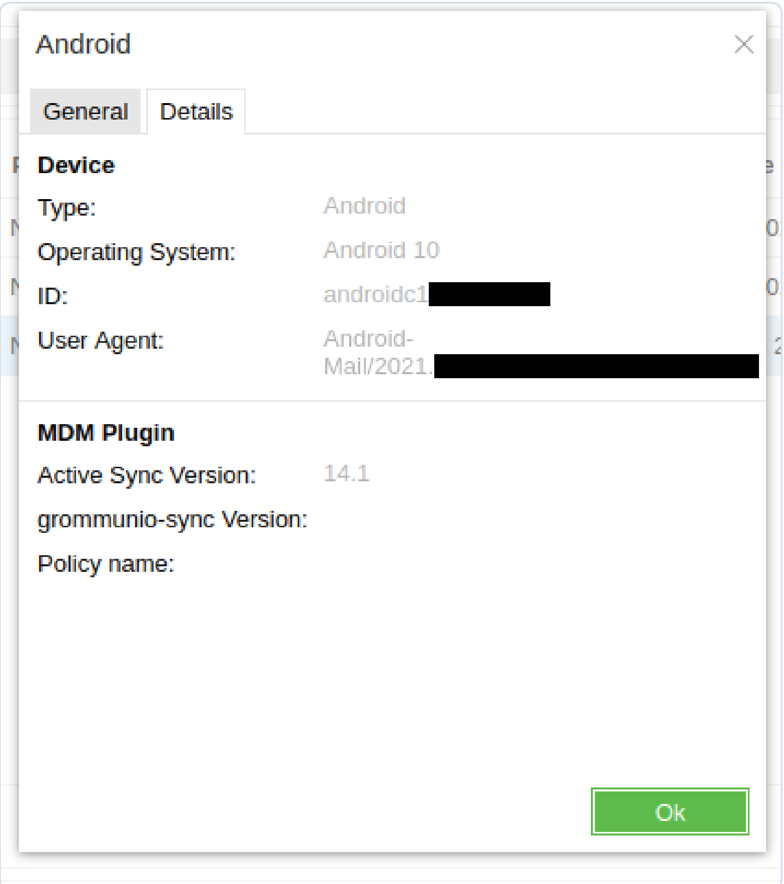
The MDM plugin is server-side enabled and always visible in the plugin list.

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.


Android
General
Details
Android
Connected since: 08 September 2021
Last updated: 08 September 2021, 17:14
Status: Not Available
Synchronize
Folders: 5
Email 2
Calendar 1
Contacts 1
Notes 0
Tasks 1
Ok


Android
General
Details
Device
Type: Android
Operating System: Android 10
ID: androidc1[redacted]
User Agent: Android-Mail/2021.[redacted]
MDM Plugin
Active Sync Version: 14.1
grommunio-sync Version:
Policy name:
Ok

Actions

> ⚠**Caution**
>
> 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.

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.

> ⚠**Caution**
>
> 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.

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.

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.

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.

Meet

The Meet feature integrates grommunio Meet into grommunio Web and enables browser-based video conferences using generated or custom meeting URLs.

Enabling the Meet Plugin

To activate the Meet feature:

