Lawless Cloud

Everything you need to know for using the Lawless Cloud

Getting started

This is the first place you should start if you have not used the Lawless Cloud before.

General Description of the User Interface

Overview:

Learn which basic elements are part of the user interface and where they are located.

Detailed descriptions of the app specific user interface elements can be found in the app specific topics. Links to the app specific topics can be found at the end of each following topic.

The user interface includes the following elements:

- The menu bar
- App Launcher
- The search bar
- The folder view
- The toolbar
- The display area
- The pop-up
- The notification area
- The editing window

Changing Personal Contact Data

The following options exist:

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

How to change your personal contact data:

1. Click the **My account** icon on the right side of the menu bar. Click on **Edit personal data**.
   You can also click on **My contact data** in the basic settings or in the address book settings.
2. Change the data. Click on **Save**.

Tip: *You can also change your personal contact data by using the* ***User data*** *widget in the Portal app.*

How to create a contact picture:

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

App Launcher

Note: The following is a schematic representation.

App Launcher

Image not found or type unknown

Image not found or type unknown

In order to show the app launcher, click the **All Applications** icon .

Content

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

Changing the Password

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

How to change your password:

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

The menu bar

Note: The following is a schematic representation.

The menu bar
Image not found or type unknown

Content

- **All Applications** icon Image not found or type unknown. Opens a menu with icons for launching an app.
- Depending on the configuration: Quick launch icons for launching frequently used apps. The context menu allows to define the apps that should be displayed as quick launch icons.
- **Notifications** icon Image not found or type unknown. The icon is displayed when receiving a new notification. The icon notifies you of the number of new notifications e.g., new appointment invitations. If clicking the icon, the notification area opens.
- Depending on the configuration: **Call history** icon Image not found or type unknown. Opens the call history that shows all calls or missed calls. If clicking on an entry, the window for calling this contact will be opened.
- **Refresh** icon Image not found or type unknown. Reloads objects from the server. Irrespective of this function, objects are refreshed in regular intervals.
- **Help** icon Image not found or type unknown. Opens a menu with further functions:
    - **Help**. Opens a context related help page.
      Tip: Some windows also include the help icon. If clicking on it, the respective help for the window context is displayed.
    - Giving feedback about the groupware
    - Depending on the configuration, there are several guided tours that help you get started with the groupware.
    - **About**. Shows information about the groupware.
- **Settings** icon Image not found or type unknown. Opens a menu with further functions:
    - Customize settings.

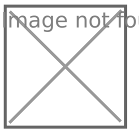
    - Depending on the configuration: **Connect your Device**. Launches a wizard for setting up local apps with which you can access your groupware data.
- **My account** icon. Opens a menu with further functions:
    - **Download personal data**. Opens a window where you can adjust your personal contact data in the global address book.
    - **Sign out**. Signs you out from the groupware.

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

Customizing the Basic Settings

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

How to customize the basic settings:

1. Click the **Settings** icon 

 on the right side of the menu bar. Click on **Settings**.
2. Click on **Basic settings** in the sidebar.

The following settings are available as default:

Language

Defines the user interface language.

More regional settings

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

Timezone

Defines the time zone to which all time-bound entries refer.

Also see Displaying multiple time zones

Design

Defines the color scheme for the user interface.

Refresh interval

Defines the interval for retrieving new objects from the server.

Default application after sign in

Defines the application that is displayed after login.

Automatic sign out

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

Open notification area automatically

Specifies whether the notification area automatically opens when receiving a new notification or email.

Show desktop notifications

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

Configure quick launchers

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

My contact data

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

Change password

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

Manage deputies

To define deputies for your email conversation or your appointment scheduling, click on this button.

The search bar

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

The search bar
Image not found or type unknown

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

Content

- Input field for the search term
  As soon as clicking into the input field, additional functions are displayed in the search bar.
- **Cancel search** icon Image not found or type unknown. Finishes the search.
- Functions for selecting the folder to be searched
- **Options** icon Image not found or type unknown. Opens a menu with app specific parameters for controlling the search.
  Depending on the app, additional drop-downs for controlling the search are available.
- **Online help** icon Image not found or type unknown. Displays a context-sensitive help.

The search result is displayed in the display area.

The folder view

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

The folder view
Image not found or type unknown

To open or close the folder view, use one of the following methods:

- Click on **View** in the toolbar. Enable or disable **Folder view**.
- Click the **Open folder view** Image not found or type unknown or **Close folder view** icon Image not found or type unknown.

To adjust the folder view width, hover over the line between the folder view and the display area.

Content

- The app specific folders
  Folders are called differently in the following apps:
  - A folder is called address book in the Address Book app.
  - A folder is called calendar in the Calendar app.
- Depending on the application or the configuration, sections for personal, public and shared folders
- The **Folder-specific actions** icon Image not found or type unknown next to the selected folder. It contains functions for organizing folders. You can also use the **context menu**.
- Depending on the app, further functions might be available.

