Garoon On-Premise User Help

Fourth Edition, First Revision

Using This Guide

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1 chapter Basic Operations

This section describes common operations in Garoon.

References

- Login(12Page)
- Attaching Files(32Page)
- Working with Respond Feature(42Page)
- Working with Mentions(44Page)

1.1. Login

This section describes how to log in to the on-premise version of Garoon.

If you are using the cloud version of Garoon, you need to take different steps to log in. To find out whether you are using the on-premise version of Garoon or not, refer to I Want to Know Which Version (Cloud or On-Premise) I Am Using.
For details on how to log in to the cloud version of Garoon, refer to Login.

Caution

- To use Garoon, you must enable cookies in the Web browser.
  For instructions, see how to set up Web browsers in the Support Guide, and check the settings for your Web browser.

Note

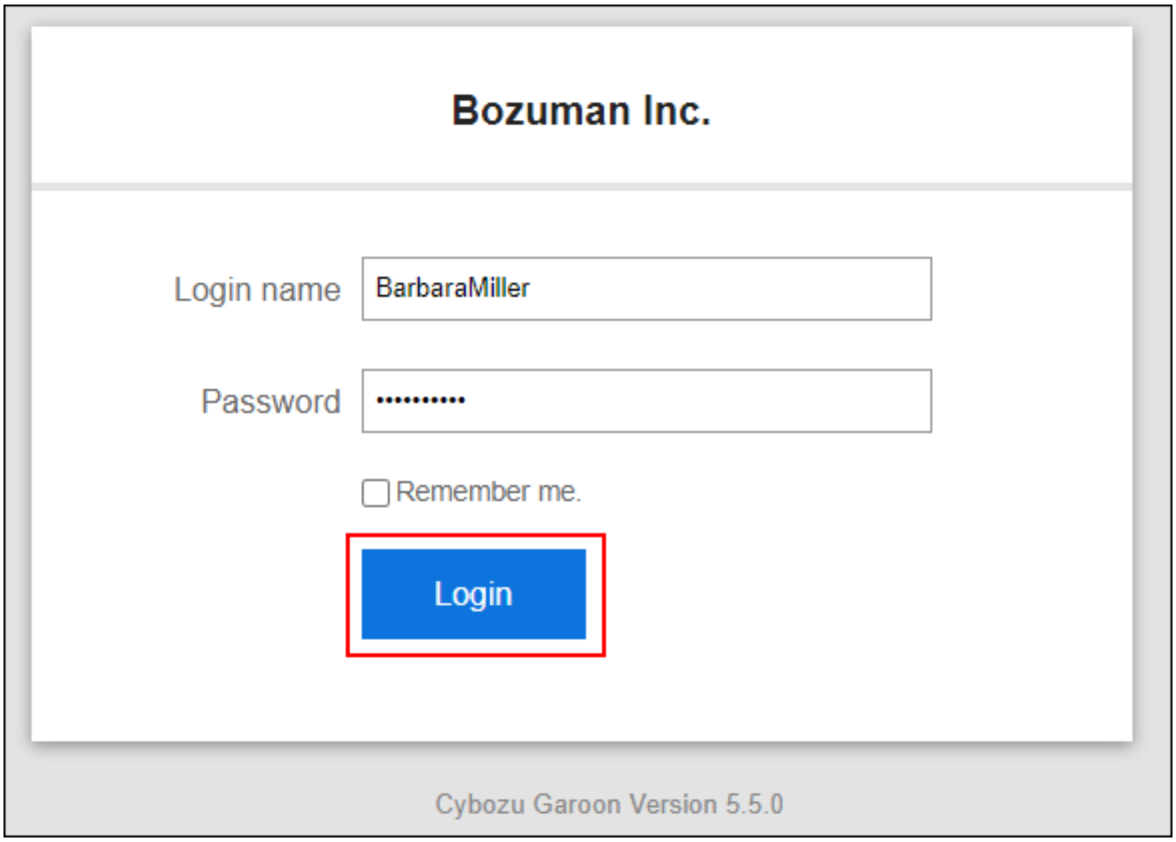
- For details on the browsers supported by Garoon, refer to Client Environments in System Requirements.

Steps:

1. **From your system administrator, obtain the following information.**
   - Login name
   - password
   - URL for accessing Garoon

2. **Start the Web browser and access the URL that you obtained in step 1.**

3. **Enter your login name and password, and then click Login.**



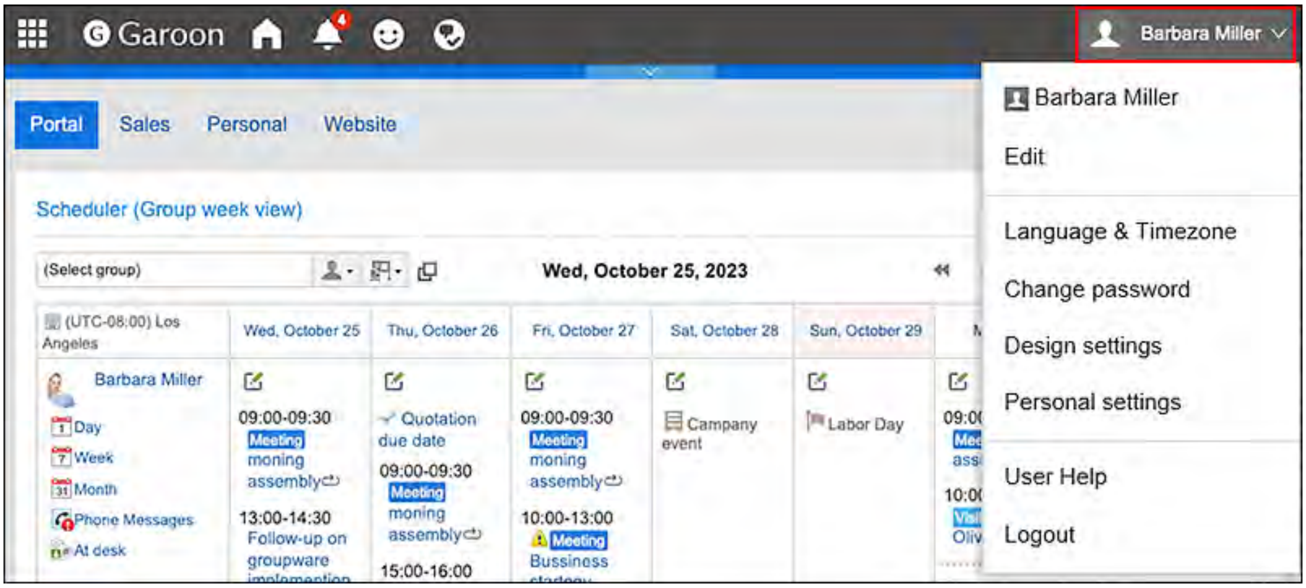
If you select the check box to use the same login name again, you can skip the login name entry next time you log in.

Logout

This section describes how to log out from Garoon.

Steps:

1. **Click User name in the header.**

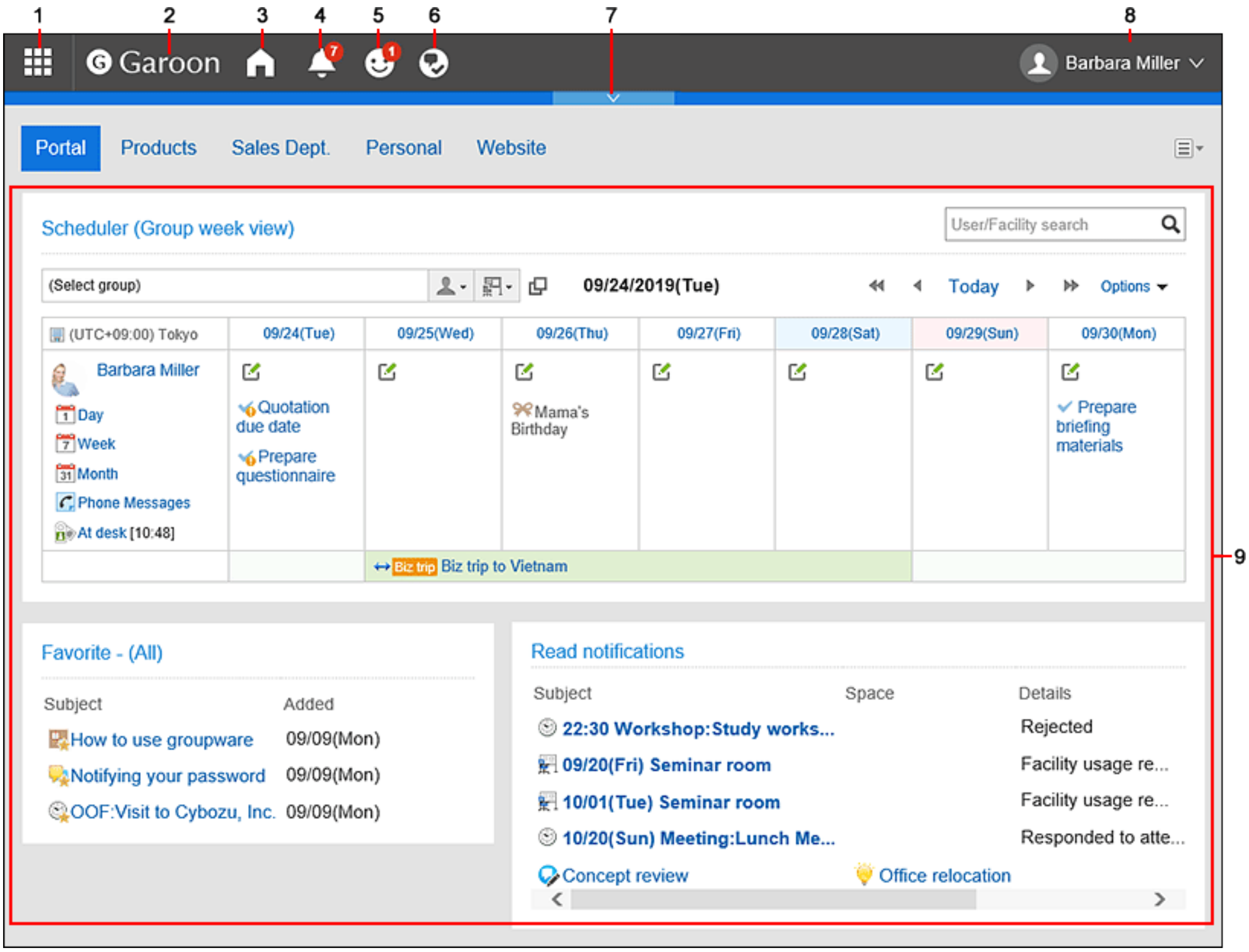


2. **Click "Logout".**

1.2. How to View the Top Page

This section describes how to view the top page and the header.

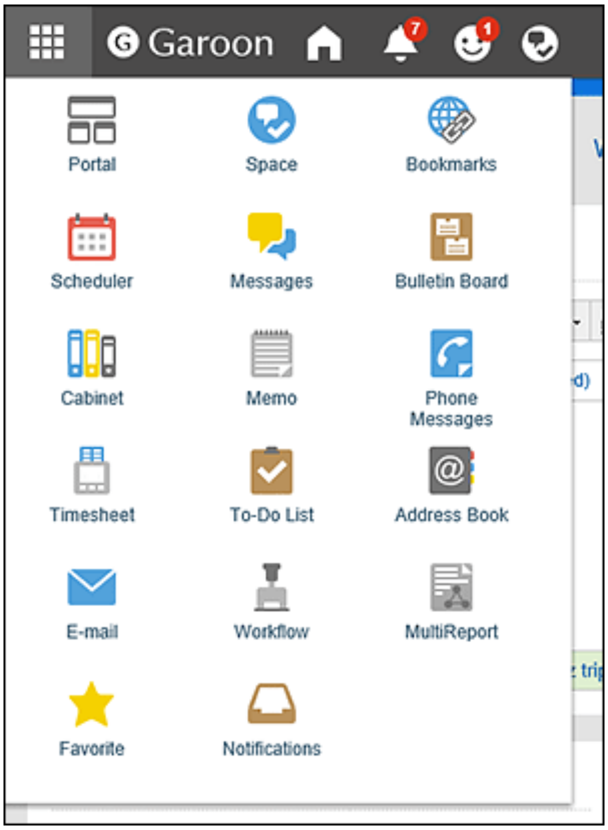
The header is displayed on every screen in Garoon.

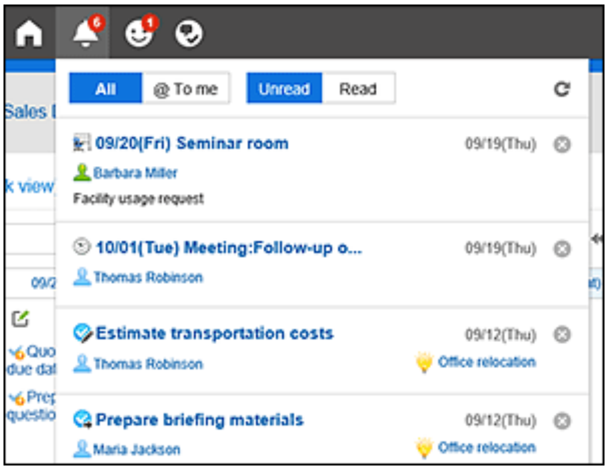


Description of the items

Depending on your system administrator settings and personal settings, the items that are displayed may be different.

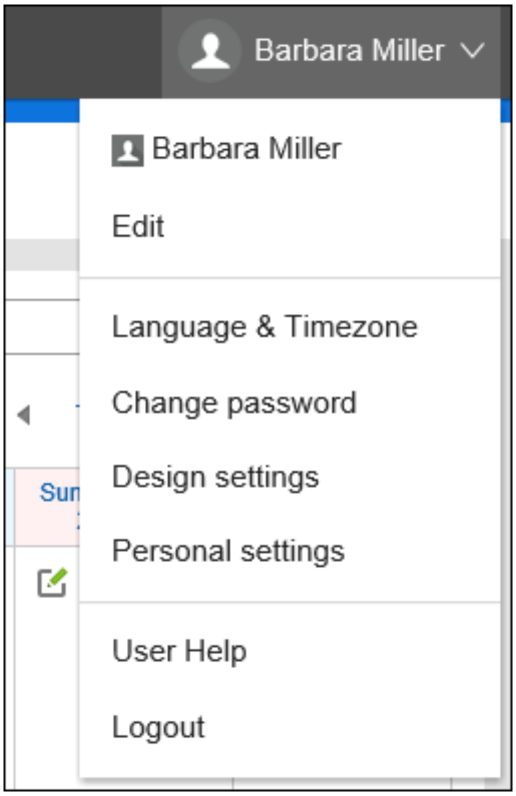
Number	Description
1	**Apps**: Displays the application menu in a dropdown list.

Number	Description
	
2	**Logo**: Your system administrator can configure any logos. For details, see Changing Customer Information and Logos.
3	**Top**: Displays the top page of Garoon.
4	**Latest Information**: When clicked, notifications for each application are listed in the dropdown list. The number that is displayed in the icon is the number of all unread notifications.

<table>
<tr><th>Number</th><th>Description</th></tr>
<tr><td></td><td>


Not only notifications are categorized by unread and read, but also **All** and **@ To me** buttons can be used to filter notifications.

In the "@ To me", you can check only the notifications addressed to you. For details, refer to What are the notifications addressed to me?(1014Page).
Unread notifications other than those from Phone Messages and Workflow can be marked as read by clicking the "Mark as read" button on the right of date/time.
When you click the **Update** button in the upper right corner, the notifications currently displayed are updated.
</td></tr>
<tr><td>5</td><td>**Respond**:
Clicking this icon displays a list of the "Like" responses to your comments.</td></tr>
<tr><td>6</td><td>**My Space**:
A list of spaces that you are participating in is displayed.</td></tr>
<tr><td>7</td><td>**Opening and Closing buttons for menus**:
You can show or hide the application menu by clicking the down arrow  and the up arrow  buttons.</td></tr>
<tr><td>8</td><td>**User name**:
Links to account settings and personal settings are displayed.</td></tr>
</table>

Number	Description
	 • User name link: The user details screen is displayed. • Edit link: The "Edit user profile" screen appears. For details, see the Edit user profile(61Page). • "Language & Time Zone" link: The locale settings screen appears. For details, see Locale Settings(127Page). • Change password link: The screen for changing passwords appears. For details, see Change Password(58Page). • Design settings link: The design settings screen appears. For details, see the page for design settings(85Page). • Personal settings link: The "Personal settings" screen is displayed. On the "Personal settings" screen, a user-configurable menu is displayed.

Number	Description
9	**Portal**: The portal created by the system administrator or by users.

User Icons

For details on the user icons on the top page, refer to User icons(56Page).

Application Icons and Default Values

Depending on the system administrator settings, or the language that is used by users, the application names other than the defaults can be displayed.
The default application names for Garoon are as follows.

Icon	Default Application Names	Icon	Default Application Names
	Portal		Space
	Bookmarks		Scheduler
	Messages		Bulletin Board
	Cabinet		Memo
	Phone Messages		Timesheet
	To-Do List		Address Book
	E-mail		Workflow
	MultiReport		Presence indicators

Icon	Default Application Names	Icon	Default Application Names
	Favorite		Like
	Notifications		

1.3. Selecting Organizations, Categories and Folders

Describes how to select organizations, categories, or folders.

Organizations, bulletin board, and cabinets are using hierarchical folders and categories.

Hierarchies consist of the following types:

- Tree view

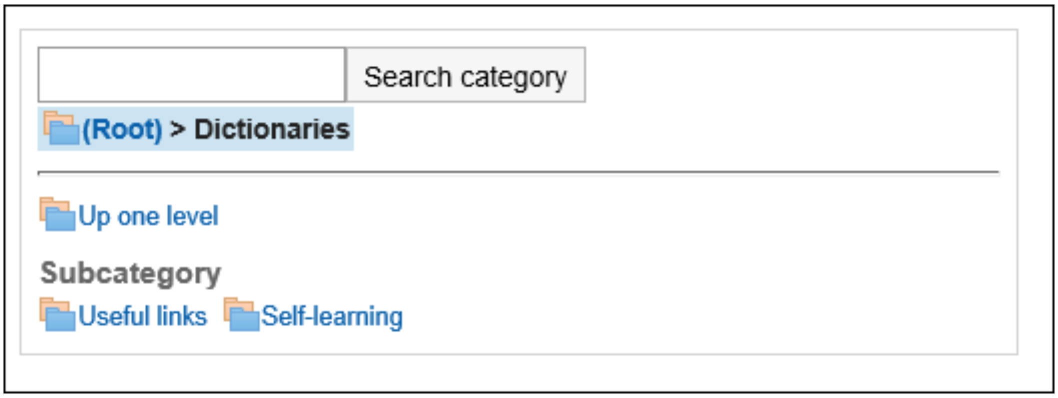
  Click the icon or title to open or close the tree view, and then select the target categories or folders.

- Category view

  Click the category or folder titles and select the categories or folders you want.

  Clicking "Move up" allows you to move one level up.



1.4. Selecting Users and Facilities

Learn how to select users and facilities to decide attendees for schedules or set recipients for messages.

Selecting Users

The "Select users" screen is shown when you click in the "Scheduler" screen, the message creation screen, or the screen for setting up proxies in Workflow.

This section describes how to select users on the "Select users" screen.

The texts or icons of buttons may vary depending on each screen.

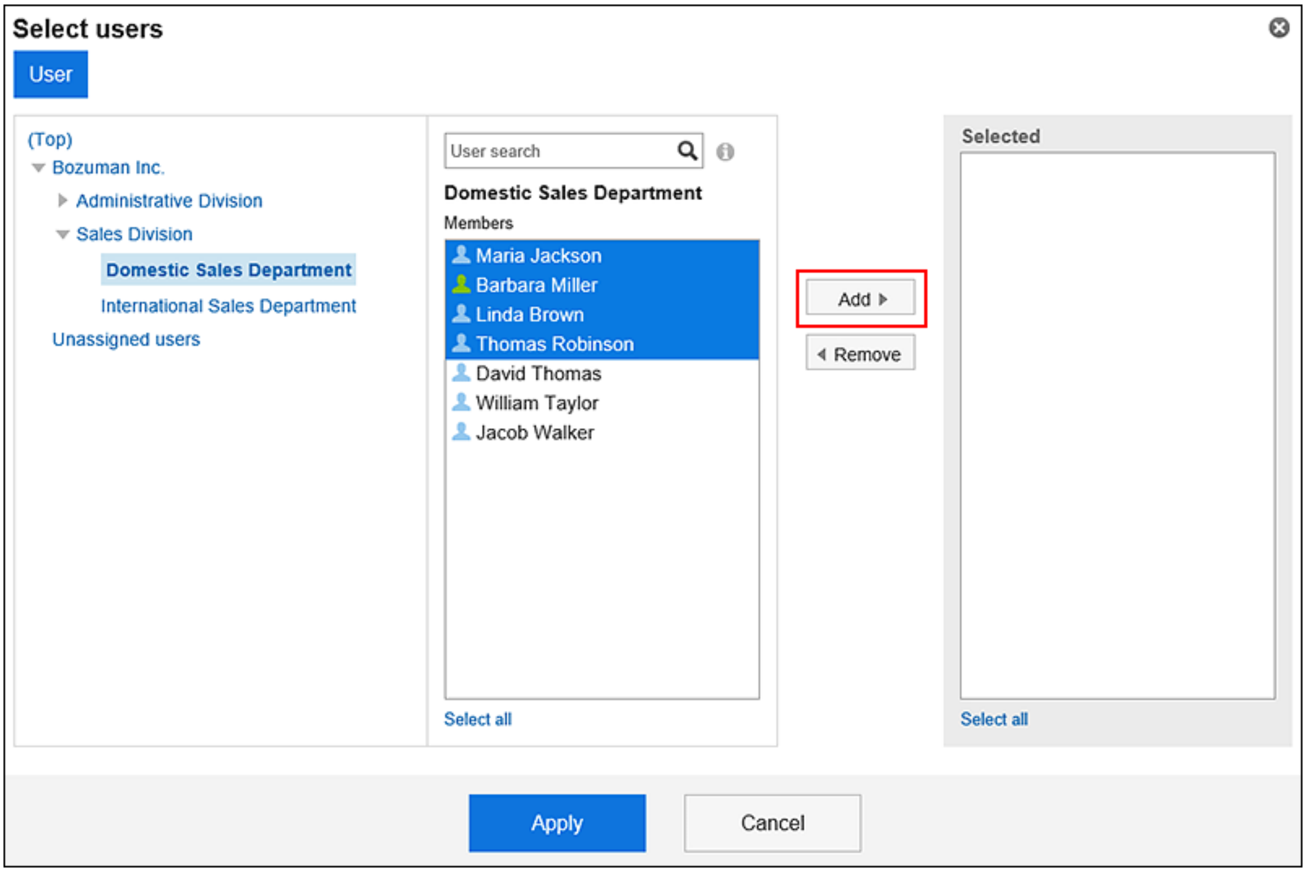
Steps:

1. On the "Select users" screen, select the organization where the target user belongs.

You can also use the search box to search users using the following information.

- User names
- User names (in English)
- Login name
- Pronunciation
- E-mail address
- Job title

2. Select the users you want, and then click "Users, organizations, roles".



To clear the selection, click **Remove**.

To select all of the users listed in the list, click "Select All" below the list.

To cancel all of them, click "Clear all".

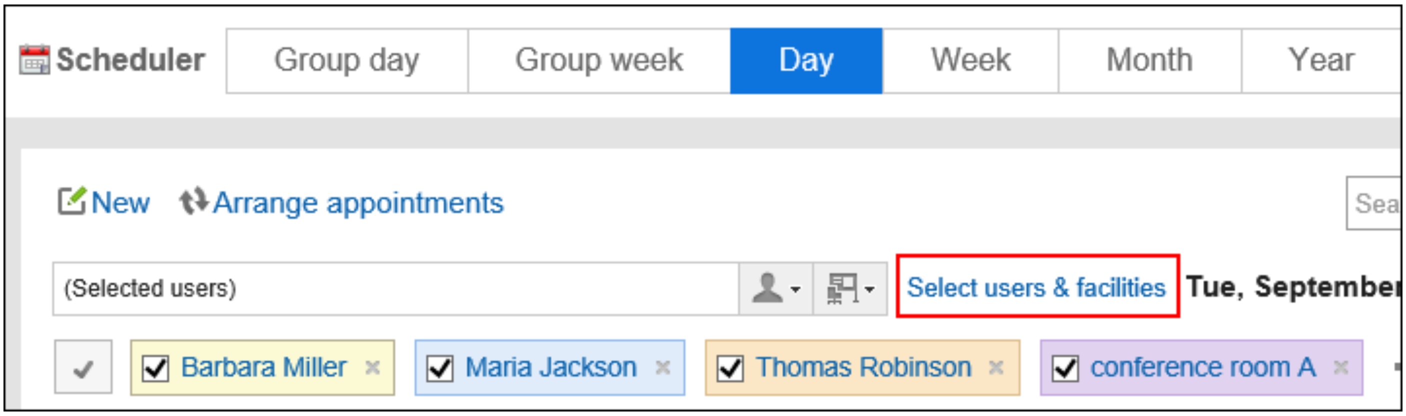
To set multiple users for recipients, repeat step 1 through step 2.

3. Confirm your settings and click "Apply".

Selecting Facilities

This section describes how to select facilities on the "Select users & facilities" screen.

The "Select users & facilities" screen is displayed on the day view and week view screen of the Scheduler by clicking "Select users & facilities".



The texts or icons of buttons may vary depending on each screen.

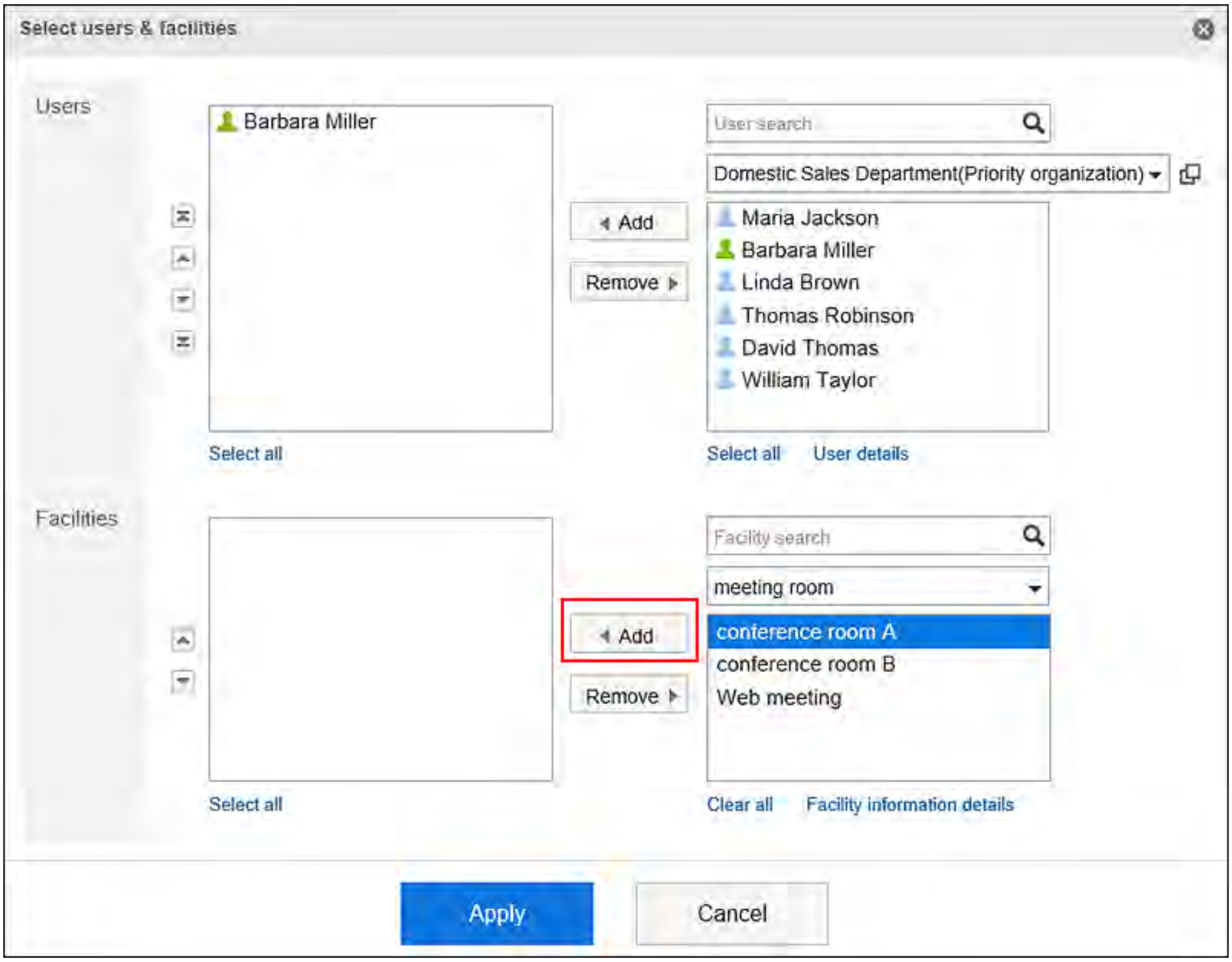
Steps:

1. In the "Select users & facilities" dialog box, select the facility group where the target facility belongs.

You can also use the search box to search for facilities using the following information.

- Facility names
- Facility notes

2. Select the target facility, and click Add.



To select all of the facilities listed in the list, click "Select All" below the list.

To cancel all of them, click "Clear all".

3. Confirm your settings and click Save.

Note

- To search in notes of facilities, the system administrator must enable the "Show notes" feature in "Facility reservation settings".

1.5. Selecting Roles

This section describes how to select roles.
A role represents the position or function that is assigned to a specific group of users.
Example:

- Manager Role
- Role of new product development team

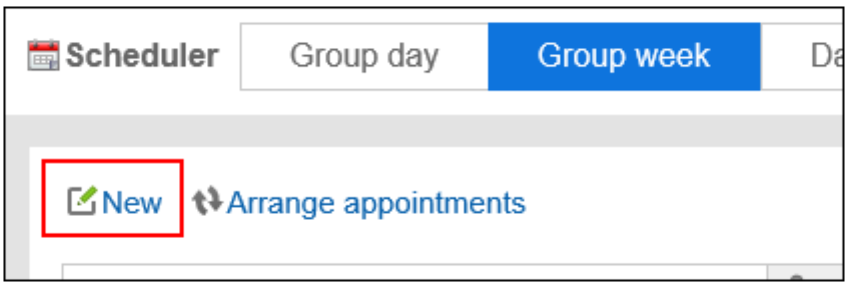
If users are allowed to use roles by the system administrator, users can select roles in the following settings.

- "Shared with" users of the appointment
- Select space members and administrators
- Specify recipients using "@Mention"
  Users can specify roles as recipients of comments.
  For details, refer to the Working with Mentions(44Page).

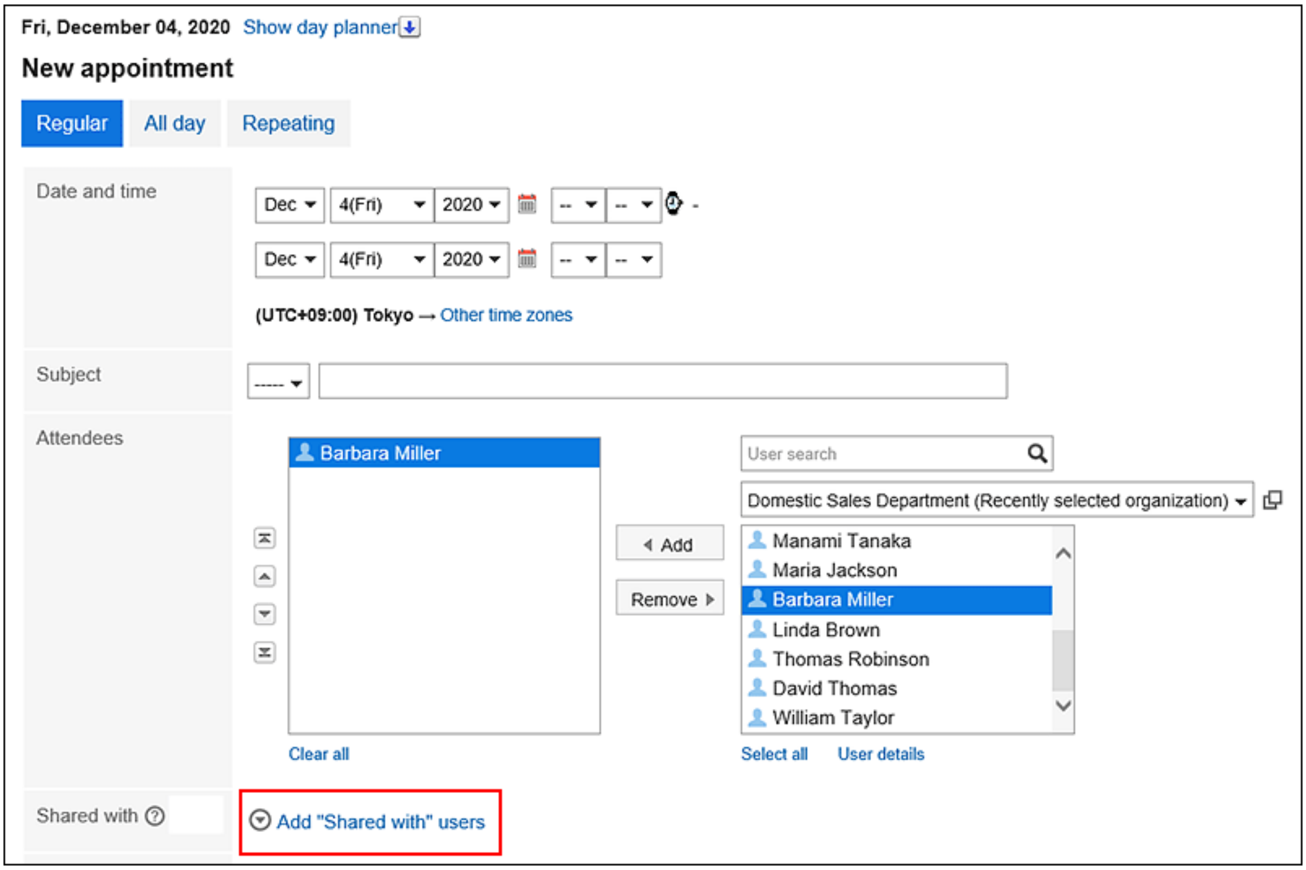
This section describes how to select roles for "Share with" as an example.
You can specify "Shared with" users in appointments in Garoon version 5.9.0 or later.

Steps:

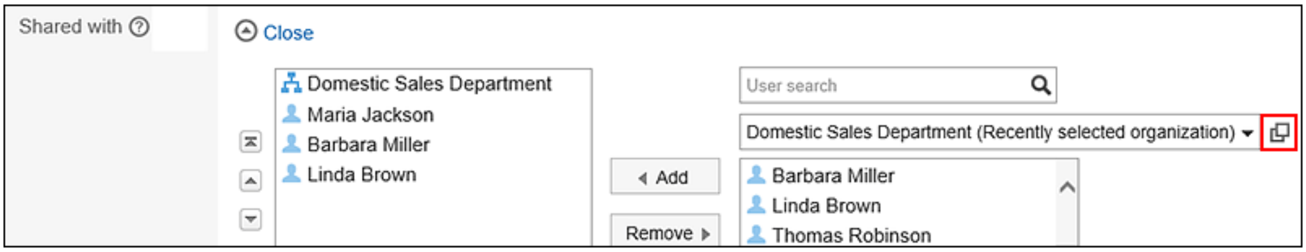
1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **Click the item to add appointments.**



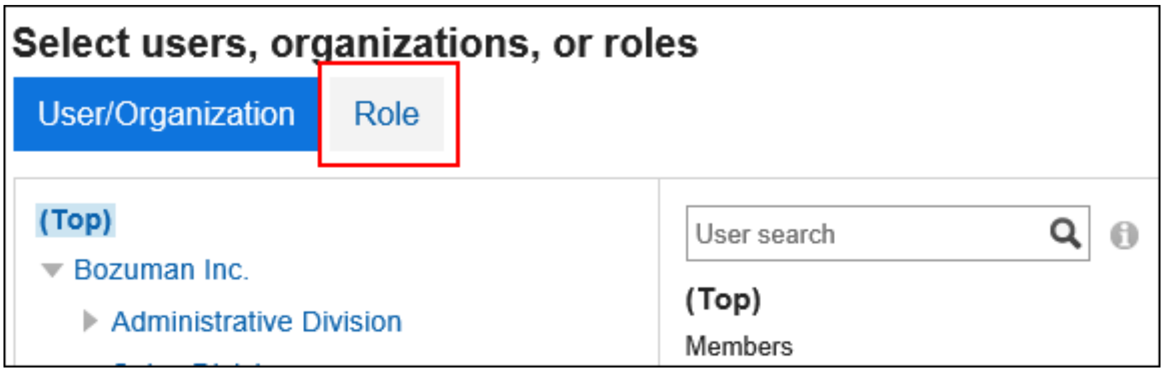
4. **Click Add of "Shared with" items in the "New appointment" screen.**



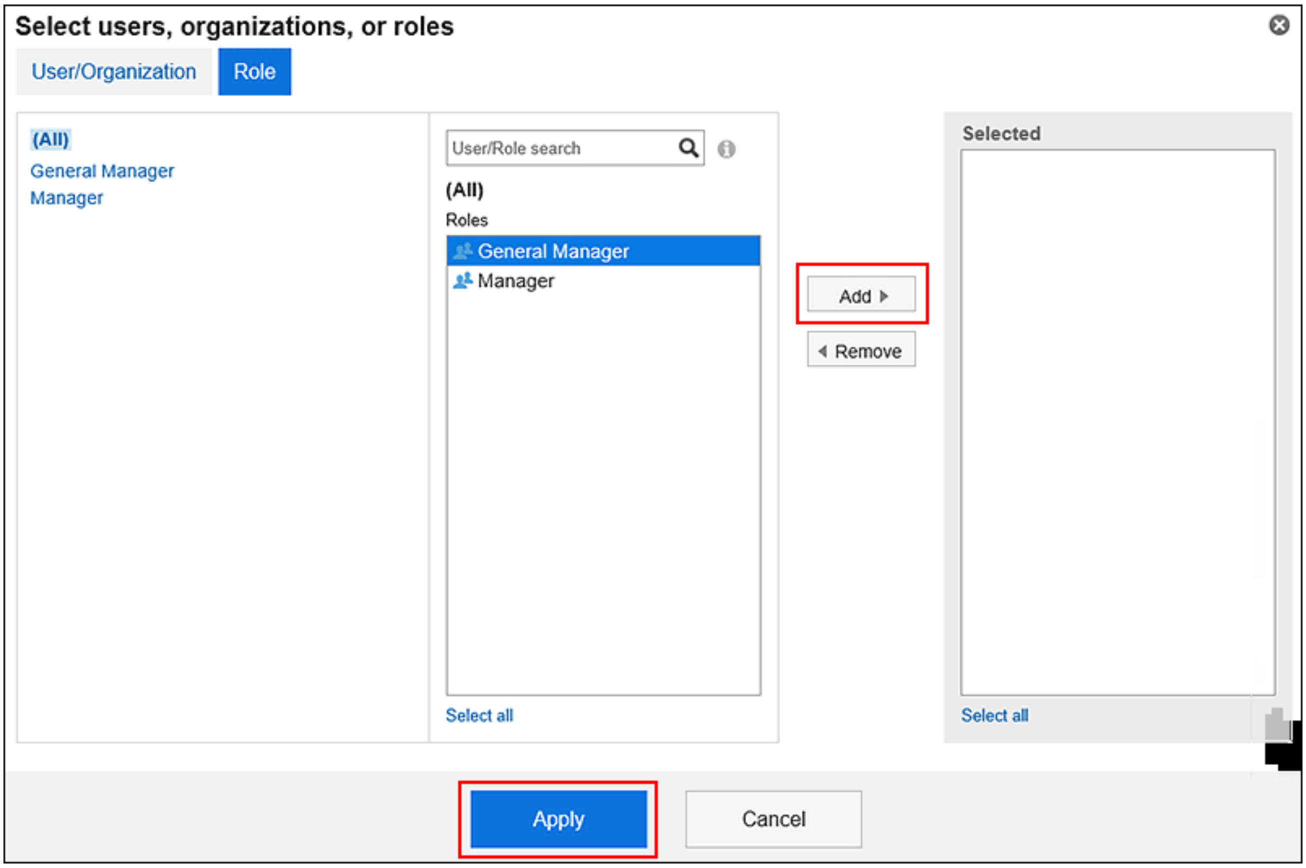
5. **Click in the "Shared with" field.**



6. **On the "Select users, organizations, or roles" screen, click Role.**



7. **Select the roles and users you want, and then click "Add".**



8. **Confirm your settings and click "Apply".**

1.6. Reordering

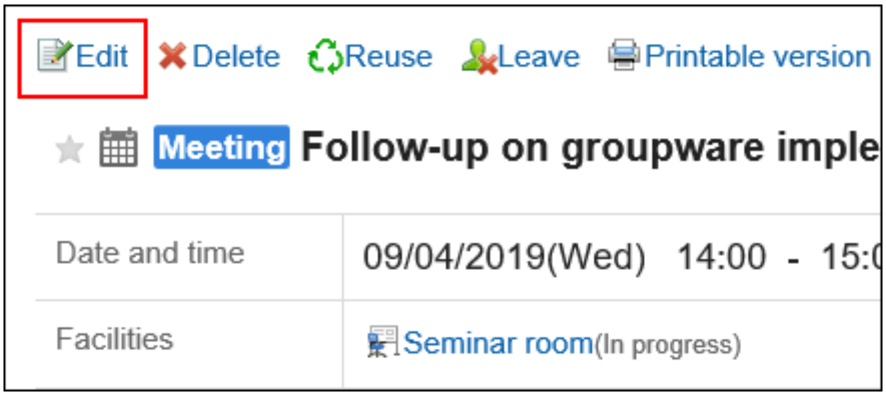
You can change the display order of the items in My portal, the order of attendees and facilities in Scheduler, or the order of folders and recipients in Messages.