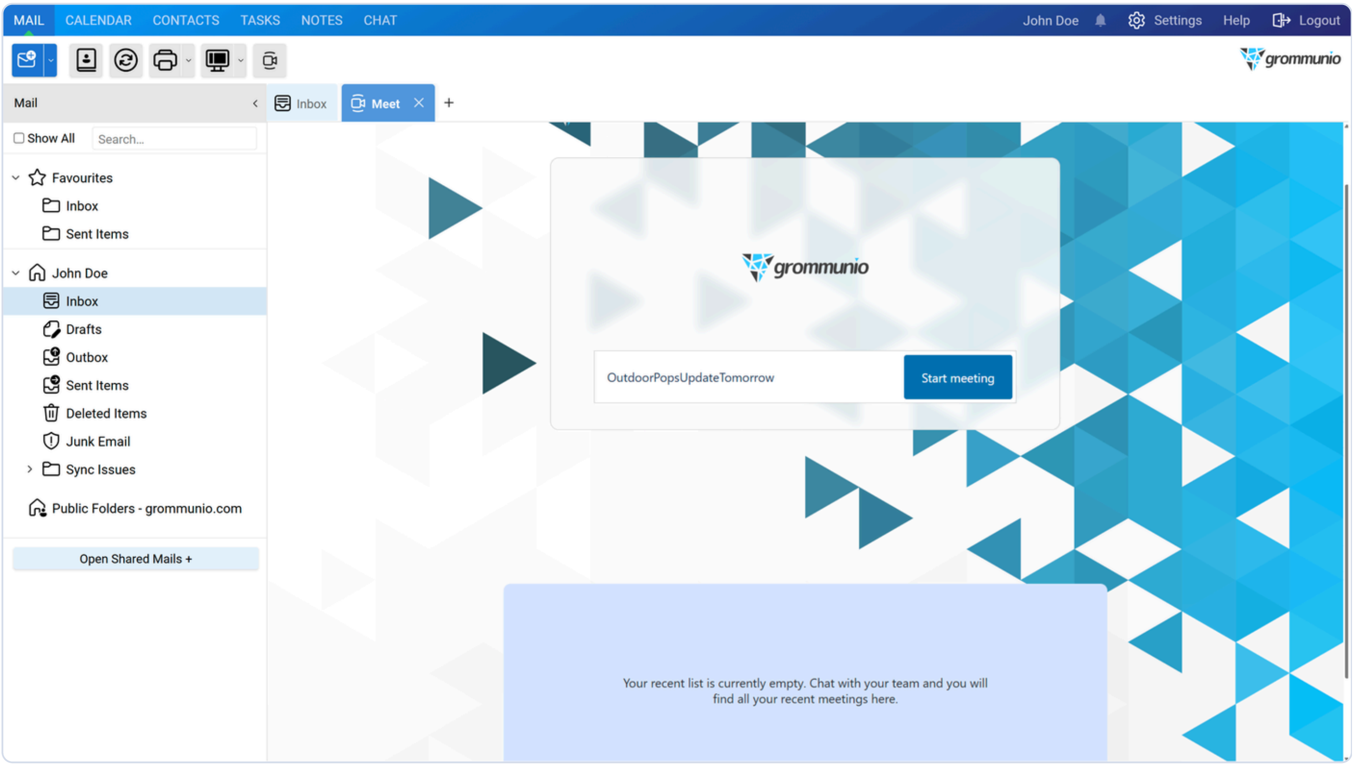
1. Log in to **grommunio Web**.
2. Navigate to **Settings**.
3. Open the *Plugins* section.
4. Enable the plugin by selecting the **Meet** checkbox.
5. Click **Apply** to save the configuration.
6. Reload the grommunio Web interface.

After the reload, the Meet functionality becomes available to the user.

Once enabled, a new **Meet** entry appears in the *Shortcut Bar* of the grommunio Web interface.

Meet Tab Functionality

Clicking the **Meet** entry in the *Shortcut Bar* opens the Meet tab.



The Meet tab provides the following functionality:

Custom Meeting Creation

- Users can enter a **custom keyword** to create a meeting room.
- The keyword is appended to the Meet base URL to form a unique meeting link:

  `https://mail.domain/meet/<keyword>`

- The generated link can be shared with meeting participants.

Recent Meetings List

The Meet tab also provides a list of **recent meetings**.

This list contains meetings that were previously joined or created by the user.