The toolbar

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

The toolbar
Image not found or type unknown

Content

- Buttons for creating new objects, e.g. a new email or a new contact.
- Buttons or icons for editing objects.
- Depending on the app, further app specific buttons or icons might be available.

  Image not found or type unknown
- **Actions** icon . Contains app specific functions for organizing objects.
- **View** button. Contains functions for controlling the layout in the display area and for opening or closing the folder view.

The display area

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

The display area
Image not found or type unknown

Content

- A list of app specific objects: emails, contacts, appointments, tasks, files
  To adjust the list width, hover over the line between the list and the detail view.
- On top of the list, control elements for selecting or sorting objects are displayed.
- The details of the object selected in the list, are displayed in a detail view.
  If double-clicking on an object in the list, the content will be displayed in a window.
- To select multiple objects, enable the **Checkboxes** option in the **View** drop-down in the toolbar.
  You can also use your system's multi selection functions.

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

The pop-up

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

The pop-up
Image not found or type unknown

Shows an object's details. The following actions open the pop-up:

- clicking on an email, an appointment or a task in the app Portal
- clicking on a sender or recipient in an email's detail view
- clicking on an appointment's or a task's participant
- clicking on an appointment in a calendar view

Content

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

The editing window

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

The editing window
Image not found or type unknown

The following actions open the editing window:

- creating or editing objects
- editing the personal contact data
- creating or editing simple text files

Content

- The title bar includes the following elements:
  - window title
  - icons for setting the window position:
    - **Minimize** icon (Image not found or type unknown). Displays the editing window as icon at the bottom.
    - **Maximize** icon (Image not found or type unknown). Displays the editing window in its maximum size. If clicking the icon again, the original size is restored. You can also double-click on the title bar again to toggle the window sizes.
- Depending on the app or function, various buttons, icons or input fields are available.

Properties

- You can move an editing window.
- You can activate further functions while an editing window is open.
- You can open multiple editing windows.
- Minimized editing windows are displayed as icons at the bottom. In order to restore an editing window, click the icon.

The notification area

Note: The following is a schematic representation.

The notification area

Image not found or type unknown

Displays notifications about the following events:

- new appointment invitations
- reminder for a scheduled appointment or task

The following actions open the notification area:

- Clicking on the **Notification** icon Image not found or type unknown in the menu bar. The icon is displayed when receiving a new notification.
- Depending on the settings, the notification area automatically opens if there is a new notification.

Content

- Notifications about new invitations and upcoming events
- Control elements for editing notifications: accept, decline, remind again, delete

Working with Notifications

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

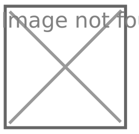
You will be notified in the notification area for the following events:

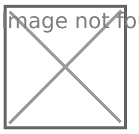
- new appointment invitations
- appointment reminders
- due tasks
- tasks with a due date in the past

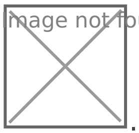
If you have enabled desktop notifications and the groupware is in the background, you will be informed about the following events:

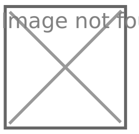
- incoming emails

Using the notification area:

1. As soon as a notification is being received, **Notifications** icon 

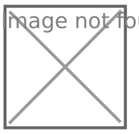
shows the number of new notifications. To open the notification area, click the icon.
   If the notification area is to be opened automatically upon receipt of new notifications, proceed as follows:
   1. Click the **Settings** icon 

on the right side of the menu bar. Click on **Settings**.
   2. Click on **Basic settings** in the sidebar.
      Enable **Automatic opening of notification area** in the display area.
2. Show or hide notifications:
   - To close the notification area, click the **Close** icon 

. The notifications will be hidden.
   - In order to show the notifications again, click the **Notifications** icon 

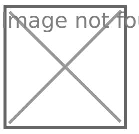
in the menu bar.
   - To show a notification's details, click on the notification title.

- To receive the notification again later, click on **Notify me again later**. The notification area will be closed.

3. Edit notifications:
    - To display appointment invitation suggestions in the calendar, click on **Open in calendar**.
    - To accept or decline an invitation, click on the respective button.
    - To receive a specific reminder again, select a value in **Remind me again**. Click on **OK**. The notification area will be closed.
    - To mark overdue tasks as done, click on the respective button.
4. Delete reminders:
    - To delete a reminder, hover over the reminder. Click the **Delete** icon 

next to the reminder.
    - If there is more than one reminder: To delete all reminders, click on **Remove all reminders** at the bottom.