The following describes how to change the display order of attendees in Scheduler, as an example.

Steps:

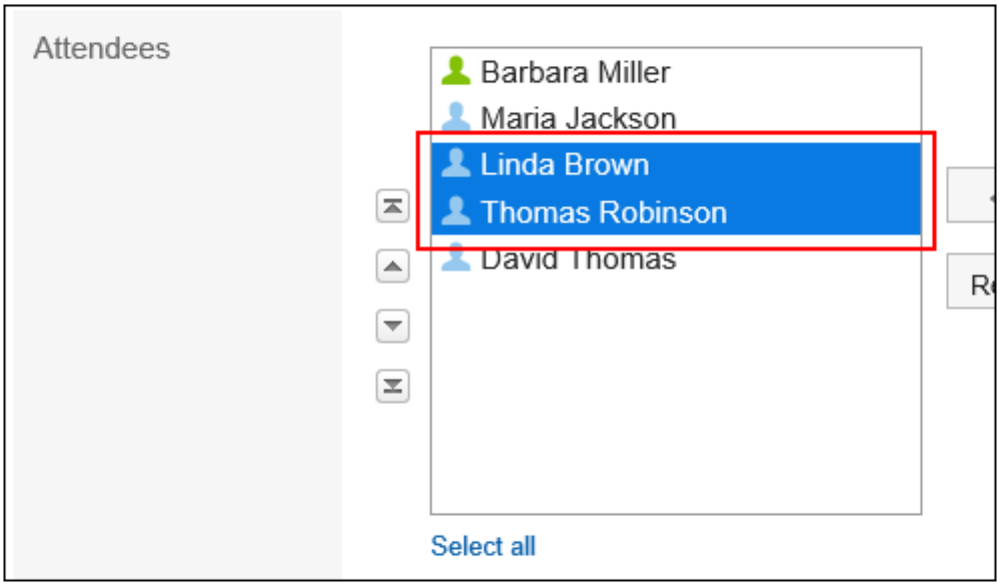
1. **Click the app icon**  **in the header.**

2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the appointment you want to change.**
4. **On the "Appointment details" screen, click Edit.**

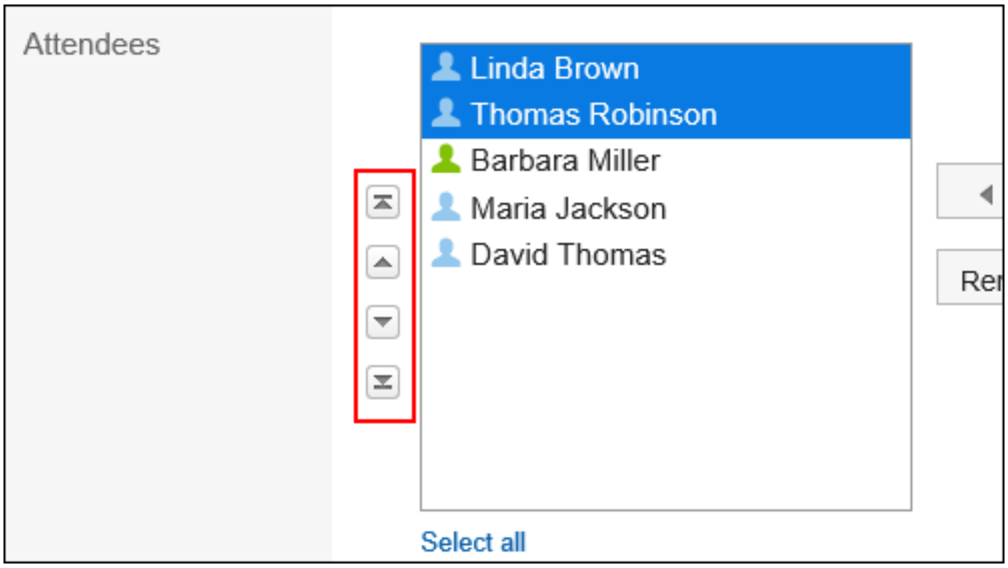


5. **On the Change appointment screen, select the attendee whose order you want to change.**

   You can also select multiple items.



6. **Reorder the selected item.**



- button:

  Move the item to the top.
- button:

  Move the item up by one level.
- button:

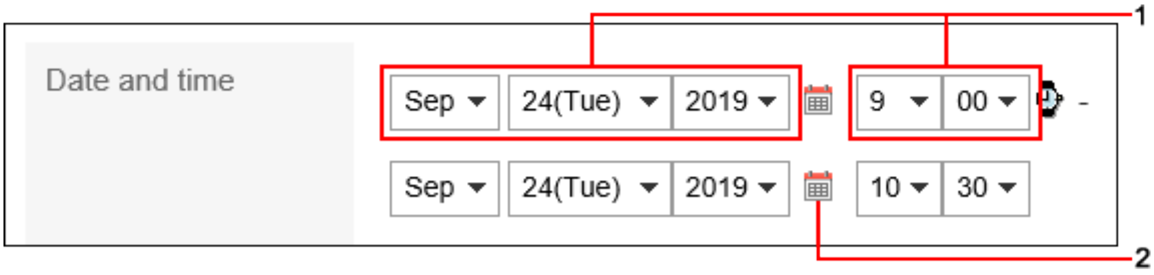
  Move the item down by one level.
- button:

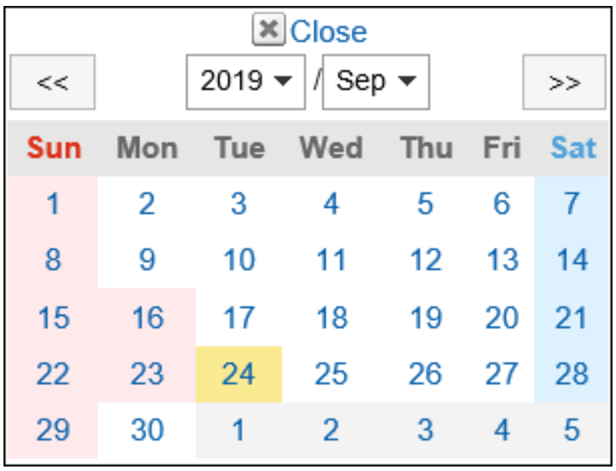
  Move the item to the bottom.

1.7. Selecting Date and Time

This topic describes how to specify date and time in Scheduler and Bulletin Board.

You can select January 3, 1970, or later for a date.



Number	Description
1	**Dropdown list**: Set the start and end date/time.
2	**icon**: The calendar is displayed. When you click a date in the calendar, the date is applied to the dropdown list. The background of the calendar is color-coded as follows. • White or Gray: weekdays, workdays, and working days • Red: holidays • Light blue: Saturdays • Yellow: today 

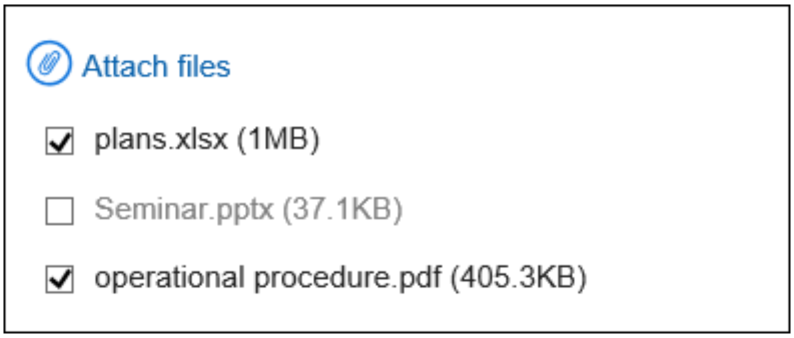
1.8. Attaching Files

This section describes how to attach files.

You can limit the attachment file size in General Settings for Files.

Note

- If you want to delete the selected file, clear the checkbox for the file to delete.



- You cannot attach any files of 0 bytes.

Attaching Files One by One

Attach files one by one.

Steps:

1. **In the entry for which you want to attach files, click the item to attach files.**

2. **Select files according to the screen.**

Attaching Multiple Files Together

This section describes how to attach multiple files together.

It takes an example of selecting files on Windows environment.

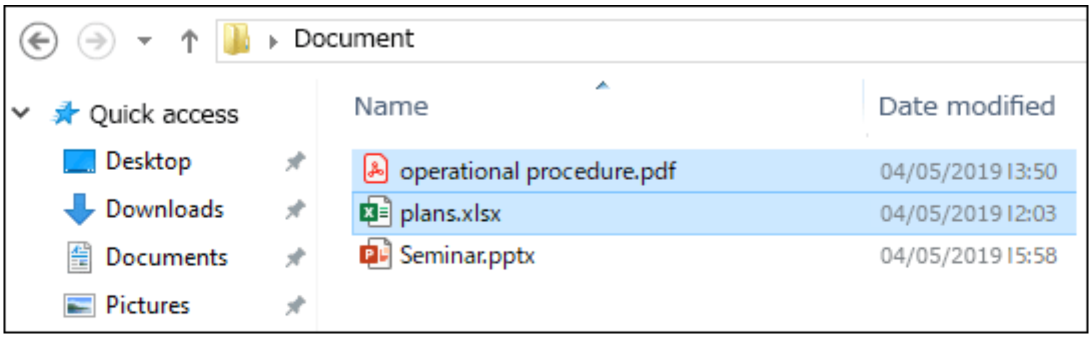
Using the File Selector

Use the file selector to attach files.

Steps:

1. **In the entry for which you want to attach files, click the item to attach files.**

2. **On the file selection screen, select a range of files to be attached.**



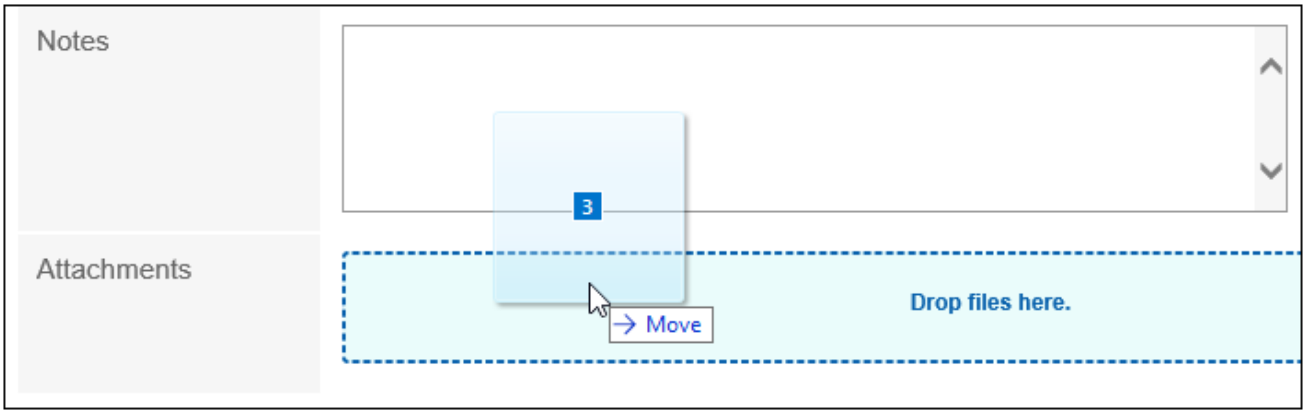
3. **Click "Open" to attach the files.**

Using Drag and Drop Feature

You can attach files by drag and drop.

Steps:

1. **Drag the files you want to attach to the target item.**
2. **Place the files to the area which shows the message to notice the users the place to add the files.**



1.9. Working with Full Text Search

This section describes how to use full text search.

Full text search enables you to search all data in Garoon at once, including posted comments and attached files in each application.

You can perform a search by specifying multiple keywords.

The maximum length of the keywords is 100 characters.

Searching from Headers

Type keywords in the search box in the header to search data in Garoon.

The data in the following applications can be searched:

- Space

- Messages
- Bulletin Board
- Cabinet
- E-mail

In the "Search results" screen, the display order settings are saved.

For details on header full text search, refer to the explanation on the full text search.

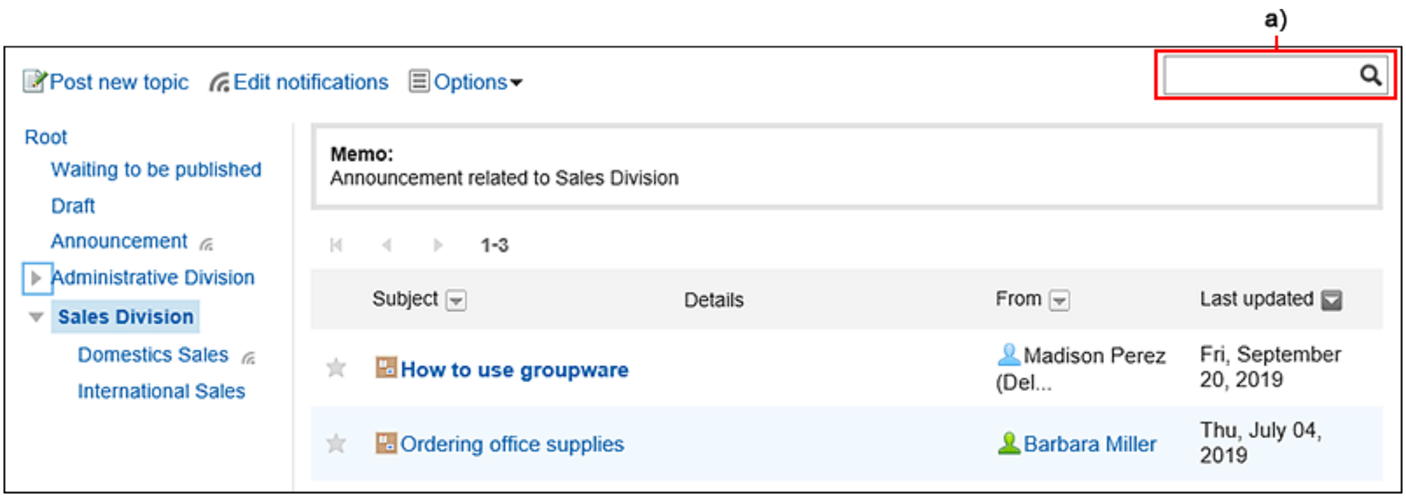
a): Search Function in the Header

Searching from Applications

On each application, by entering keywords in the search box, you can search all data stored in each application.

When you search without entering any keywords, you can set detailed search conditions on the "Search Results" screen.

For details on the full text search on each application, see the explanation on the full text search.



a): Search Function on an Application

1.10. Working with Text Formats

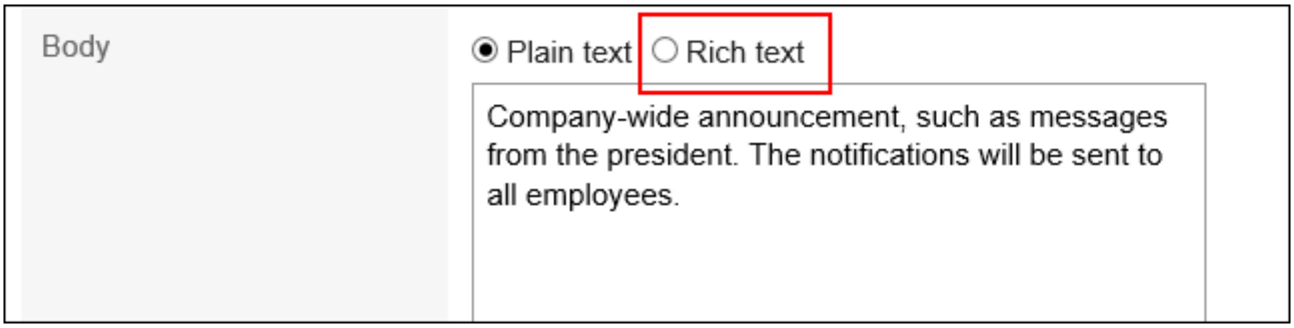
This section describes how to use the text format.
If your system administrator allows you to use the text format, you can use it in the body of the topics and the body of the messages.

Caution

- The operation of pasting tables and images created with Word or Excel into the text format field is not a function that Garoon intends to provide.
  Insert tables or images using the Garoon format editing function, or attach files.

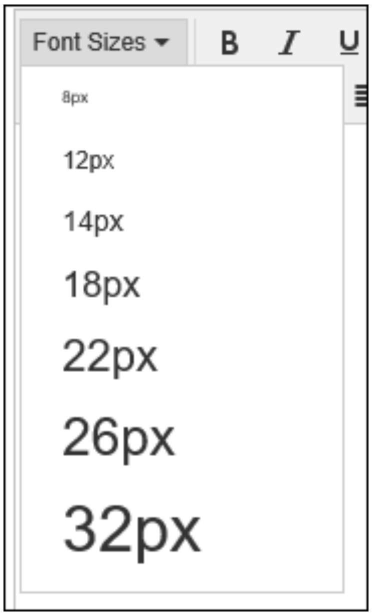
Steps:

1. **In the input field where you can use the text format, select the item to use text format.**

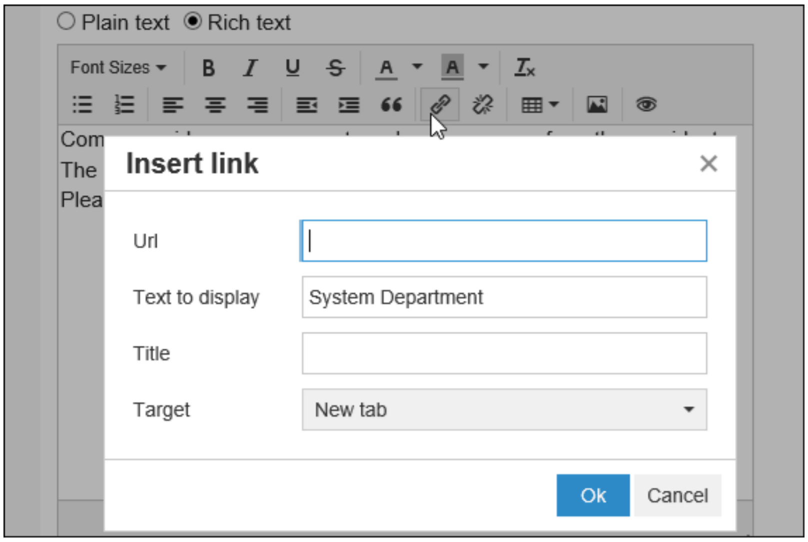


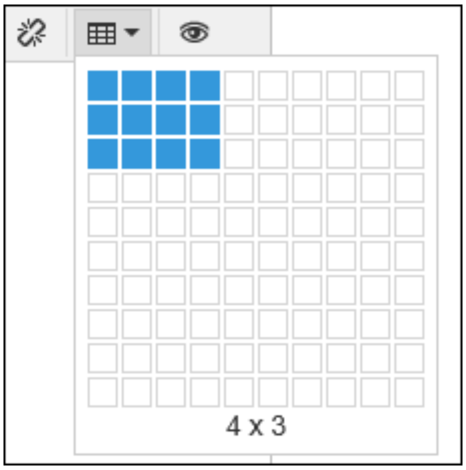
2. **Edit comments and body text using the following text formatting features.**

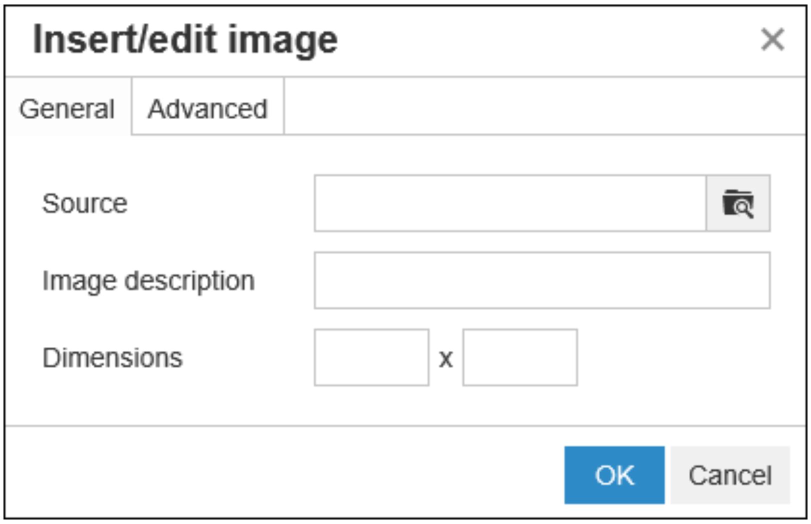
Description	Description
	

Description	Description
	Changes the font size of characters. 
Bold	Makes text bold.
Italic	Makes text italic.
Underline	Adds an underline to the character.
Strikethrough	Adds a strikethrough to the character.
Text color	Changes the text color. 
Background color	Changes the background color of the text. To remove the background color, select the target range

Description	Description
	and select the same color as the current background. 
Clear Formatting	Clears the formatting that you have set. The default format is applied when you clear formatting.
Bullets	Creates bulleted list. Symbols are added at the beginning of each line.
Numbered list	Makes the texts into numbered list. Sequential numbers are added at the beginning of each line.
Left adjusted	Aligns lines as left-justified.
Centered	Aligns the rows to the center.
Right adjusted	Aligns lines to the right-justified.
Remove indent	Removes indent.
Add indent	Sets indent.
Quote	Indicates that the text is quoted. sample sample sample sample sample sample sample sample sample sample sample sample
Inserting and editing links	Inserts a link to the text. When you click the icon to insert or edit links, the link

Description	Description
	settings screen is displayed.  To insert a link, you must specify the followings. • Target link URL: Enter a URL. If you specify a URL containing ":", make sure it begins with one of the following characters: ed2k:, ftp:, gopher:, http:, https:, irc:, mailto:, news:, nntp:, telnet:, webcal:, xmpp:, callto: • Text to display: Enter text to make it a link. If you have already selected a text, it becomes the text to display. • Title: If the selected text is insufficient for describing the link target, enter an additional description. The added description will appear when hovering the cursor over the link. • Target: Select how to display the linked page. ◦ "New tab": The linked page will be displayed in a separate tab.

Description	Description
	◦ "None": The linked page will be displayed in the same tab.
Removing links	Removes links.
Insert Table	Inserts a table. When you click the insert icon in the table, a menu is displayed to set the cells of the table to insert.  When you click the inserted table, a menu appears. • When you click on the left side: A menu for creating a table is displayed.  • When you click on the right side: The following menus are displayed. ◦ Deleting tables ◦ Changing background color ◦ Changing color of borders

Description	Description
Inserting and editing images	Files with ".gif", ".jpeg", ".png", and ".bmp" extensions can be inserted. Your system administrator configures the maximum size of a file which can be inserted. For details, refer to how to set file size limits. Inserting and editing images are available in the following features. • HTML portlet: You can use images only while configuring HTML portlet in the system administration screen. • Body text and comments of topics: By clicking the insert/edit link icon, setting screen for images appears. 
Preview	Previews text

Note

- Garoon uses TinyMCE for text formatting.

- Unnecessary tags may prevent you from writing texts into the editable area as desired.
  Please display the HTML source and confirm that unnecessary tags do not exist.
  For details on how to display the HTML source, refer to the article How can I get the source of the page? in the FAQ.
  If the problem persists after removing unnecessary tags, please consult your system administrator.

1.11. Working with Respond Feature

By using the respond feature, you can make a quick response to the message content or any comments.
Users can show their intention by clicking a link such as "Like" and "Acknowledged" without posting any comment.
This respond feature may not be available depending on the settings by the system administrator.
The respond feature is available in the following applications:

Application	Target
Space	• Body and comment fields in discussion • Body and comment fields in shared To-Do
Scheduler[1]	Body and comment fields
Messages	Body and comment fields
Bulletin Board	Body and comment fields
MultiReport[2]	Body and comment fields

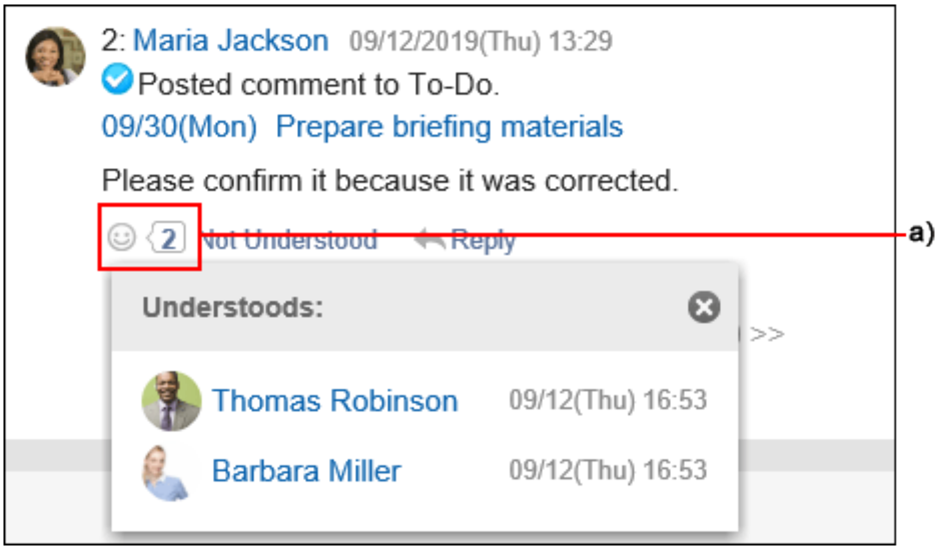
[1]: Available in Garoon version 5.9.0 or later.
[2]: Available in Garoon version 5.15.0 or later.

Note

- System administrators can change the wording (such as "Like") of this respond feature. For details, refer to Changing the Label for "Like" in Administrator Help.

How to Respond to Text/Comment

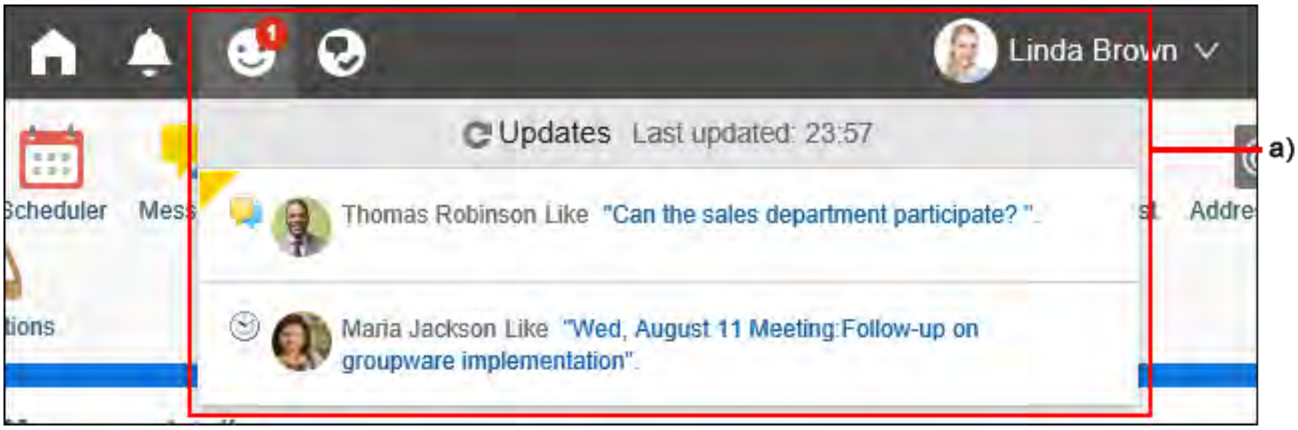
Under the body text or comment where you want to respond, click "Like".
Depending on how your system administrator configured the label, you might see a different label than "Like".
To cancel your response, click "Not Like".



a): List of users who have responded is shown when you click it.

Checking Responses to Your Comments

You can check the "Like" responses to your comments on the header.



a): Clicking this icon displays a list of the "Like" responses to your comments.

1.12. How to Use Mentions

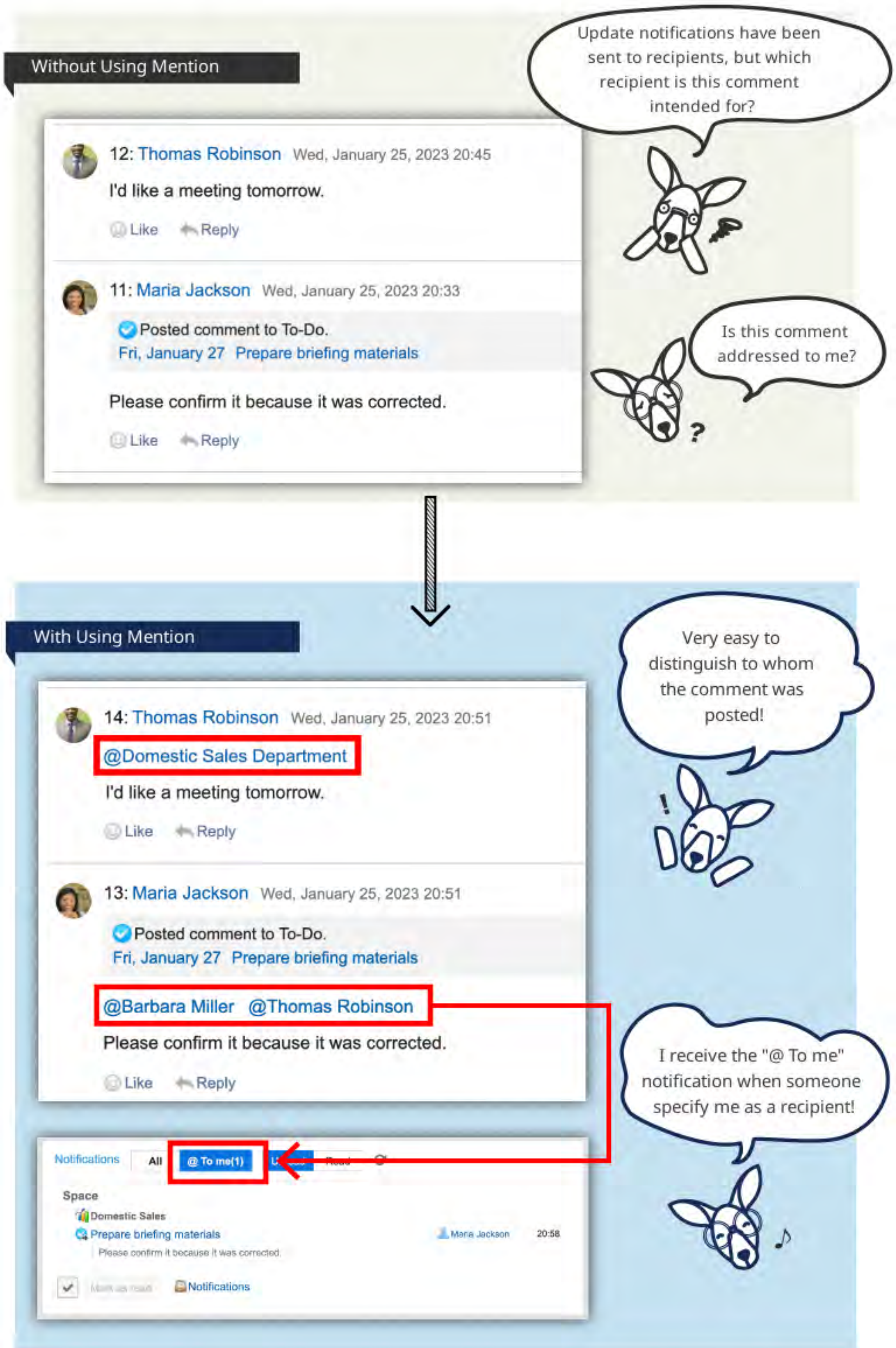
This section describes how to use the mention feature.
With mention feature, you can specify specific users as the recipients of your comment.

Example of Using Mention Feature

You can use the mention feature in the following situations.

- When you want the users who receive many update notifications not to miss your comment.
- When you want the users to read comments who disabled the notification or who are not the recipients of the notifications.

Users who are not specified as recipients can also view the comments. As a result, even non-recipient users can easily distinguish the recipients of posted comments.
Moreover, when specified as a recipient, "@ To me" notifications are displayed in "Notifications" in addition to regular update notifications.



Applications Where You Can Use the Mention Feature

You can use this feature in the comment field of the following applications.

If you want to specify recipients individually, you can select users, organizations, and roles.

- Space discussions
- Scheduler:

  Available in Garoon version 5.5.0 or later.

In Scheduler, in Garoon version 5.15.0 and later, you can specify all attendees as recipients using "@Attendees".

- Messages
- MultiReport:
  Available in Garoon version 5.15.0 or later.

Mentioning the Recipients

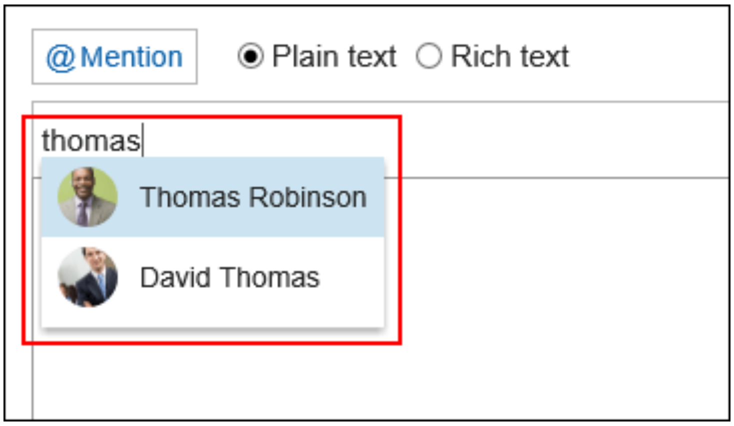
Specify recipients individually.

This section describes the steps using the screenshots of the application other than Scheduler.

Steps:

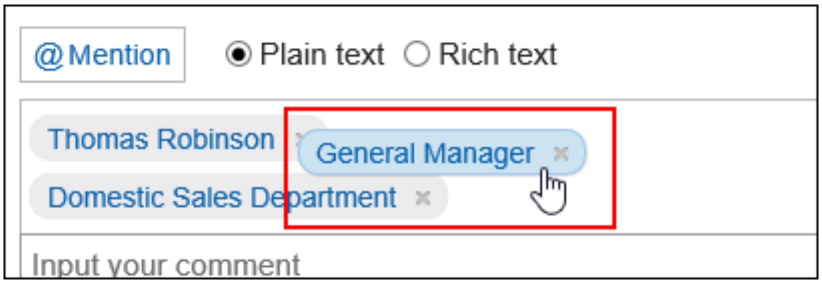
1. **Display the comment field of applications where you can use the mention feature.**
2. **Click "@Mention" to display the recipients field.**

3. **Enter the user name in the recipient field and specify the recipients.**
   When you start entering the recipient information, the suggestions for recipients are displayed.
   For details, refer to Conditions under Which Suggestions of Recipients Are Displayed(48Page).



4. Confirm the specified recipients and the display order.

You can change the order of recipients by drag and drop.



You can delete the specified recipients by mousing over the specified recipients and clicking 

.

5. Enter a comment and click "Post".

Note

- You can check who belongs to the recipient "organizations" or "roles" in the following ways.
  - If the recipient is an organization:
    When you click the organization that you have specified as the recipient, you can check who is in the organization.
    You can also check which users belong to the organization by selecting the organization in the user list.
  - If the recipient is a role:
    By clicking the specified role, you can check who has been assigned to the role.

- If the recipient is a user, you can click the user to check its profile.

Conditions under Which Suggestions of Recipients Are Displayed

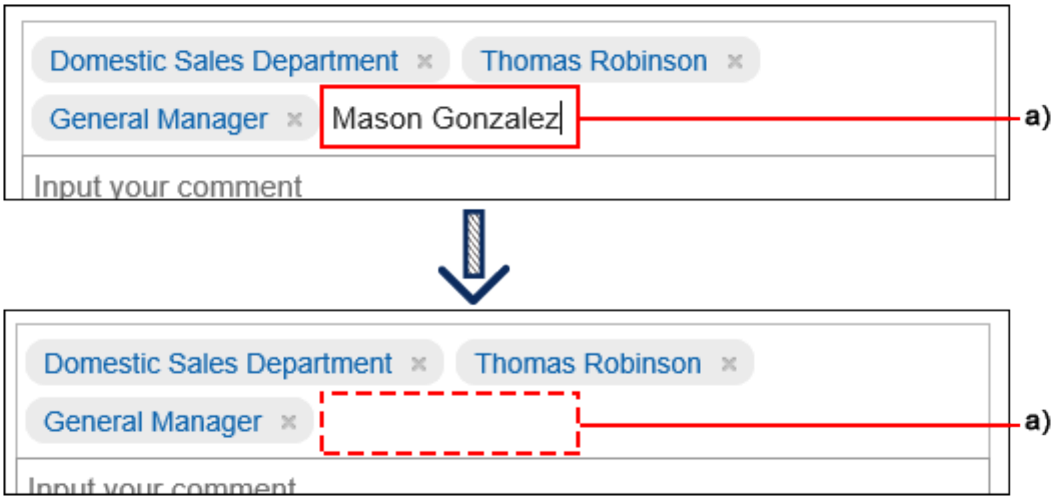
When you start entering a part of the following information in the recipients field, the suggestions for recipients are displayed. Up to 20 suggestions for recipients are displayed in the following order: users, organizations, and roles.

- If the recipient is a user:
  - Name (Standard)
  - English spelling
  - Pronunciation
  - Login name
  - E-mail address
- If the recipient is an organization:
  - Organization name data
  - Localized display names
- If the recipient is a role:
  - Group (role) name

If the Recipient Was Specified Incorrectly

Mention feature requires you to specify the recipients from the suggestions based on the characters you entered.

Addresses that are not specified correctly, such as users who do not have accounts in Garoon, are deleted from the input field and cannot be used as the recipients.



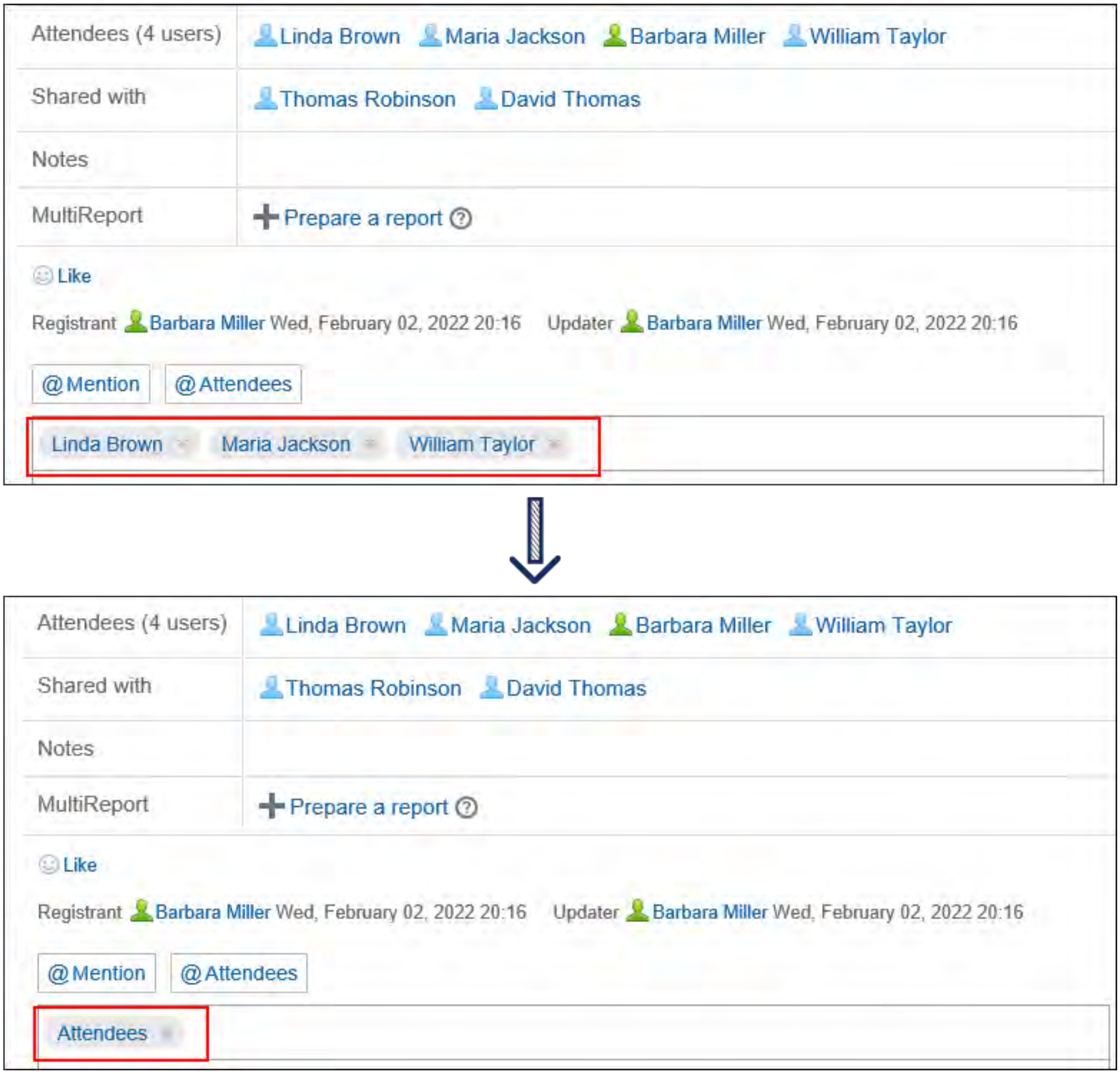
a): Recipients who have been deleted from the input field

Specifying All Attendees as Recipients

Update Information

- With Garoon version 5.15.0 and later, you can use "@Attendees" in the comment for an appointment.

In Scheduler, you can specify all attendees for an appointment by using "@Attendees".
With this, you do not need to type each attendee as a recipient one by one.



