



17000
TRIPLE ZERO

GroupWise Holiday Rules

with an auto reply that does not reply to SPAM

Separate rules are needed to reply to internal University and external email sources.

Create these rules if you are going on leave and wish to include your return date, and/or alternative contact details, in an automatic reply.

How can I set up a holiday rule that sends an automatic reply, and doesn't reply to SPAM?

Step 1

Create a rule that replies to @newcastle.edu.au email address

The following rule is designed to send an automated reply under specific conditions.

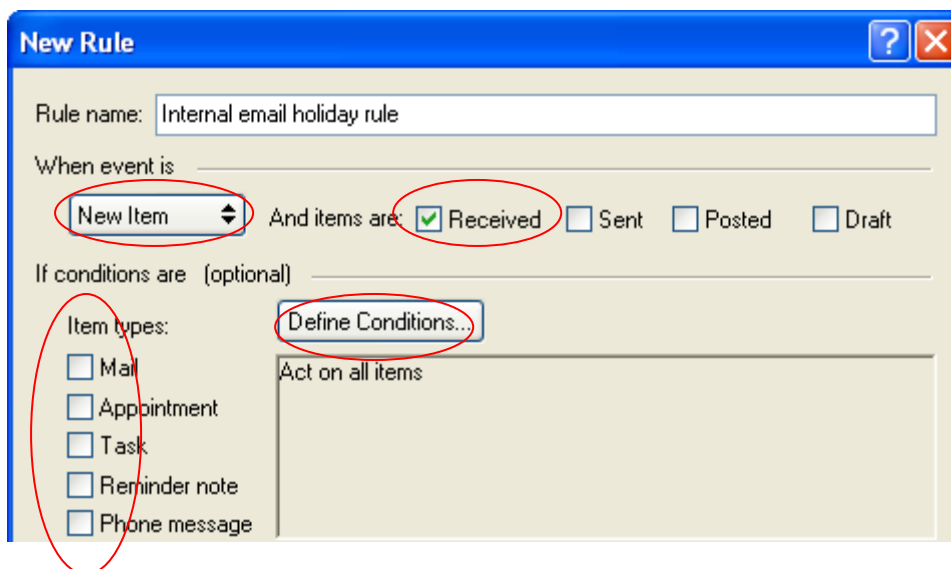
Messages will only be replied to if:

- they are delivered between the dates that are specified in the rule. This way, you can set the required dates well before your departure and not have to worry about remembering to turn the rule on when you leave and off again when you return.
- they are addressed to you using your name (like those sent by other GroupWise users) or your email address, and not a group name (like 'All-Uni-Staff@newcastle.edu.au').
- they are received from internal university sources including GroupWise and non GroupWise users who's email addresses end with 'newcastle.edu.au' That means that replies will not be sent to external SPAM.

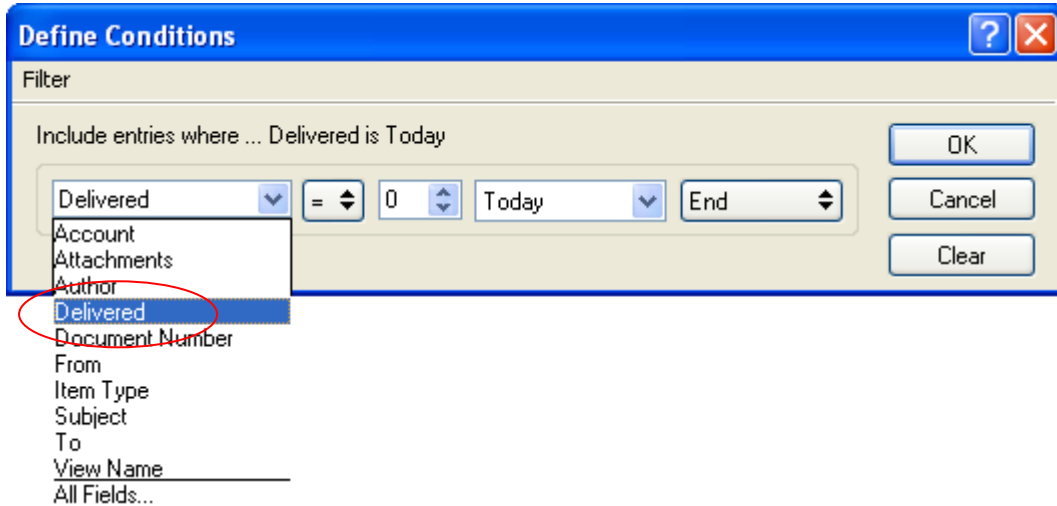
Use the external email address rule to reply to email from University of Newcastle students (@uon.edu.au)