Enabling desktop notifications:

1. Click the **Settings** icon 

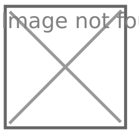
on the right side of the menu bar. Click on **Settings**.
2. Click on **Basic settings** in the sidebar.
3. Enable **Show desktop notifications** in the notification area.
   Depending on the browser settings, the **Manage browser permissions now** button is displayed. Click the button. You are asked by the browser whether the receipt of notifications should be allowed. Grant this permission.
   Note: Depending on the browser, you might have to allow the receipt of notifications in the browser settings for the setting above to take effect. Information can be found in the browser help pages.

Manually Installing Local Apps

You can manually install local Drive apps for MS Windows, macOS, iOS or Android. The local Drive apps synchronize your Drive app data with your computer or mobile device and can be connected multiple ways, either through webDAV or by downloading applications like OX drive which can funnel the data directly to your device.

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

How to install local Drive apps for computers or mobile devices:

1. Click the **Settings** icon 

on the right side of the menu bar. Click on **Settings**.
2. In the sidebar, click on **Downloads**.
   Click the respective icon in the display area. Follow the instructions on installing the apps.

Using a Wizard to Set Up Local Apps

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

- Installing and configuring apps and clients on devices such as PCs, tablets and smartphones. The supported devices are: Windows, Apple and Android.
- Installing an email client on Windows systems. The client makes your emails, appointments, tasks and contacts locally available.
- Installing the local Drive app for desktop and mobile devices. This app is downloaded and installed from respective the app store for the device. The local Drive apps synchronize your Drive app data with your computer or mobile device.
- Depending on the device, the configuration might also be possible by email or SMS. Advanced users can display the configuration data for a manual configuration.

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

How to use the wizard:

1. Click the **Settings** icon Image not found or type unknown on the right side of the menu bar. Click on **Connect your device**. The wizard will be launched.
2. Select your system and the required devices. Follow the instructions.

Setting up and Configuring the Zoom Integration

This feature is currently not public

The following options exist:

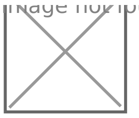
- Set up the Zoom integration
  Prior to being able to have Zoom meetings with other contacts, you have to set up the Zoom integration. To do so, you have to grant the groupware access to a Zoom account.
- Configure the Zoom integration
  You can configure the Zoom integration according to your needs.

How to set up the Zoom integration:

1. If you call a contact via Zoom in the Email, Address Book or Calendar app before having set up the Zoom integration, a window for registering a Zoom account opens. In this case, proceed with step **4**.
2. Click the **Settings** icon Image not found or type unknown on the right side of the menu bar. Click on **Settings**.
   In the sidebar, click on **Zoom Integration**.
3. Click on **Add Zoom account** in the display area. if this button will not be displayed, the Zoom integration has been done already.
   A window for registering a Zoom account opens.
4. - Below **Sign in**, use the login method that you learned from your administrator or hoster.
   - To create an own Zoom account, click on **Register for free**. Follow the instructions.
   Use one of the following methods:

The data of the linked zoom account will be displayed.In order to cancel the link, click the **Remove account** icon Image not found or type unknown next to the account.

How to configure the Zoom integration:

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

The following settings are available:

Appointments

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

- **Always add a random meeting password.** Defines whether the conference will be secured by an automatically created password.
- **automatically copy link to location.** Defines whether the link for the Zoom meeting participation will be copied to the **Location** field.
- **Copy dial-in information to description.** Defines whether the link for the Zoom meeting participation will be copied to the **Location** field.

Incoming calls

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

- **Show desktop notifications.** Defines whether you will receive a desktop notification for an incoming Zoom call.
- **Play ringtone on incoming call.** Defines whether a notification sound will be played for incoming Zoom calls.

Dial-in numbers

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

Setting the Presence Status

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

How to set the current presence status:

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

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

Email

Learn how to read, send and organize your emails in the Email app.

The Email Components

The components of the Email app user interface will be covered in depth and how.you can use them:

- The Email toolbar
- The Email folder view
- The Email categories bar
- The Email display area
  - The Email list
  - The Email detail view
  - The Email pop-up
- The Email editing window

Viewing Emails

How to display an email:

1. Open an email folder in the folder view.
   When having selected the **Inbox** folder and if you are using email categories, you can select a category.
   To display the number of emails in a folder, hover over the folder name.
2. Click an email in the list. The content of the email will be displayed in the detail view.
   - If the **Conversations** option is enabled in the **Sort** drop-down, all emails of a conversation will be displayed as thread.
     To open or close an email that is part of a conversation, click on a free area between the sender and the date of receipt.
     To open or close all emails in the conversation, click the **Open/close all messages** icon Image not found or type unknown on the upper right side of the detail view.
   - If the email includes a quote from a previous email, you can display the quote by clicking the **Show quoted text** icon Image not found or type unknown.