- Notifications:
  All appointment attendees will receive "@To me" notification.
  However, if an organization is included in the appointment attendees, users who belong to the organization will not receive notifications.
- Attendance:
  In the case of appointments with response requests enabled, attendees who already chose not to attend or have not answered yet will also be included in the "@Attendees" recipients.
- Shared with:
  The "Shared with" users are not included in the "@Attendees" recipients.

Steps:

1. **Display the comment field in Scheduler.**
2. **Click @Attendees.**

3. **Enter a comment and click "Post".**

Checking the Mentioned Notifications

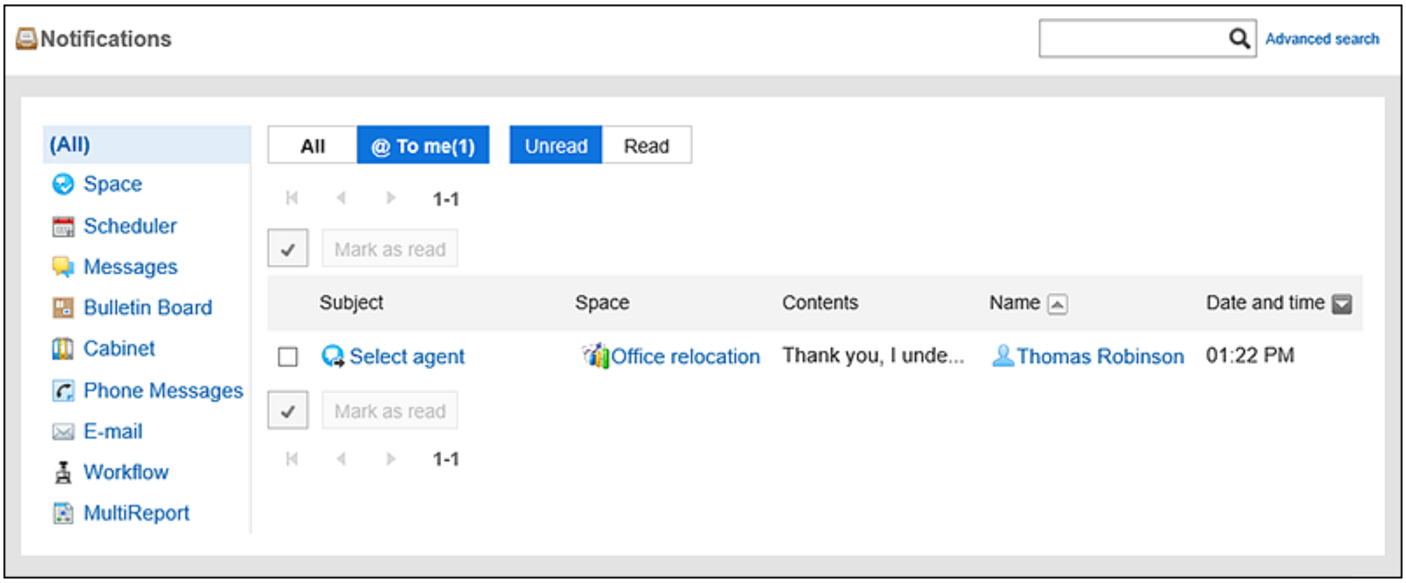
You will be notified when you are mentioned using one of the following.

- Name
- Organizations you belong to
- Roles that you have set
- Participants:
  When "@Attendees" is specified for the appointment you participate.

Notifications that you have mentioned yourself are not notified.

To Check Notifications in "Notifications"

"Notifications" is an application that allows you to check notifications on updates for each application.
By writing a comment by mentioning the recipient, the users specified as the recipients can filter only the notifications addressed to them in the list.
For details on the "Notifications", refer to the explanation on checking the notifications(1012Page).



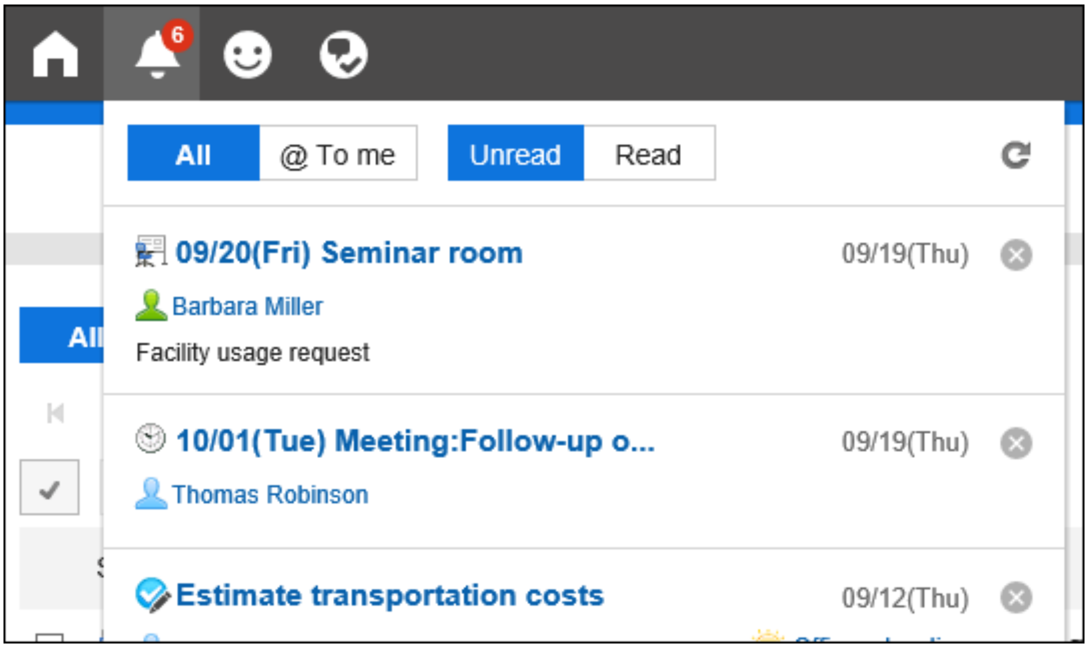
To Check Notifications Using the "Notifications" Portlet

If your system administrator or users have set up the "Notifications" portlet in the portal, you can check the notifications on the top page.

For details of the "Notifications" portlet, refer to "Notifications" Portlet.

Note

- The notifications are also displayed in the header.



1.13. Keyboard Navigation

This section lists the keyboard shortcuts you can use in Garoon 5.15.0 or later.

The keyboard shortcuts are available in the following applications.

Bulletin Board

You can use the keyboard shortcuts for the categories displayed on the following screens.

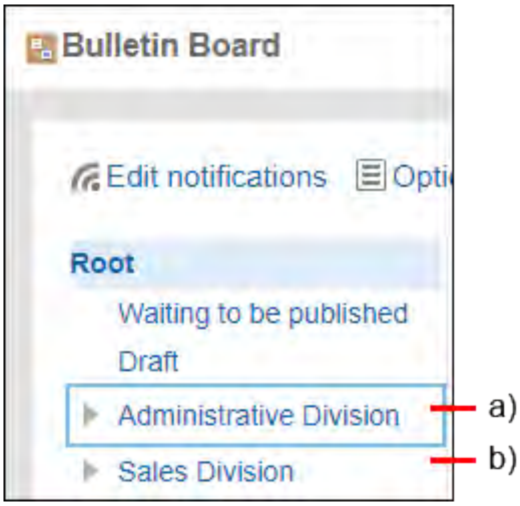
- Users
  - "Bulletin Board" screen
  - "Edit notifications" screen
- System Administration
  - "Category settings" screen
  - "Edit user rights" screen
  - "Copy user rights settings" screen
  - "Operational administrators" screen

- "Copy notification settings" screen

Keyboard Shortcuts for Moving Focus

When an actionable element is focused, it is enclosed with a frame border.

The elements described here refer to items such as links and buttons that can receive focus.



a): Is focused

b): Is not focused

Bulletin Board

Action	Keyboard shortcut
Move focus to the next element	TAB key
Move focus to the previous element	Shift + Tab
Move focus downward among categories	Down arrow key
Move focus upward among categories	Up arrow key
Move focus to one subcategory below	Right arrow key
Move focus to one subcategory above	Left arrow key

Note

- If you have viewed a list of topics before, you will see the focus on the category you selected most recently when you view the list next time.
  However, if you log out and log in again, the focus goes back to the "Root" category.

Keyboard Shortcuts for Expand/Collapse Operation

Bulletin Board

Action	Keyboard shortcut
Expand collapsed categories	Right arrow key
Collapse categories	Left arrow key

Keyboard Shortcuts for Selection

Bulletin Board

Action	Keyboard shortcut
Select a category currently focused	Enter or Space key
Select a checkbox currently focused	Space key
Clear a checkbox currently focused	Space key

1.14. Garoon Icons

This section describes the icons used in Garoon.

Organization icon

Icon	Description	Remarks
	Organization	
	Appointment of organizations	Icon for Scheduler.
	Organization	Icon for the mobile view.
	Appointment of organizations	Icon for Scheduler for the mobile view.

User Icons

Icon	Description	Remarks
	Users who are logged in	
	Users other than the logged-in user	
	Inactive users	
	Users who are not allowed to use the application.	

Role Icons

Icon	Description	Remarks
	Roles (groups)	
	Roles (groups)	Icon for the mobile view.

2 chapter Personal settings

This section describes the personal settings of Garoon.

References

- Changing Your Password(58Page)
- Editing User Profile(61Page)
- Setting Display Fields and Input Fields(80Page)
- Setting up the Screen Design(85Page)
- Show Application Menu(97Page)
- Display Language Settings for User Names and Character Encoding Settings for E-Mail Notifications(125Page)

2.1. Changing Your Password

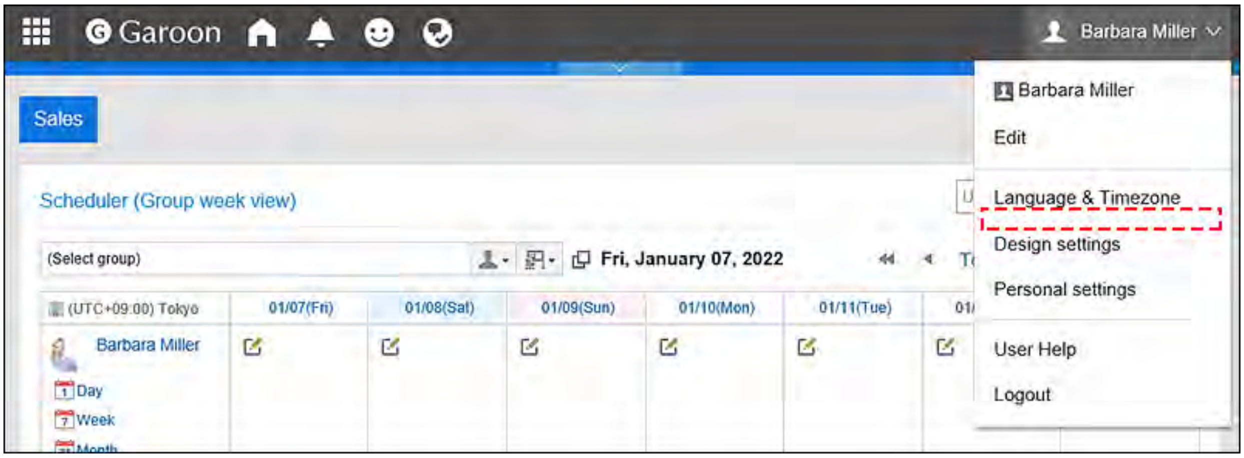
Change the login password.

The default password is set by your system administrator.

To use Garoon for the first time, we recommend that you change your login password.

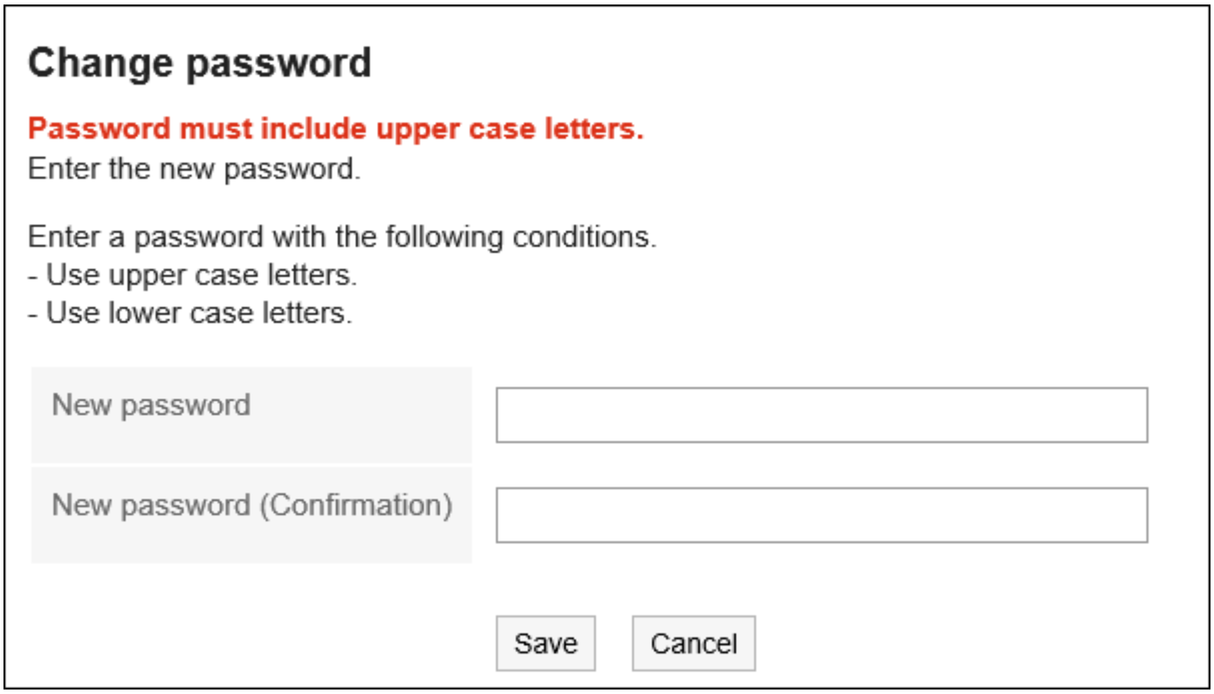
Note

- You might have certain restrictions on changing passwords depending on the settings configured by your system administrator.
    - Cannot find **Change password**:
      The "Changing passwords in personal settings" option is disabled.



- Cannot change the password as I desire:

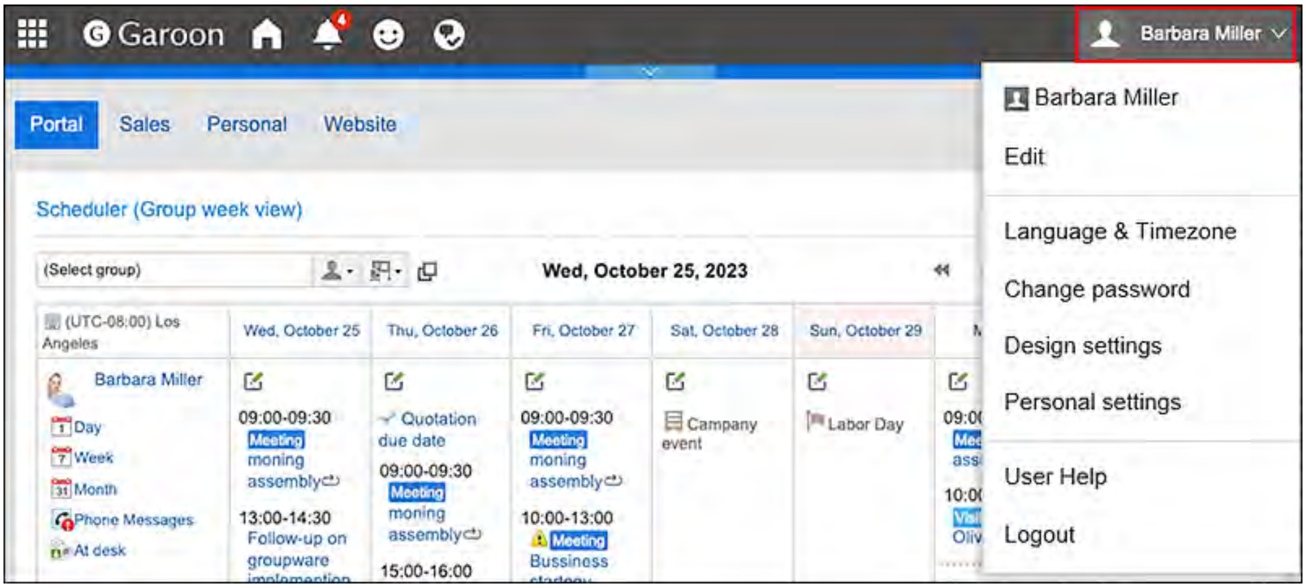
  There are limitations, such as the minimum number of characters and the types of characters available to use.



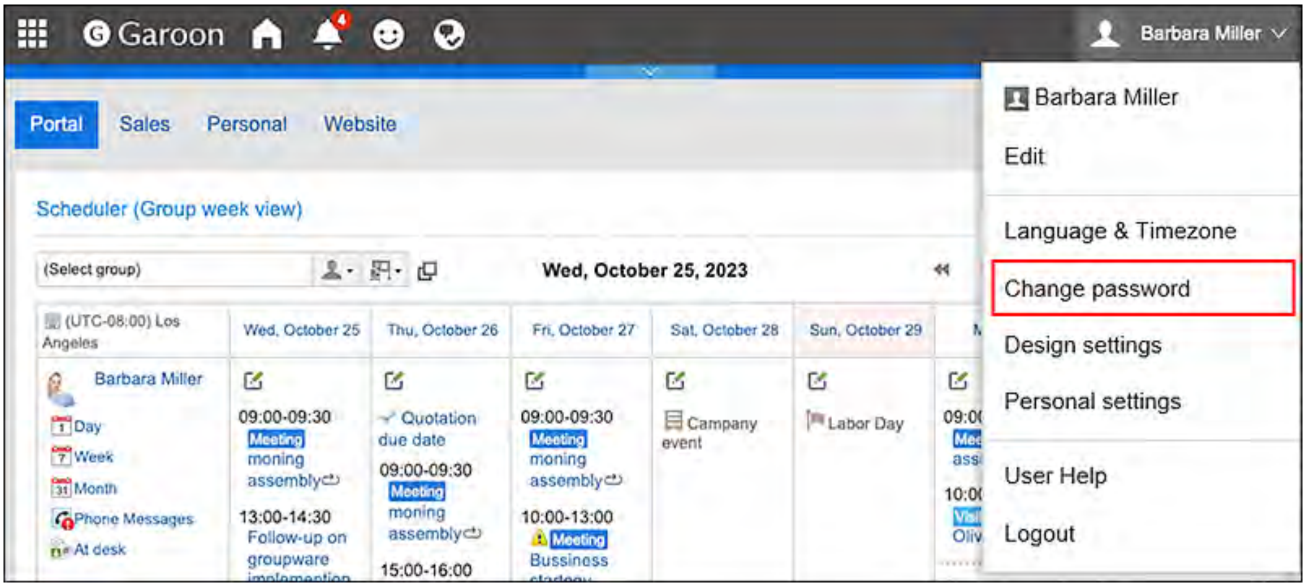
If you want to change your password, ask your administrator to do so. For details, see the password restrictions.

Steps:

1. Click User name in the header.



2. Click the item to change passwords.

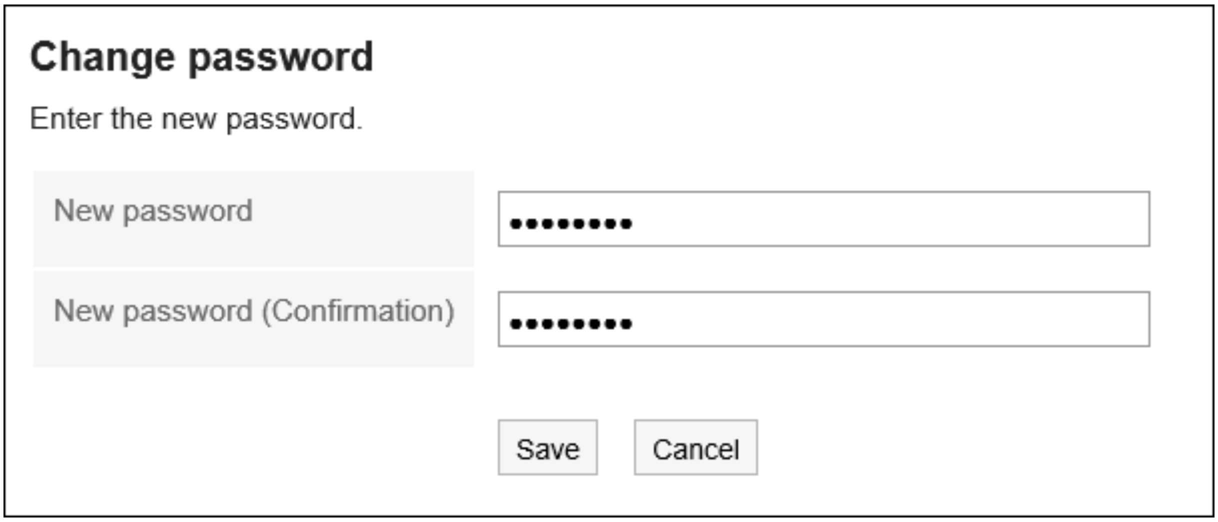


You can also access the "Change Password" screen from "Personal settings".

1. Click "User Name" on the right side of the header.
2. Click **Personal settings**.
3. Click **Common settings**.
4. Click **Users**.
5. Click the item to change passwords.

3. **On the "Change Password" screen, enter the new password twice, and then click "Save".**

   Please note that the password expiration date will not be reset if you enter the same password as the current one.

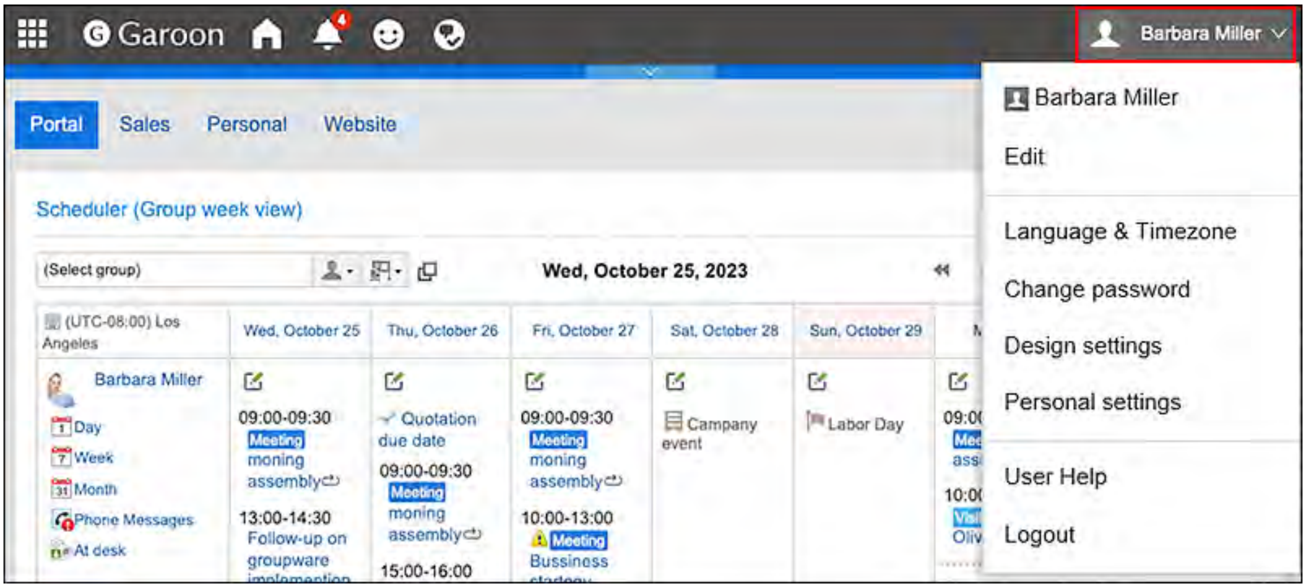


2.2. Editing User Profile

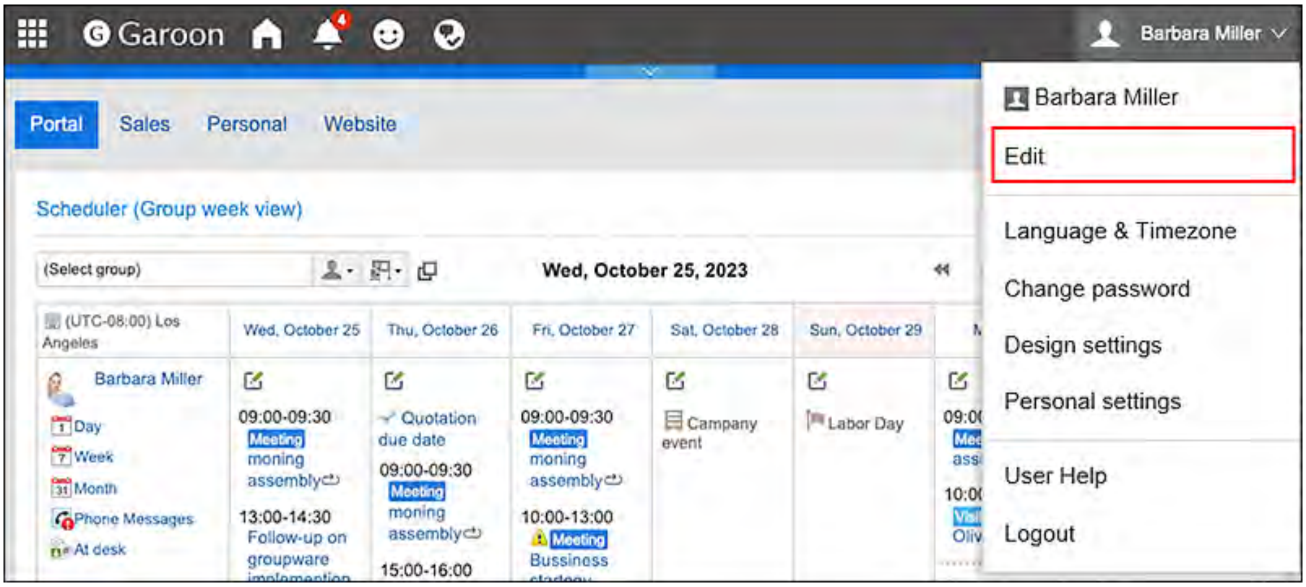
Change your user details such as your e-mail address or the contact information.
Depending on your system administrator settings, you may not be able to change some of the items in the user information.

Steps:

1. **Click User name in the header.**



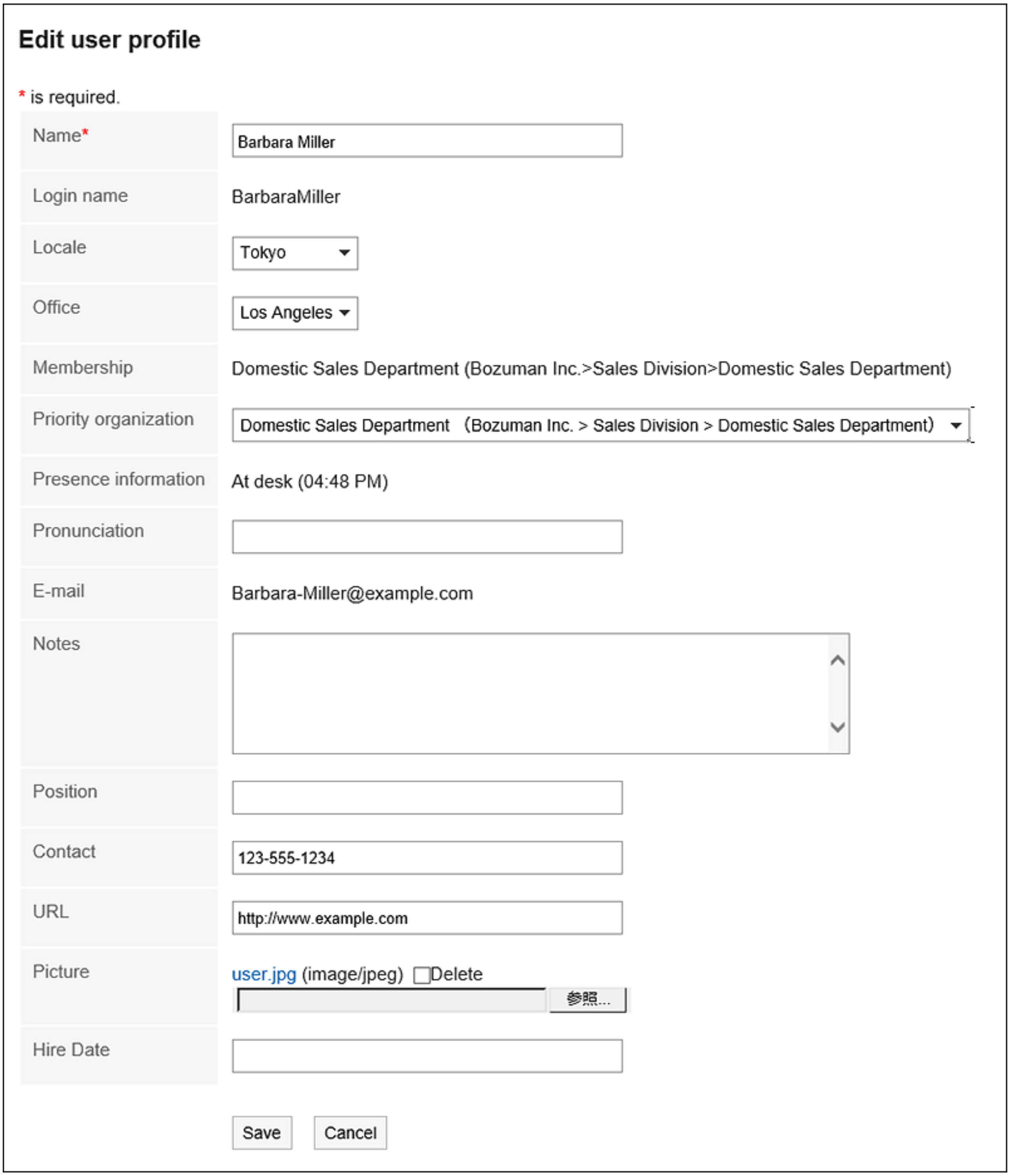
2. Click "Edit".



3. On "Edit user profile" screen, change the fields as necessary.

- Name:
  - Standard:
    Set the default user name and language.
  - English spelling:
    English spelling of the user name.
- Locale:
  The locale that is used by the user. For details, see Locale Settings(127Page).

- Office:
  This is the office that is used by the user. For details, see the Office Settings(120Page) section.
- Priority organization
  It is the organization with priority which is displayed on top when you select users for viewing appointments and selecting recipients of messages.
- Pronunciation
  Enter the pronunciation of the name.
- E-mail
  Enter an e-mail address.
- Memo
  Enter the notes that are displayed on the profile screen.
- Job title
  Enter the job title in the organization.
- Contacts
  Enter the contact information such as phone numbers and extension numbers.
- URL
  Enter the URL of a Web page related to you.
- Picture
  Set up your profile picture.
  If your system administrator allows you to view the profile image, the registered images are reflected in the user icon which is shown in phone messages and user list.



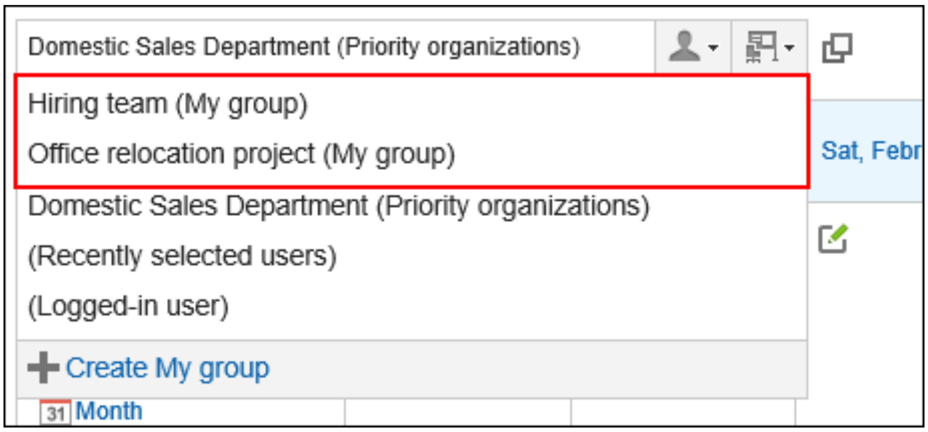
4. Confirm your settings and click Save.

Note

- If the English spelling of the user name is displayed even though you have set the default user name, add the language that is the same as the default user name in the item for setting up the language to show the user name field.
  For details, see Display Language Settings for User Names and Character Encoding Settings for E-Mail Notifications(125Page).

2.3. My Group Settings

You can include the frequently specified users into My Group. My Group is accessible only for the user who created it.



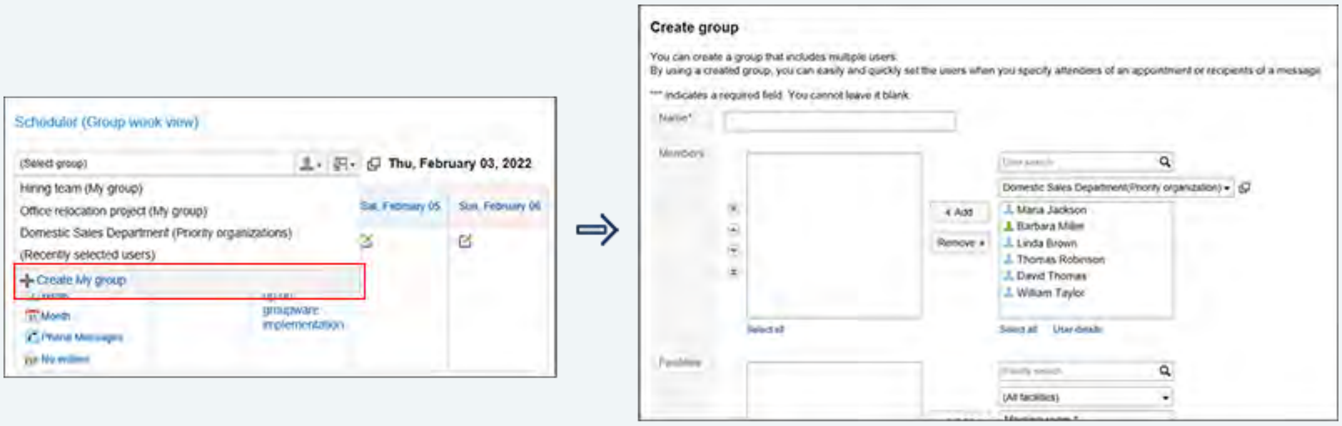
You can use My group in the following ways:

- Include projects that span across multiple organizations or users who work together frequently to My group, in order to quickly and easily select the target users.
- My group can be used when selecting users whose appointments you want to view in Scheduler, or when setting up recipients for messages.

The shortest way to the "Add My group" screen from Scheduler

With Garoon version 5.15.0 or later, you can move to the "Add My group" screen directly from the Scheduler screen.

Click **Create My group** at the bottom of the drop-down list for selecting whose appointments you want to show.



In the following screens, the "Add My group" action link appears at the bottom of the drop-down list, from which you can select users/organizations to show their schedules.

- "Group day" view screen
- "Group week" view screen
- "Day" view screen
- "Week" view screen
- "Scheduler (Group Day View)" portlet
- "Scheduler (Group Week View)" portlet

Adding My Groups

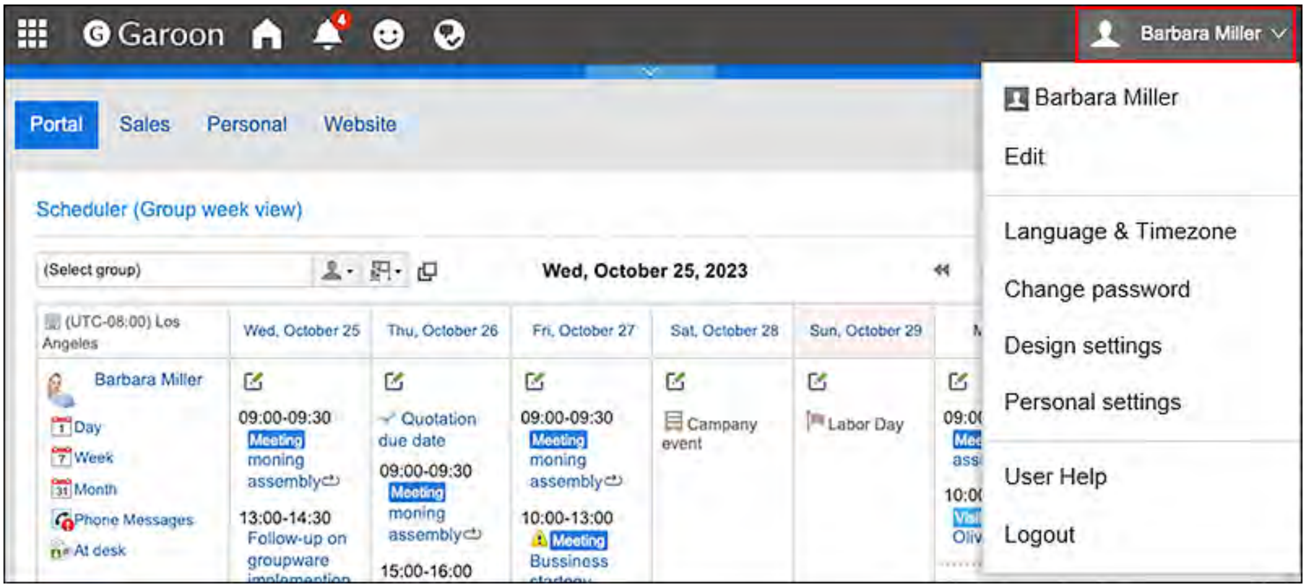
Add My Group.

Watch Video

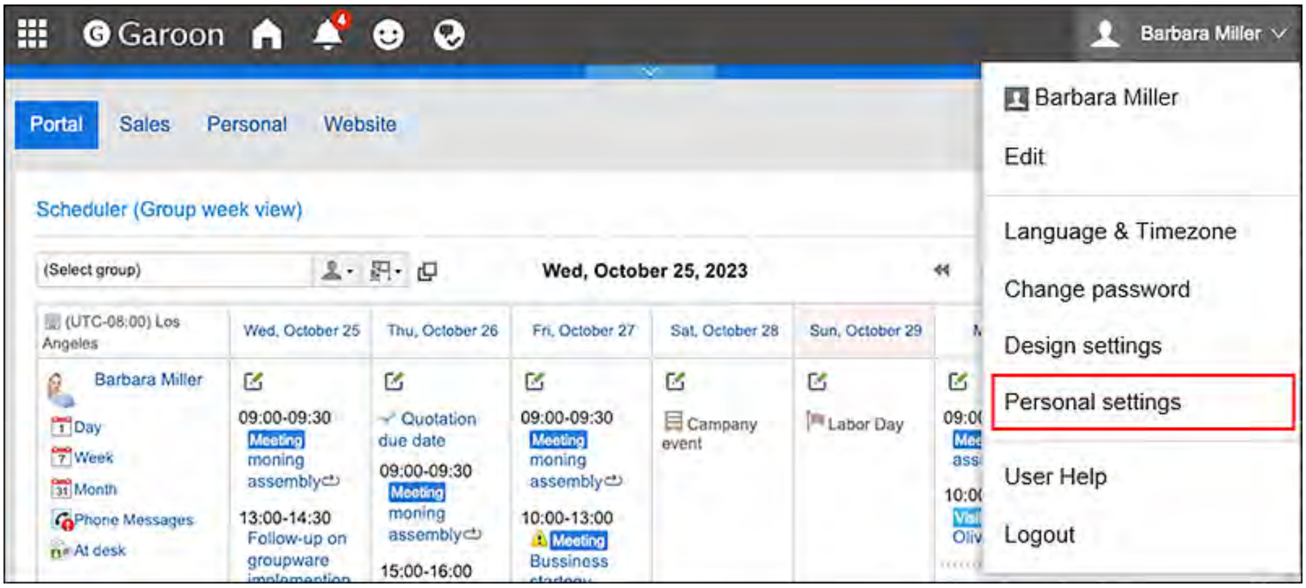
- For steps to add My groups, also refer to Creating a Group That Contains Users You Frequently Use to Select (My Group)(297Page) video.

Steps:

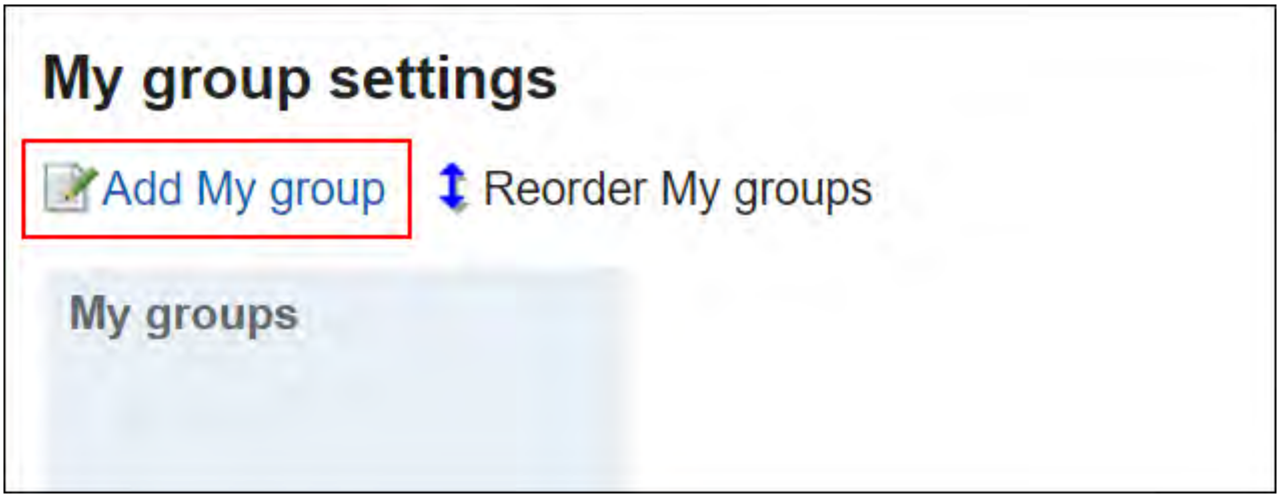
1. **Click User name in the header.**



2. **Click Personal Settings.**



3. **Click "Common settings".**
4. **Click Users.**
5. **Click My group settings.**
6. **On the "My group settings" screen, click Add My group.**



7. On the "Add My group" screen, configure the settings as necessary.

The setting fields are as follows:

- My Group name:

  The name of the My Group. Always set the name of the My Group.
- Members:

  Set up users who belong to the My Group.

