

Accessing GroupWise from Smart Phones

(Updated 2010)

INTRODUCTION

At LUHS, we support access to GroupWise from various smart phones (and tablets) such as the Apple iPhone/iPad, Blackberry, Android phones (Motorola Droid, HTC Incredible, HTC EVO etc), and the Palm Pre.

There are three ways to access to the GroupWise system:

1. Email access using the IMAP protocol. There is no charge for this access. There is no access to calendars and/or contacts.
2. Access to email and calendars using apps from the app store (for the iPhone only). These apps must be purchased from the app store and are less than \$10. An iPad version will be forthcoming.
3. Access to email, calendars, and contacts using the Blackberry Enterprise Server (BES) for Blackberry devices and the Notifylink Enterprise Server for the iPhone/iPad, Android, and Palm Pre devices. There is a one time \$150 access fee for this service.

IMAP ACCESS

The following are the IMAP settings for use with the LUHS GroupWise system for email clients such as Mozilla Thunderbird, Apple Mail, Microsoft Outlook, Microsoft Mail, and Microsoft Outlook Express as well as various hand-held devices including the iPhone, Android phones, and the Palm Pre.

Incoming (IMAP) server: mail.luhs.org (port: 143)

Outgoing (SMTP) server: mail.luhs.org (port: 25)

IMAP Configuration Notes

- For SMTP (outgoing mail), select authentication (use your GroupWise username and password); otherwise the connection will be rejected and you will not be able to send email.
- Do not select SSL or TLS authentication for either IMAP or SMTP.

For the Android-based phones, it is recommended that you obtain the K9 IMAP application from the Marketplace and use K9 to access GroupWise via IMAP rather than the native Android IMAP application.

IPHONE APP ACCESS

There are two GroupWise WebAccess helper apps for the iPhone that give GroupWise WebAccess a very "iPhone" look and feel: **GW Mail** and **GW Calendar**.

GW Mail

GW Mail is an email client for the iPhone that allows you to access your GroupWise emails using an "iPhone" like interface. The GW Mail app provides some of the enterprise features that you do not get using the IMAP protocol such as access to your Frequent Contacts and GroupWise address book. Note that the GW Mail app does not notify you when new emails are received -- you must run the app to view your email. Point GW Mail to <http://webmail.luhs.org> to access your GroupWise mail.

GW Mail is available from <http://itunes.apple.com/us/app/gw-mail/id335575354?mt=8&ign-mpt=uo%3D6> for \$5.99.

GW Calendar

GW Calendar is a calendar client for the iPhone that allows you to access your GroupWise calendars using an "iPhone" like interface. The GW Calendar app provides both day and week views with easy access to the information from your calendar. Point GW Calendar to <http://webmail.luhs.org> to access your GroupWise calendar.

GW Calendar is available from <http://itunes.apple.com/us/app/gw-calendar/id339345952?mt=8&ign-mpt=uo%3D6> for \$3.99.

For more information on the capabilities of GW Mail and GW Calendar, visit the author's website at http://www.ghostpattern.com/Ghost_Pattern/GW_Mail.html.

FULL ACCESS (BLACKBERRY ENTERPRISE SERVER/NOTIFYLINK)

For information on setting up your Blackberry using the Blackberry Enterprise Server (BES) or your iPhone/iPad, Android, or Palm Pre using the Notifylink Enterprise Server for the, visit the Help Desk web site at http://www.lumc.edu/internal/depts/mcis/tsd/customer_web/it_forms/phoneactivation.pdf to get the form to order this service. Please note that there is a one time \$150 access fee for this service.

You <u>cannot</u> synchronize with another messaging system and GroupWise on your smartphone.

HOW TO GET HELP

There are 3 groups of services to assist:

The Loyola Help Desk (62160) can assist you with the following:

1. Blackberry will not sync with GroupWise
2. Password resets
3. Support for GroupWise and Synchronization

If you lose your Blackberry, please call the Help Desk IMMEDIATELY so that they can deactivate your Blackberry and lock or wipe the contents of the device.

Clinical Engineering (66277) can assist you with the following:

1. If you need help with your Blackberry's paging functions
2. Setup of your initial pager to your Blackberry. Note you must have a Sprint Smartphone for your LUHS pager to sync to your Smartphone.

Sprint/Nextel (708) 206-4495 can assist with the following:

1. Blackberry's telephone or Nextel service
2. Support of Blackberry, except mail and synchronization
3. Billing inquiries
4. Technical support for direct connect and paging.

BLACKBERRY TRAINING

There are some very good demos that might assist the visual learner. Please go to these web sites to see on-line demos. Be sure to select the appropriate device model.

<http://www.blackberry.com/products/handhelds/demos/index.shtml>