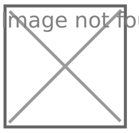
Options:

- To sort the email list, click on **Sort by** above the list.
  The sorting setting will be applied to the selected email folder. You can use different settings for the single folders.
- To combine all emails of a conversation in a single list entry, enable the **Conversations** checkbox in **Sort**.
- In order to select a layout, click on **View** in the toolbar.
- You can open the email in a window by double-clicking on the email in the list.
- When having selected **List** from the **View** drop-down, a list of all emails in the folder will be shown in the display area. If clicking on an email, the email's detail view will be displayed.

Tip: In the email settings, you can define whether a notification sound is to be played for incoming emails.

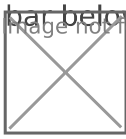
Sending a new email

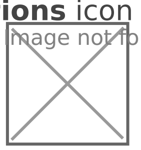
How to send a new email:

1. Click on **Compose** in the toolbar.
2. Enter the recipients' email addresses in the **To** field.
   - While entering the recipients, matching suggestions will be displayed. To accept a suggestion, click on it.
   - To select contacts from an address book, click the **Select contact** icon 

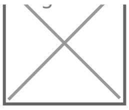
 on the right side of the input field.
3. If the recipients are to see who gets a copy of the email, enter the recipients in the **CC** field.
   - If the recipients are not to see who gets a copy of the email, enter the recipients in the **BCC** field.
   - To send a copy to other recipients, click on **CC** or **BCC** on the upper right side.
4. Enter a subject. Enter the email text.
5. Click on **Send**.

Options:

- If you do not want to send the email from your primary email account but from an external or a functional email account, select the account in the folder view.
  Then, click on **Compose**.
- With drag and drop you can move the recipients between the fields **To**, **CC** and **BCC**.
- In the email settings, you can determine that each outgoing email will also be sent as blind copy to a specific email address.
- To format the email text or to enter images, use the formatting bar below the text.
  - If the formatting bar is not displayed, click the **Options** icon 

 in the button bar. Enable **HTML**. Enable the **Show toolbar** icon 

 in the button bar.
    You can define default values for the font style, size and color in the email settings.
  - To enter images at the current cursor position, drag one or several images from a file browser or from the desktop to the email text input field.
    To remove an image, use the context menu.

- You can use further options by clicking the **Options** icon  in the button bar:
  - attach your signature
  - set the priority
  - attach your vCard
  - request a read receipt

Adding attachments

How to add attachments to an email in the email editing window:

1. Select the files to be sent as attachment.

   - To send a local file as attachment, click the **Attachments** icon Image not found or type unknown in the button bar.
     You can also add an attachment by dragging one or several files from a file browser or from the desktop to the email window.
   - Depending on the configuration, you can send the current version of a file from the Drive app as attachment. To do so, click the **Add from Drive** icon Image not found or type unknown in the button bar.

2. You can remove an attachment if required. To do so hover over an attachment. Click the **Remove attachment** icon Image not found or type unknown.

> Note: An email attachment can consume more than 25% of storage space than the locally saved file.

Options:

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

Sending attachments as link

This function allows you to send large attachments by email. This is how it works:

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

How to send attachments as link in the email editing window:

1. Select the files to be sent as attachment.
    - To send a local file as attachment, click the **Attachments** icon Image not found or type unknown in the button bar. Select at least one file.
      You can also add an attachment by dragging one or several files from a file browser or from the desktop to the email window.
    - To use a current file version from the Drive app as attachment, click the **Add from Drive** icon Image not found or type unknown.
2. You can remove an attachment if required. To do so hover over an attachment. Click the **Remove attachment** icon Image not found or type unknown.
3. Click on **Use Drive Mail** . The **Options** button will be displayed.
   Click on **Options**. The **Drive Mail options** window opens.
    - To set the expiration date for the public link, click on an entry below **Expiration**.
      If you select an expiration date, you can let the attachment be deleted after the expiration date. To do so, enable **delete if expired**.
      Note: Depending on the configuration, those functions are optional or mandatory.
    - To protect the public link with the attachments with a password, enable **Use password**. Enter a password. To view the password while entering it, click the icon on the right side in the input field.
    - To receive notifications about certain actions, enable one or several entries below **Email notifications**.
      Note: Depending on the configuration, this function might not be available.

Notes

- Depending on the configuration, there might be a maximum file size for attachments that can be sent as link.

- In the **Sent objects** folder, the email will be marked with the icon Image not found or type unknown. When viewing the email, the following information are displayed at the top of the email text:
  - A link to the folder containing the attachment.
  - Information about the expiration date and a possibly used password.
  - A list of the attachments' file names.