  When you select a user and click "User details", the screen for user details list is displayed and you can check the details of the user information.

  You can reorder the members in the lists, if necessary.
- Facilities:

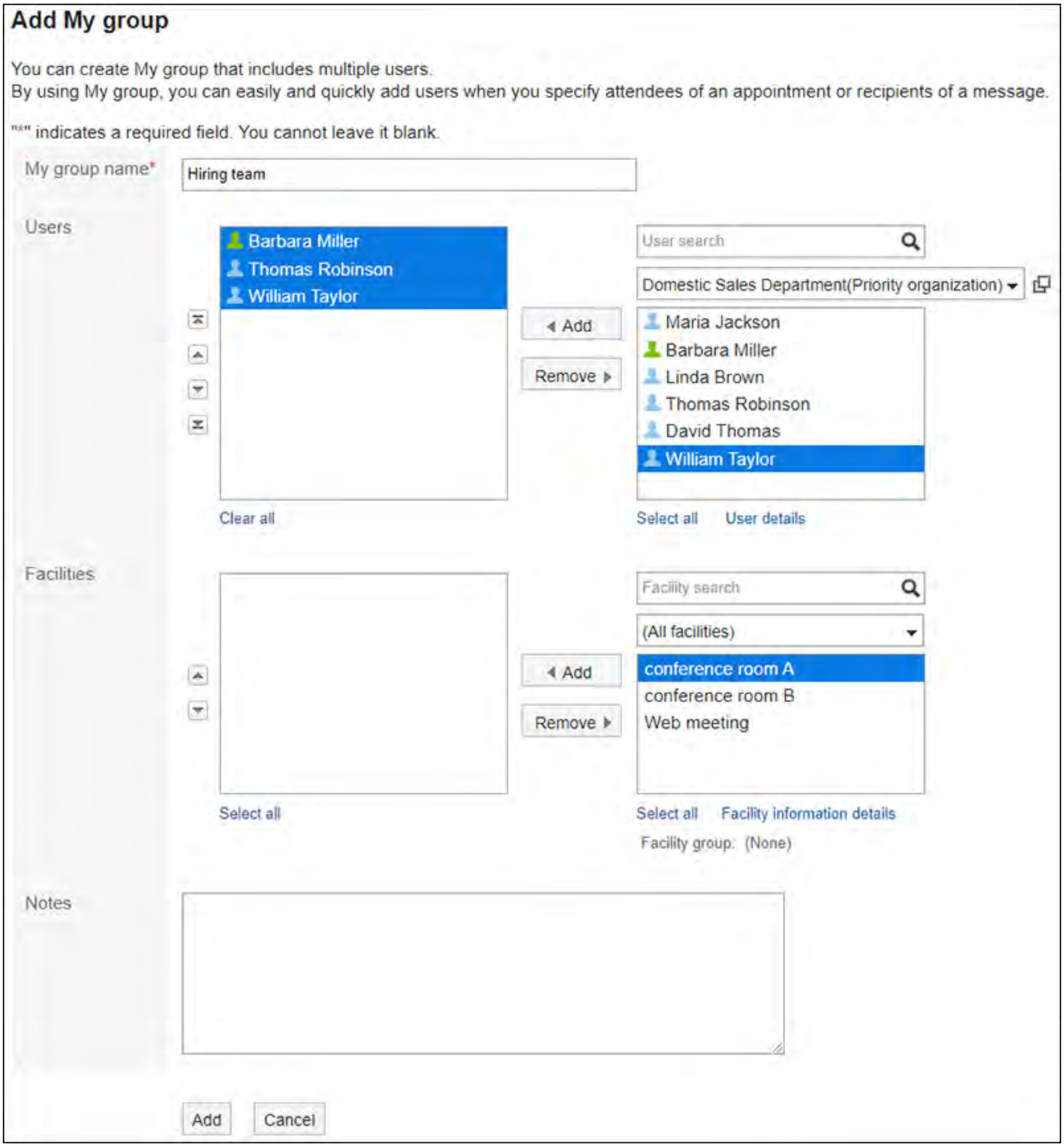
  Set up facilities that belong to the My Group.

  When you select a facility and click the item for facility information details, the screen for facility details list is displayed and you can check the details of the facility information.

  You can reorder the facilities in the lists, if necessary.
- Memo:

  Enter notes as necessary.

  The notes are displayed on the upper part of the screen on the "My group settings" screen when you select My group.



8. Confirm your settings and click Add.

Changing My Groups

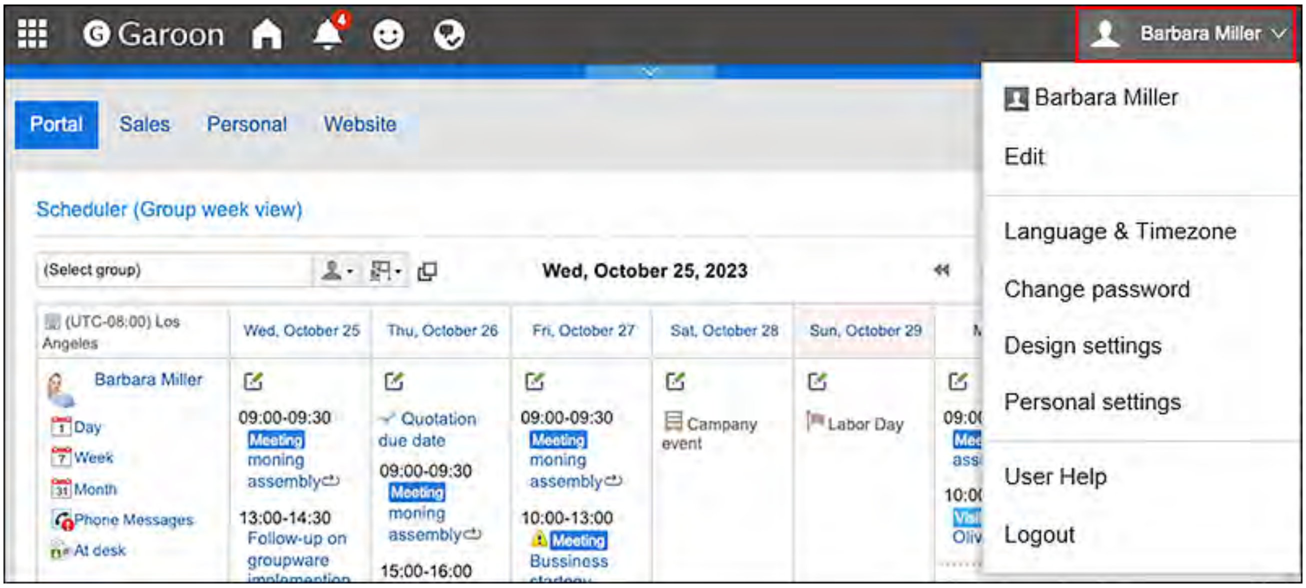
Change existing settings for My group.

You can make the following changes.

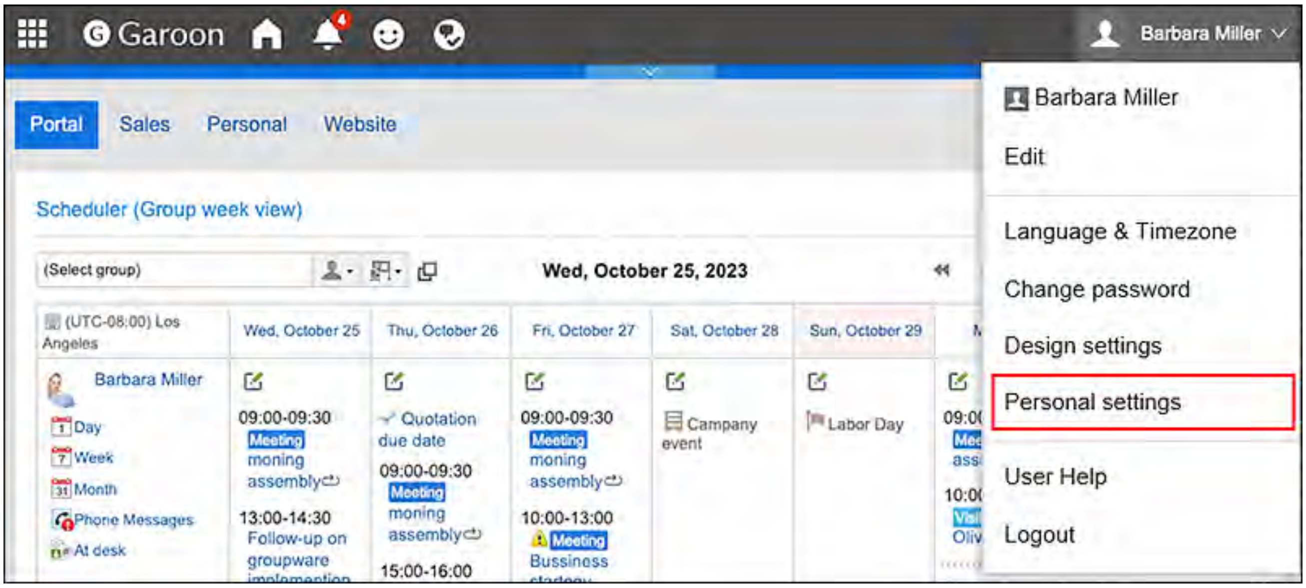
- Changing My group name
- Adding, deleting, or reordering users and facilities
- Changing the memo

Steps:

1. Click User name in the header.



2. Click Personal Settings.



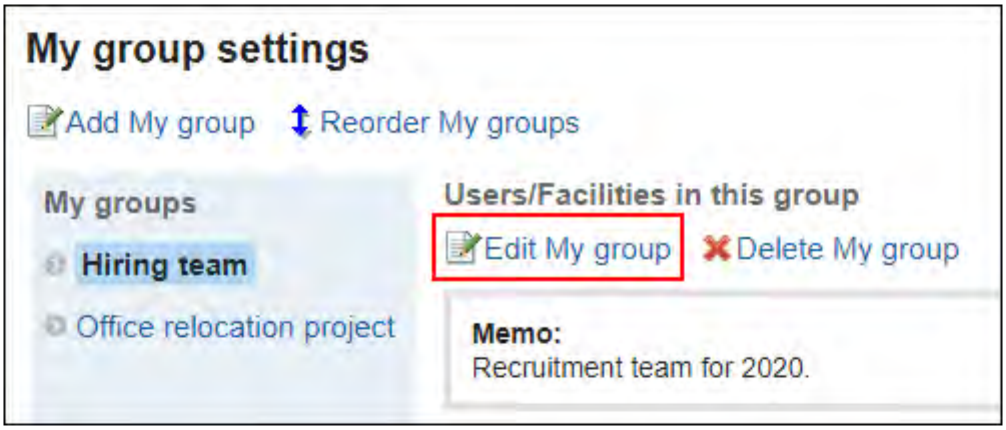
3. **Click "Common settings".**

4. **Click Users.**

5. **Click My group settings.**

6. **On the "My group Settings" screen, select the My group you want to edit, and then click Edit My group.**

   In Garoon version 5.15.0, the name of the link to move to "Edit My group" screen has changed from "Edit" to "Edit My group".



7. **On the screen to edit My Groups, configure the settings as necessary.**

8. **Confirm your settings and click Save.**

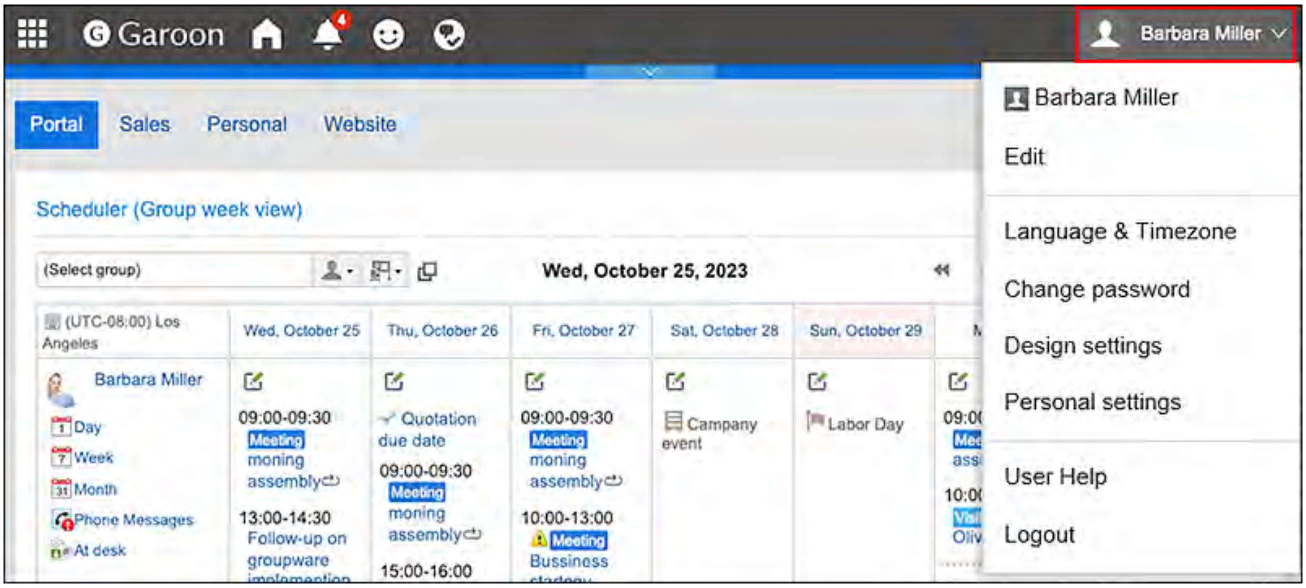
Deleting All Users and Facilities Belonging to My Group

Remove the selected members and facilities from My Groups.

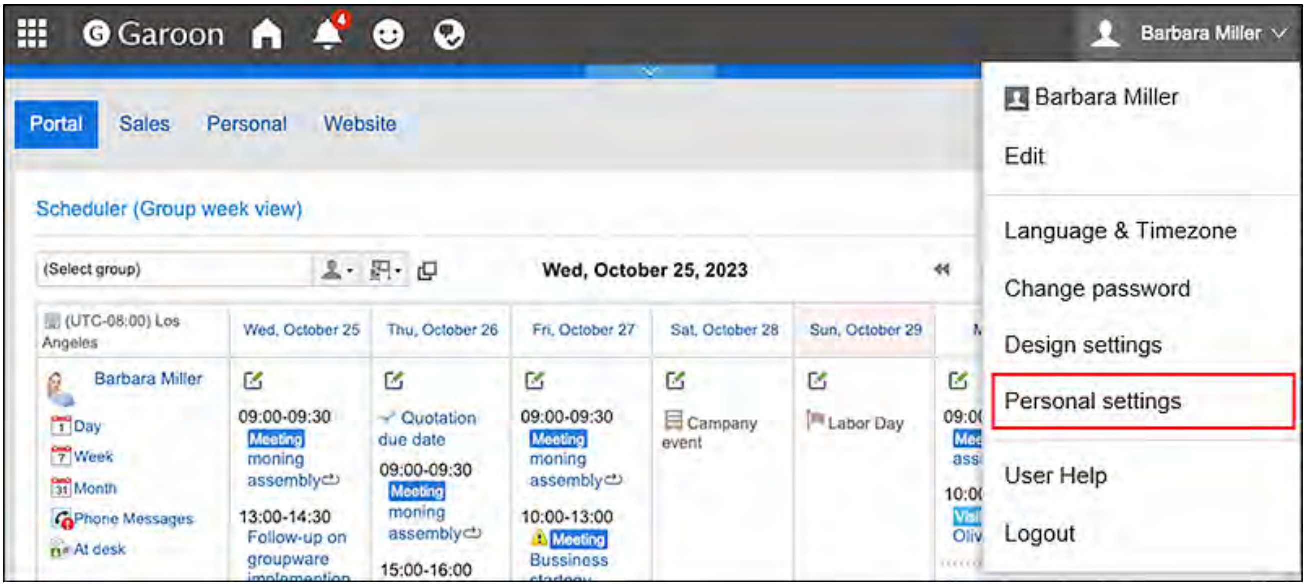
The users or facilities themselves will not be deleted.

Steps:

1. **Click User name in the header.**

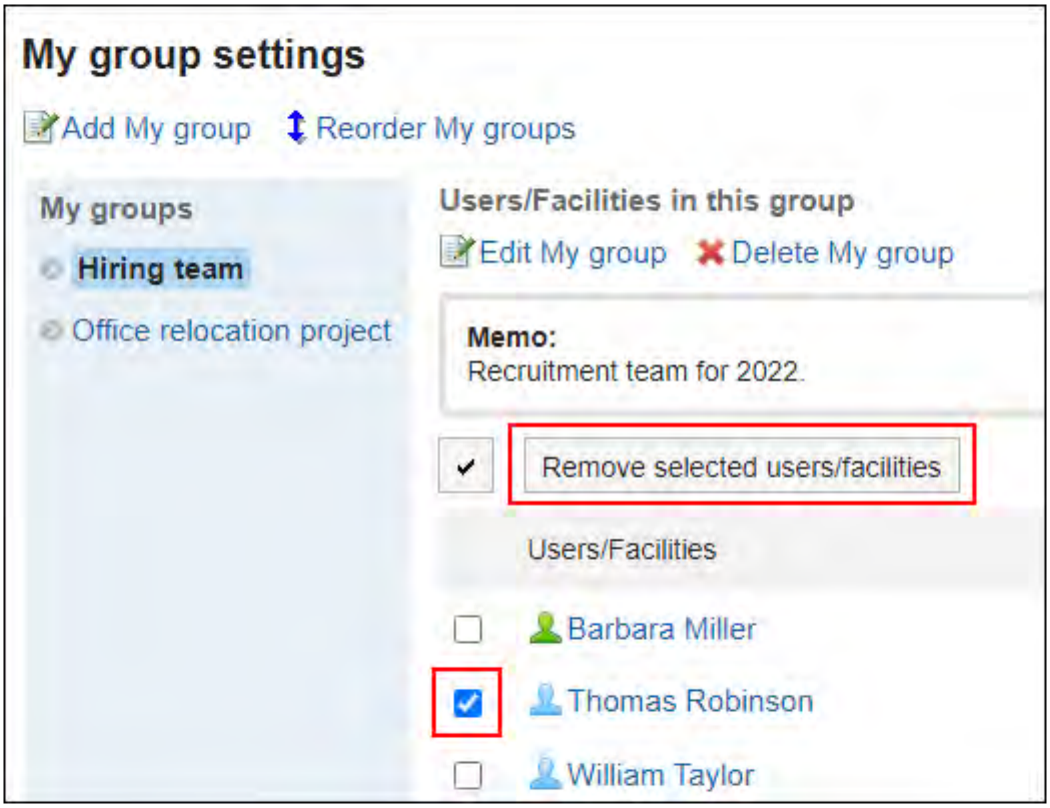


2. **Click Personal Settings.**



3. **Click "Common settings".**
4. **Click Users.**
5. **Click My group settings.**
6. **On the "My group settings" screen, select the My group for which you want to change the settings.**
7. **Select the checkboxes of the users and facilities you want to remove from the My group, and then click Remove selected users/facilities.**

In Garoon version 5.15.0, the button to delete My group users or facilities collectively has changed from **Delete** to **Remove selected users/facilities**.



8. **Click Yes on the "Remove users/facilities in the group" screen.**
   In Garoon version 5.15.0, the screen name has changed from "Remove members" to "Remove users/facilities in the group".

Reordering My Groups

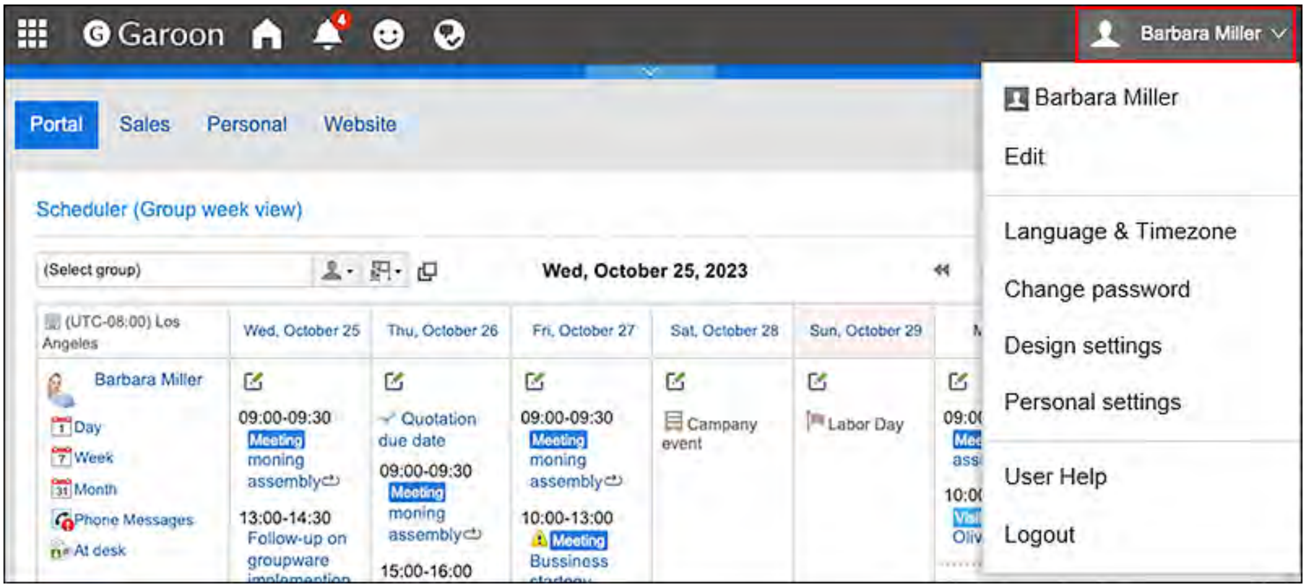
Change the order in which the My groups are displayed.

Note

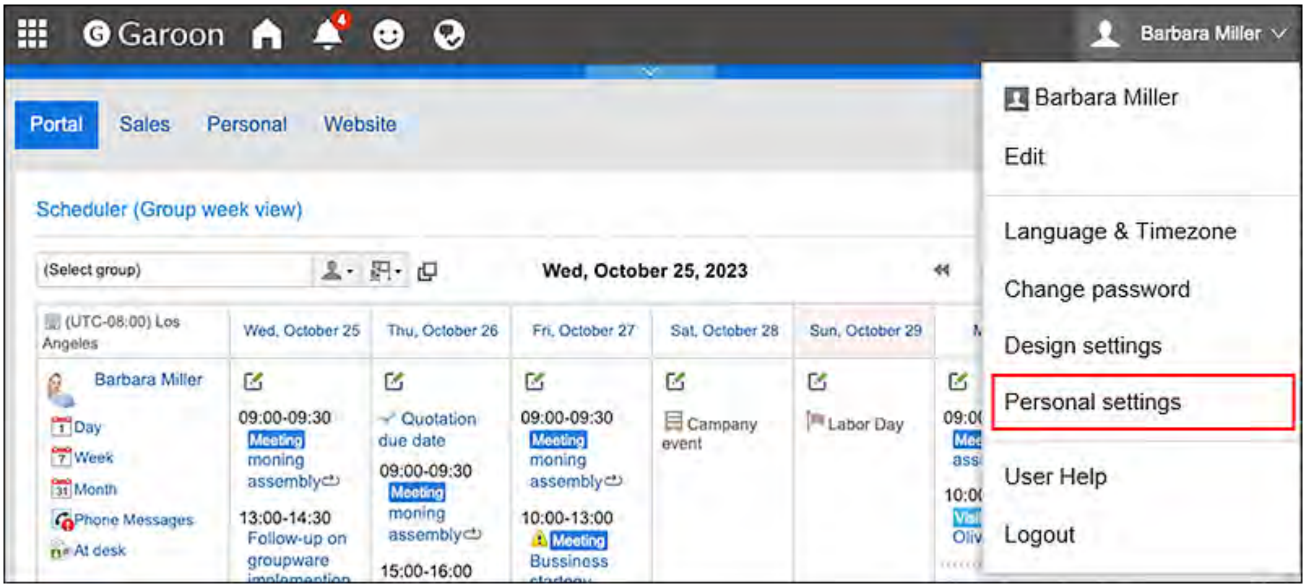
- If you want to change the order of the users/facilities that belong to My group, change My group(69Page).

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**

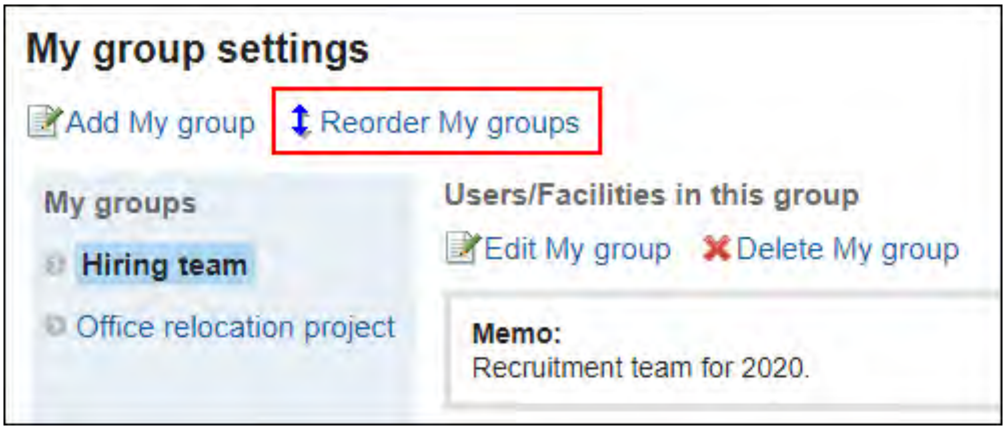


3. **Click "Common settings".**

4. **Click Users.**

5. **Click My group settings.**

6. **On the "My group settings" screen, click Reorder My groups.**



7. **On the screen to reorder My Groups, reorder My Groups.**

8. **Confirm your settings and click Save.**

Deleting My Groups

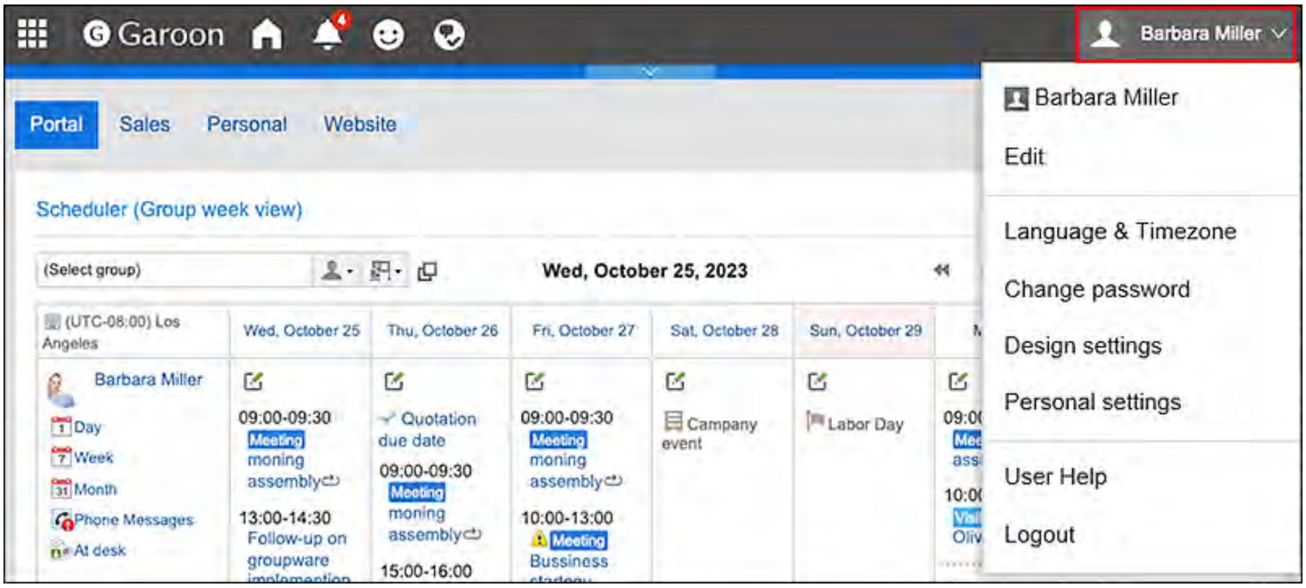
Delete My Group.

Caution

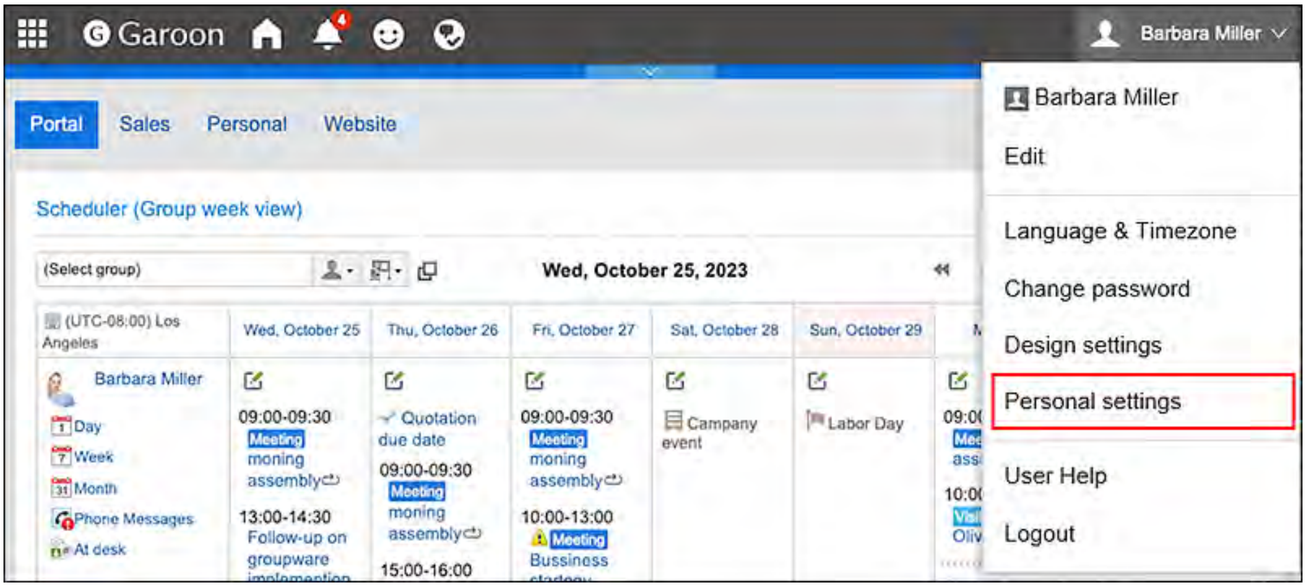
- The deleted My group cannot be restored.

Steps:

1. **Click User name in the header.**

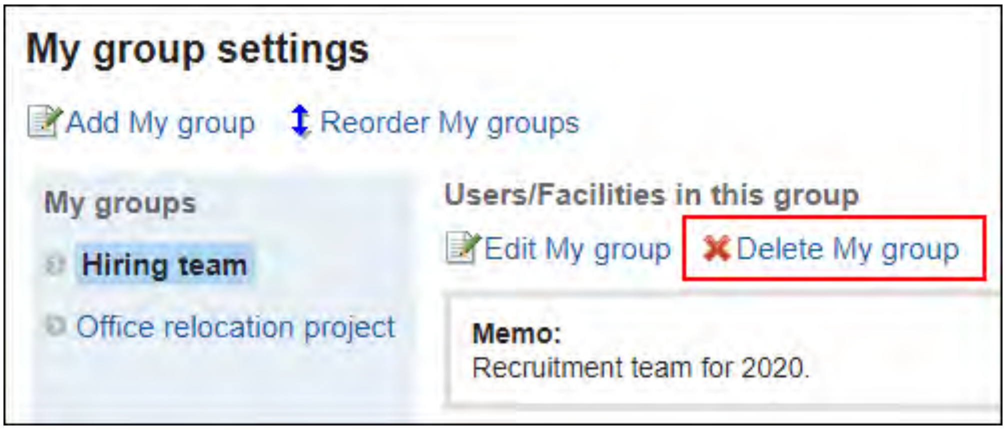


2. **Click Personal Settings.**



3. **Click "Common settings".**
4. **Click Users.**
5. **Click My group settings.**
6. **On the "My group settings" screen, select the My group you want to delete, and then click Delete My group.**

   In Garoon version 5.15.0, the name of the link to delete My group itself has changed from **Delete** to **Delete My group**.



7. **Click Yes on the delete My groups screen.**

2.4. Single Sign-On Settings

Single sign-on is a feature that allows you to login to multiple related systems by logging in one system.

When you login to Garoon, you do not need to login to the integrated systems.

Single sign-on to Garoon and other systems is set by your system administrator.

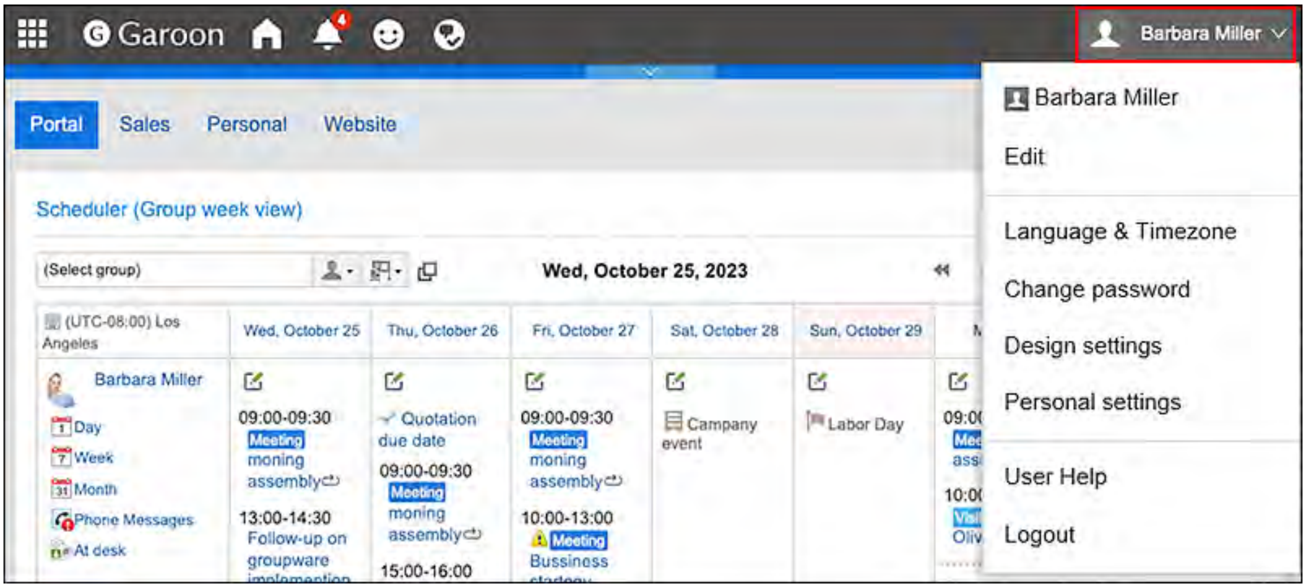
If your system administrator allows users to change single sign-on, users can change or initialize the settings on the "Personal settings" screen.

Changing Single Sign-On

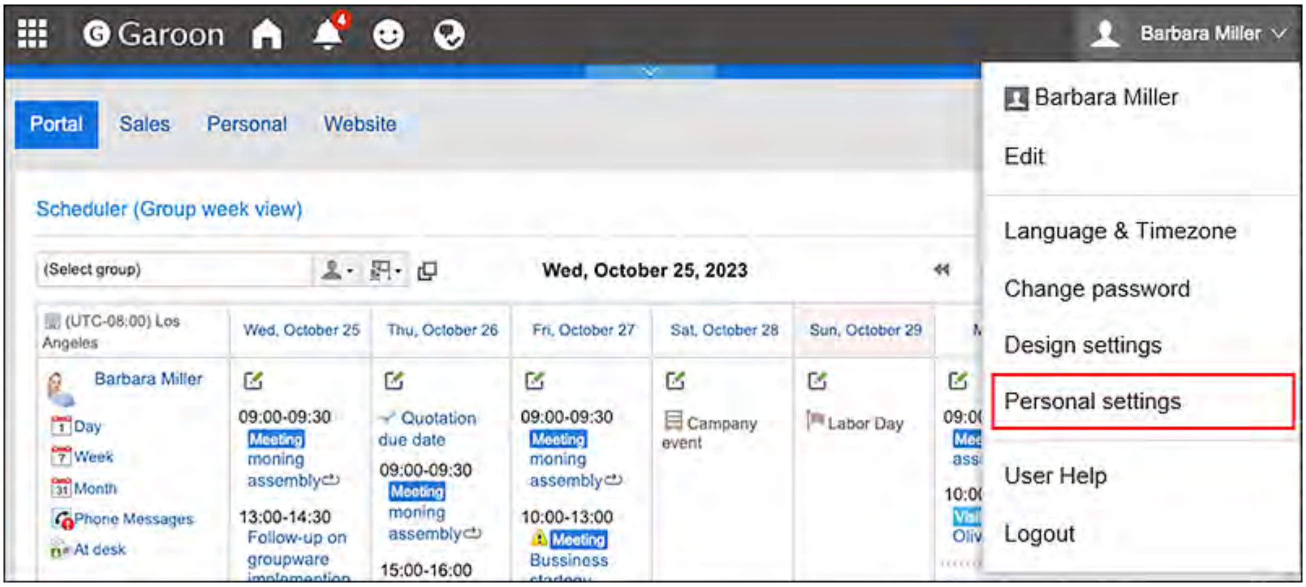
Change the single sign-on settings that are set by your system administrator.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**



3. **Click "Common settings".**
4. **Click Single sign-on.**
5. **Click the item to configure the single-sign on.**
6. **On the single sign-on settings screen, click the single sign-on name you want to change.**
7. **On the single sign-on details screen, click "Edit".**

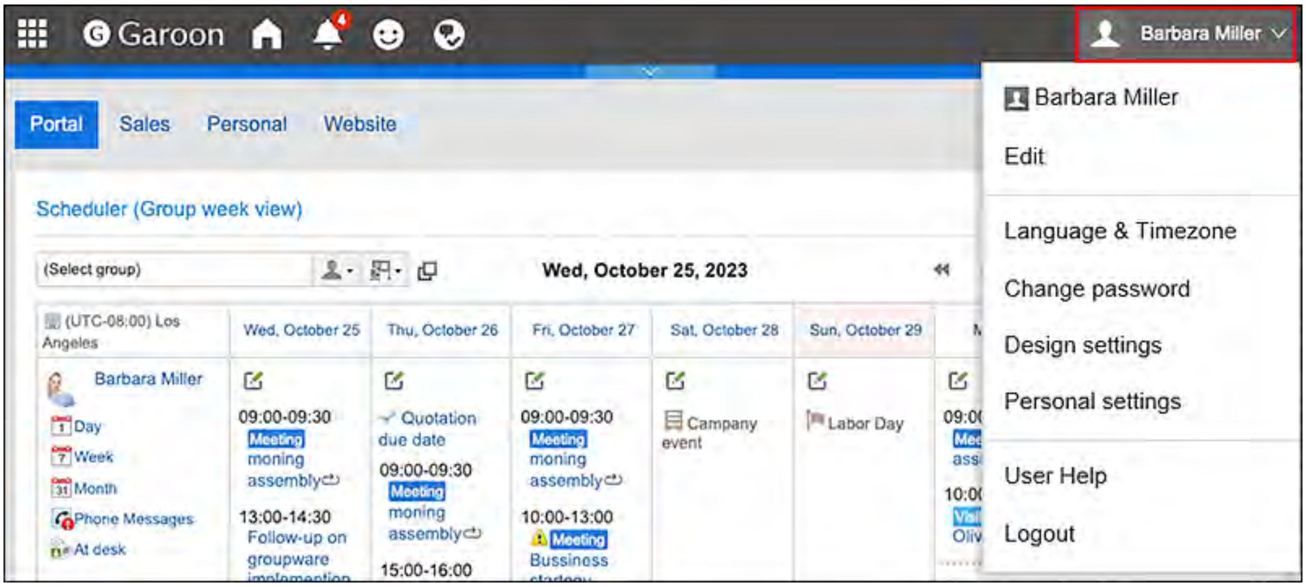
8. **On the screen for changing single sign-on settings, enter the default value for each variable and click "Edit".**
   Confirm the default value of each variable name with your system administrator.