Recent meetings enable:

- Fast re-entry into recurring or frequently used meeting rooms
- Reuse of existing meeting links without creating a new keyword

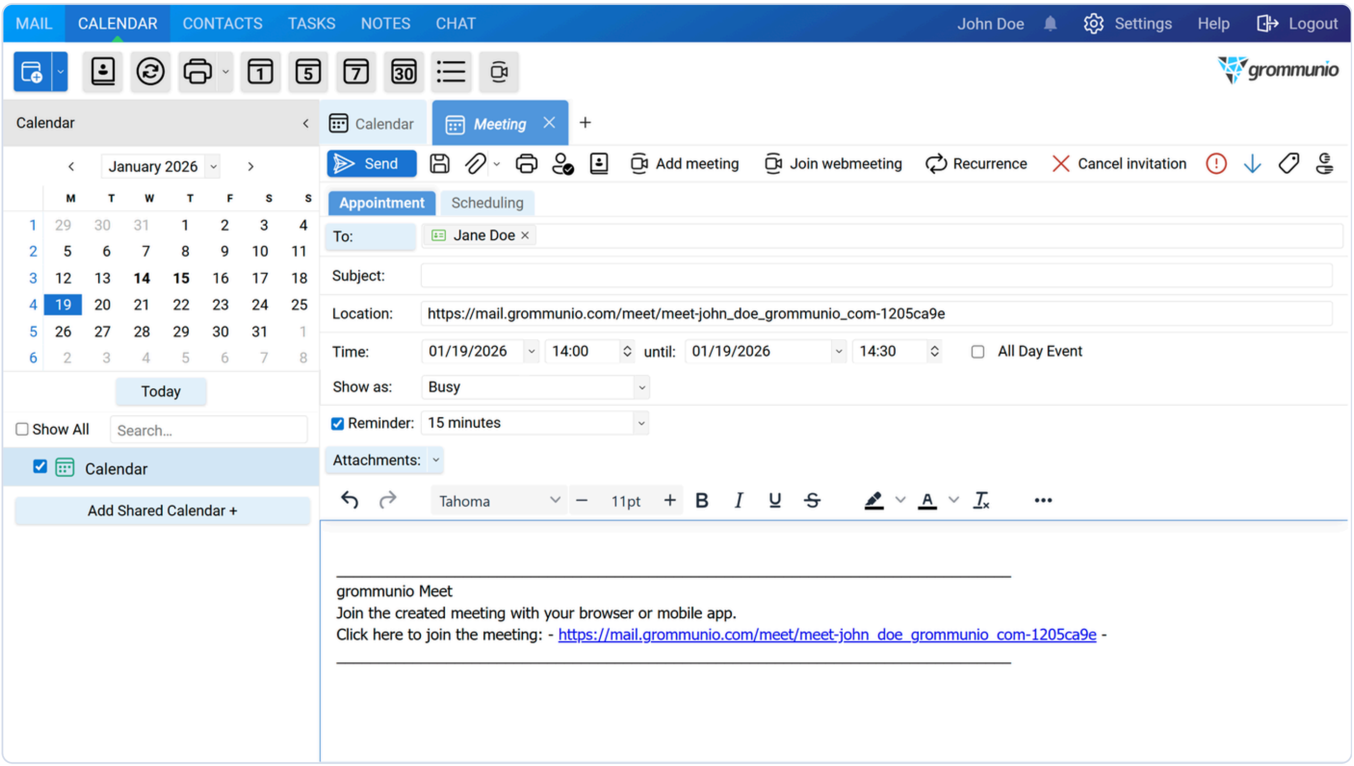
Entries in the meetings list can be deleted manually by the user.

- Deleting an entry removes it from the list only
- The underlying meeting URL remains valid and can still be accessed if shared externally

Adding a Meet Link to an Appointment or Meeting

Meet links can also be created directly from the calendar.

1. Create a new *Appointment* or *Meeting*.
2. Click **Add Meeting**.
3. grommunio Web automatically generates a Meet link.
4. The link is inserted into:
    - The **Location** field
    - The **Notes** field



This allows invited participants to join the meeting with a single click.