Using signatures

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

- create new signature, edit existing signatures, set default signatures
- add a signature to the email text

How to create or edit a signature:

1. Click the **Settings** icon Image not found or type unknown on the right side of the menu bar. Click on **Settings**.
2. Click on **Mail** in the sidebar. Click on **Signatures**.
   The existing signatures will be shown in the display area.
3. To add a new signature, proceed as follows:
   1. In the display area, click on **Add new signature**. The **Add signature** window opens.
   2. Enter a name for the signature. Enter the text for the signature.
      Define whether the signature is to be entered below or above the email text.
      Click on **Save**.
4. To edit an existing signature, you have the following options:
   - In order to edit a signature's text, click on **Edit** next to the signature.
   - In order to delete a signature, click the **Delete** icon Image not found or type unknown next to the signature.

In **Default signature for new messages** and in **Default signature for replies or forwardings**, you can define the signatures to be used as default.

How to add a signature to the email text in the email editing window:

1. Click the **Options** icon Image not found or type unknown in the button bar.
2. Select a signature from the list.

Replying to emails

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

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

How to reply to an email:

1. Select an email.
2. Click the **Reply to sender** icon Image not found or type unknown in the toolbar. To also reply to all other recipients click the **Reply to all recipients** icon Image not found or type unknown.

   You can also use one of the following methods:
   - Click on the **Reply** or **Reply all** button in the detail view.
   - Use the context menu in the email list.

   > To send a new email to the sender and the other recipients, click the **More actions** icon Image not found or type unknown in the detail view. Click on **Send new email**.
3. Fill in the details for sending the email.

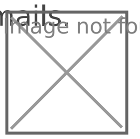
Forwarding emails

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

- The subject of the email will be entered as the subject of the forwarded email. The subject will be preceded with the text "Fwd: ".
- The email text will be entered in the forwarded email. The text is preceded with the following details:
  - The header "Original message"
  - Sender, recipient, date, and subject of the original message

> If you forward multiple emails, the selected emails are sent as attachments in eml format.

How to forward an email:

1. Select one or several emails.
2. Click the **Forward** icon 

 in the toolbar.

   You can also use one of the following methods:
   - Click on the **Forward** button in the detail view.
   - Use the context menu in the email list.
3. Select one or more recipients.
4. Fill in the details for sending the email.

Email

Automatically forwarding emails

> You can let emails be automatically forwarded to another address.

How to automatically forward emails:

1. Click the **Settings** icon Image not found or type unknown on the right side of the menu bar. Click on **Settings**.
2. Click on **Mail** in the sidebar.
   Click on **Auto forward ...** in the display area. The **Auto forward** window opens.
3. Enable the **Auto forward** button Image not found or type unknown.

   Enter the email address to which you want to forward the messages.
   In order to keep a copy of the email, enable **Keep a copy of the message**.
   The auto forwarding will be entered as email filter. If additional filter rules are to be applied after the auto forwarding, enable **Process subsequent rules**. You can also edit the auto forwarding in the email filter settings.
4. Click on **Apply changes**.

Sending an email to appointment participants

How to send an email to all appointment participants:

1. Depending on the selected view, you have the following options in the Calendar:
    - In a calendar view, click on an appointment with multiple participants. Click the Image not found or type unknown **More actions** icon in the pop-up. Click on **Send mail to all participants**.
    - In the list view, double-click on an appointment with multiple participants. The appointment will be displayed in a window. Click the **More actions** icon Image not found or type u. Click on **Send mail to all participants**.
2. Fill in the details for sending the email.

Sending a vacation notice automatically

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

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

How to create and activate a vacation notice:

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

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

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

TIP: The vacation notice will be entered as email filter. You can also edit the vacation notice in the email filter settings.

Calling the Sender or Another Recipient

This feature is not yet public.

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

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

How to call an email's sender or recipient:

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

Email

Adding Email Folders

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

How to create a new email folder:

1. Select the folder in which you want to create the new sub-folder in the folder view.
2. Click the **Actions** icon Image not found or type unknown next to the folder name. Click on **Add new folder**.

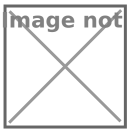
   A window opens.
3. Enter a name. Click on **Add**.

Moving or copying emails

The following options exist:

- move or copy individual emails or a complete email conversation to another email folder
- move all emails of an email folder

How to move or copy an email:

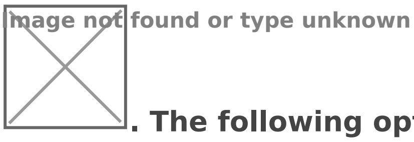
1. Select one or several emails.
2. Click the **More actions icon** 

in the toolbar or in the detail view. Select **Move** or **Copy**.
   You can also use the context menu in the email list.
   A window opens.
3. Select a folder. You can also create a new folder.