Initializing Single Sign-On

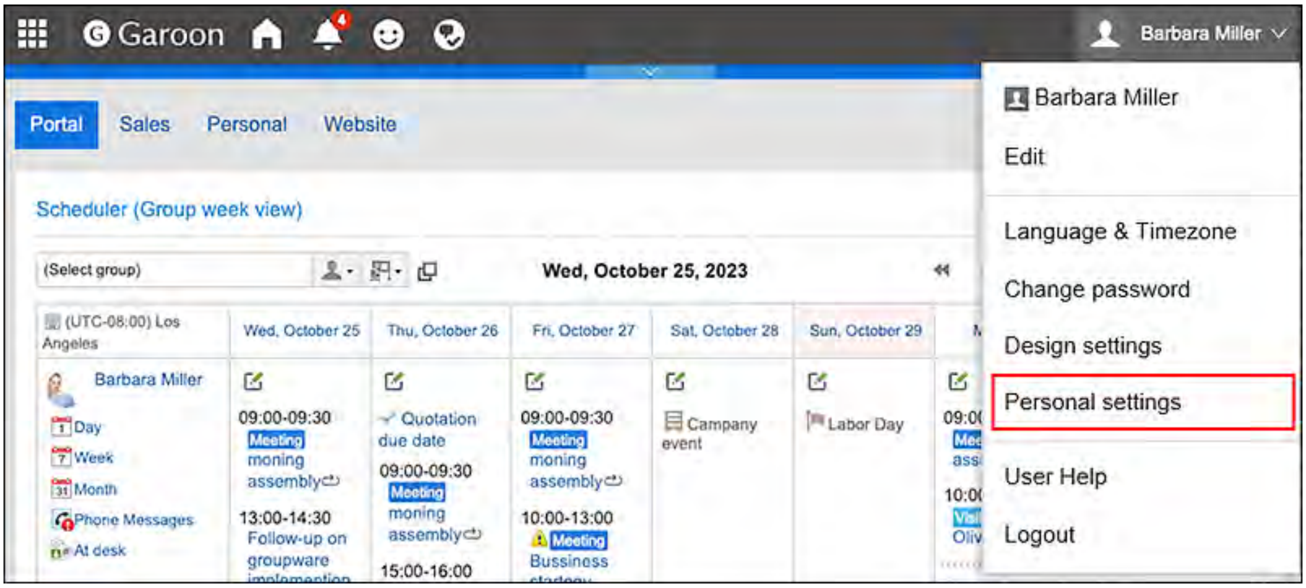
Initialize the single-sign on settings that you have changed on the "Personal settings" screen, and then revert them back to the values set by your system administrator.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**



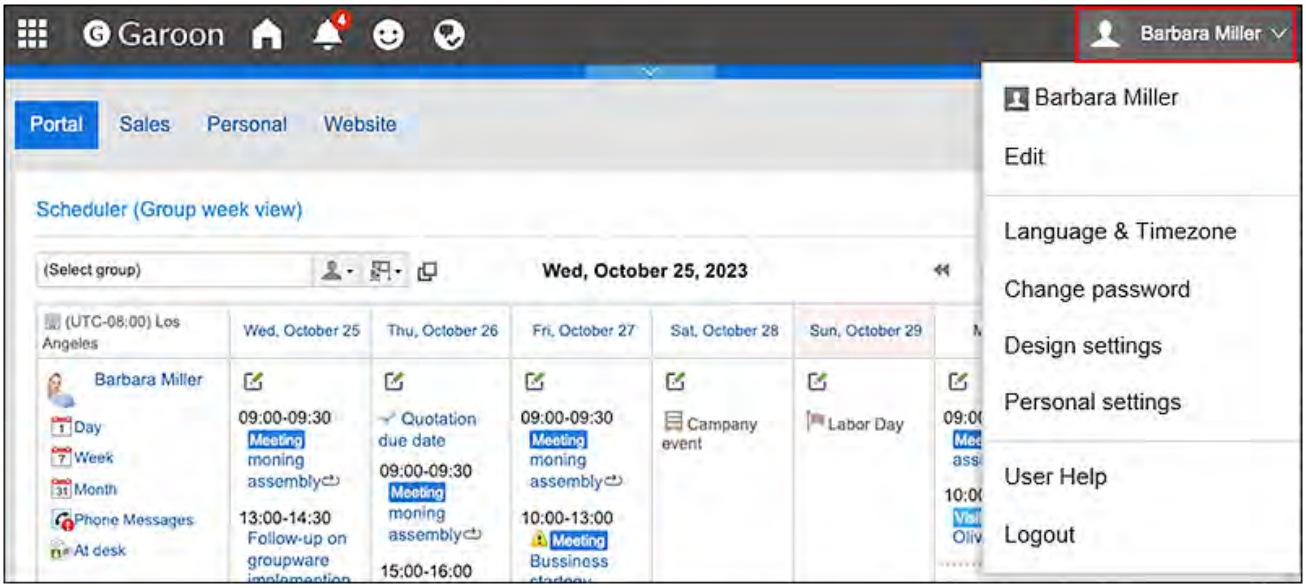
3. **Click "Common settings".**
4. **Click Single sign-on.**
5. **Click the item to configure the single-sign on.**
6. **On the single sign-on settings screen, click the single sign-on name you want to initialize.**
7. **On the single sign-on details screen, click the item for initialization.**
8. **Click Yes on the screen for initializing single sign-on.**

2.5. Setting Display Fields and Input Fields

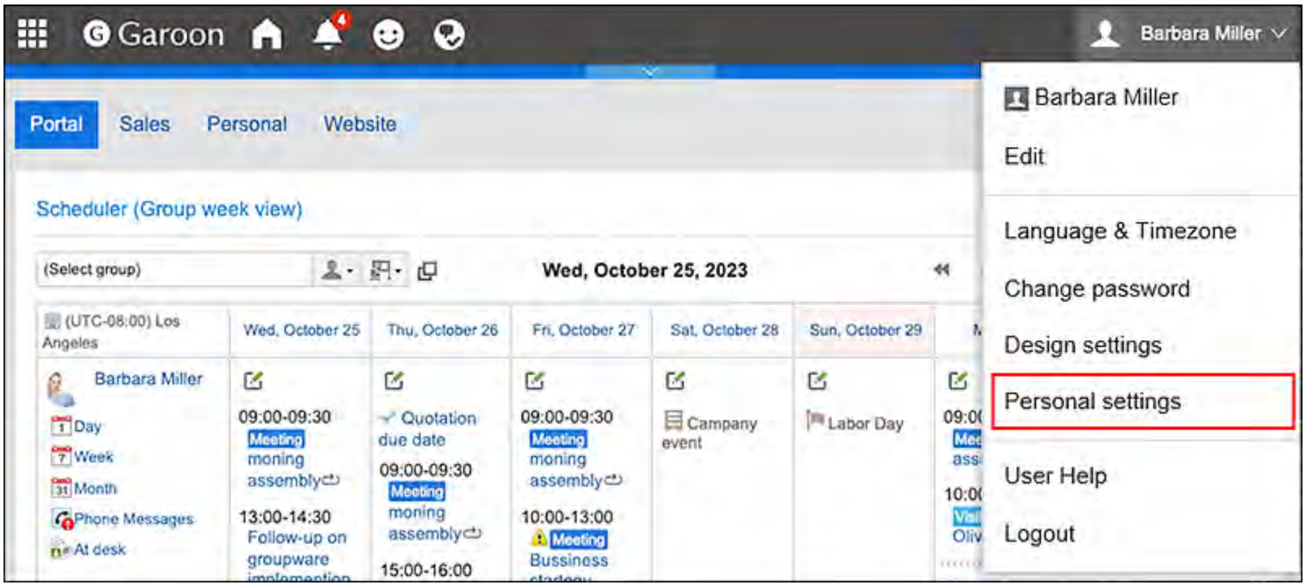
You can change and customize the configuration of screen related items, such as the number of items shown in Message and Bulletin Board or the width of the input field for the body text, to make them easier to use.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**



3. **Click "Common settings".**
4. **Click Screen.**
5. **Click General settings.**
6. **Configure the Display columns.**

   The following items can be configured for the Display columns.

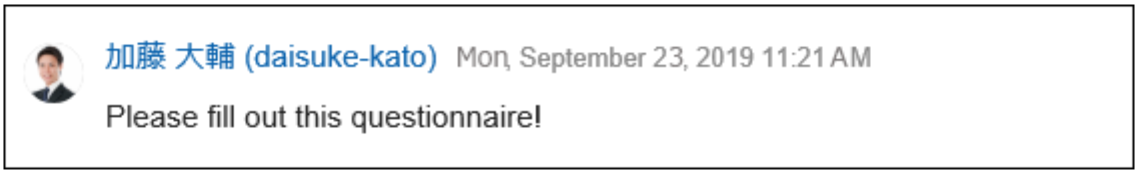
   - **Maximum number of items per screen:**

     From the dropdown list, select how many items are displayed on the list screen such as messages and bulletin board.

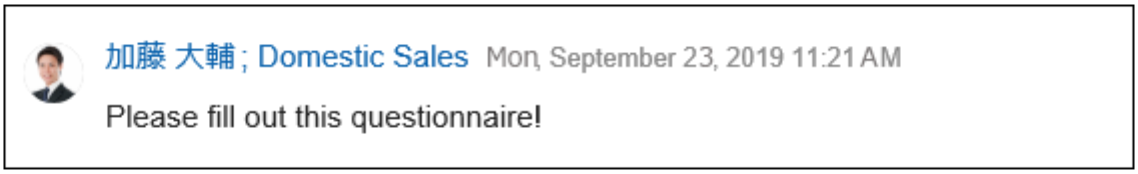
- **Maximum number of comments on Comment list:**
  From the dropdown list, select how many items are displayed on the details screen of messages and bulletin board.
- **Display width for titles:**
  Select the width to display the subject from the dropdown. The width is the number of characters in single-byte.
  This setting is not applicable for the "Notifications" portlet which uses "Multi-line layout".
- **Width of body texts and comments field:**
  Select the width to display the body text and comments from the dropdown. The width is the number of characters in single-byte.
  This setting is not applicable for the "Notifications" portlet which uses "Multi-line layout".
- **Width for From/To column:**
  Select the width to display the from/to recipients from the dropdown. The width is the number of characters in single-byte.
- **E-mail address link:**
  Select the application or screen you want to start when you click the link of an e-mail address that is included in the body and comment.
  Depending on the system administrator settings, the third-party software names may be displayed in the options.
  - Start mailer software:
    The e-mail program is launched.
  - Start E-mail:
    The "Compose E-mail" screen of Garoon is displayed.

- **Image file (gif, jpeg, etc.):**
  When the "Show image with body text" checkbox is selected, the image files attached to messages and topics are displayed with the body and comments.
  You can display image files in the following formats.
  - gif
  - jpeg
  - pjpeg
  - png

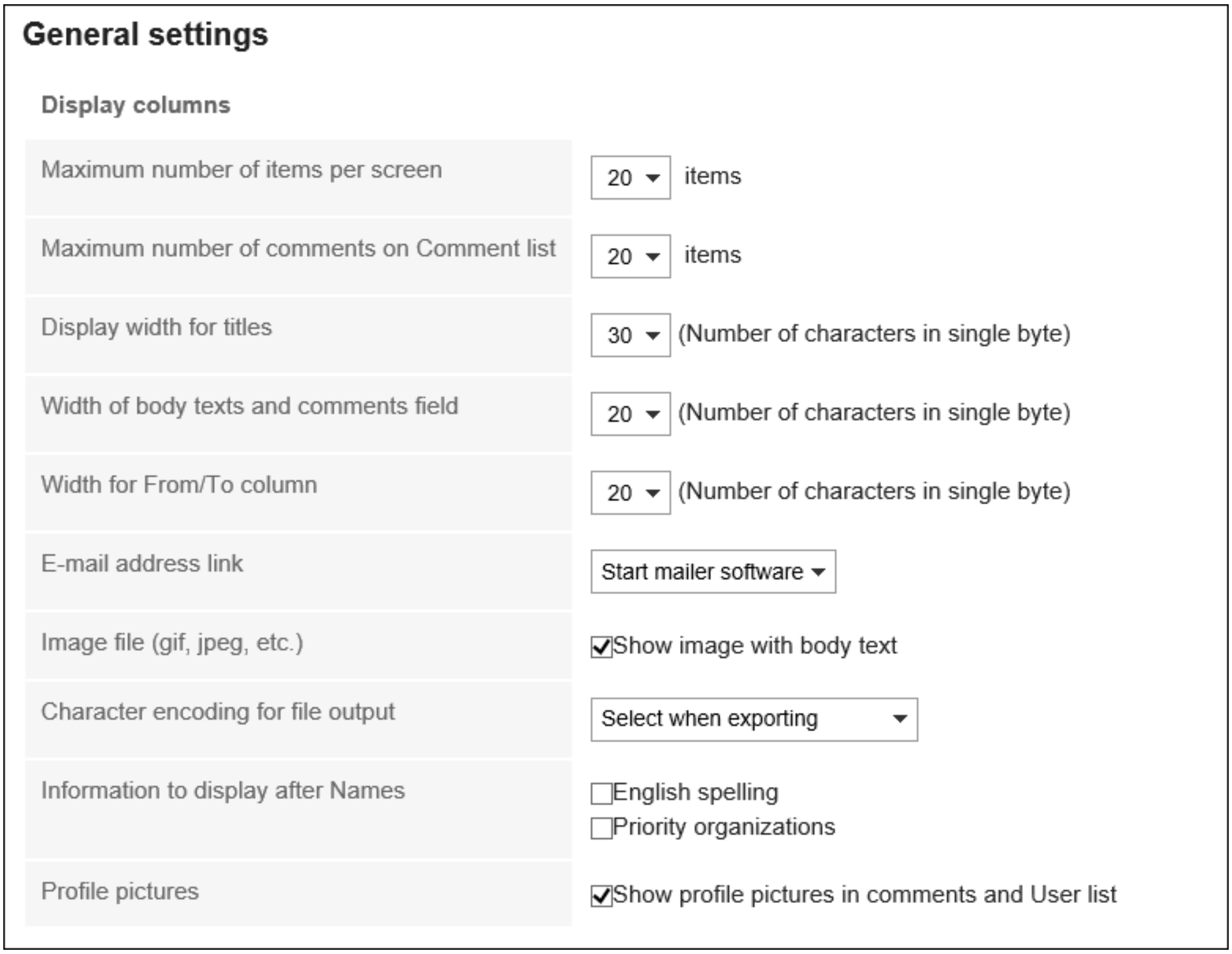
- **Character encoding for file output:**
  Select a character encoding to use for exporting messages, bulletin board, notes, or e-mails to a text file from the dropdown list.
  When you enable the "Select when exporting" setting, you can select a character encoding when you export files.
- **Information to display after Names:**
  Select the items displayed after user names. Depending on your system administrator's settings, the items you set may not appear.
  - English spelling:
    Select to display the English name after the name of the user. Depending on your system administrator settings, you may not be able to select English names.



  - Primary Department:
    Configure to display the priority organization name after the name of the user.



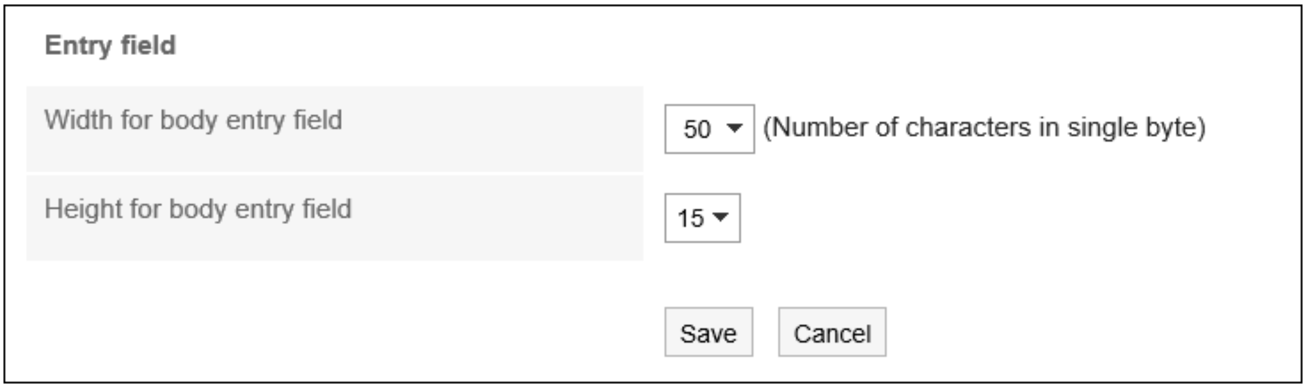
- **Profile pictures:**
  If you select the "Show profile pictures in comments and User list" checkbox, images that are registered in the user details are displayed as icons representing them.



7. Configure the Entry field.

The following items can be configured for the Entry field.

- **Width for body entry field:**
  From the dropdown list, select the width of entry field for body text of messages and bulletin board. The width is the number of characters in single-byte.
  This setting is not applied to the width of the body of the "E-mail" screen.
  In Garoon version 5.5.0 or later, they are also not applied to contents in HTML portlets (My Portlet).
- **Height for body entry field:**
  From the dropdown list, select the height of input field for body text of messages and bulletin board. The height is the number of lines.
  This setting is not applied to the text body of e-mails.



8. Confirm your settings and click "Save".

Note

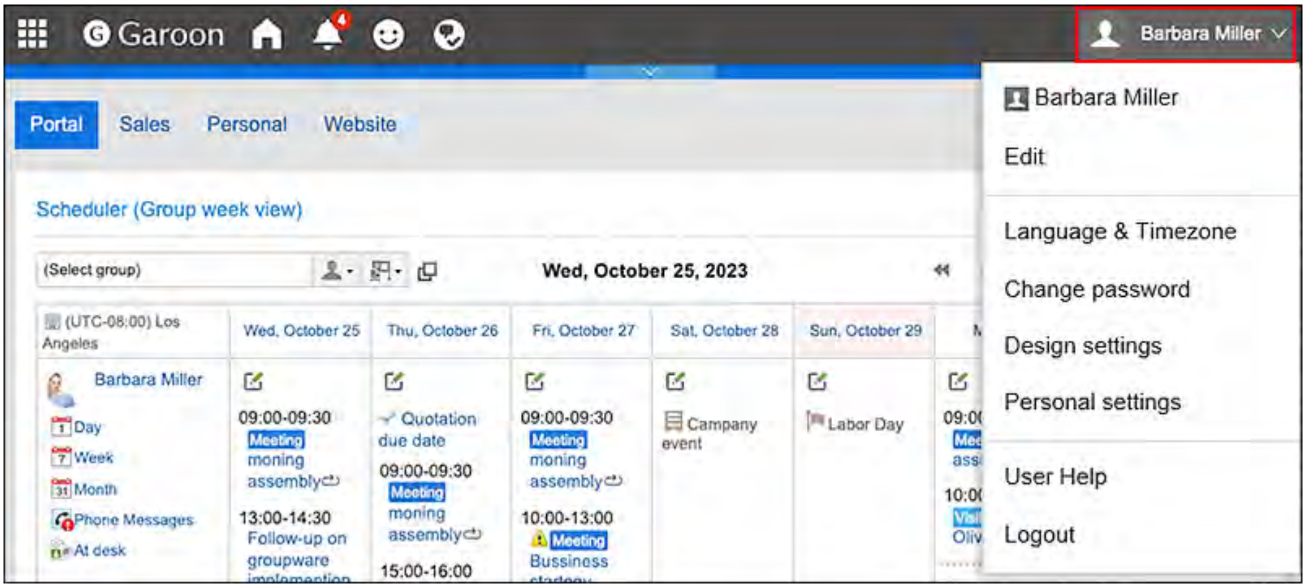
- If your system administrator applies any changes of the default values of personal settings to all users, these changed values will be applied to the fields related to display and input, and will be reflected when the users log out and log in again to the system.
- If you are granted the administrative privileges for the basic system by your system administrator, if you change the settings here, the number of lists that are displayed on the "System administration" screen and the width of the input fields will also be changed.
- Depending on the settings and type of text in the Web browser, the number of characters that are set in the "General settings" screen and the number of characters that are actually displayed can be different.

2.6. Setting up the Screen Design

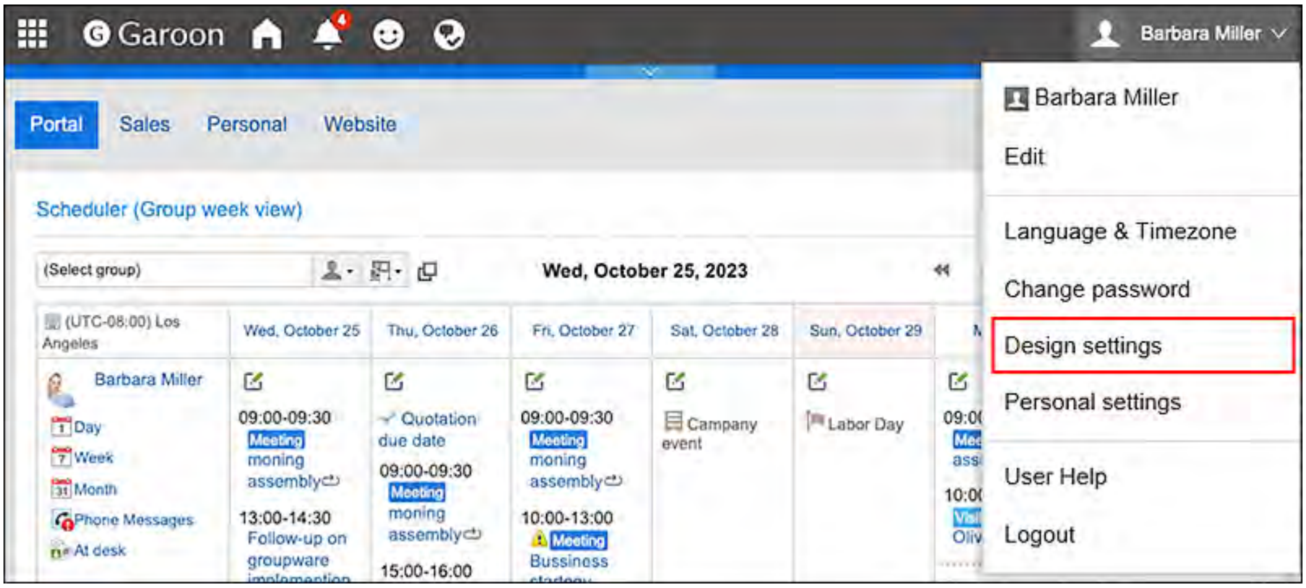
Change the background design of your screen.

Steps:

1. **Click User name in the header.**



2. **Click Design Settings.**



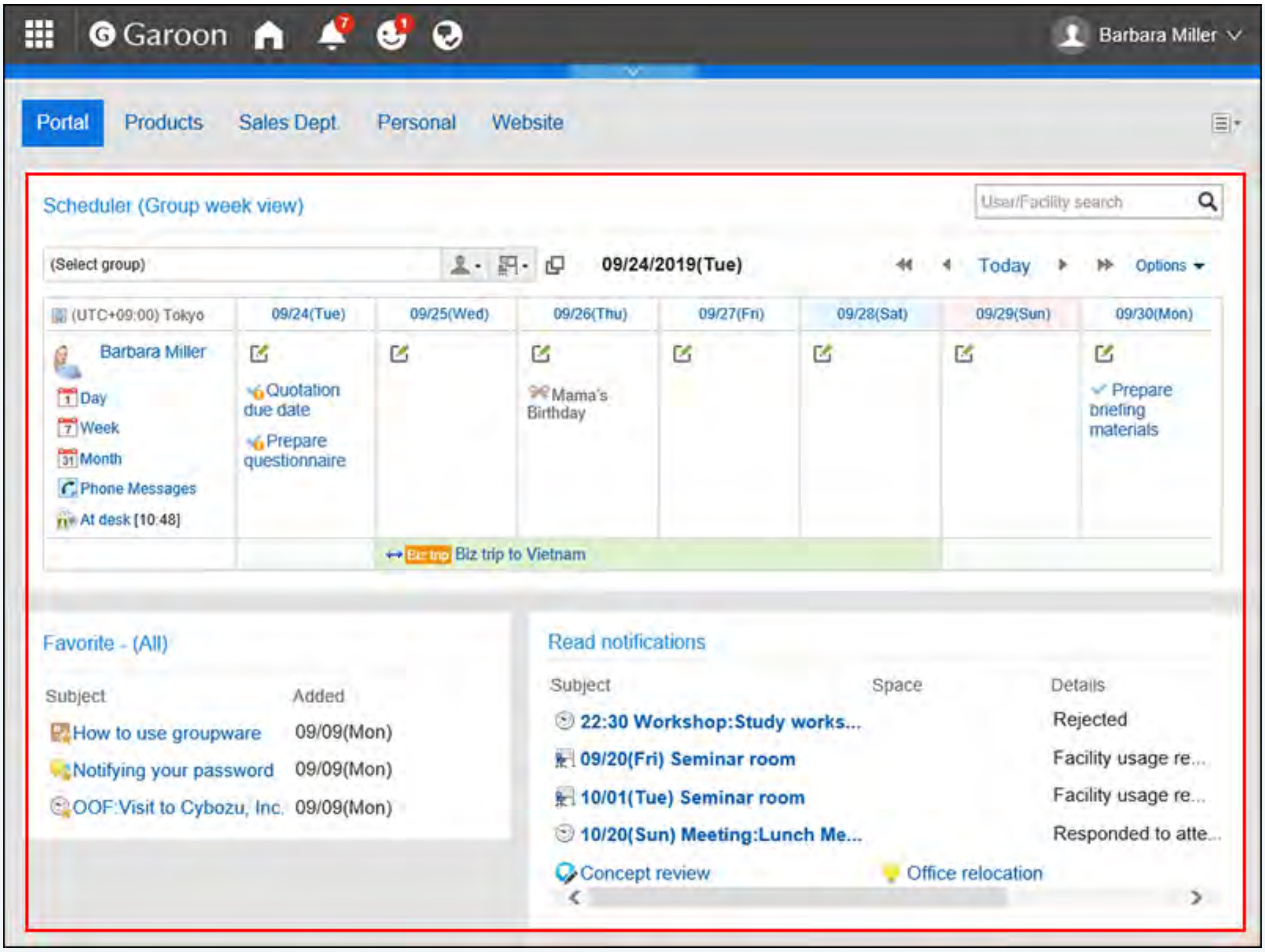
3. **On the "Design settings" screen, select the design you want to set, and click Save.**

How can I change the portal layouts on the top page?

A top page of Garoon with frequently used applications and functions is called a portal.

If you want to change the position of portlets on the portal for easier access or replace them with other necessary portlets, create My Portal that enables users to configure on their own.

For details, refer to Adding My Portal(140Page).

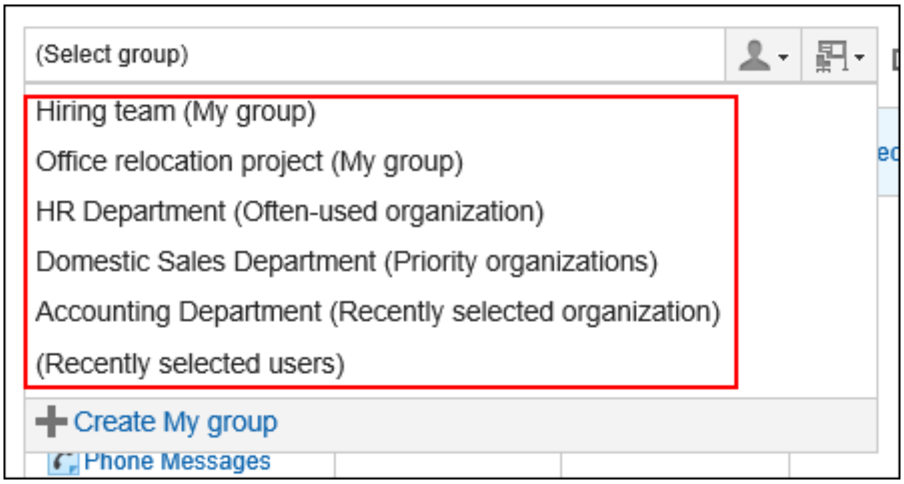


Note

- You can change the size of the portlet text by using "Portlet settings" in each portlet.
  For details, refer to Portlet Types and Settings.
- You can change the number of messages displayed, the number of items listed on the bulletin board, and the display settings such as the width of the input field in the text body.
  For details, refer to the settings in the display field and the input field(80Page).

2.7. Dropdown List Settings

On screens such as Message and Scheduler, you can set which items appear in the dropdown list that is used to select organizations and users.
For example, you can customize the drop-down list to include the organizations whose members you frequently send messages or to include the facility groups which contains the conference room you often use, so that you can quickly select organizations and facilities.



You can set the following items.

- Frequently used organizations
  Select the organizations that contain the users you frequently select.
- Frequently used facility groups
  Select the facility groups where the conference rooms or facilities you often use belong.
- Recently selected items
  Specify how many organizations, users, facility groups, and facility histories you have recently selected are displayed.
- My Group
  Set up the display position of My Group.

Note

- If the screen to change the settings is not displayed, please contact your system administrator. If the system administrator does not allow you to change the settings, you cannot change these settings from the "Personal Settings".

For the settings to allow users to change settings in personal settings, refer to Dropdown List Settings in the Administrator Help.

Setting "Frequently Used Organizations" and "Frequently Used Facility Groups"

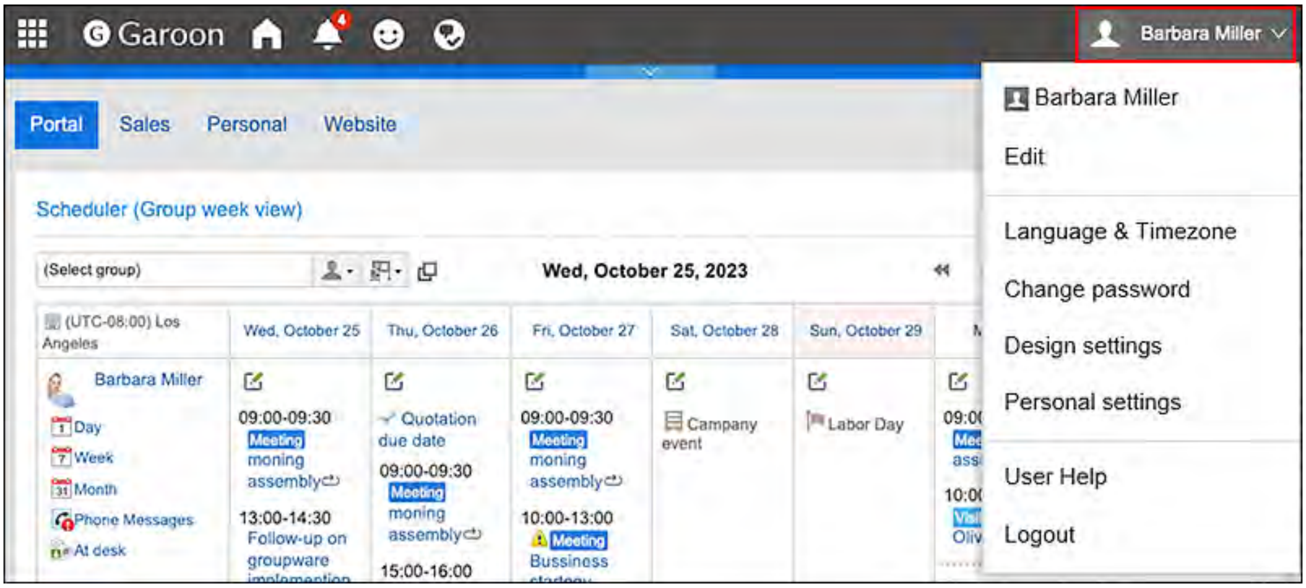
You can preconfigure frequently used users and facilities to quickly select them from the dropdown list.

You can set the following items.

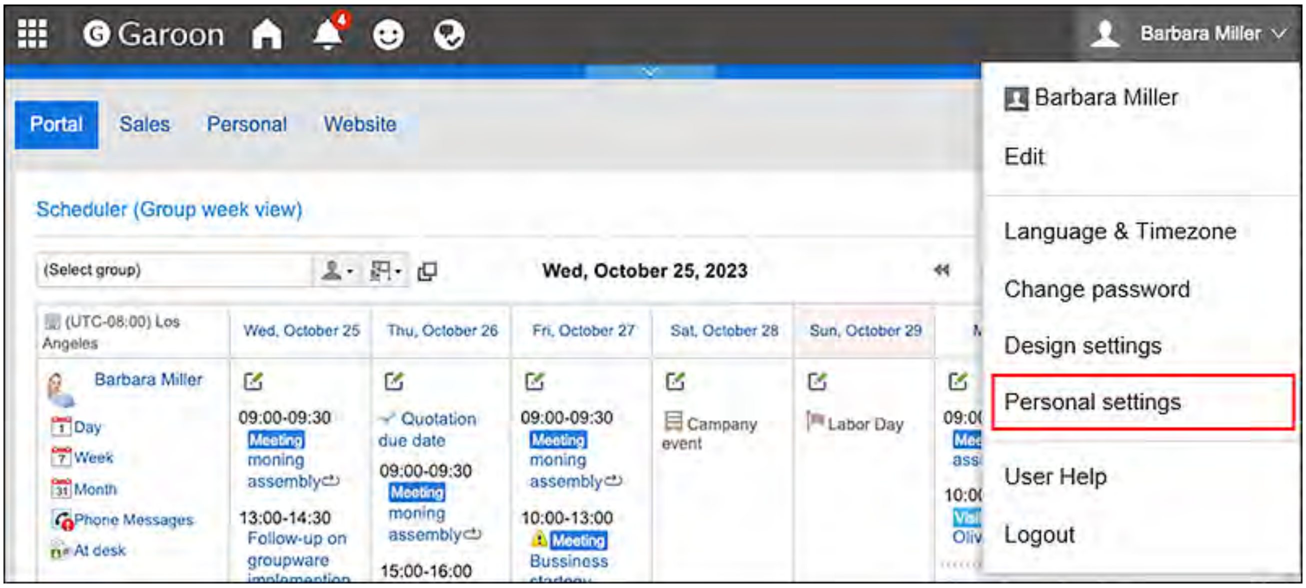
- Frequently used organizations:
  Set organizations of users who are frequently set up as recipients and attendees.
- Frequently used facility groups:
  Set facility groups of the facilities you frequently select.

Steps:

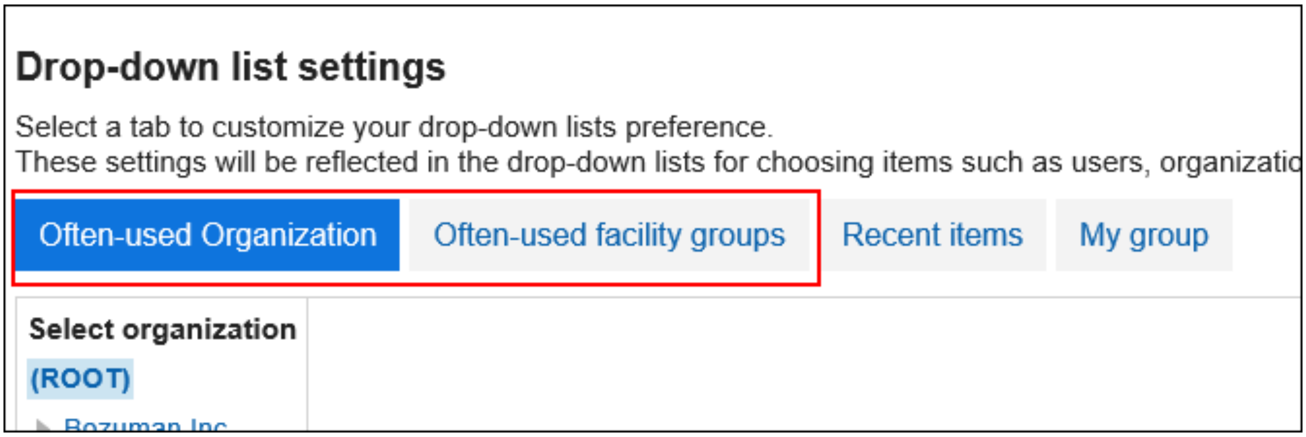
1. Click User name in the header.



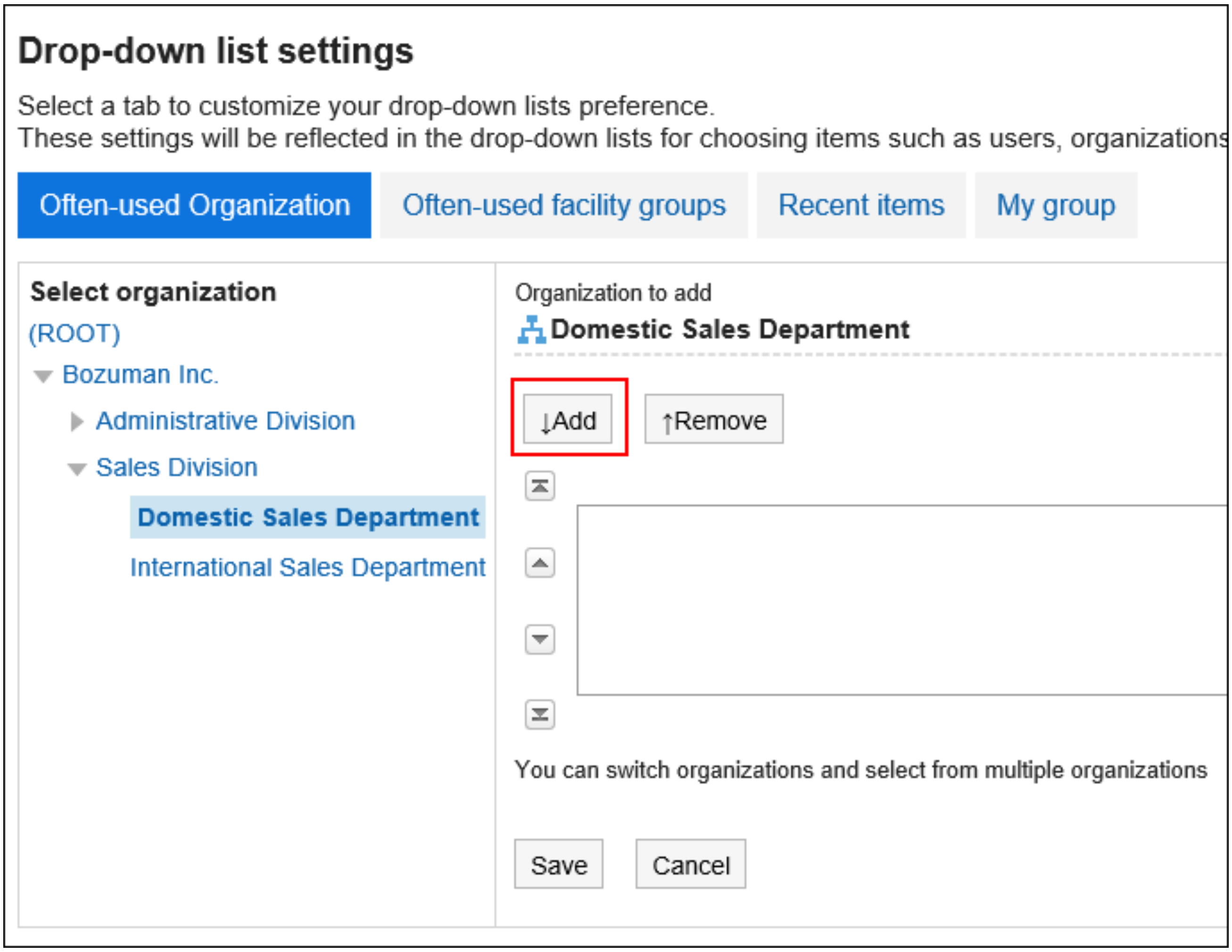
2. Click Personal Settings.



3. **Click "Common settings".**
4. **Click Screen.**
5. **Click Drop-down list settings.**
6. **On the "Drop-down list settings" screen, click Often-used Organization or Often-used facility groups.**



7. **Select the organization or facility group you want to configure, and click Add.**



8. **Confirm your settings and click "Save".**

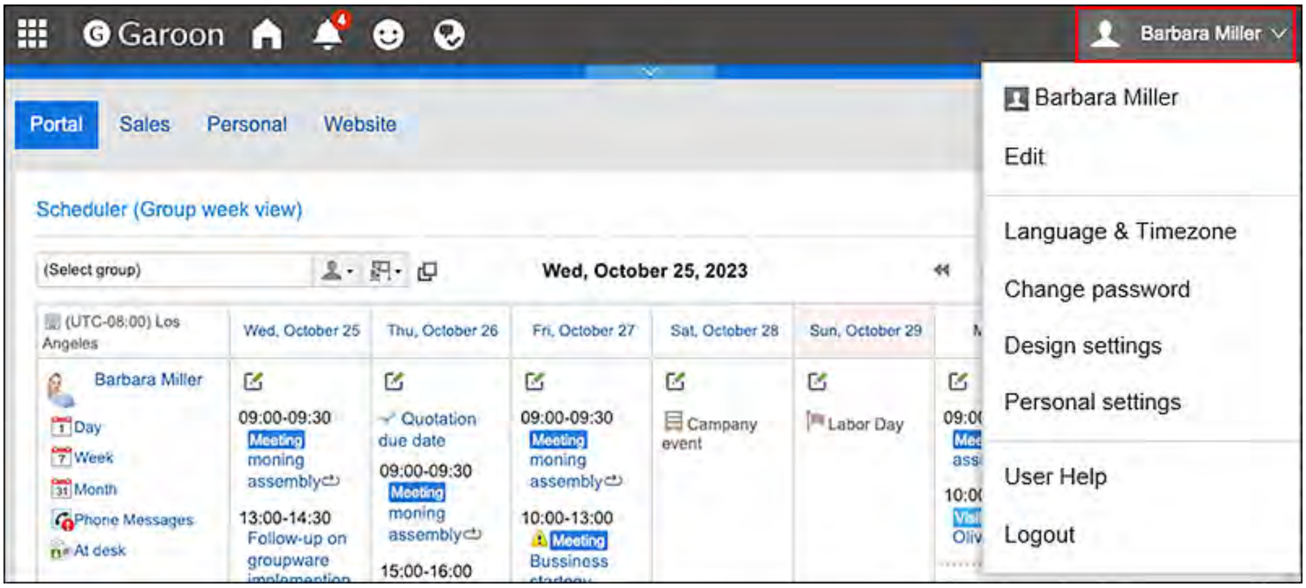
Setting Up the Items to Show in Recently Selected Items

You can select organizations, users, or facilities from the selection history.