> ⓘ **Note**
>
> When a calendar entry contains an existing meeting link, the **Join webmeeting** option becomes available. Selecting this option allows direct access to the associated online meeting without the need to manually copy or enter the link.

Files

The **Files** feature integrates grommunio Files into grommunio Web, allowing you to access and manage files from one or more accounts directly within the web interface.

Enabling the Files Plugin

To activate the Files feature:

1. Log in to **grommunio Web** with administrative privileges.
2. Navigate to **Settings**.
3. Open the *Plugins* section.
4. Enable the plugin by selecting the **Files** checkbox.
5. Click **Apply** to save the configuration.
6. Reload the grommunio Web interface.

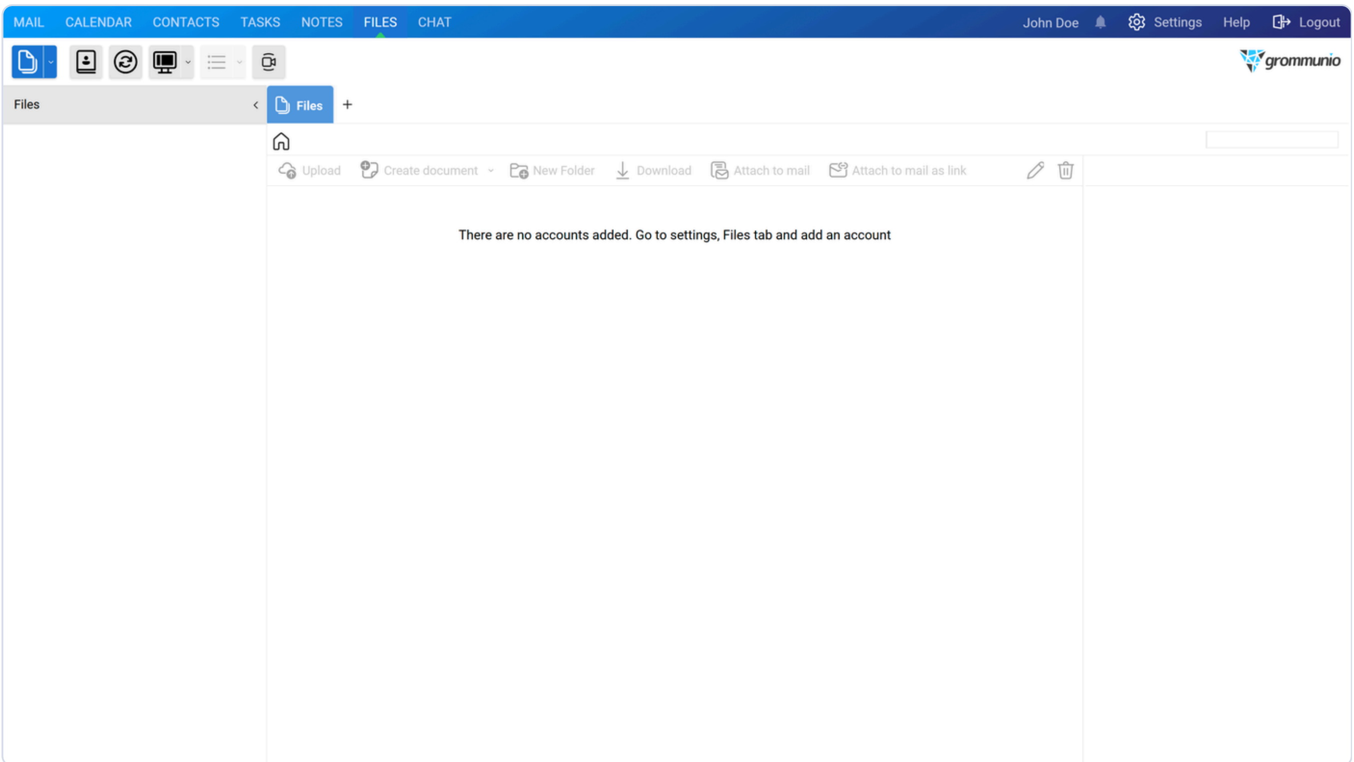
After the reload, the Files functionality becomes available.