Note: The current version of GroupWise only allows an automated reply like this to be sent to each individual once. A list of addresses that have been replied to is stored and only deleted when you turn the rule off.

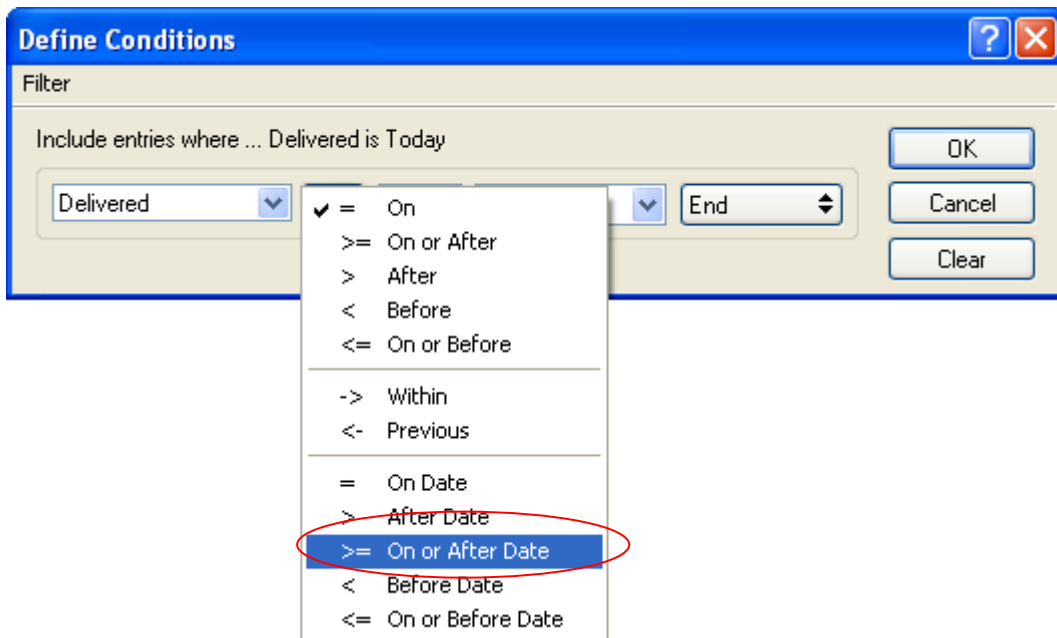
1. In the Tools menu click '**Rules**'
2. Click the '**New**' button.
3. Give the rule a name such as 'Internal email holiday rule'