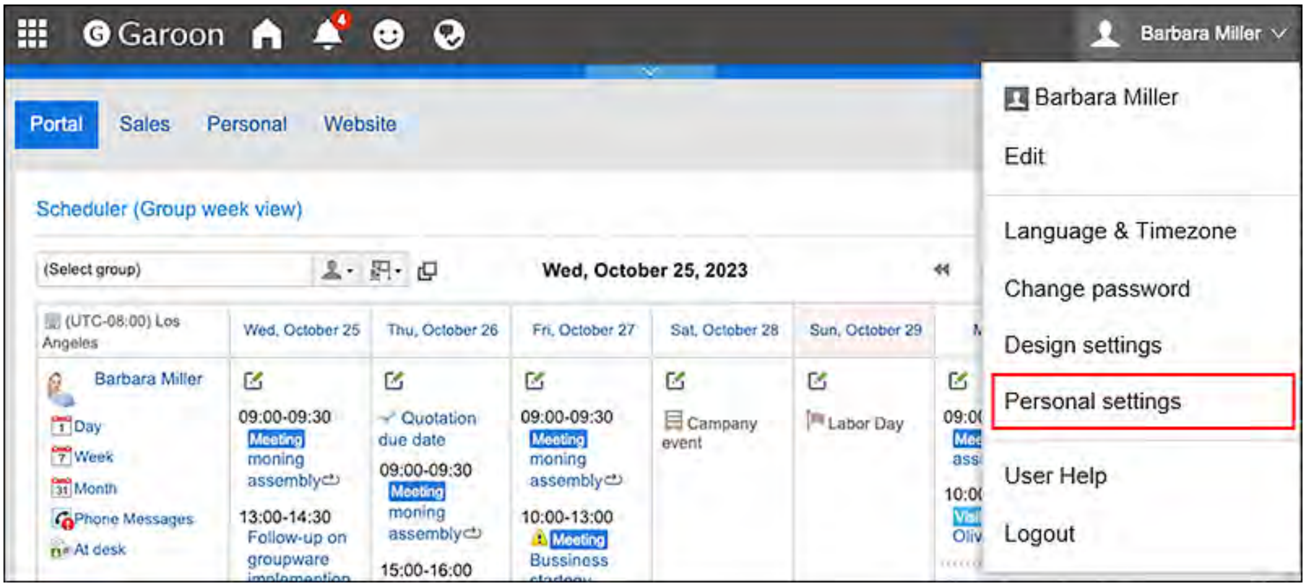
You can set the number of records to be displayed and delete the history in bulk.

Steps:

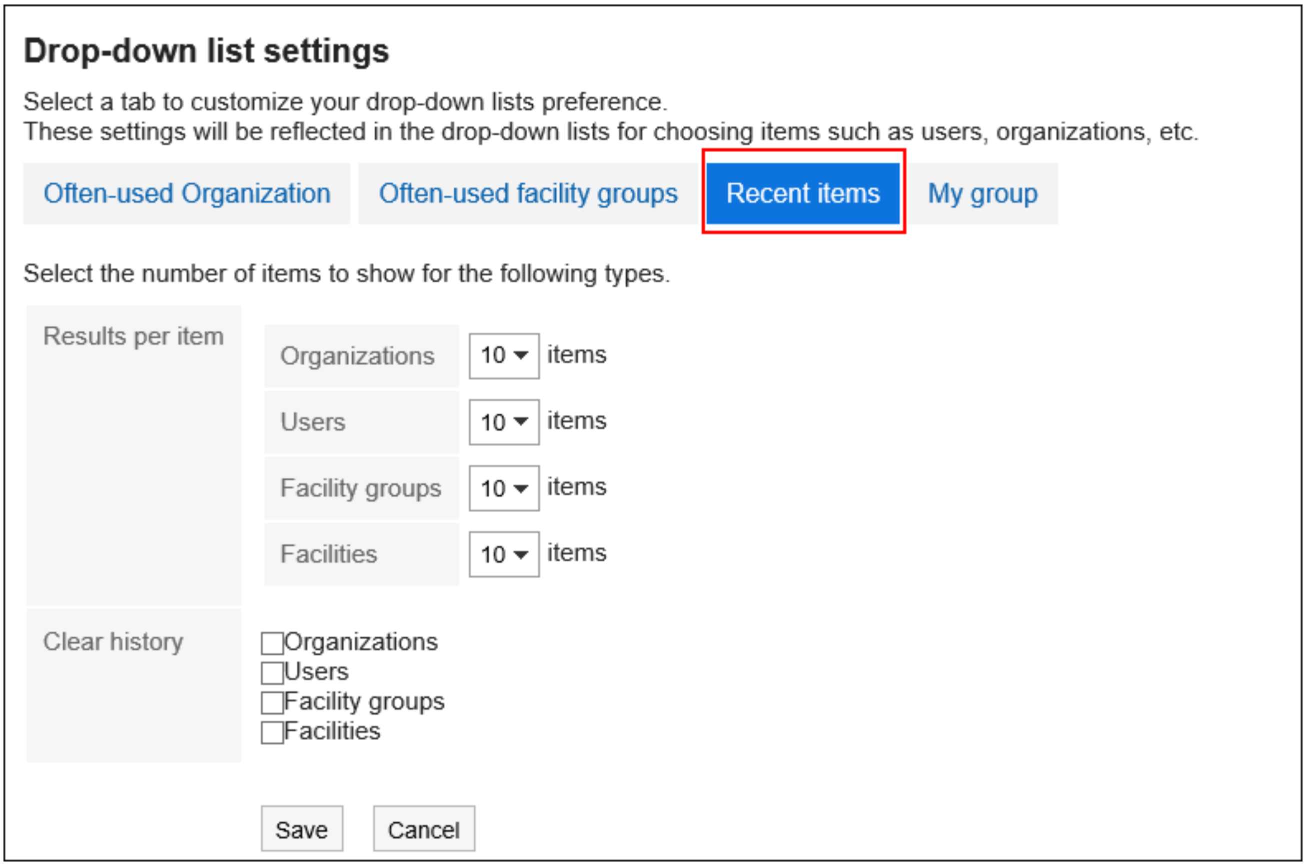
1. **Click User name in the header.**



2. **Click Personal Settings.**



3. **Click "Common settings".**
4. **Click Screen.**
5. **Click Drop-down list settings.**
6. **In the "Dropdown list settings" screen, click Recent items.**



7. Set the "# per Page" field.

Set how may organizations, users, facility groups, and facilities to display as recently selected items.

8. Set the "Delete history" field.

Delete all the selected history. Select the checkbox for which you want to delete the history. Deleted history cannot be restored.

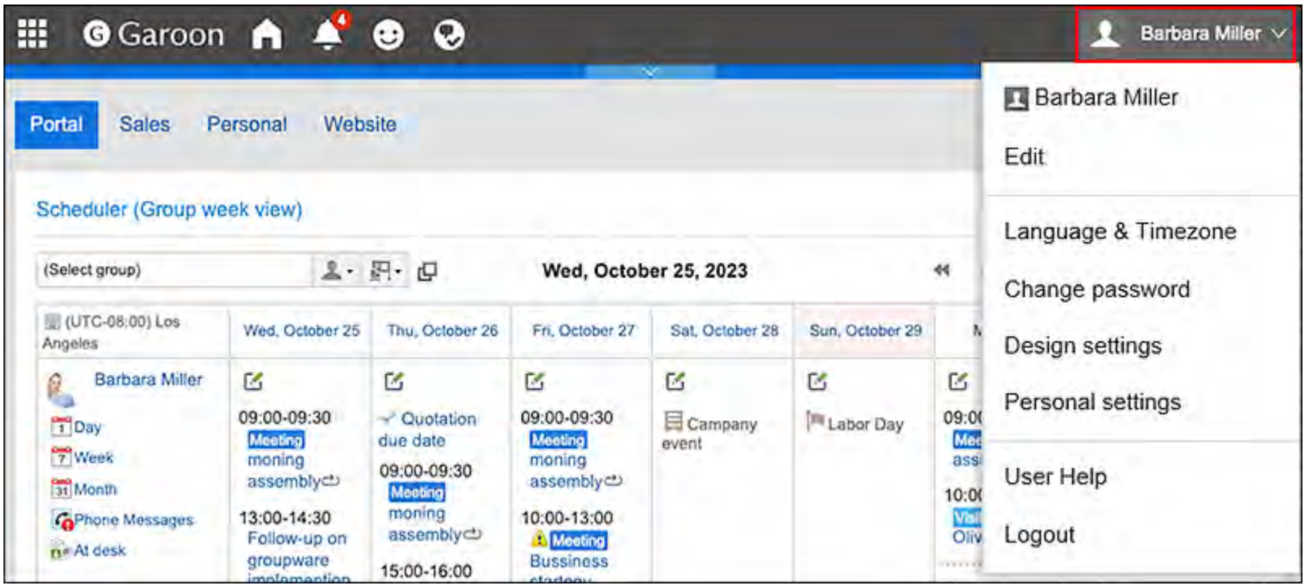
9. Confirm your settings and click Save.

Setting Up the Display Position of My Groups

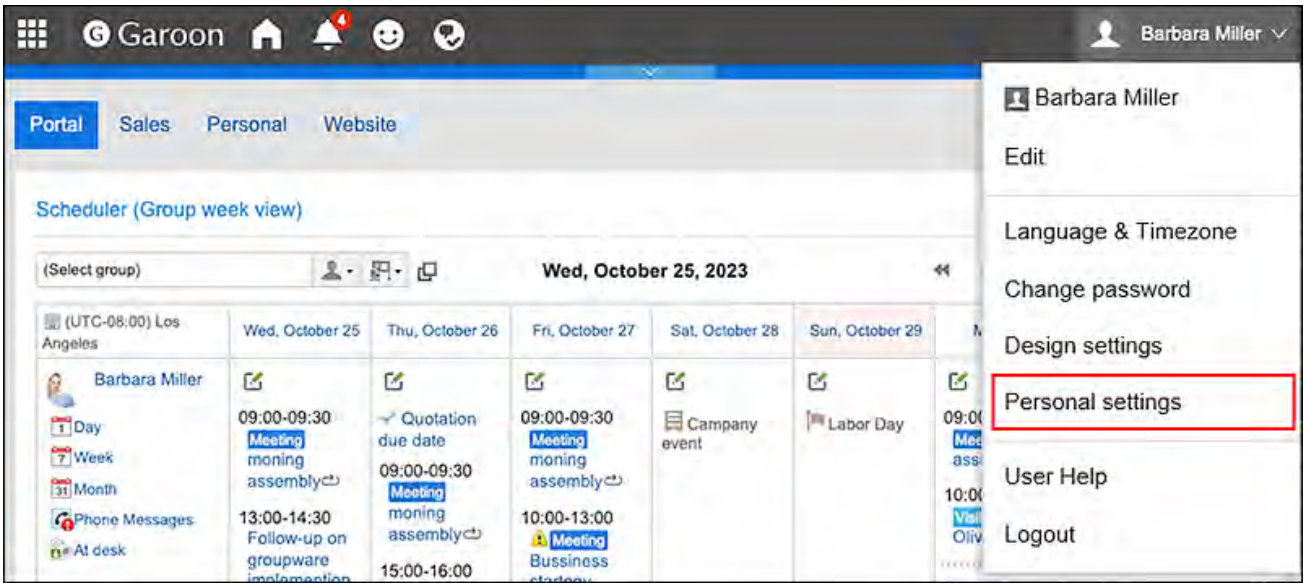
Select which to display on the top My group or the frequently used organizations in the dropdown list.

Steps:

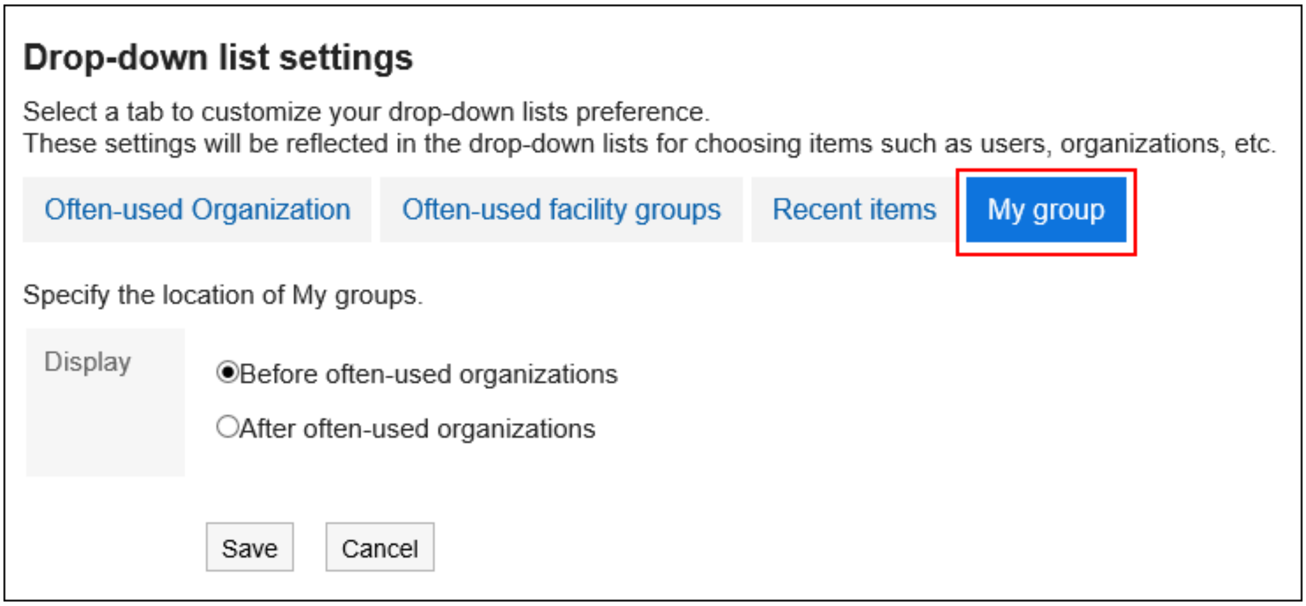
1. **Click User name in the header.**



2. **Click Personal Settings.**

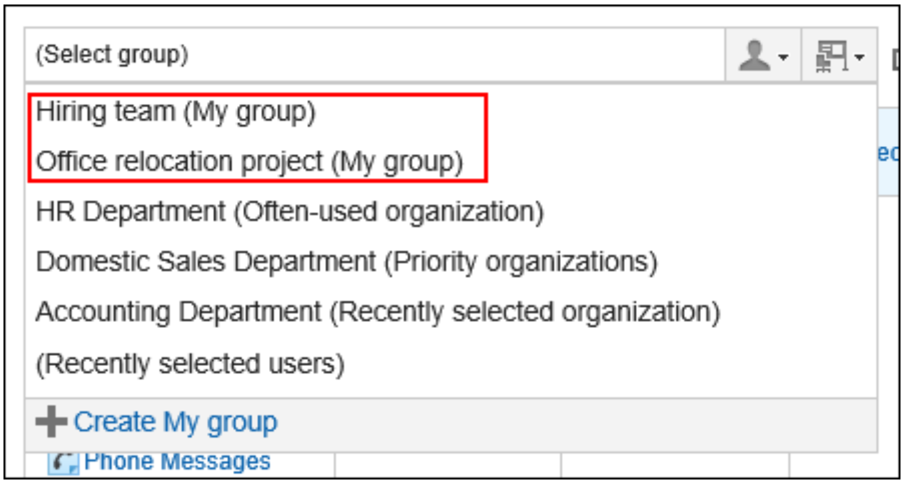


3. **Click "Common settings".**
4. **Click Screen.**
5. **Click Drop-down list settings.**
6. **In the "Dropdown list settings" screen, click My group.**

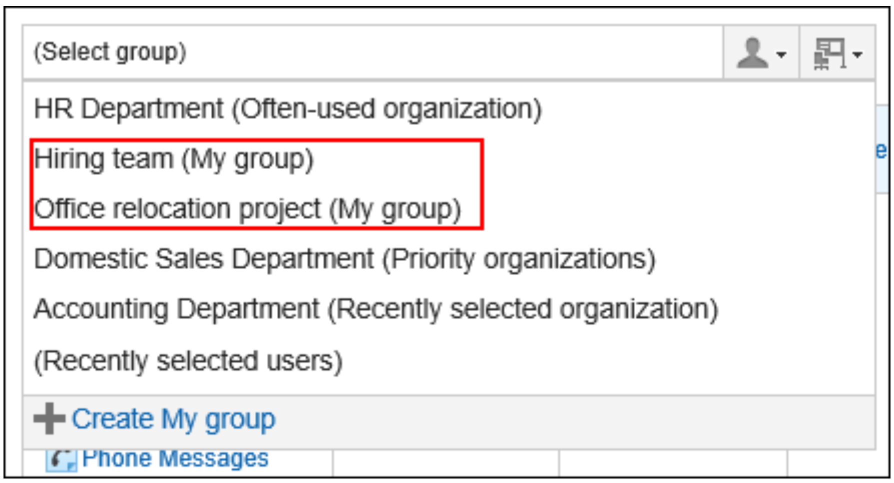


7. **Set up the display position of My Group.**

- To display before the frequently used organizations



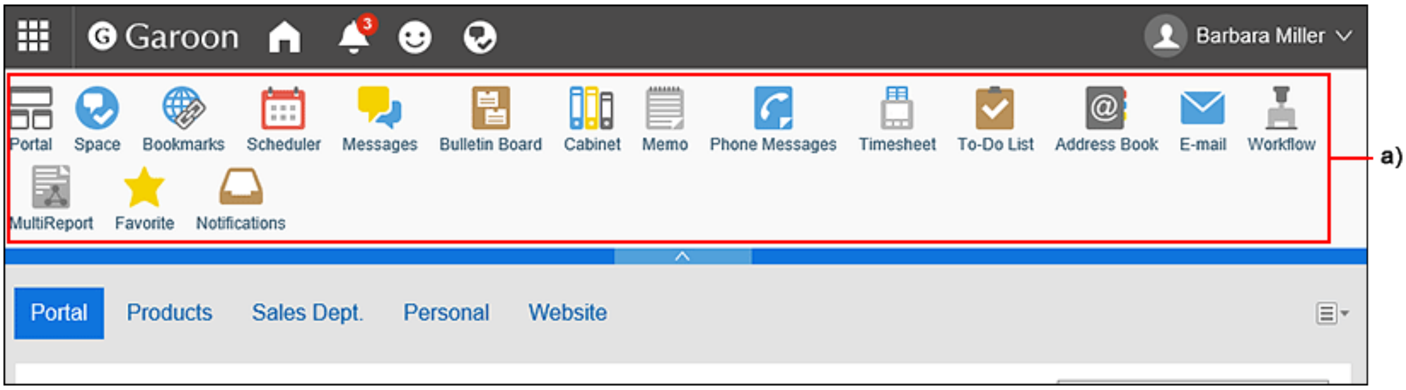
- To display after the frequently used organizations



8. Confirm your settings and click Save.

2.8. Show Application Menu

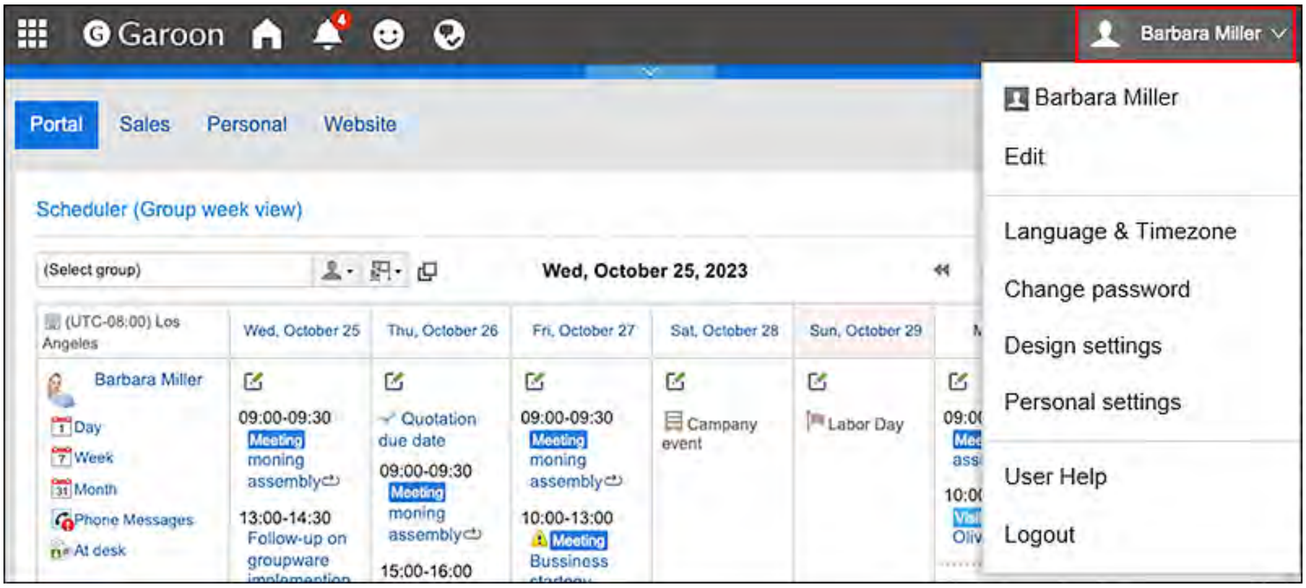
You can change the "Show application menu" settings.
If the system administrator does not allow you to change the settings, you cannot change these settings from the "Personal Settings". If the screen to change the settings is not displayed, please contact your system administrator.
For details on how to allow users to change the settings in the personal settings, refer to the Allowing Users to Change Application Menu in the Administrator Help.



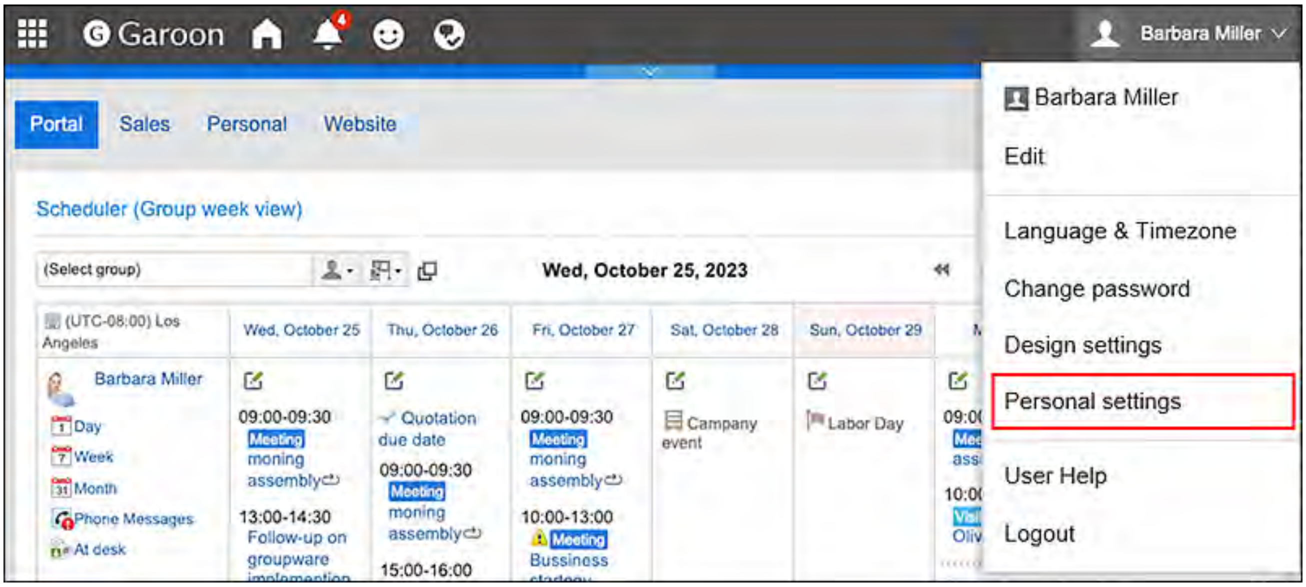
a): Application menu

Steps:

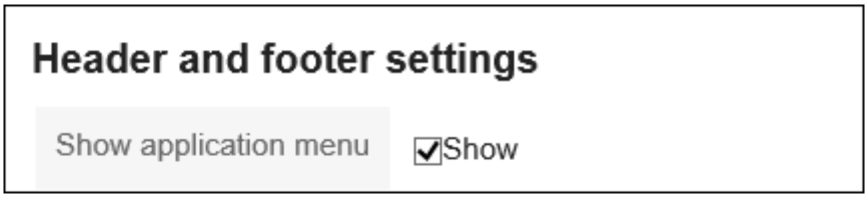
1. Click User name in the header.



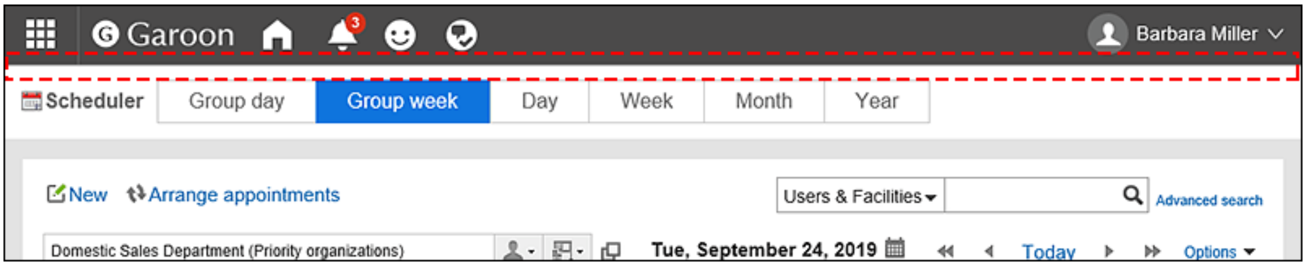
2. **Click Personal Settings.**



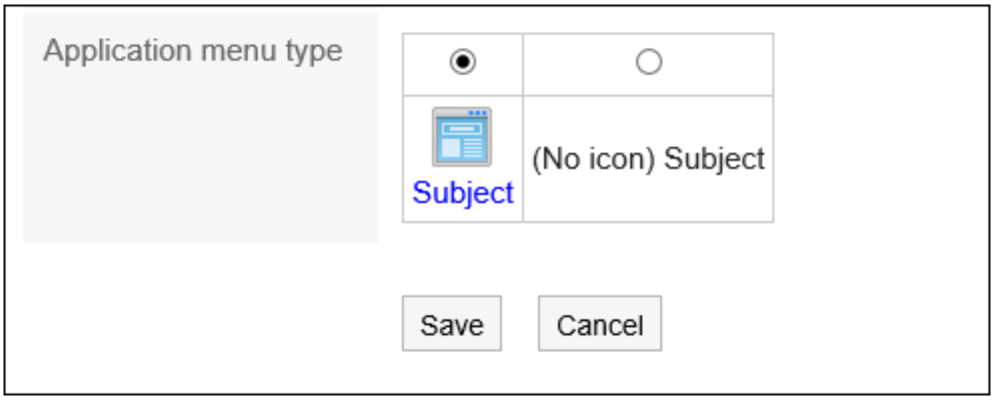
3. **Click "Common settings".**
4. **Click Screen.**
5. **Click Header and footer settings.**
6. **By toggling the "Show application menu" checkbox in "Header and footer settings" screen, you can control whether to show or hide the application menu**



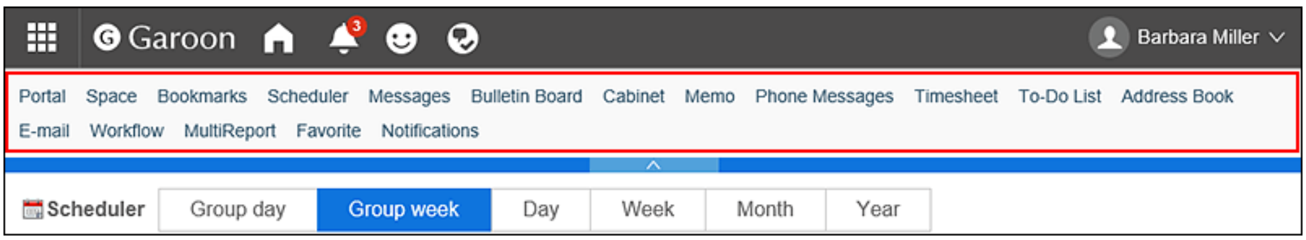
If you uncheck the "Show" checkbox, you can hide the application menu.



7. **Choose "Application menu type" option whether to display application icons or not.**



When you configure not to show icons of applications, only the application names are displayed in the Application menu.



8. **Confirm your settings and click Save.**

2.9. Calendar Settings

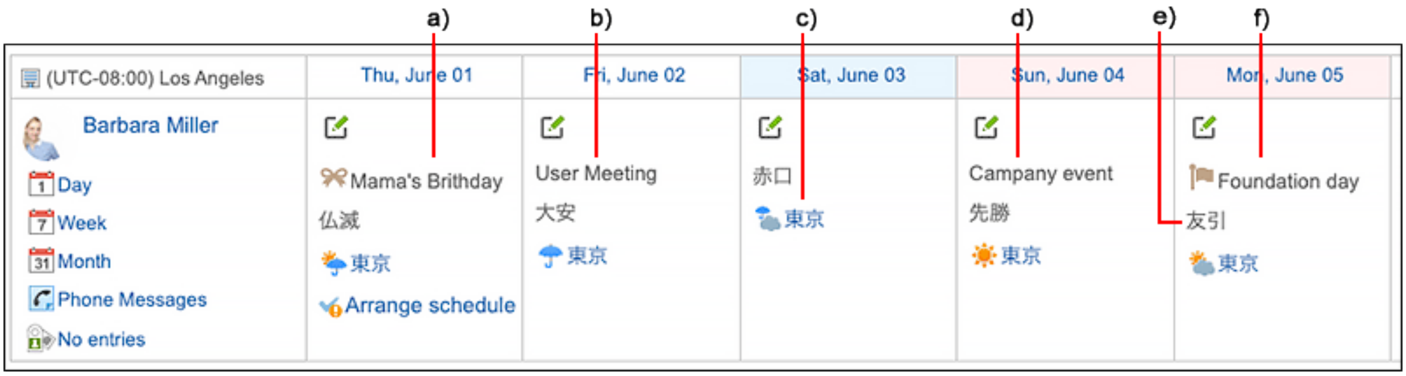
In Scheduler and the "Scheduler" portlets, you can use the system calendar configured by your system administrator.

The system administrator register holidays and events to the system calendar.

To apply the system calendar to the screen, select the system calendar to use on the "Office settings(120Page)" screen in the Personal settings.

In the following steps, you can configure whether to display the system calendar as memos, and whether to display weather forecasts and Rokuyo.

Sample Display Configured for a Calendar



a): An event that the user added as Anniversary to My calendar.

b): An event that the user added as Notes to My calendar.

c): The weather forecast for the region specified by the user.

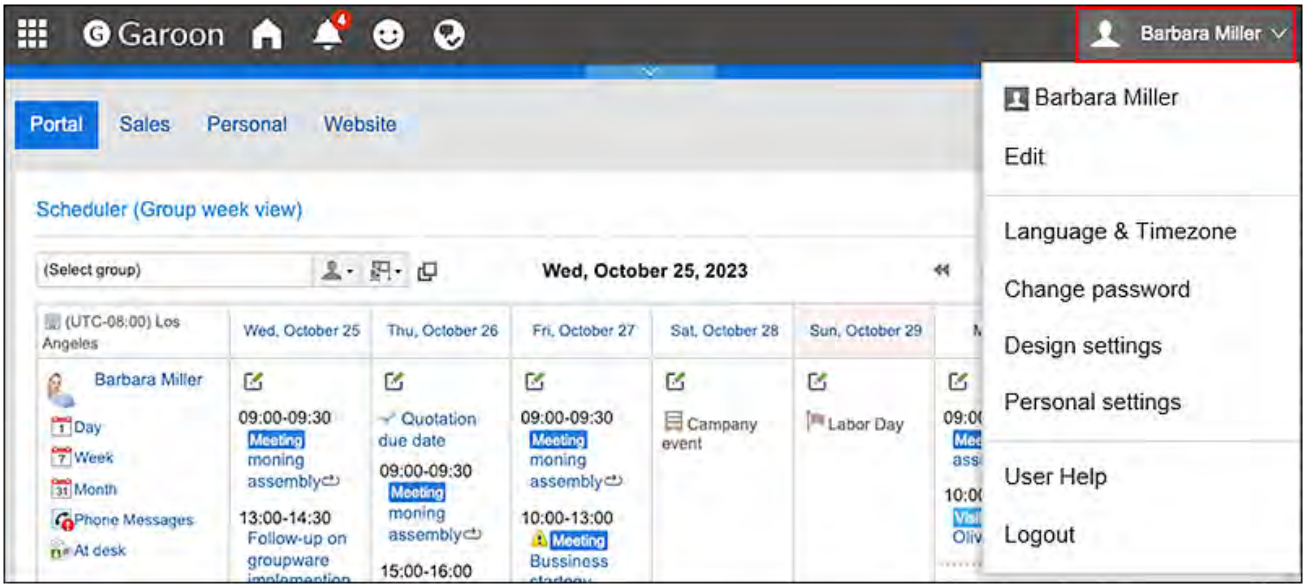
d): An event that the system administrator added as Notes to the system calendar.

e): Rokuyo configured by the user. The 先勝 (Sensho), 友引 (Tomobiki), 先負 (Senbu), 仏滅 (Butsumetsu), 大安 (Taian), or 赤口 (Shakkou) are displayed.

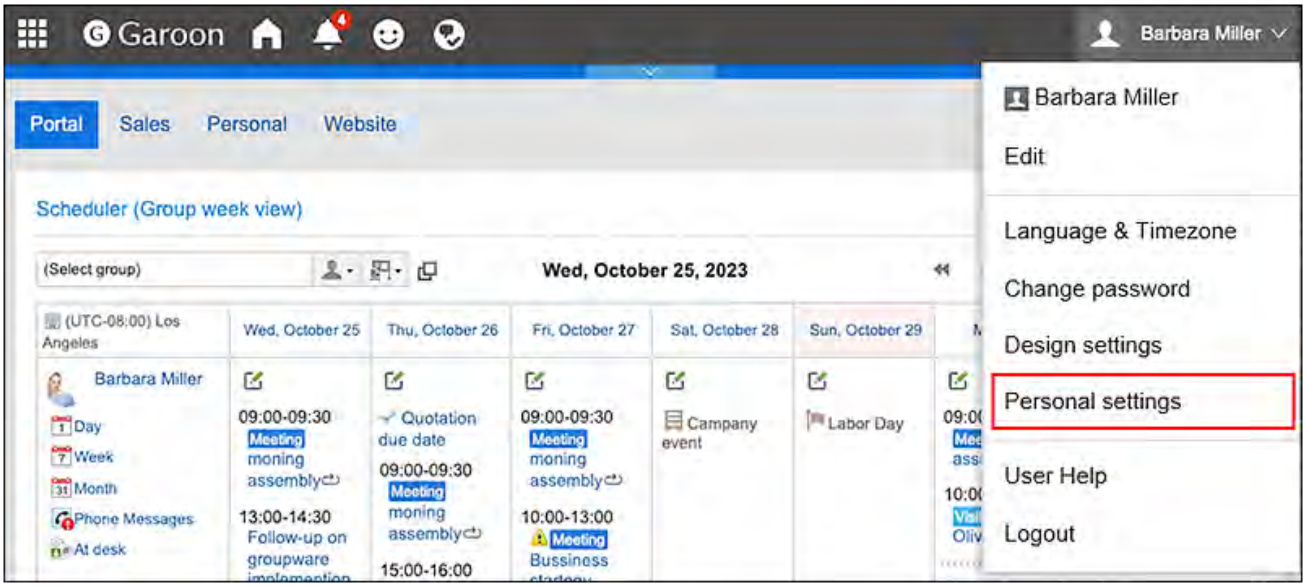
f): A holiday that the system administrator added to the system calendar.

Steps:

1. Click User name in the header.



2. Click Personal Settings.



3. Click "Common settings".

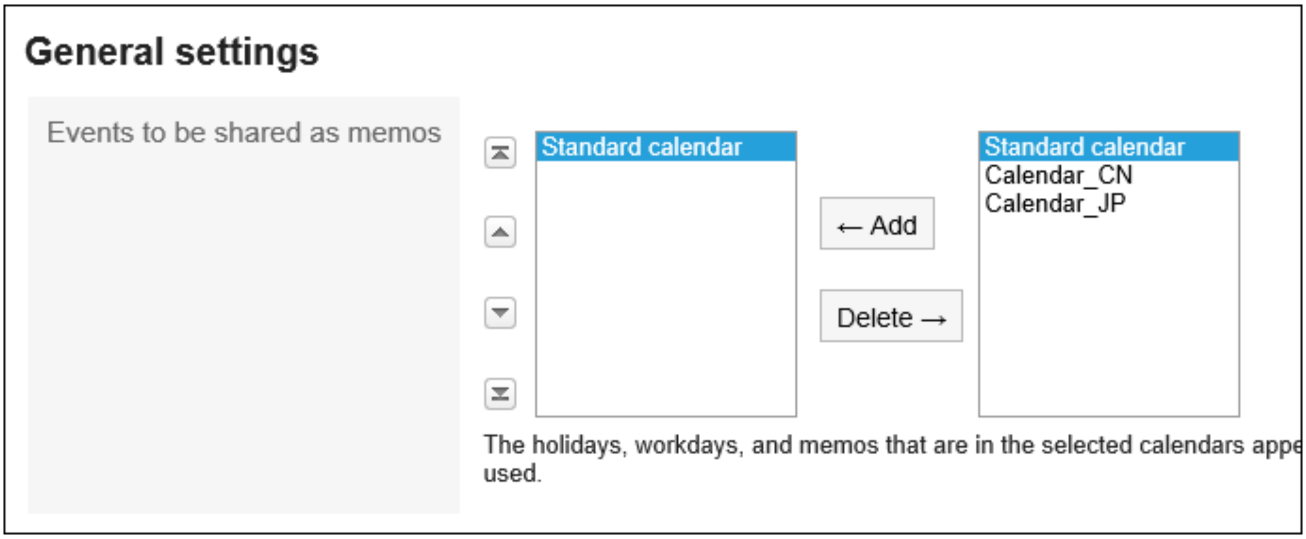
4. Click Calendar.

5. Click General settings.

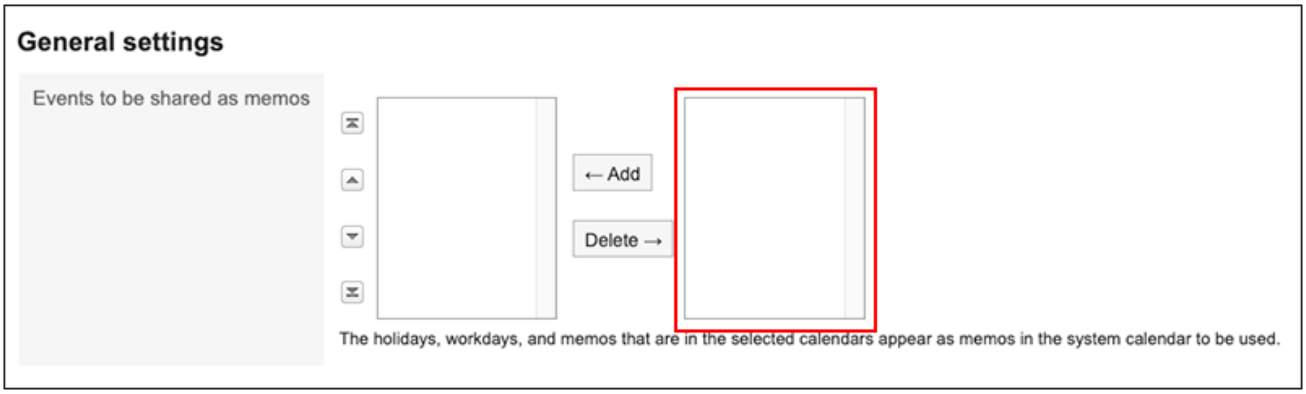
6. On the "General settings" screen, set the events to be displayed as notes.

Configure whether you want to display events added to the system calendar as memos.

The choices include the system calendars that are not selected in the "Calendar" section on the "Office settings(120Page)" screen.



No choices will be displayed if the system administrators have not configured calendars.

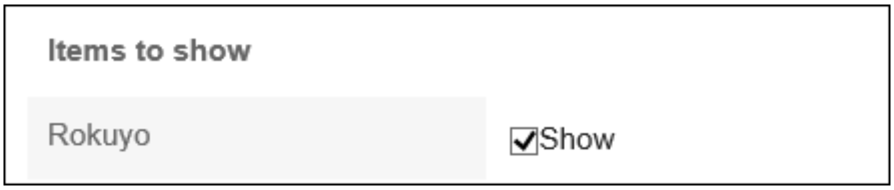


If you configure events as "Events to be shared as memos", the appointments in other offices will be displayed as memos, instead of my appointments. These events therefore will be displayed without holiday and working days icons.

7. Set the "Rokuyo" field.

When you enable the "Show" checkbox, Rokuyo is displayed in the calendar.