Once enabled, a new **Files** entry appears in the *Main Interface Area* of grommunio Web.

Initial Files Access

When you open the Files feature for the first time:

1. Click **Files** in the *Main Interface Area*.
2. The **Files tab** opens.



If no account is configured, the following message is displayed:

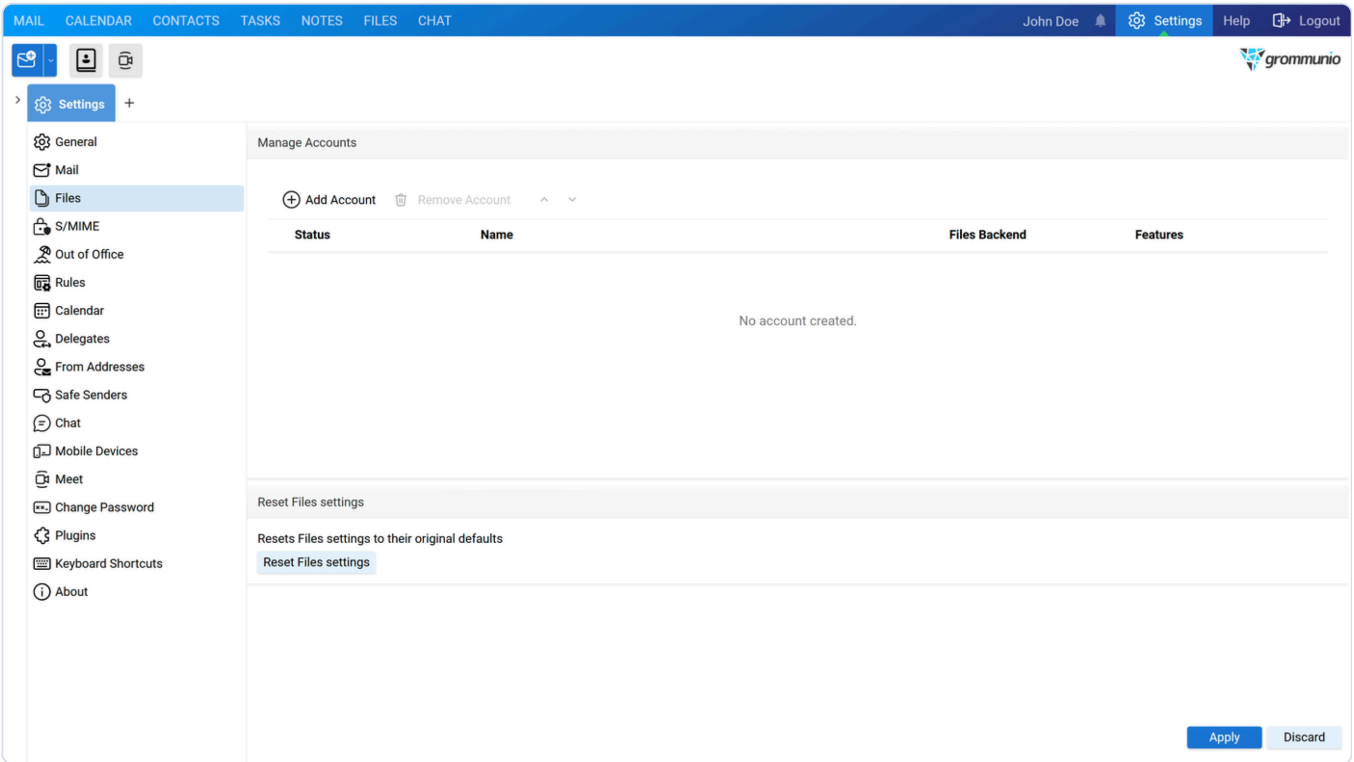
> *There are no accounts added. Go to settings, Files tab and add an account.*

This indicates that no account has been linked yet.