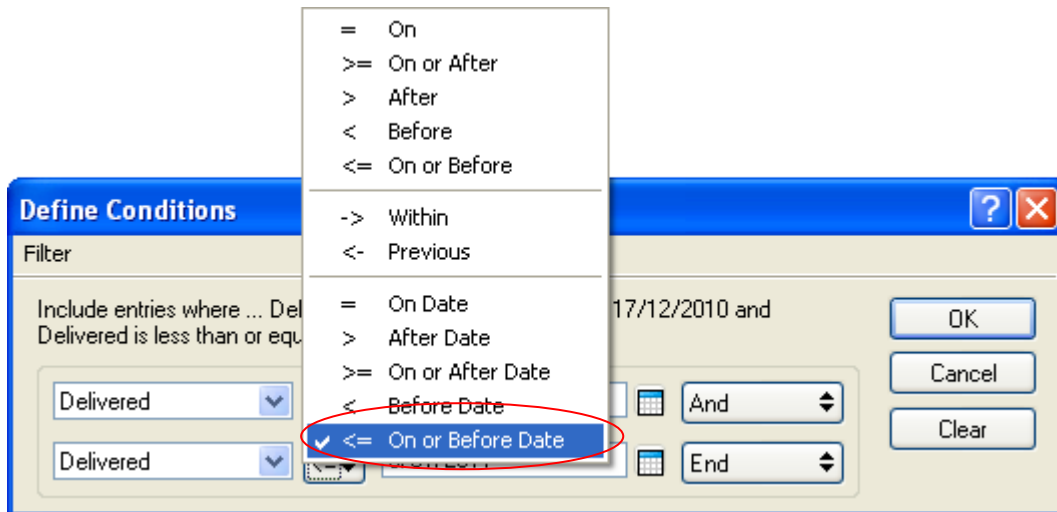
4. Make sure that under When Event Is, New Item is selected, and Received is selected. (This is the default so you shouldn't need to change it).
5. Under Item Types, select the item types you want the auto reply to respond to. If none of these are ticked, the auto reply will respond to all item types. Click the 'Define Conditions' button to open the filter.
6. In the first drop down list, click 'Delivered'. (If this option is not there, click 'All Fields', to find it).



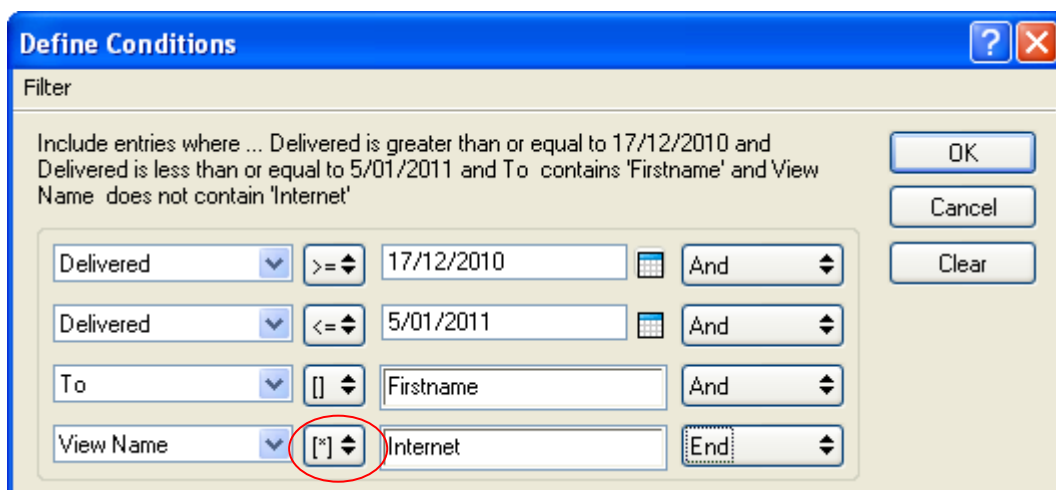
7. Click the button to the right of 'Delivered' and choose 'On or After Date'. (Careful... Not just 'On or After')