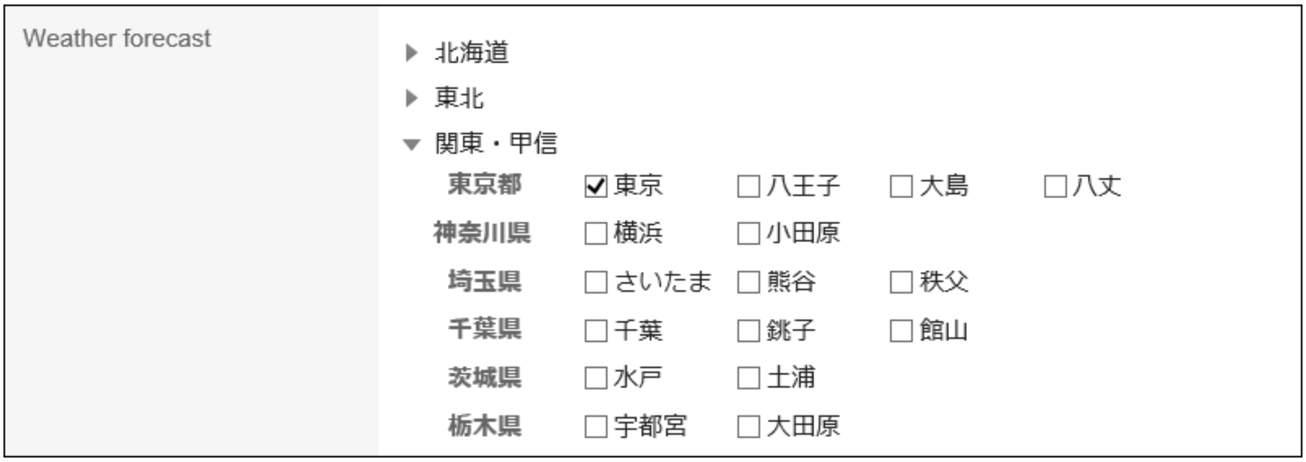
Regardless of language settings, the information is displayed in Japanese.



8. **Set the "Weather forecast" field.**

Select the region to display the weather forecast in the calendar.

Only the weather forecast in Japan can be displayed.



9. **Confirm your settings and click Save.**

Note

- **If You Want to Change the Starting Day of the Week to Monday**

  In the "Month view" of Scheduler, you can change the starting day of the week to Monday.

  For details, refer to Setting up Appointments Display(425Page).

2.10. My Calendar Settings

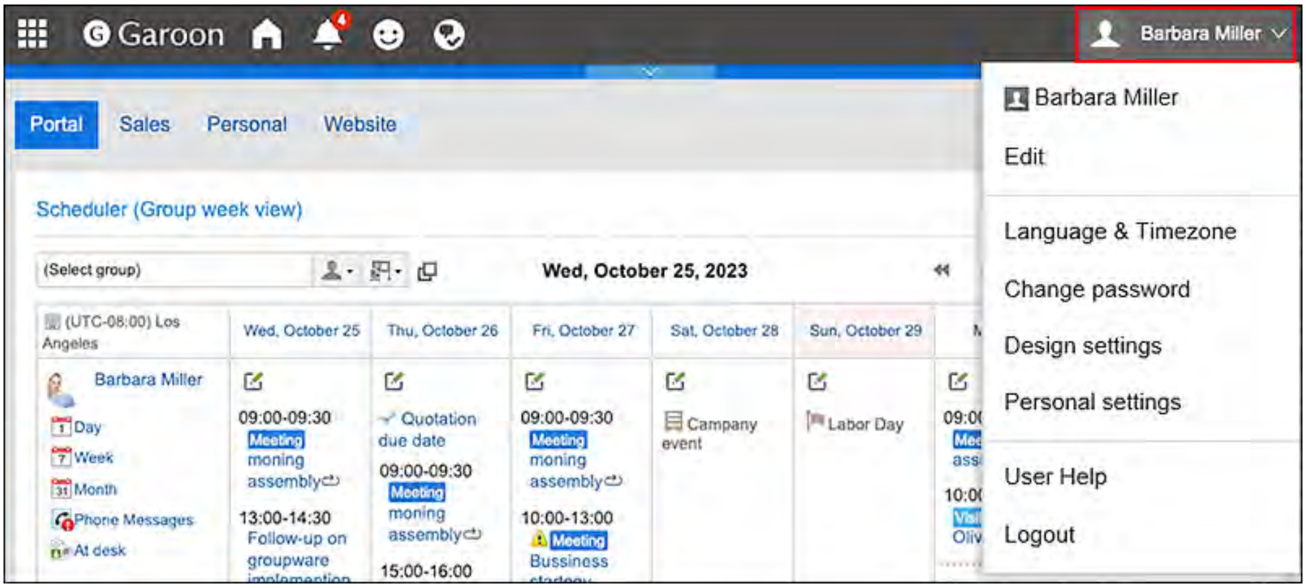
My Calendar is a feature that allows users to add their own anniversaries and notes as events.
You can add personal appointments, such as birthdays and family trips, and display them in Scheduler, the "Scheduler" portlet, and the "Calendars" portlet placed in My Portal.
Only users who have registered the events can view them.

Registering Events

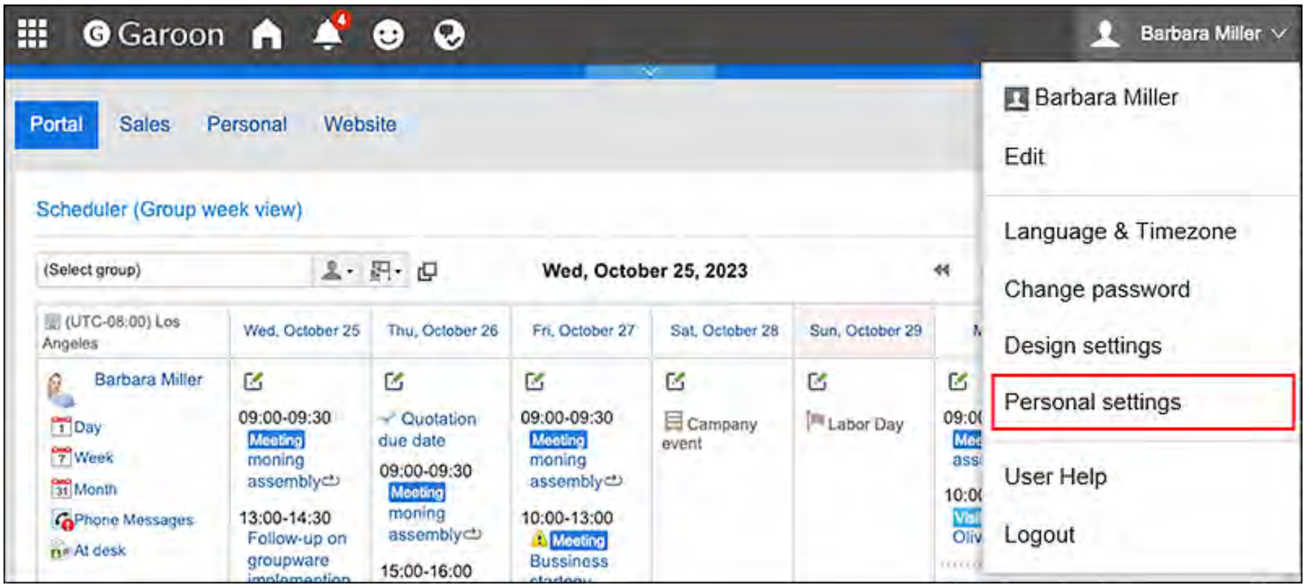
Add anniversaries and user notes as events to My calendar.

Steps:

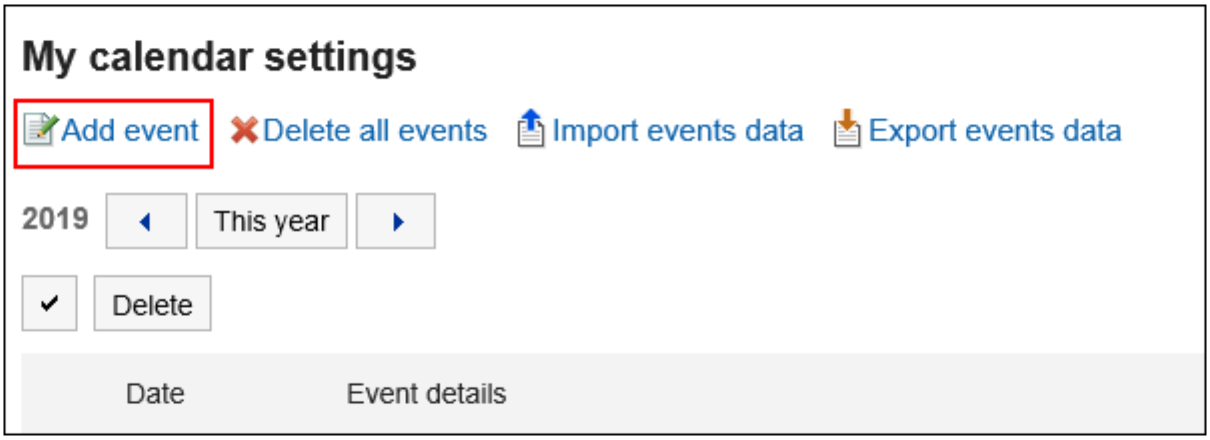
1. **Click User name in the header.**



2. **Click Personal Settings.**



3. **Click "Common settings".**
4. **Click Calendar.**
5. **Click My calendar settings.**
6. **On the "My calendar settings" screen, click Add event.**



7. **On the "Add an Event" screen, set the date of the event.**

8. **In the "Event Type" field, select an event type.**

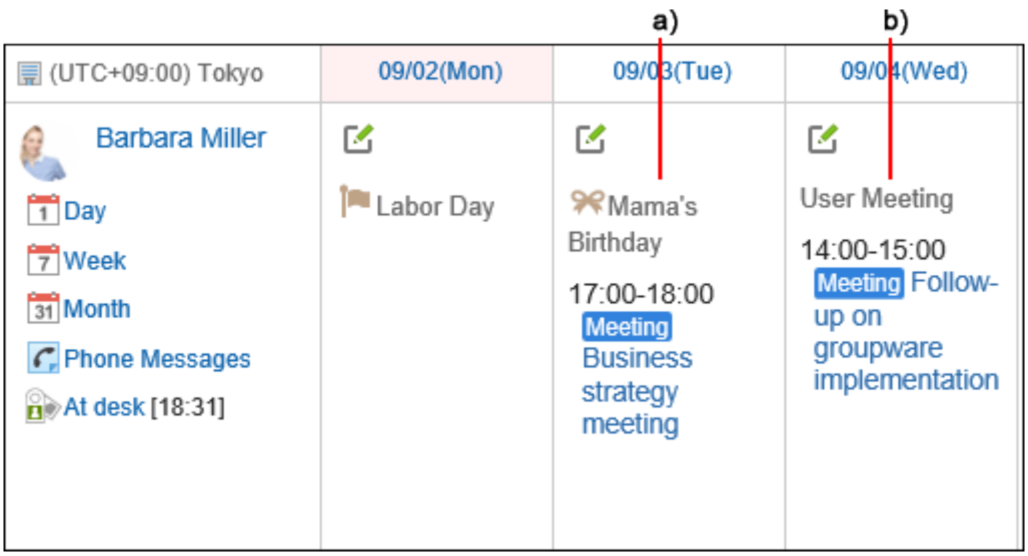
Calendar display varies depending on the type of event. The following types of events can be selected.

- Anniversary:

  Select to add anniversaries. Anniversary icon and event details will be displayed on the specified date. The background color is white.

- Memo:

  Event details are displayed on the specified date. The background color does not change.

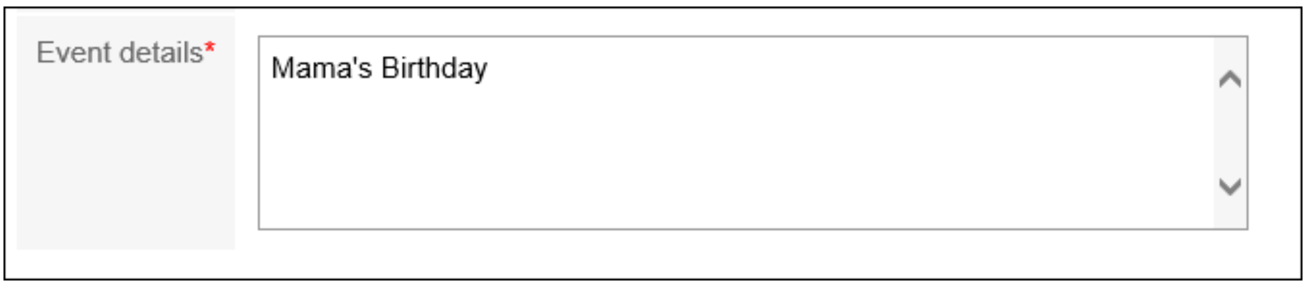


\a): Anniversaries

b): Memo

9. **Enter "Event Details".**

This event details must be set.



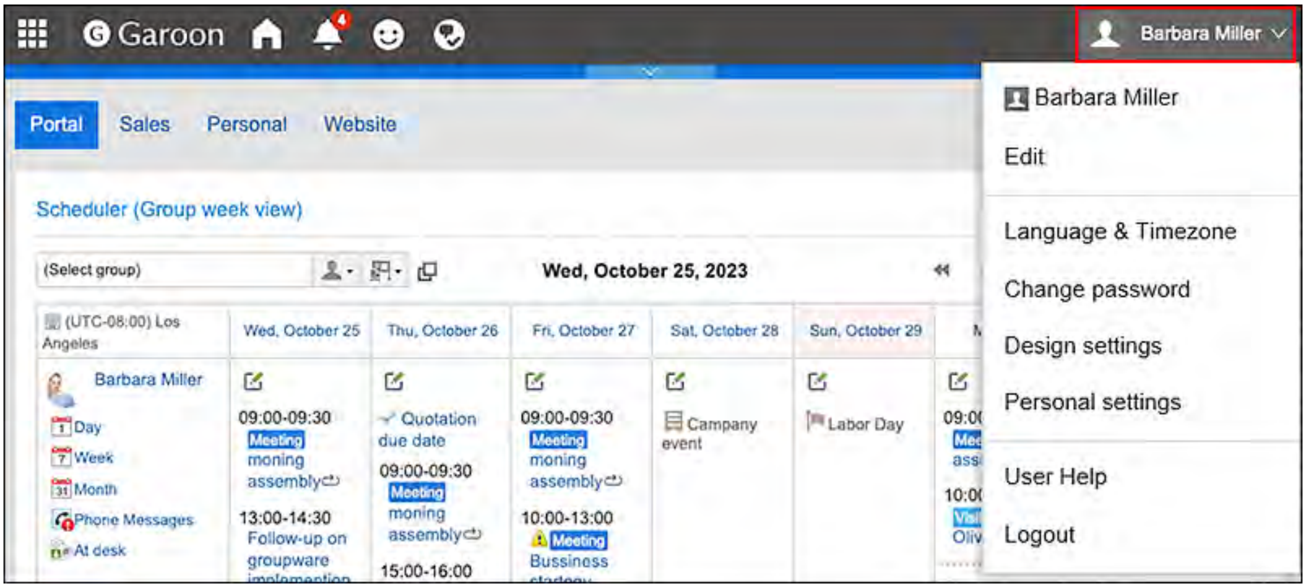
10. **Confirm your settings and click Add.**

Changing Events

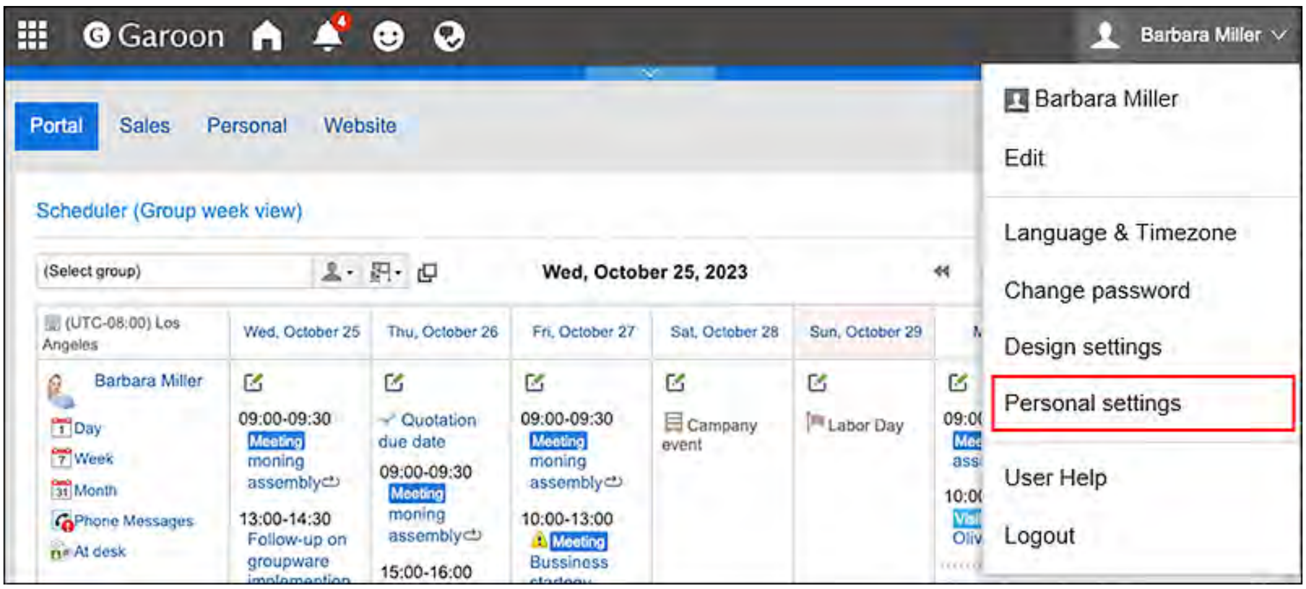
Change the date and the contents of the events added to the My calendar.

Steps:

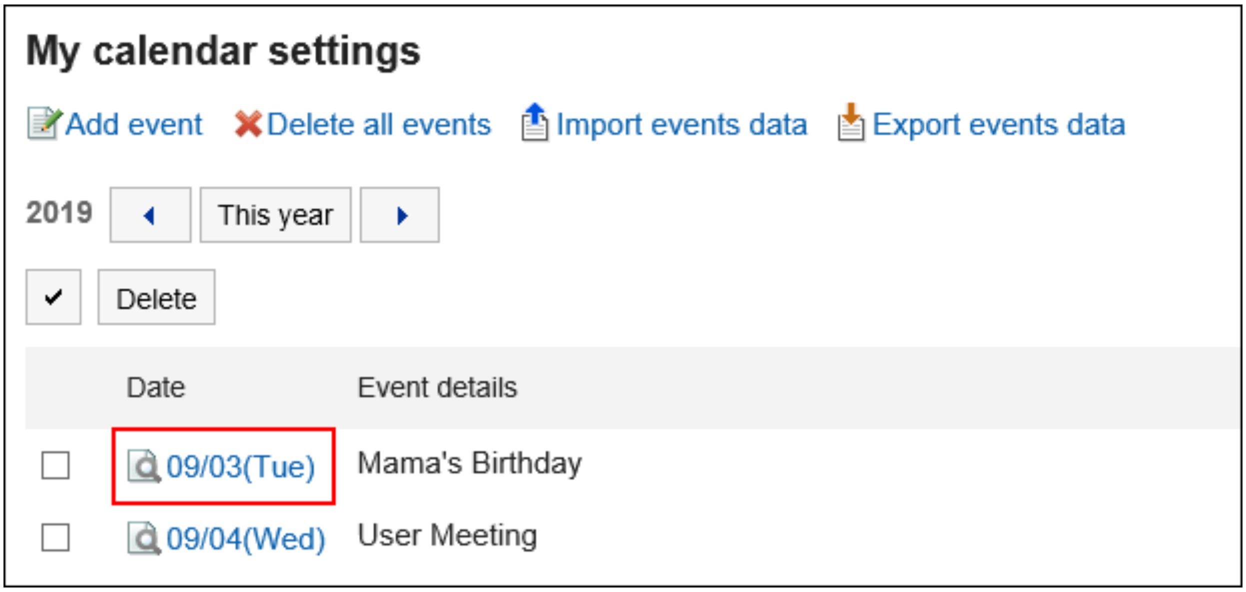
1. **Click User name in the header.**



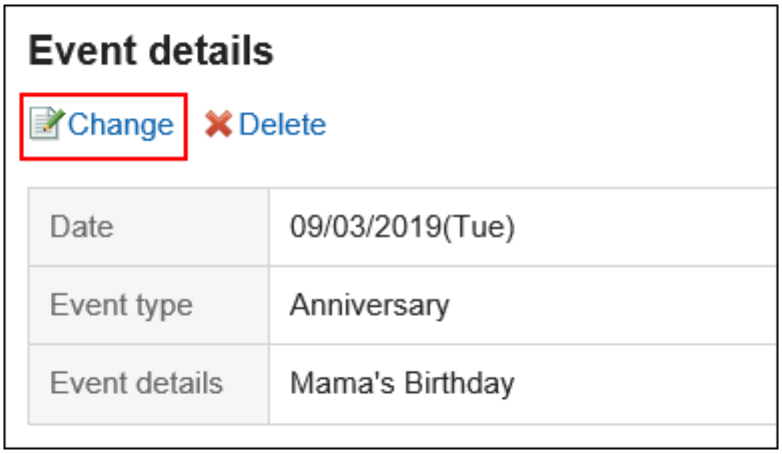
2. **Click Personal Settings.**



3. **Click "Common settings".**
4. **Click Calendar.**
5. **Click My calendar settings.**
6. **On the "My Calendar Settings" screen, click the date of the event you want to change.**



7. **On the "Event details" screen, click Edit.**



8. **On the screen to revise events, you can change the fields as necessary.**
9. **Confirm your settings and click Save.**

Deleting Events

Delete an event added to the My calendar.

Caution

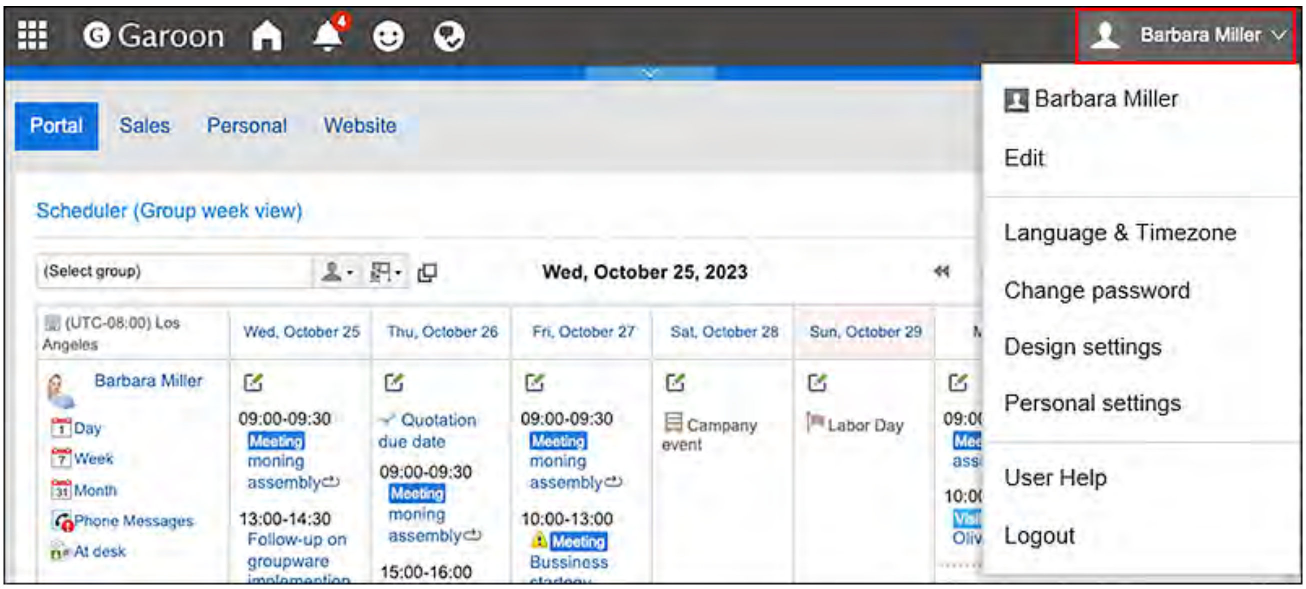
- The deleted event cannot be restored.

Deleting Events One by One

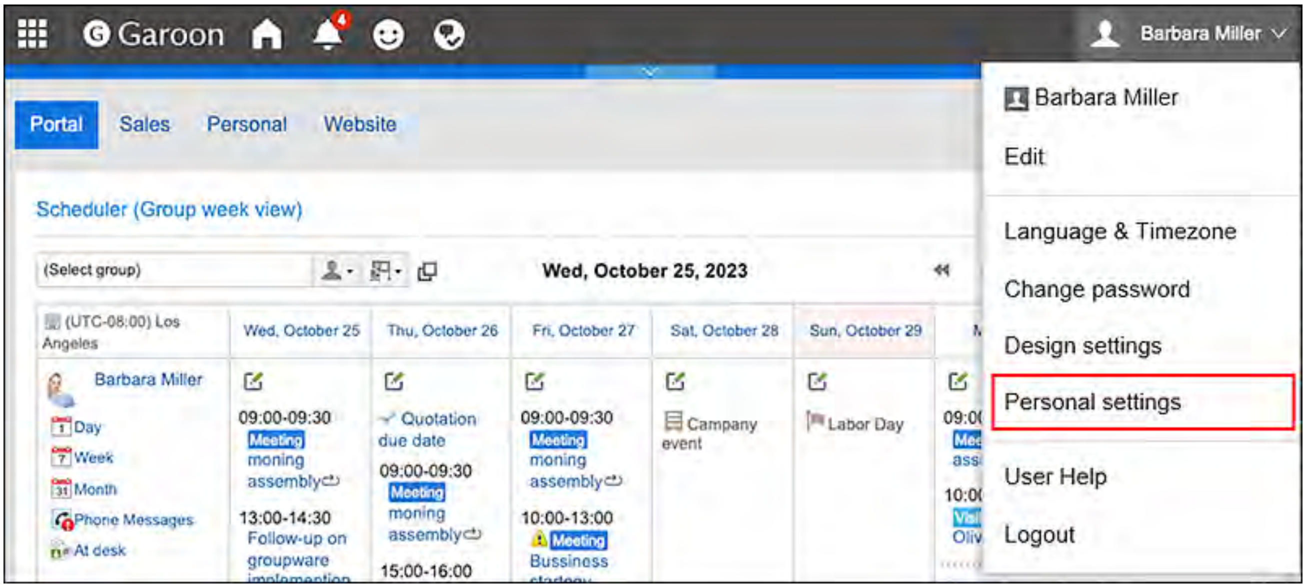
You can delete events one by one.

Steps:

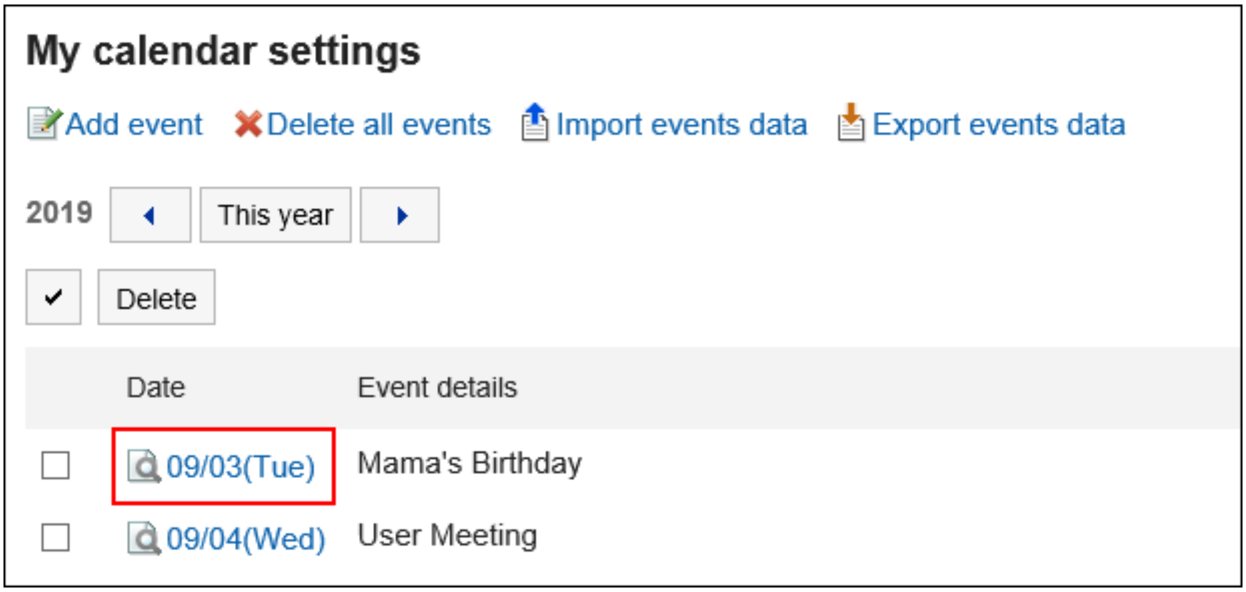
1. **Click User name in the header.**



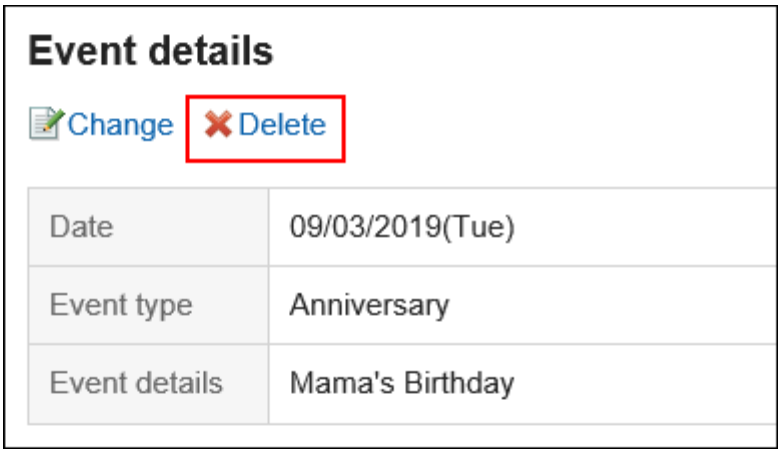
2. **Click Personal Settings.**



3. **Click "Common settings".**
4. **Click Calendar.**
5. **Click My calendar settings.**
6. **On the "My Calendar Settings" screen, click the date of the event you want to delete.**



7. **On the "Event details" screen, click Delete.**



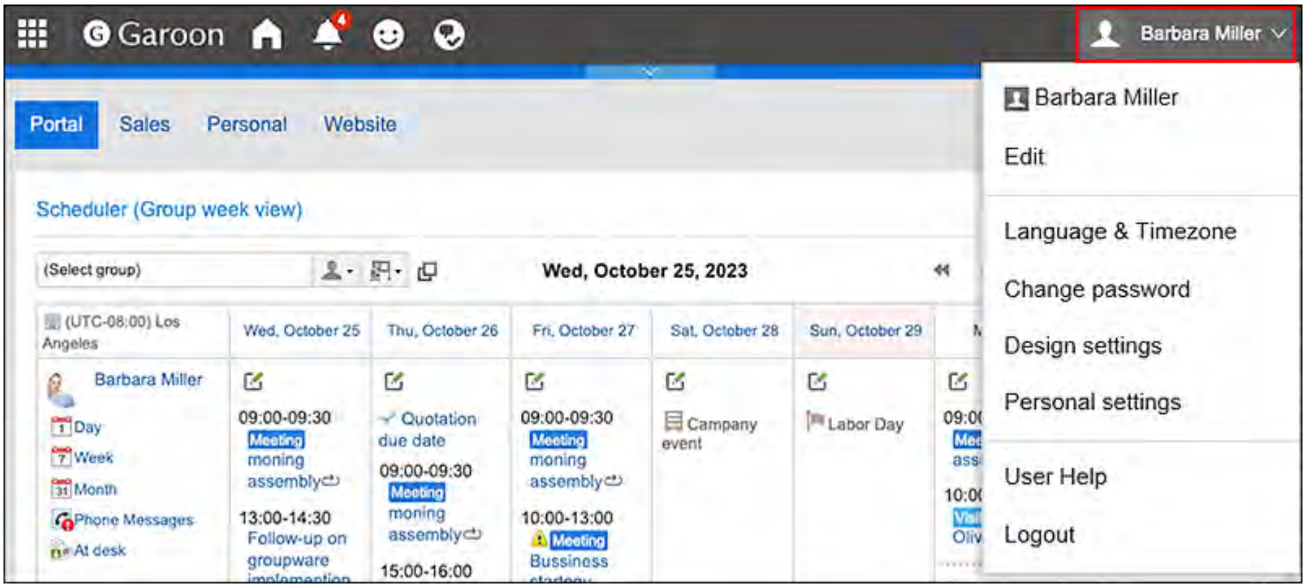
8. **Click Yes on the screen to delete events.**

Deleting Multiple Events in Bulk

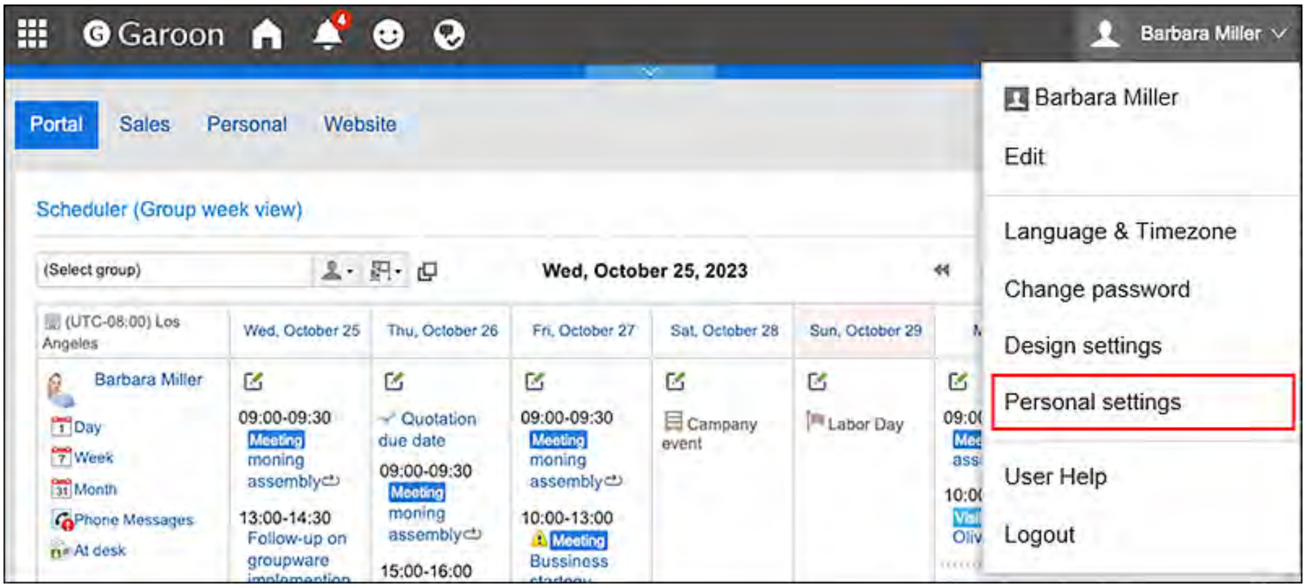
You can select multiple events and delete them all together.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**

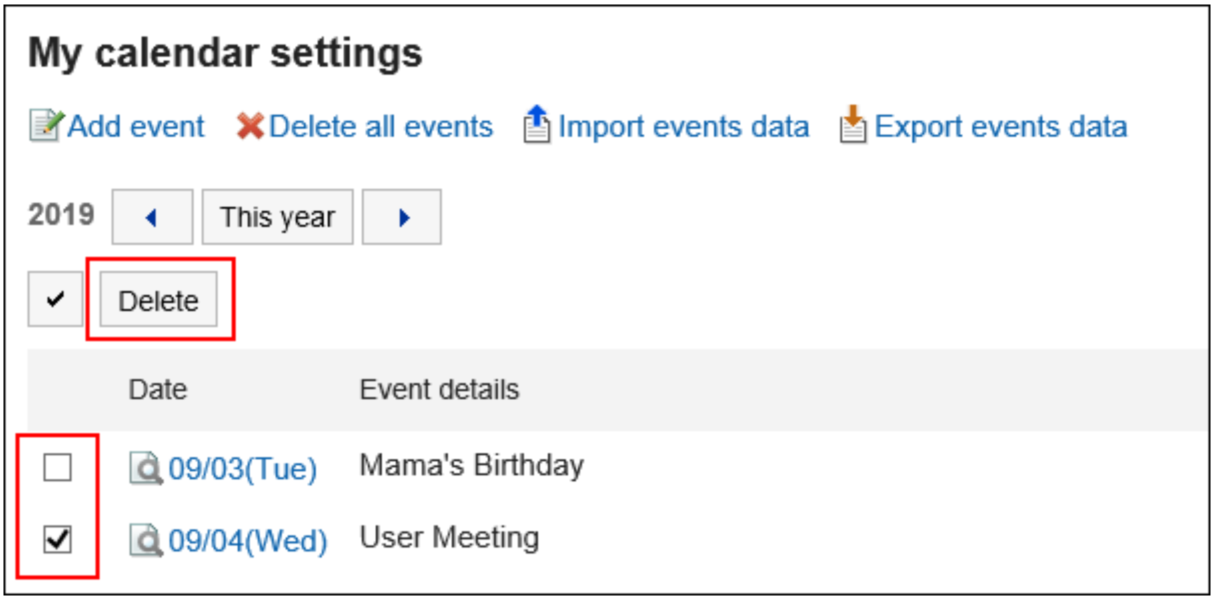


3. Click "Common settings".

4. Click Calendar.

5. Click My calendar settings.

6. On the "My calendar settings" screen, select the checkboxes of the events you want to delete, and then click Delete.



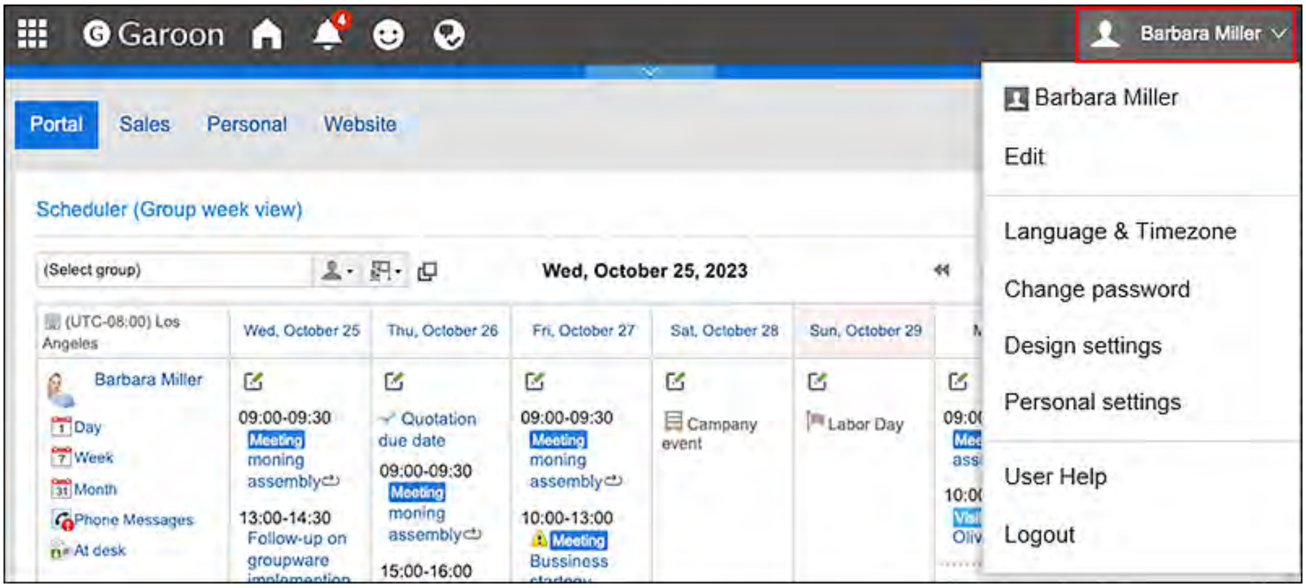
7. Click Yes on the screen to delete events in bulk.

Deleting All Events

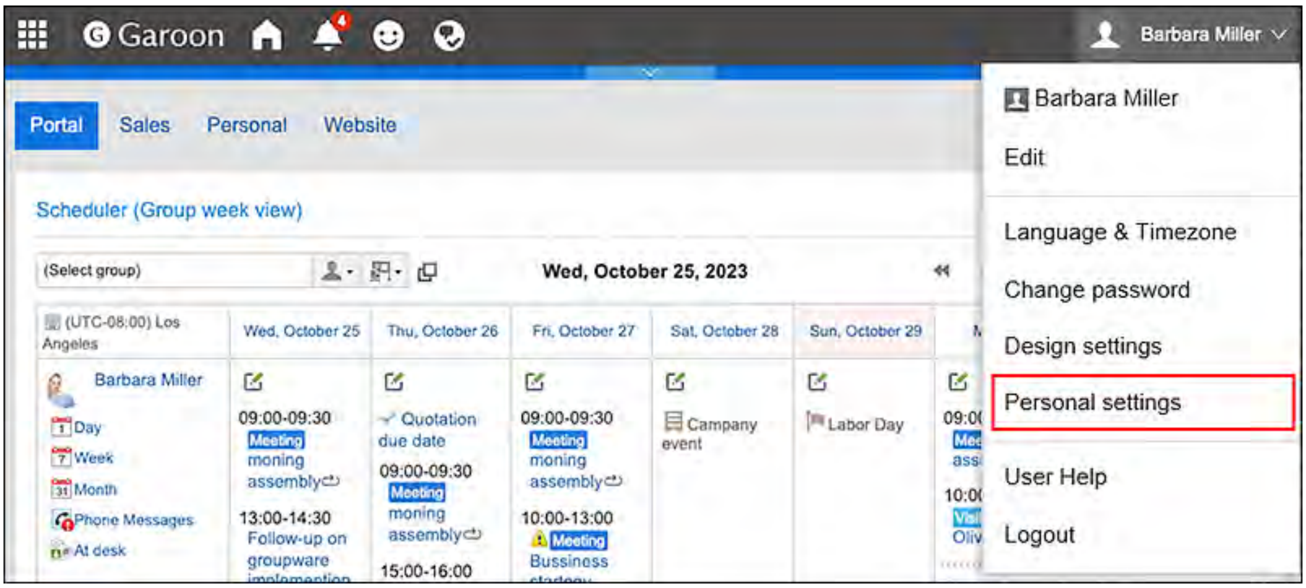
You can delete all events in a calendar.