Adding a Files Account

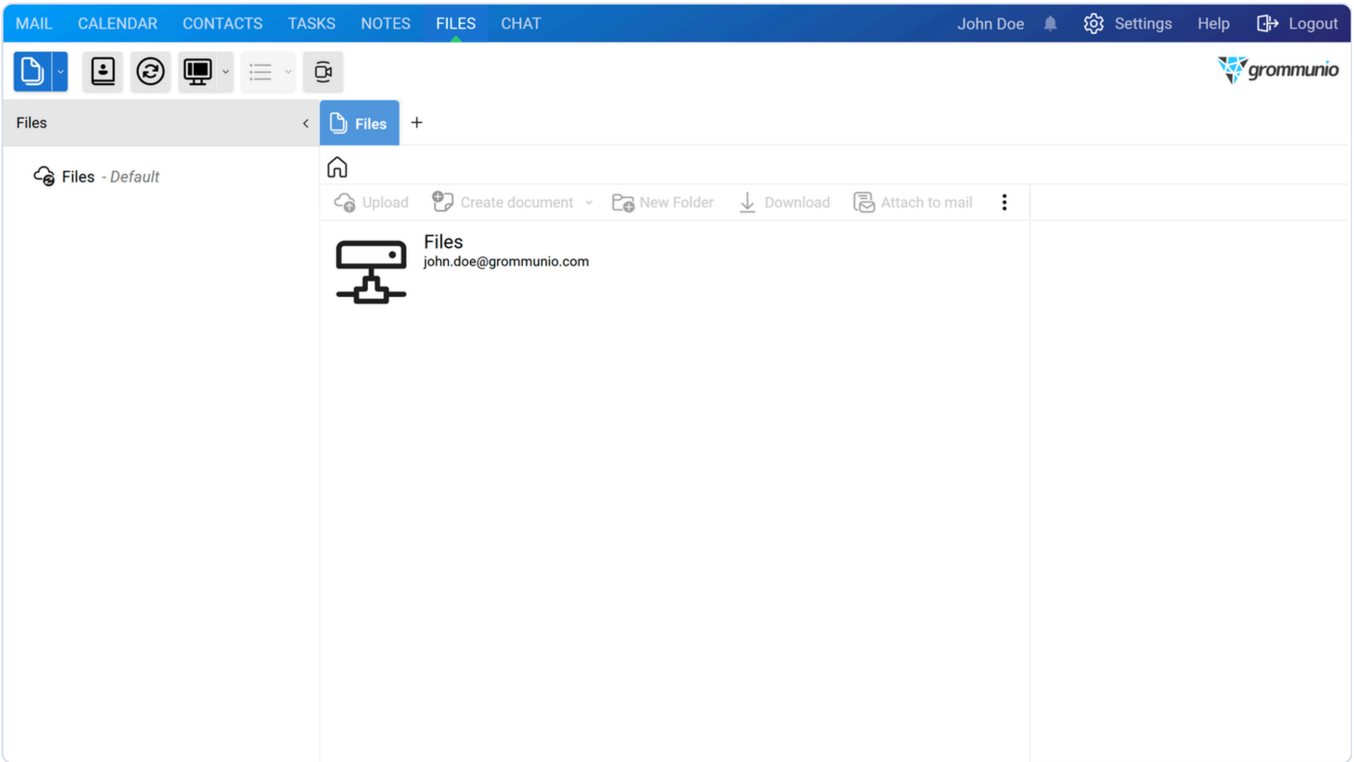
To add an account:

1. Open **Settings** in grommunio Web.
2. Navigate to the **Files** tab.
3. Add a new **account** by providing the required connection details.
4. Save the configuration.



You may add **one or multiple accounts**.

Result



After at least one account is configured:

- The Files tab displays the connected account(s).
- You can access and manage files directly from grommunio Web.
- Multiple accounts can be used in parallel within the same interface.