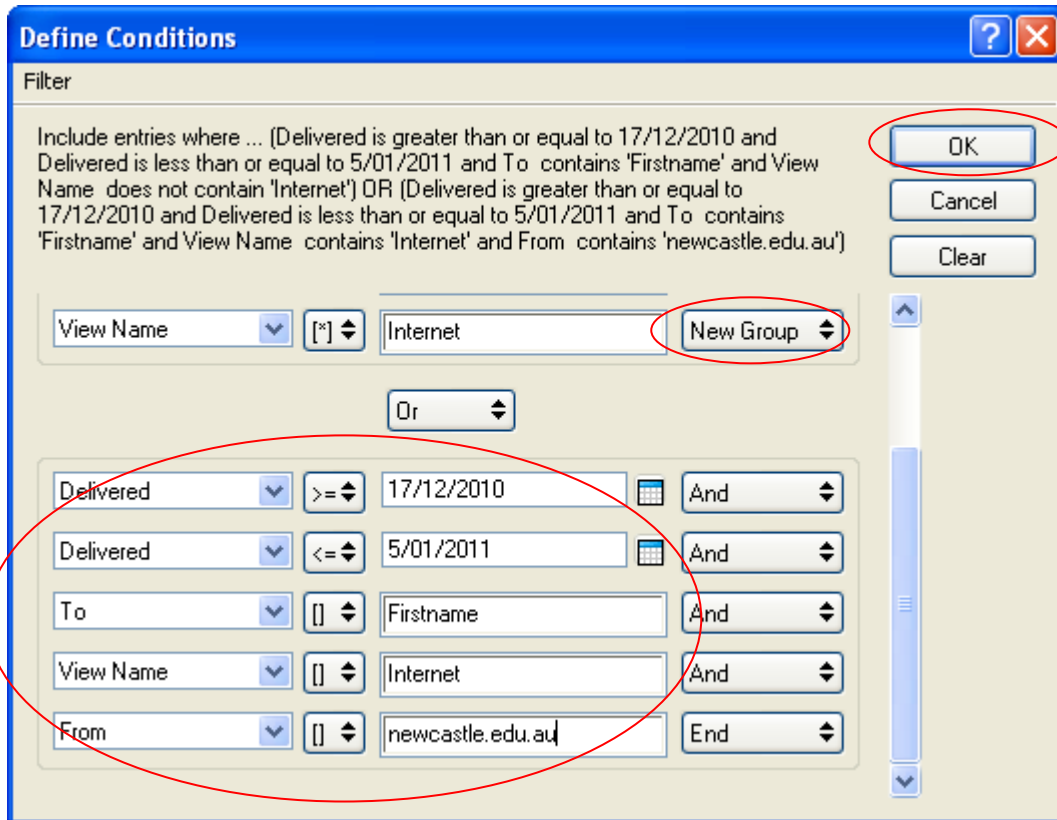
8. In the date field, choose the date that is the first date that you will be away. To do this click the button next to the date field and select the desired date from the calendar
9. Change the button at the end of the row that says 'End', to 'And' to create another row.
10. In the second row of the filter choose Delivered from the pull down list as shown below.



11. Click the button to the right of Delivered and choose On or Before Date. (Not just 'On or Before')
- In the date field, choose the date that is the last date that you will be away.
12. Change the button at the end of the row to And to create a third row.
13. In the third row select To from the pull down list.
14. The first button on this row should display the Contains symbol, [] as this is the default. You can check by clicking the button to see what each symbol means.
15. Enter your first or last name. This means that the To field can contain either your email address or your name for the rule to activate but not a group name like 'All-Uni-Staff@newcastle.edu.au'
16. Change the button at the end of the row to And to create a fourth row.
17. In the fourth row select View Name from the pull down list.
18. Change the button with the square brackets to [*] which means 'Does not contain'.
19. Enter the word Internet in the next field.