Tips:

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

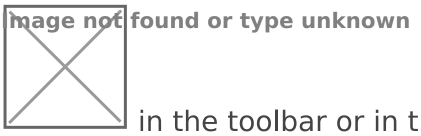
Marking emails as read or unread

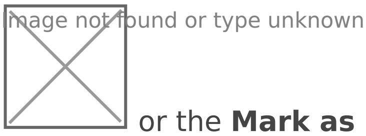
Unread E-Mails are marked with the Unread icon 

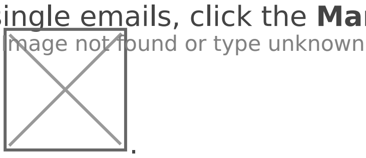
. The following options exist:

- mark single emails as read or unread
- mark all emails of an email folder as read

How to mark an email as unread or read:

1. Select one or several emails.
2. Click the **More actions icon** 

in the toolbar or in the detail view. Select **Mark as unread** or **Mark as read**.
   Or:
   - For single emails, click the **Mark as unread** icon 

or the **Mark as unread** icon 

.
   - Use the context menu in the email list.

> Tip: To mark all emails in a folder as read, click on **All** above the list. Select **Mark all emails as read**.

Collecting addresses

The following options exist:

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

How to manually add an email address to an address book:

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

> Note: This function is only available for new contacts.

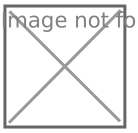
Categorizing emails

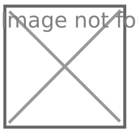
This feature is not yet publicly released. Soooooooon

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

- a colored label
- a flag

How to categorize an email:

1. Select one or several emails.
2. To add a colored label, click the **Set color** icon 

in the toolbar or in the detail view. Select a color.
   In order to remove the label, again click the icon in the toolbar or in the detail view. Select **None**.
3. To add a flag, click the **Flag** icon 

in the toolbar or in the detail view.
   You can also use the context menu in the email list.
   To remove the flag, use one of the following methods:
   - Again click the icon in the toolbar or in the detail view.
   - Use the context menu in the email list.

Tip: To sort emails by flags, click on **Sort by** above the list.

Showing the email source

The email source contains the complete content of an email i.e., the complete email header data.

How to display the email source:

1. Select an email.
2. Click the **More actions** icon Image not found or type unknown in the toolbar or in the detail view. Select **View source**.
   You can also use the context menu in the email list.

Using email drafts

While composing an email, the email is automatically saved as an email draft in regular intervals and the following options exist:

- Edit or send an email draft.
- Edit or send a copy of an email draft.

The email draft will be deleted after it has been sent. To keep the email draft, you can edit and send a copy.

> Note: If you use an external email account while composing an email, the email draft will be saved in the **Drafts** folder below your primary email account, not below the external email account.

How to use an email draft:

1. Select an email in the **Drafts** folder.
2. Click on **Edit draft** or on **Edit copy** in the toolbar.
   Edit the content.
3. You can finish editing the email or send the email:
   - In order to finish editing the email, click the **Close** icon Image not found or type unknown in the title bar.
     You can save or delete the draft.
   - To send the E-Mail, click on **Send**.

Creating email reminders

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

How to create an email reminder:

1. Select an email.
2. Click the **More actions** icon Image not found or type unknown in the toolbar or in the detail view. Select **Reminder**.
   Note: When having selected an email conversation, this function is only available in the detail view, not in the toolbar.
3. Complete the details in the **Remind me** window.

Adding an email to the Portal

You can add an email as widget to the Portal.

How to add an email to the portal:

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

Saving emails

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

How to save an email:

1. Select one or several emails.
2. Click the **More actions** icon Image not found or type unknown in the toolbar or in the detail view. Select **Save as file**.
3. Fill in the details for saving the file.

Importing emails

You can import an email that is available in the EML format.

How to import an email:

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

Printing emails

You can print the content of an email or several emails.

How to print an email's content:

1. Select one or several emails.
2. Click the **More actions** icon Image not found or type unknown in the toolbar or in the detail view. Click on **Print** in the menu.
   You can also use the context menu in the email list.
   A window with a print preview opens.
3. If required, change the printer settings. Click on the **Print** button.

Archiving emails

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

- archive a folder's emails that are older than 90 days
- archive single emails

How to archive an email folder's content:

1. Select an email folder in the folder view.
2. You have the following options:
   - Click on **All** above the list. Select **Archive all messages**.
   - Click the **Actions** icon Image not found or type unknown next to the folder name. Click on **Archive all messages**.
3. In the **Archive messages** window click on **Archive**.

How to archive single emails:

1. Select one or several emails.
2. Click the **Archive** icon Image not found or type unknown in the toolbar.

   You can also use one of the following methods:
   - Press the [a] key on the keyboard.
   - Use the context menu in the email list.

Email

Deleting emails

The following options exist:

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

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

How to delete an email:

1. Select one or several emails.
2. - Press the [Del] or [Backspace] key on the keyboard.
   - Use the **Delete** button in the detail view.
   - Use the context menu in the email list.

   Image not found or type unknown

   Click the **Delete** icon in the toolbar.

   You can also use one of the following methods:

> Result: The email will be moved to the **Trash** folder.