20. Change the button at the end of this line to New Group in the list to create the second part of the filter.

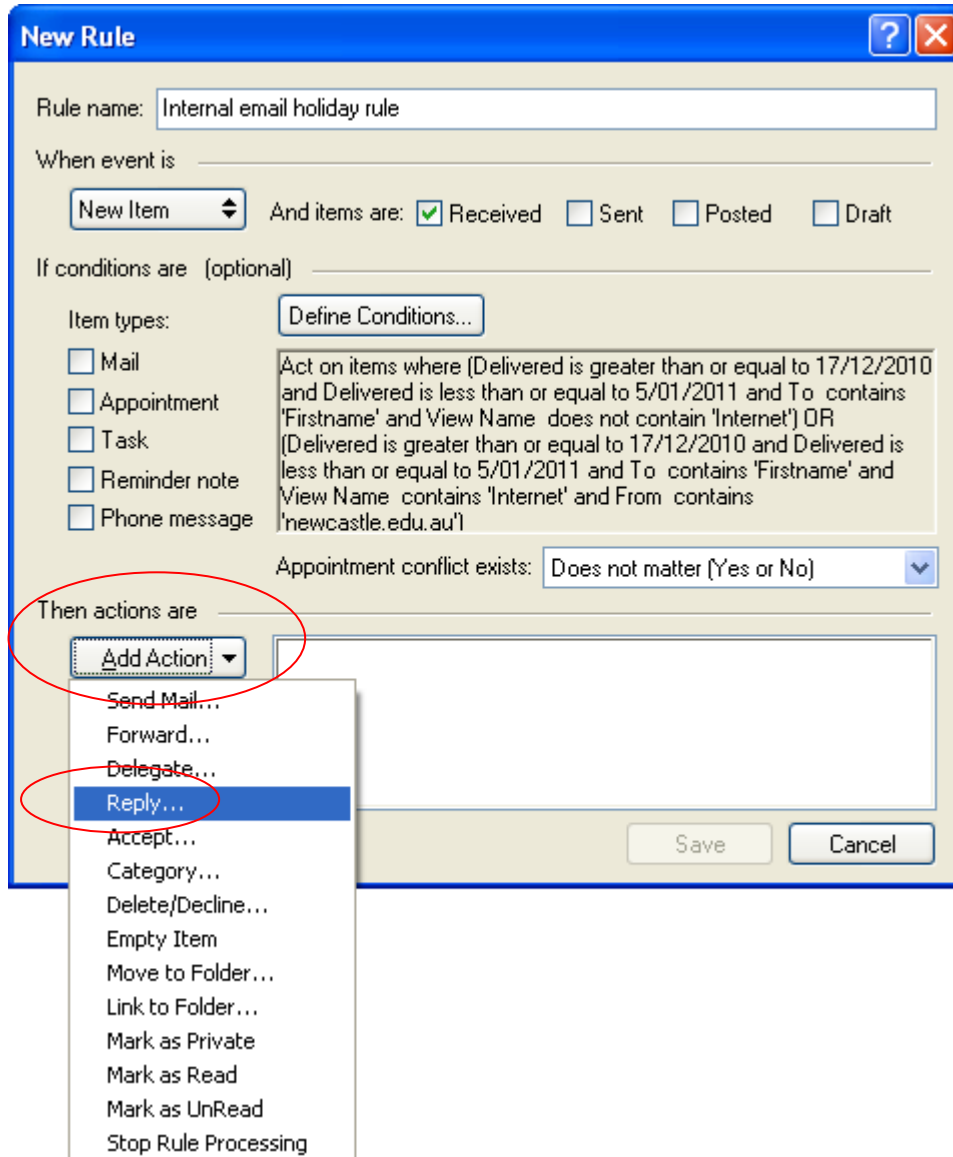


21. Change the bottom 'And' button (between the completed group and the new group that you are about to define) to 'Or'.
22. Make the first three rows of the new group exactly the same as the first three rows of the first group. That is repeat steps 7 to 17.
23. Create a fourth row and make it the same as in the first group except that it will say that 'View Name contains Internet' (eg. the button with the square brackets will not have the star in between [])
24. The fifth and last row will say when 'From contains newcastle.edu.au' (Choose From in the drop down list, then [] and type newcastle.edu.au