How to delete all emails of a folder:

1. In the folder view, select the folder which emails you want to delete.
2. - Click on **All** above the list. Select **Delete all messages**.

     Image not found or type unknown

   - Click the **Actions** icon next to the folder name. Click on the **Delete all messages** button.

     You have the following options:

Result: The email will be moved to the **Trash** folder.

How to recover deleted emails:

1. Open the **Trash** folder in the folder view.
2. Select one or several emails. Image not found or type unknown
3. Click the **More actions** icon in the toolbar. Click on **Move**.
4. Select a folder in the **Move** window. Click on the **Move** button.

How to permanently delete an email:

Warning: Permanently deleted emails can **not** be recovered. Before permanently deleting an email, make sure you no longer need the email.

1. Open the **Trash** folder in the folder view.
2. Select one or several emails. Image not found or type unknown
3. Click the **Delete** icon in the toolbar.

How to permanently delete the content of the Trash folder:

Warning: Permanently deleted emails can **not** be recovered. Before permanently deleting an email, make sure you no longer need the email.

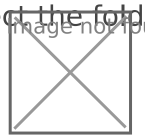
1. Select the **Trash** folder in the folder view. Image not found or type unknown
2. Click the **Actions** icon next to the folder name. Click on **Empty folder**.
3. Confirm that you want to empty the folder.

Cleaning up email folders

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

> **Note:** Depending on the configuration, this function is not available as such emails are not displayed.

How to clean up an email folder:

1. In the folder view, select the folder that you want to clean up.
2. Click the **Actions** icon 

next to the folder name. Click on **Clean up**.

Email

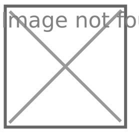
Unified Mail

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

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

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

How to activate Unified Mail for an email account:

1. Click the **Settings** icon 

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

Using Email Filters

Overview:

E-Mail filters help you organize incoming E-Mail messages. An email filter consists of one or several rules. By setting rules you can e.g. trigger the following actions:

- The email will be moved to a specific email folder.
- The email is forwarded to another email address.
- The email is marked as read.

Using email filters:

- Create email folders.
- Create one or several rules.
- Specify an order for the rules.
- Set if subsequent rules are to be processed when a rule matches.

Filter Options:

- Creating new rules
- Adding a condition
- Adding an action
- Creating a new rule when moving
- Creating new rules for the subject and the sender
- Changing a rule
- Applying a rule to existing emails

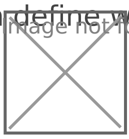
> Note: For the following instructions and examples, it is assumed that the complete range of email filter functions is available. Depending on the configuration, some functions might not be available.

Searching for Emails

Email search criteria:

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

Searching for emails:

1. Click on the **Search** input field. Enter a search term in the input field.
   The search menu opens.
   - If clicking on the search term or pressing enter, the following data sources are searched: sender, recipient, subject, email text
   - In order to only search in the subject, click on **in subject**.
     Accordingly, you can limit the search to the email text or to attachment file names.
   - In order to search for senders or recipients matching the search term, click on a name. You can define whether to search the sender, recipients or both. To do so, click on **From** 

     next to the name.
   - In order to search for emails within a specific time range, use a valid time range as search term.
2. Define the data sources to be searched by clicking on an entry in the search menu.
   - The search results are displayed in the list that is shown in the display area. For each search result, the folder with the found object is displayed.
3. To select a folder for the search, click on the folder name next to the input field.
   - If you select **All folders**, all folders and sub-folders of the internal email account are searched. Note: Depending on the email server, this function might not be available. In this case, only the current folder will be searched, no sub-folders.
   - If you select a specific folder or the folder of an external email account, only this folder is searched, but no sub-folders.

4. To limit the search to E-Mails with an attachment, click on **Options** next to the input field. Enable **Has attachment**.
5. To refine the search result, enter further search terms: To remove a search term, click the **Remove** icon Image not found or type unknown next to the search term.
6. In order to finish the search, click the **Cancel search** icon Image not found or type unknown in the input field.

Sending or Receiving Emails as Deputy

Learn how to act as another user's deputy. Depending on the permissions granted by this user, you can do the following:

- read emails in the user's inbox
- edit, manage or delete emails in the user's inbox
- send emails on behalf of the user

How to send emails as deputy:

1. Use one of the following methods:
   - Click on **Compose** in the toolbar.
     Click on the sender address next to **From:** in the email editing window. Select the sender on whose behalf you want to send the email.
   - In the folder tree under **Shared folders**, open the inbox of the user who appointed you as deputy.
     Click on **Compose** in the toolbar.

   Next to **On behalf of**, the sender on whose behalf you want to send the email will be pre-entered.
2. Complete the steps for composing and sending the email.

Depending on the configuration, the email text will include a note informing the recipients that the email has been sent by a deputy.

The recipient will see the following senders in the display area:

- The sender on whose behalf you sent the email.
- The deputy who sent the email.

> If the recipient replies to the email, the reply will be sent to the sender and the deputy.

How to read, edit or organize emails as deputy:

1. In the folder tree under **Shared folders**, open the inbox of the user who appointed you as deputy.

2. Depending on the permissions that have been granted to you, you can do the following:
    - As viewer, you can read all emails. You can mark a single email as read, assign a color to the email or print the email.
    - As editor, you can also mark all emails in the inbox as read.
    - As author, you can also create subfolders, move a single email or move all emails in the inbox.

Adding Email Accounts

As default, you use your primary email account in Lawless Cloud. If you use further email accounts like e.g. GMail, you can add those accounts to the groupware. This allows you to access those accounts' emails from within the groupware.

Adding an email account:

1. Click on **Add Mail Account** in the folder view. The **Add Mail Account** window opens.
2. Click an icon. The further procedure depends on the email account provider.
   - For some providers, a new browser window opens. Log in with your credentials to grant access to the email account.
   - If the provider asks you for the permission to access the data, grant this permission.
   - For some providers, enter your credentials in the **Add Mail Account** window. Then, click on **Add**.

   You can also manually enter the required data by clicking on **Manually**.
3. If the emails in this account are also to be shown in the **Unified Mail** folder, enable **Use unified mail for this account**.

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

An entry for the email account appears in the folder view. The entry contains this account's email folders. Open one of those folders to do the following:

- read this account's emails
- send emails from this account

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

Address Book

Learn how to record, use and organize your contacts in the Address Book app. How to launch the Address Book app: - Click the All Applications icon in the menu bar. Click on Address Book in the App Launcher.

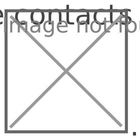
The Address Book Components

The Address Book toolbar

Contains functions for adding, editing and organizing contacts. Notes:

- Some functions are only available if you opened an address book for which you have the appropriate permissions to create or edit objects.
- Some buttons are only displayed if the selected contacts have an email address.

Content

- **New contact**. Creates a new contact or a new distribution list.
- **Edit**. Edits the contact's data.
- **Send email**. Sends an email to the contact.
- **Invite**. Invites the contact to an appointment.
- **Delete**. Deletes the contacts selected by you.
- **More actions** icon 

. Opens a menu with further functions.
- **View**. Opens a menu with checkboxes for controlling the view.
  - **Folder view**. Opens or closes the folder view.
  - **Checkboxes**. Displays a checkbox next to each contact in the list. This allows to select multiple contacts to edit them at once.

The Address Book folder view

Displays the address books.

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

Content

- **My address books**. Contains your personal address books.
- **Add new address book**. Opens a menu with functions for creating address books and for subscribing to external or shared address books.
- **My contact data**. Opens a window where you can adjust your contact data in the global address book.

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

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

The Address Book navigation bar

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

The Address Book display area

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

The Address Book list

Displays a list of contacts in the opened address book.

Content

- The name of the selected address book.
  The number of contacts in this address book.
- The following details are displayed for each contact:
  - a picture if uploaded
  - last name, first name
  - business data, if entered

  Names that start with a figure or a special character are displayed below **#** at the top of the list. Names that start with a special sign are displayed below **Ω** at the bottom of the list.

The Address Book detail view

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

Content

- a picture if uploaded
- last name, first name
- business data, if entered
- Depending on the configuration: The contact's current availability for calls
- Depending on the configuration: Icons for communicating with the contact:

- **Email** Image not found or type unknown. Opens the window for composing an email.
    - **Call** Image not found or type unknown. Opens a menu with functions for calling.
    - **Invite** Image not found or type unknown. Opens the window for creating an appointment.
- further contact data, if set:
    - personal data, business data
    - Email addresses. If clicking on an email address, the page for sending a new email is displayed.
    - Business and private phone numbers. If clicking on a number, a function for making a call opens, if available.
    - Business and private addresses. In the address book settings, you can define whether a map service for displaying the address should be used when clicking on an address.
    - attachments

The contact editing window

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

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

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

Content

- Contact picture
  Click on the contact picture to edit it or to upload a new contact picture.
- Contact data input fields:
    - **First name**, **Last name**
    - **Company**, **Department**
    - **Email 1**, **Cell phone**
- Elements for adding additional input fields:
  Image not found or type unknown **Add personal info**
  Image not found or type unknown **Add business info**

Add email, phone, fax

> Image not found or type unknown
>
> If clicking the **Remove field** icon , an additional field and its data will be deleted.

- **Note** input field
- **Add postal address**. Adds input fields for different postal addresses.
- **Add attachment**. Adds files.

The distribution list editing window

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

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

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

Content

- input field for the name of the new distribution list
- input field for the email addresses of the distribution list's contacts