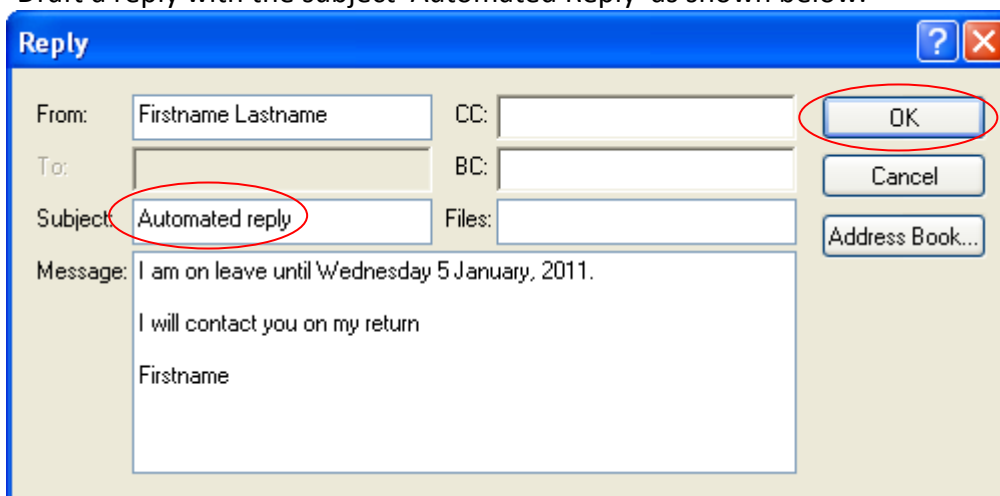
Make sure the second group in your filter looks like the one above. If it does, click the OK button in the top right hand corner.

You now need to add an action for the rule. This is the reply itself.

25. Go down to Then actions are, Click the Add Action button and select Reply...

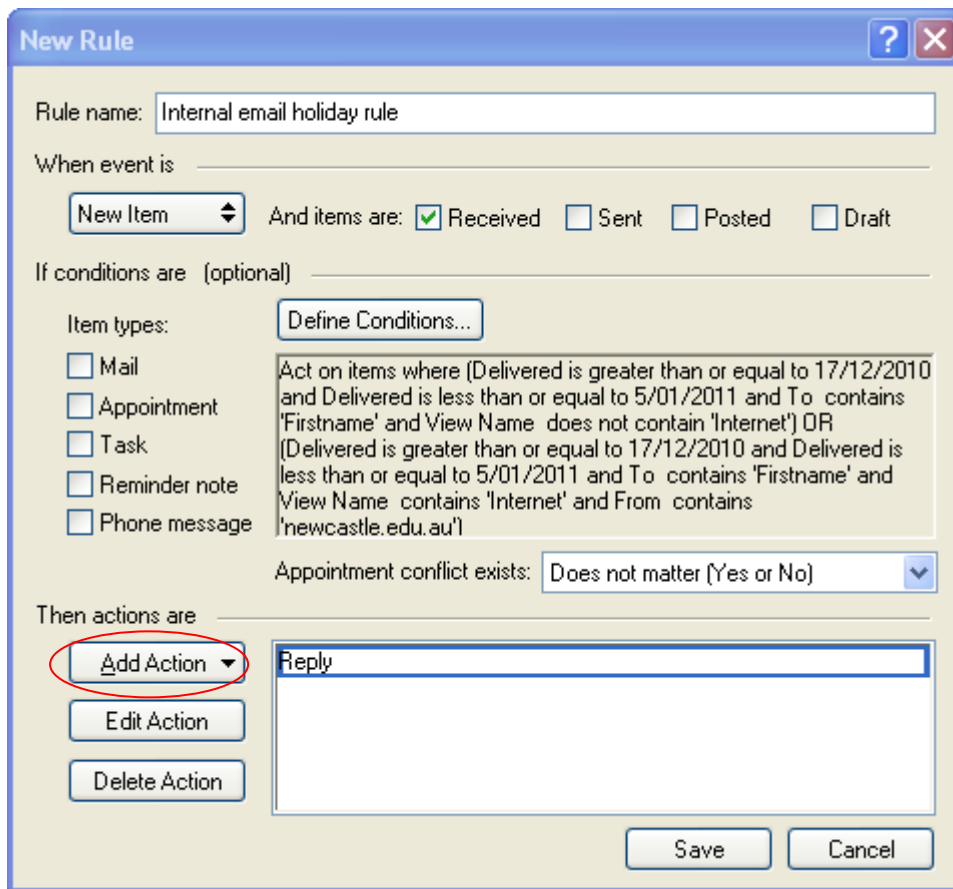


26. Select the reply options you want and click OK.
27. Draft a reply with the subject 'Automated Reply' as shown below.

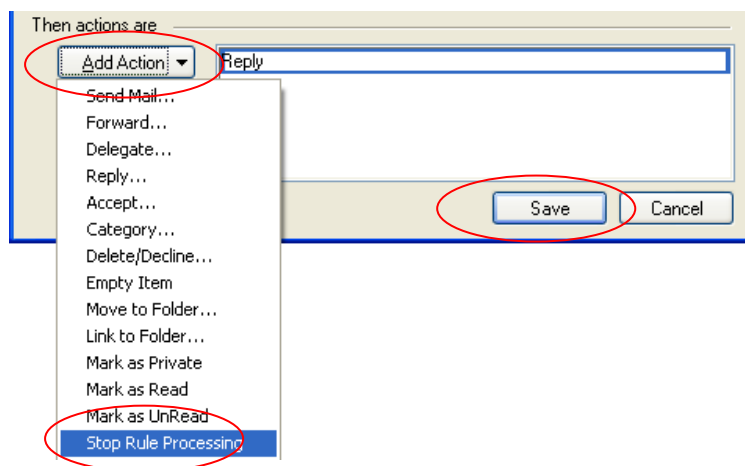


The subject of your automated reply will appear in brackets at the end of the subject of the sender's message when they receive the reply. For example, if a colleague sends you a

message with a subject 'Please join our interest group', the subject of the reply that they will see when they receive it will be 'Re: Please join our interest group (Automated Reply)'.



28. Click OK to save it.
29. Click Add Action once again and select Stop Rule Processing



30. Click Save to save the rule.

Step 2

Create a rule that replies to a specific, or range of external email addresses

(eg. @uon.edu.au, @hnehealth.nsw.gov.au, norman@gmail.com)

The following rule is designed to send an automated reply under specific conditions.

Messages will only be replied to if:

- they are delivered between the dates that are specified in the rule. This way, you can set the required dates well before your departure and not have to worry about remembering to turn the rule on when you leave and off again when you return.
- they are addressed to you using your email address, and not a group name (like 'All-Uni-Staff@newcastle.edu.au').
- they are received from external university sources – either specific nominated addresses, or range of addresses.

Using the examples @uon.edu.au, @hnehealth.nsw.gov.au, norman@gmail.com, auto replies will only be sent to all email generated from @uon.edu.au (ie University of Newcastle student email) and @hnehealth.nsw.gov.au (Hunter New England Health), and an individual with email address norman@gmail.com.

Follow instructions 1 – 12 in the Step 1 example.

13. Change the button at the end of the row to And to create a third row.
14. In the fourth row select View Name from the pull down list.
15. Change the button with the square brackets to [*] which means 'Does not contain'.
16. Enter the word Internet in the next field.

Define Conditions

Filter

Include entries where ... Delivered is greater than or equal to 17/12/2010 and Delivered is less than or equal to 5/01/2011 and View Name does not contain 'Internet'

Delivered >= 17/12/2010 And

Delivered <= 5/01/2011 And

View Name [*] Internet New Group

And

OK Cancel Clear

17. Change the button at the end of this line to New Group in the list to create the second part of the filter.
18. From the drop down box, Select From, and add the email details required. Use the example below as a guide.

Define Conditions

Filter

Include entries where ... (Delivered is greater than or equal to 17/12/2010 and Delivered is less than or equal to 5/01/2011 and View Name does not contain 'Internet') AND (From contains '@uon.edu.au' or From contains '@hnehealth.nsw.gov.au' or From contains 'norman@gmail.com')

Delivered >= 17/12/2010 And

Delivered <= 5/01/2011 And

View Name [*] Internet New Group

And

From [] @uon.edu.au Or

From [] @hnehealth.nsw.gov.au Or

From [] norman@gmail.com End

OK
Cancel
Clear

19. Click OK.

You now need to add an action for the rule. This is the reply itself.

Follow instructions 25 – 30 to complete the rule.

**These rules should be used in conjunction with a
Remove SPAM rule.
Instructions for creating a Remove SPAM rule are available at:**

http://www.newcastle.edu.au/Resources/Divisions/Services/Information-Technology/email/spam_rule_gw.pdf