Steps:

1. Click User name in the header.



2. Click Personal Settings.

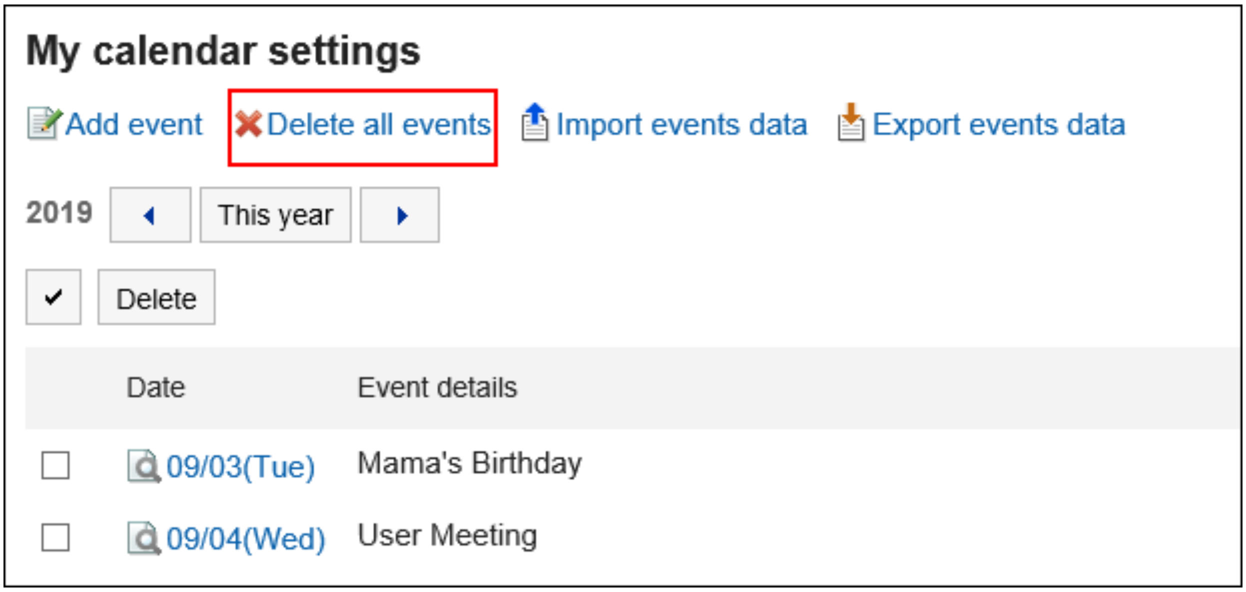


3. **Click "Common settings".**

4. **Click Calendar.**

5. **Click My calendar settings.**

6. **On the "My calendar settings" screen, click Delete all events.**



7. **Click Yes on the screen to delete all events.**

2.11. Managing Events in CSV Files

Manage event data for My Calendar in CSV files.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

Importing Data from a CSV File

Note

- If you add an event that has already been registered in Garoon to the CSV file, it will be added as a new event.

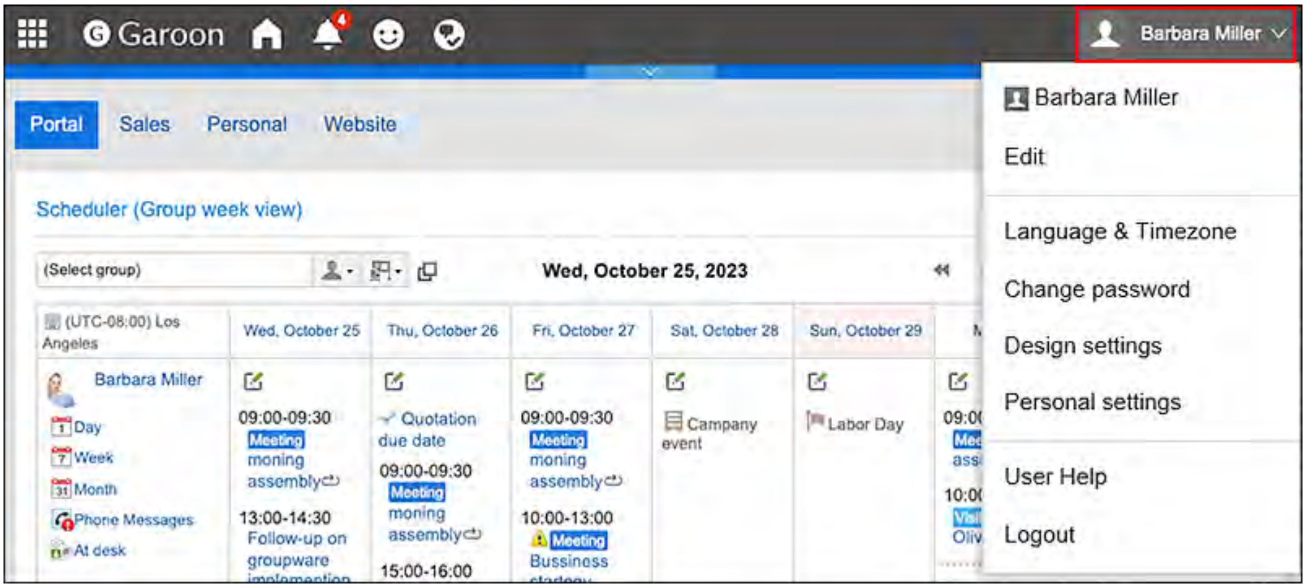
Import the event data from CSV files.

Steps:

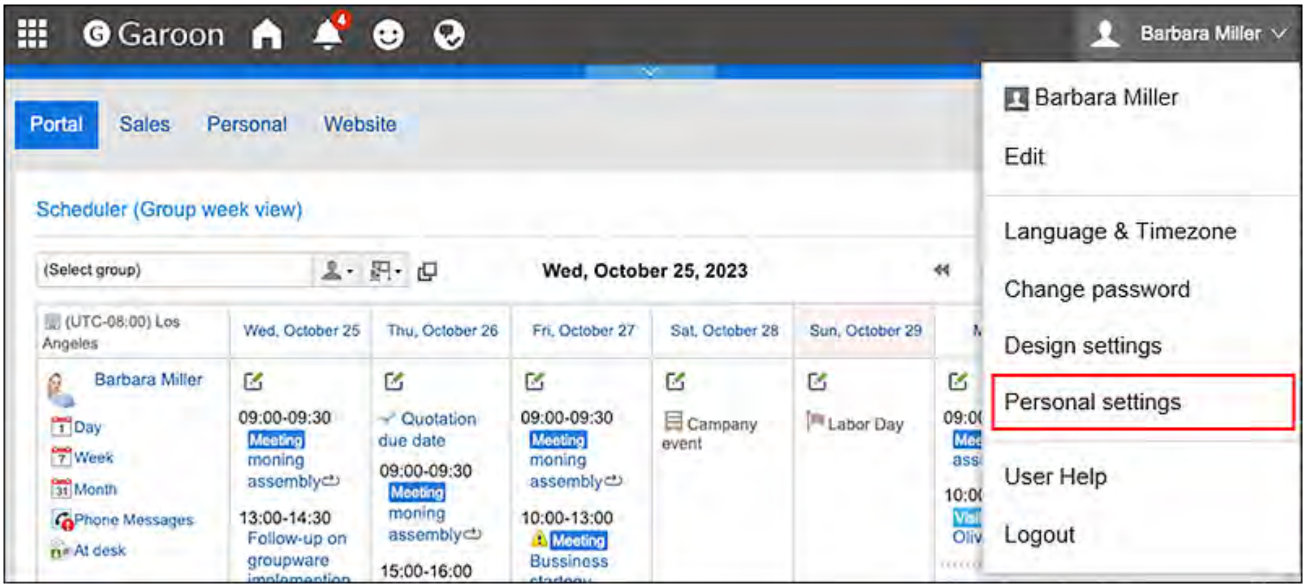
1. **Create a CSV file to import data.**

   For information on items that can be managed using CSV files, refer to the CSV format in Calendars.

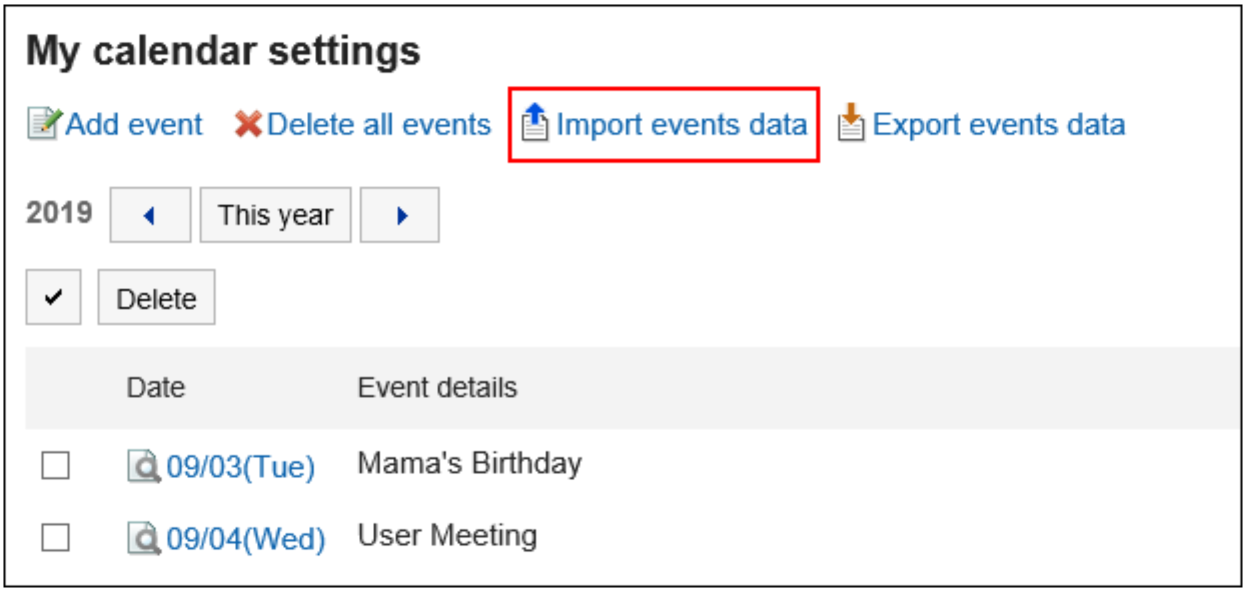
2. **Click the "User name" in the header.**



3. **Click Personal Settings.**



4. **Click "Common settings".**
5. **Click Calendar.**
6. **Click My calendar settings.**
7. **On the "My calendar settings" screen, click Import events data.**



8. **On the screen to "import events step 1/2", select the CSV file that you created in step 1.**
9. **Set the data to import, and click Next.**

The setting fields are as follows:

- Character encoding:

  Encodes data from a CSV file with the selected character code.

  The following character encoding can be selected:

  - Unicode (UTF-8)
  - Japanese (Shift-JIS)
  - ASCII
  - English (Latin1)
  - Simplified Chinese (GBK/GB2312)
  - Thai (TIS-620)

- Skip the first row:

  If the header row contains information other than data such as an item name and a comment, select "Yes".

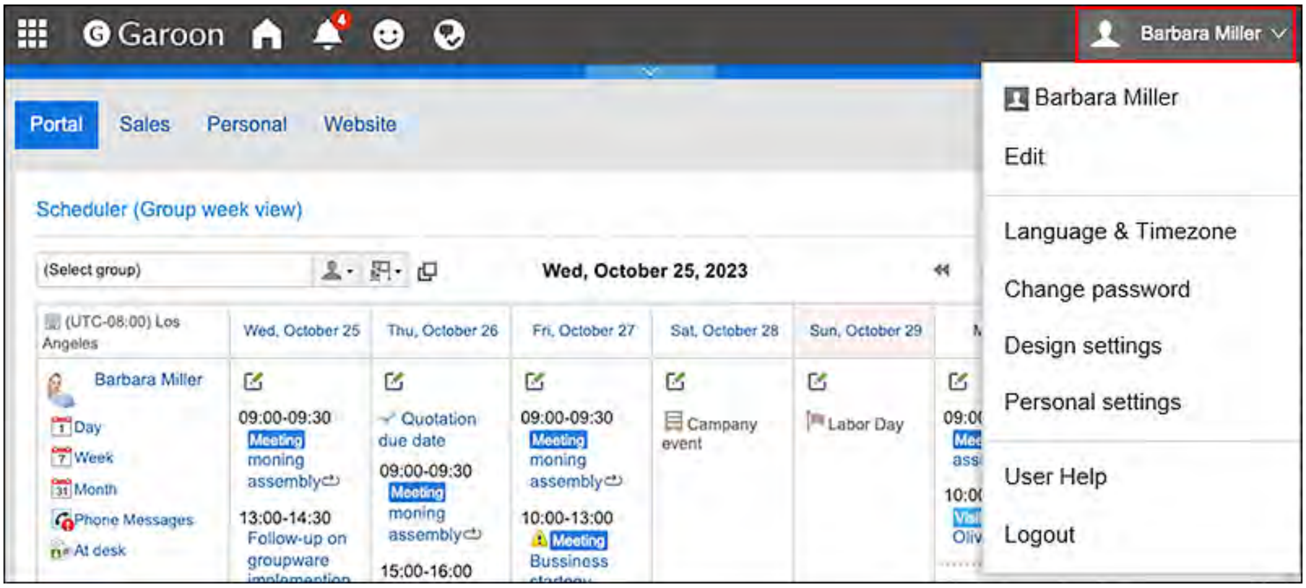
10. On the screen to "import events step 2/2", check the contents of the CSV file, and click Import.

Exporting Data to a CSV File

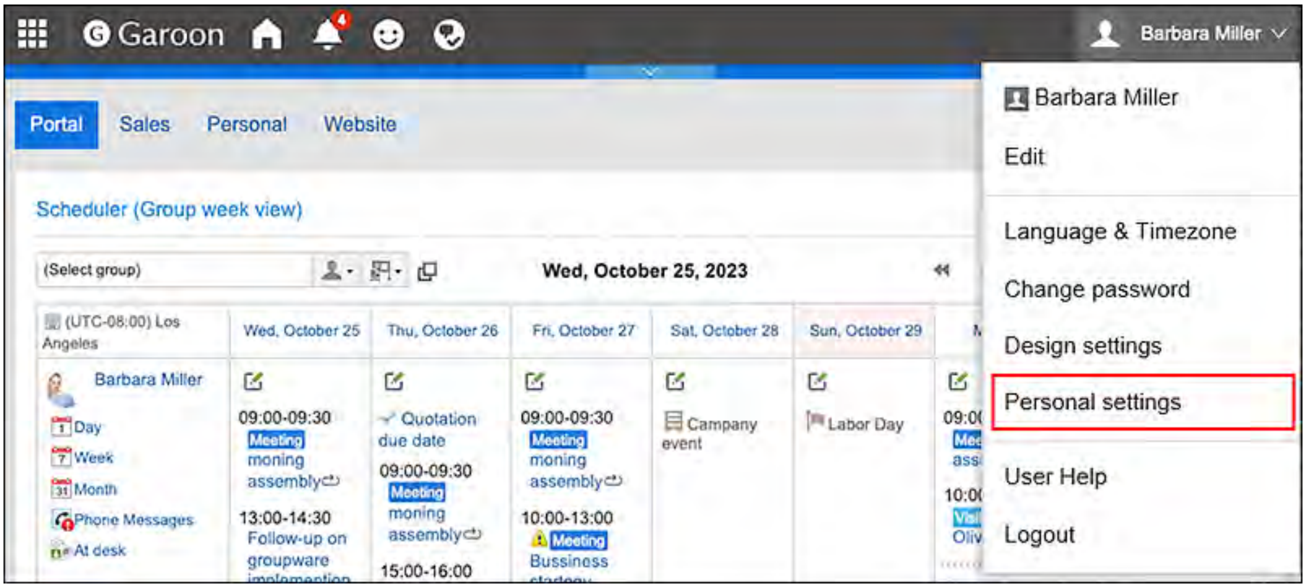
Export the e-mail data to a CSV file.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**

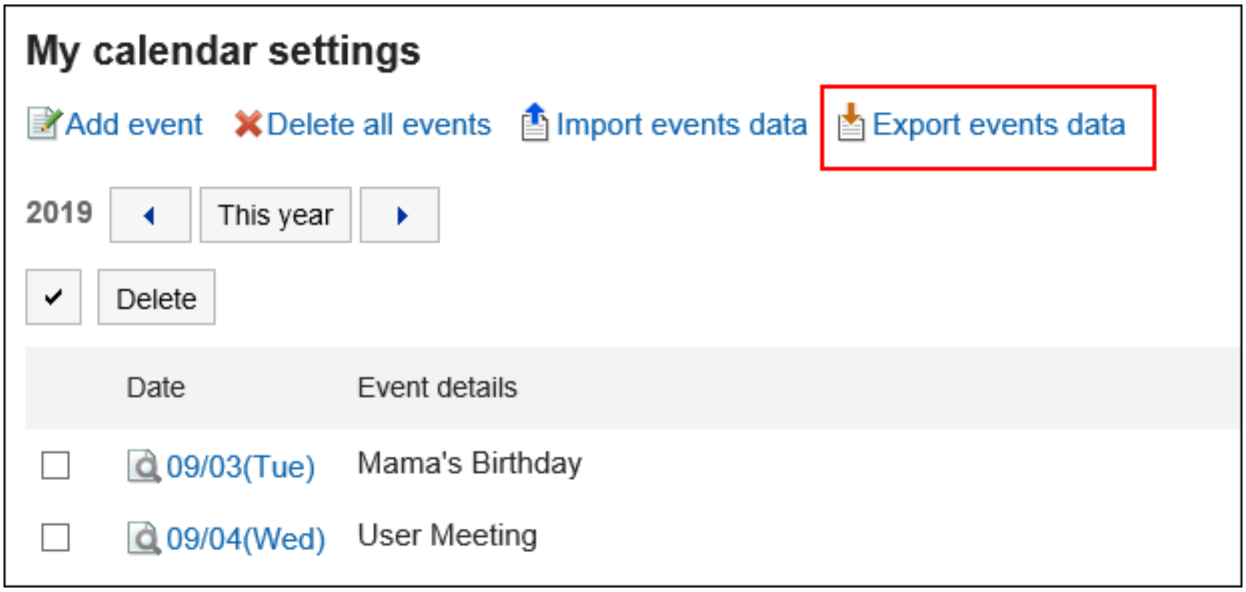


3. **Click "Common settings".**

4. **Click Calendar.**

5. **Click My calendar settings.**

6. **On the "My calendar settings" screen, click Export events data.**



7. On the screen to export events, set the required items for the exported data.

The setting fields are as follows:

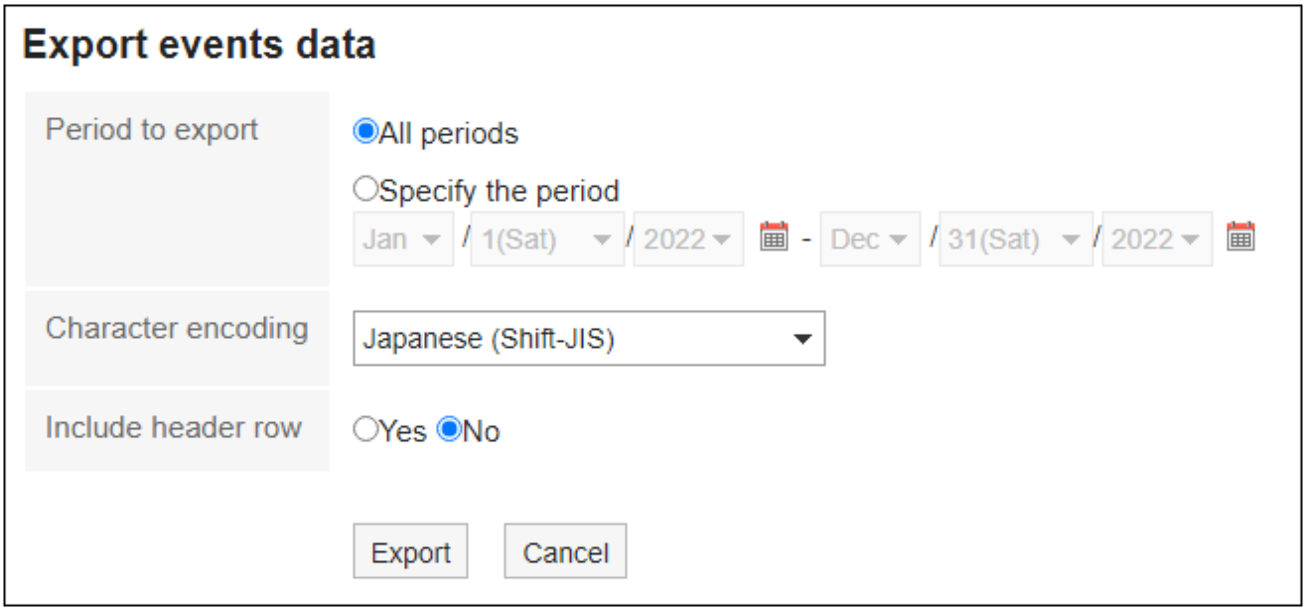
- Period to export:

  Specify all periods or a period to export.
- Character encoding:

  Encodes data from a CSV file with the selected character code.

  The following character codes can be selected.
  - Unicode (UTF-8)
  - Japanese (Shift-JIS)
  - ASCII
  - English (Latin1)
  - Simplified Chinese (GBK/GB2312)
  - Thai (TIS-620)
- Include header row:

  To export an item name to the header row of a CSV file, select "Yes".



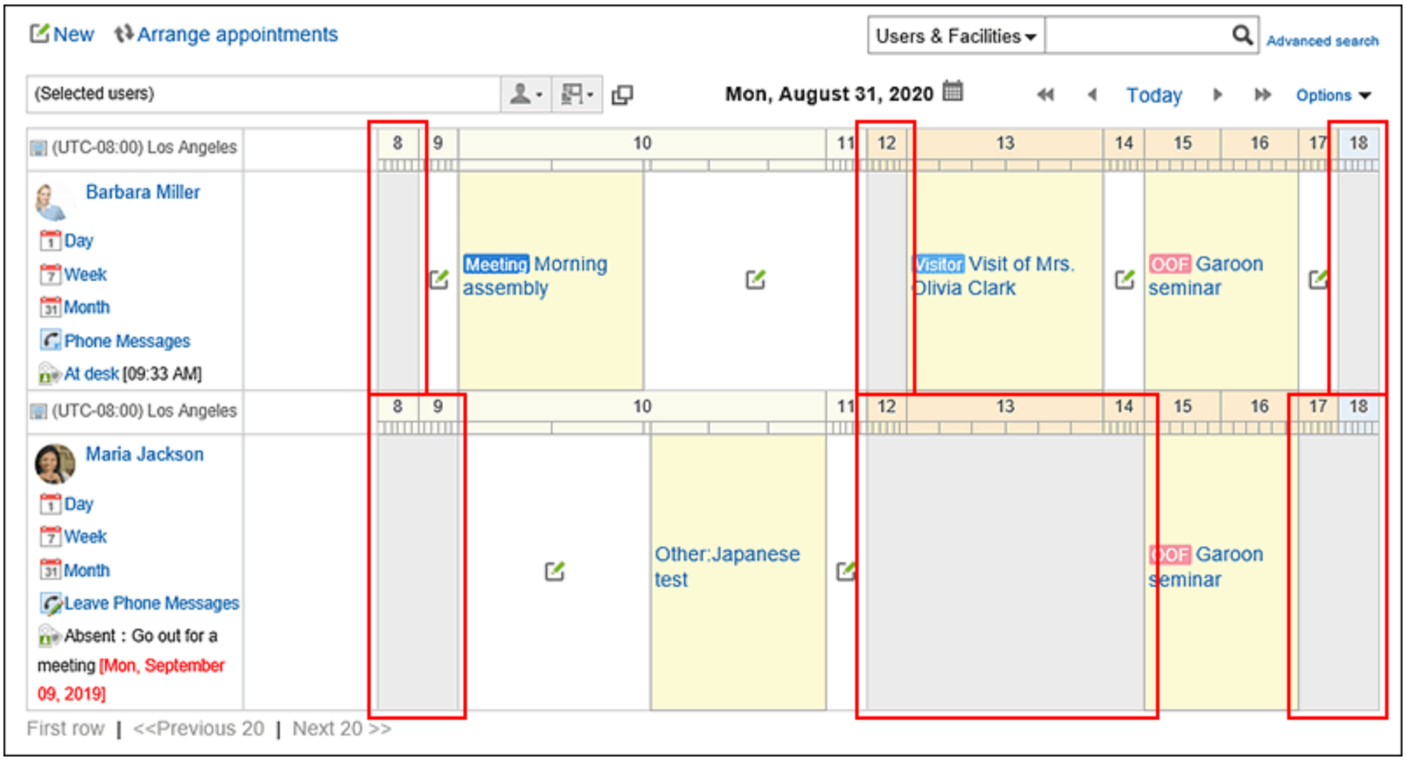
8. **Confirm your settings and click Export.**

9. **Save the file with a function provided by your Web browser.**

2.12. Office Settings

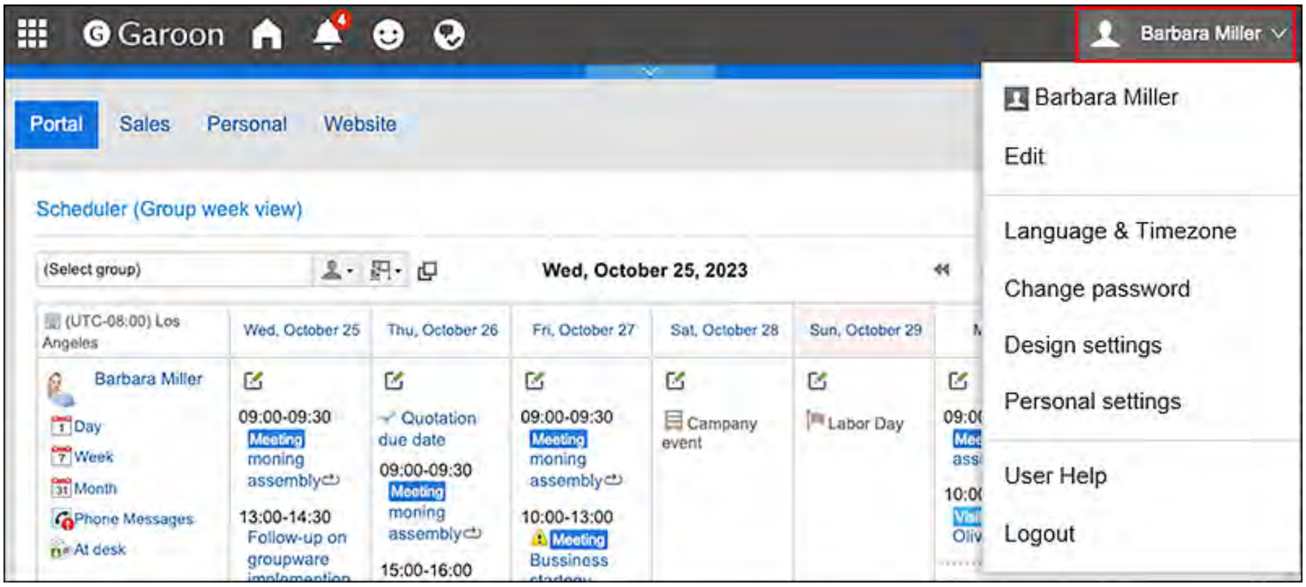
The system administrator may set up a working time and a calendar for each office, if the business hours and holidays vary for each of them.
Users can customize office information that has been applied by the system administrator and set up their own office information.
Customized office information can only be used by the user who has set it up.

If you set your work days and working hours, your non-working hours will be displayed in gray in the "Group day view" screen in Scheduler and in the "Confirm appointment" screen.
Other users can easily confirm your working hours.

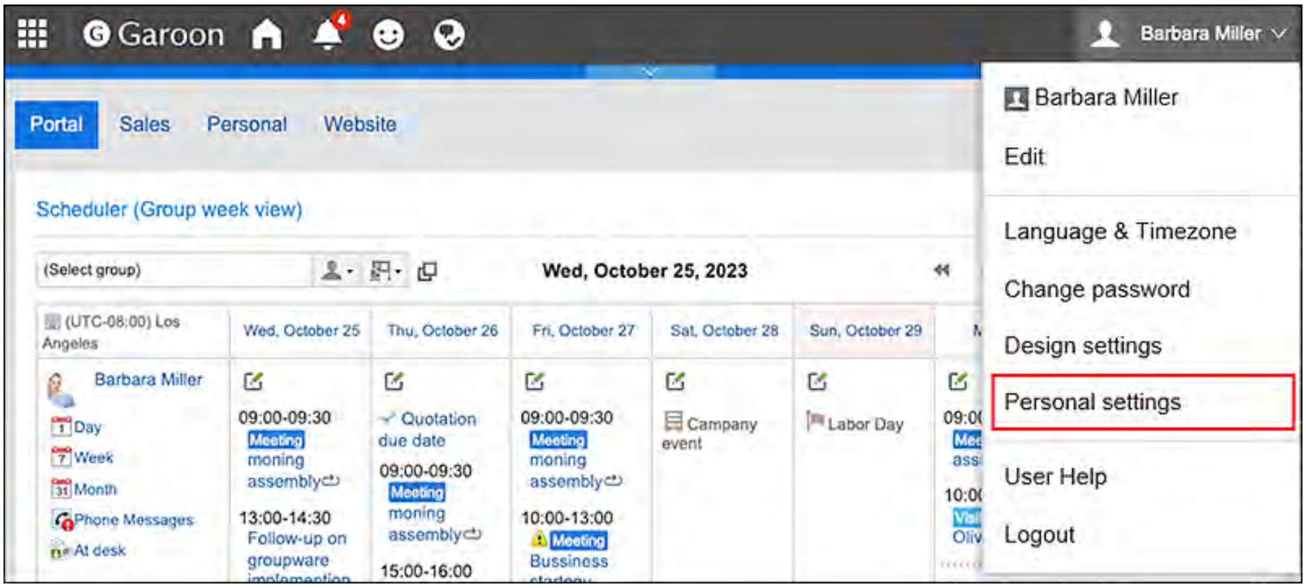


Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**



3. **Click "Common settings".**

4. **Click Calendar.**

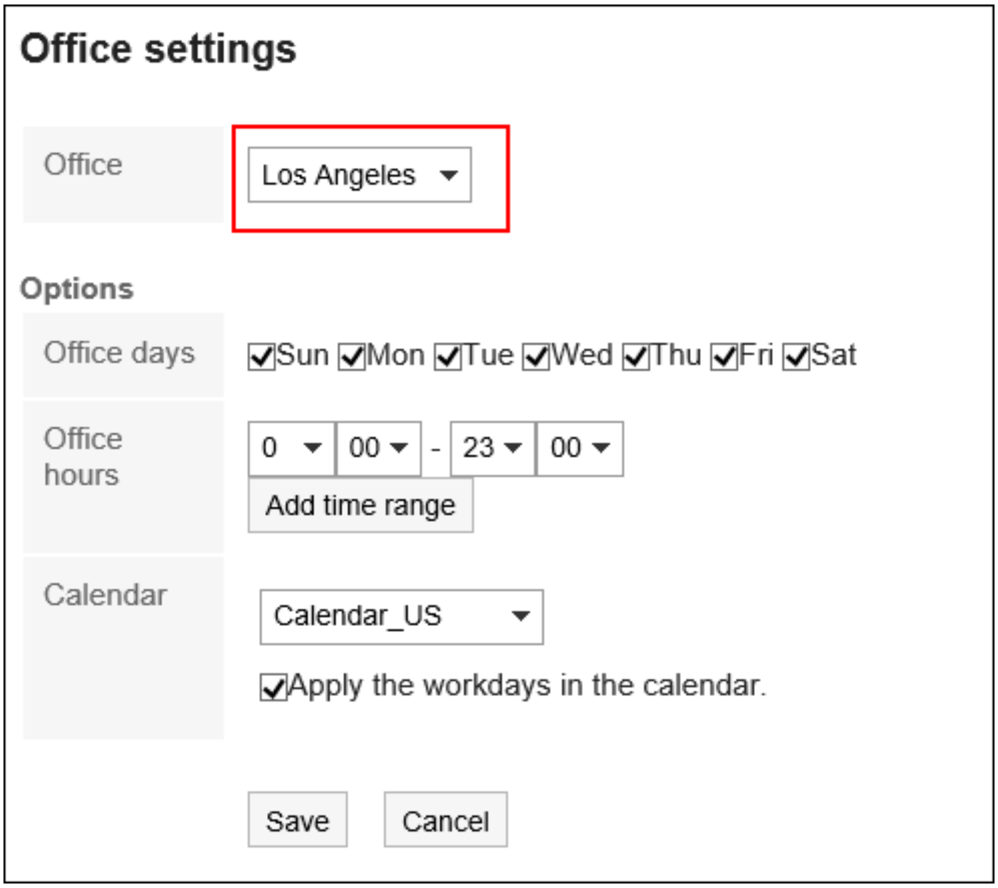
5. **Click Office Settings.**

6. **In the "Office Settings" screen, select the office where you want to customize the settings.**

If you select the item for user-specific settings, you can set the office only for that user.

When you select an office set by your system administrator, you can customize the office information set by your system administrator.

If you have customized the office that has been set by your system administrator, "(customized)" is displayed after the office name.



7. Set the required items for the advanced settings.

- Working day:

  Select the day of the week the office is running.

- Uptime:

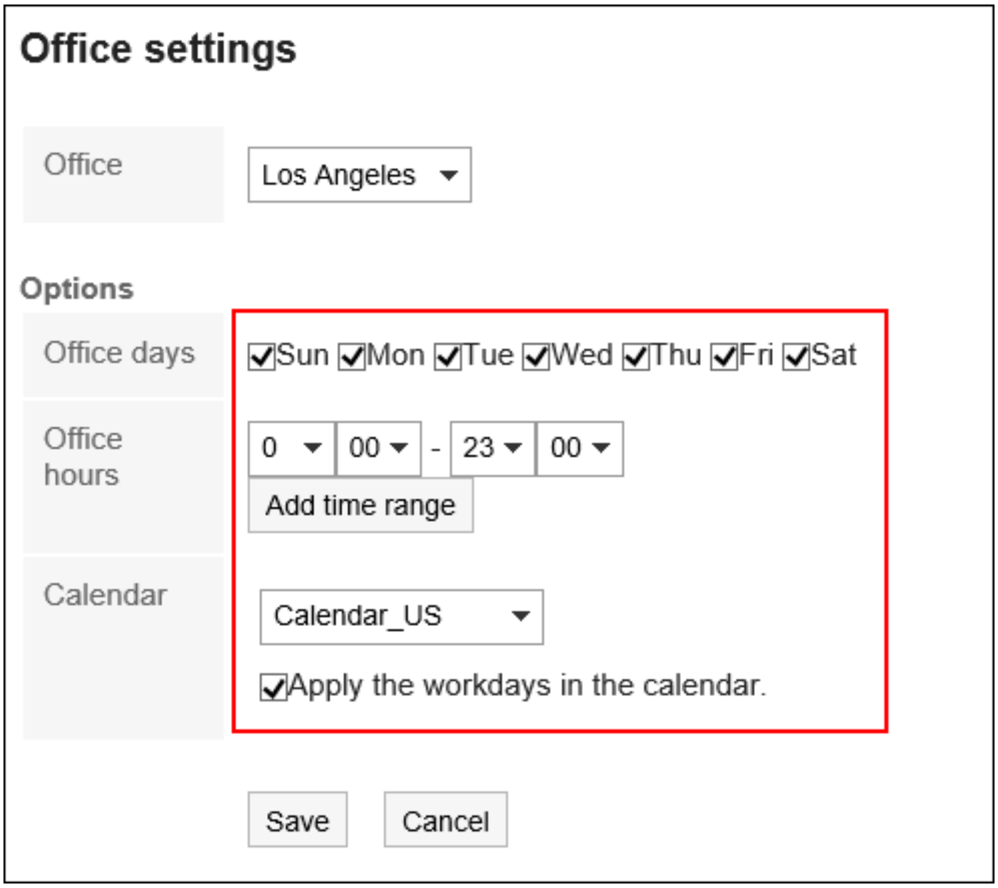
  Set the time period when the office is running. Multiple time periods can be set.

- Calendars:

  From a calendar created by your system administrator, select the calendar that you want to apply to the office.

  The calendar includes work days and holidays.

  To apply the calendar workdays to the office, select the "Apply Calendar workdays" checkbox.



8. Confirm your settings and click Save.

Note

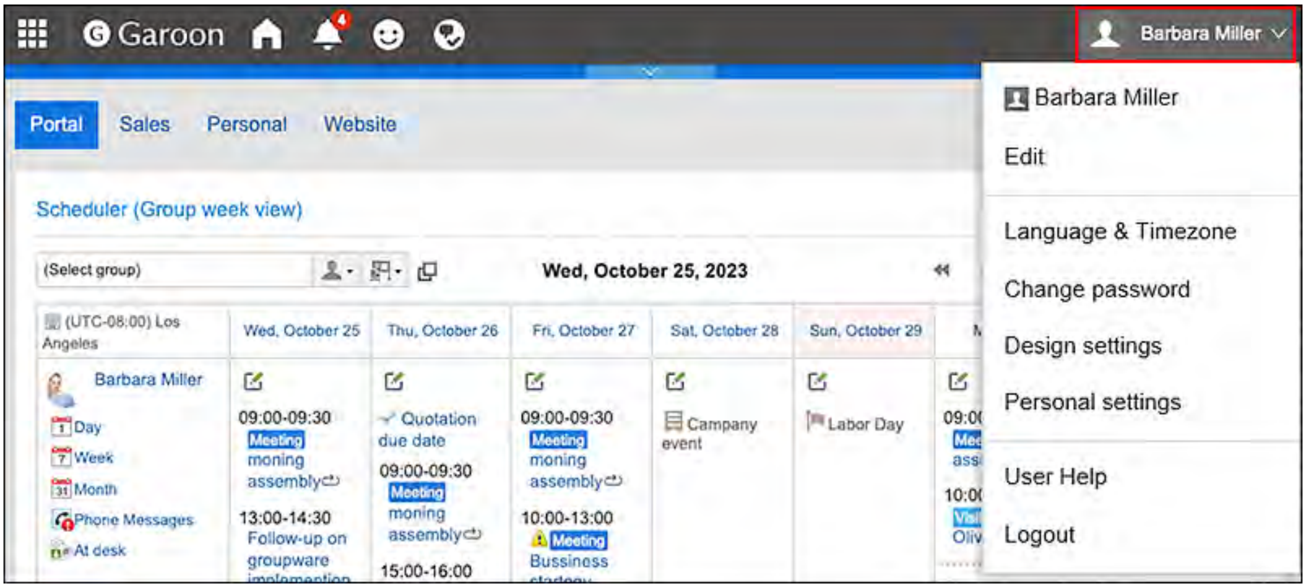
- If your system administrator deletes the office that any users are using, the deleted office will be a customized office for them.

2.13. Display Language Settings for User Names and Character Encoding Settings for E-Mail Notifications

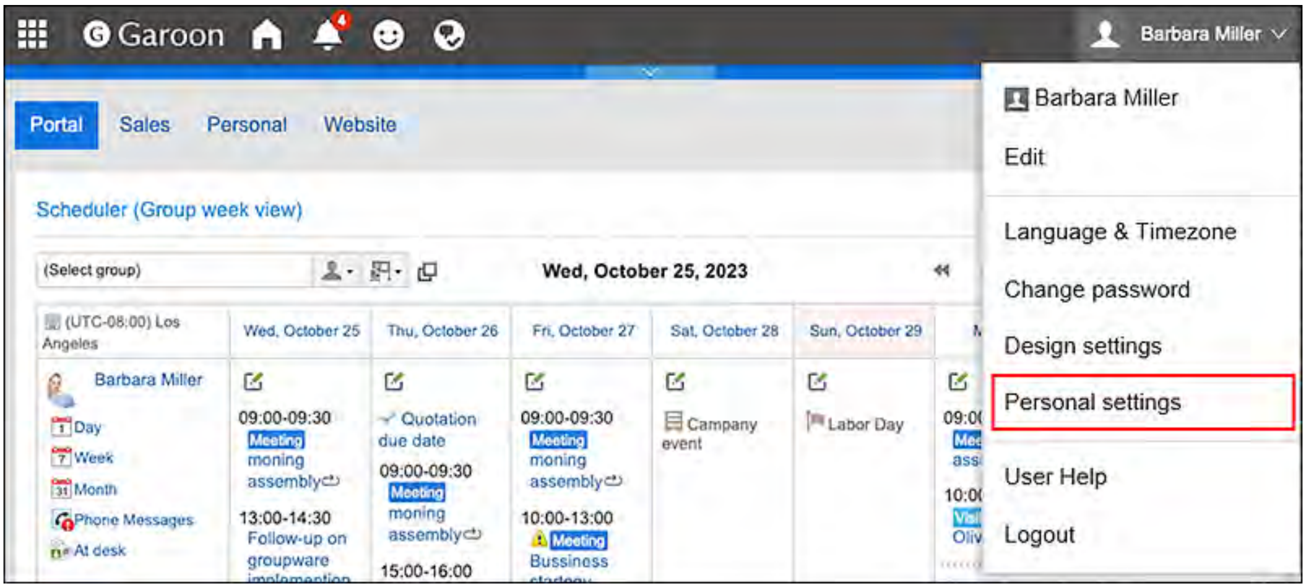
If you are using Garoon in multiple languages, set the language used to display the user name and the character encoding used for e-mail notifications in phone messages and appointments.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**



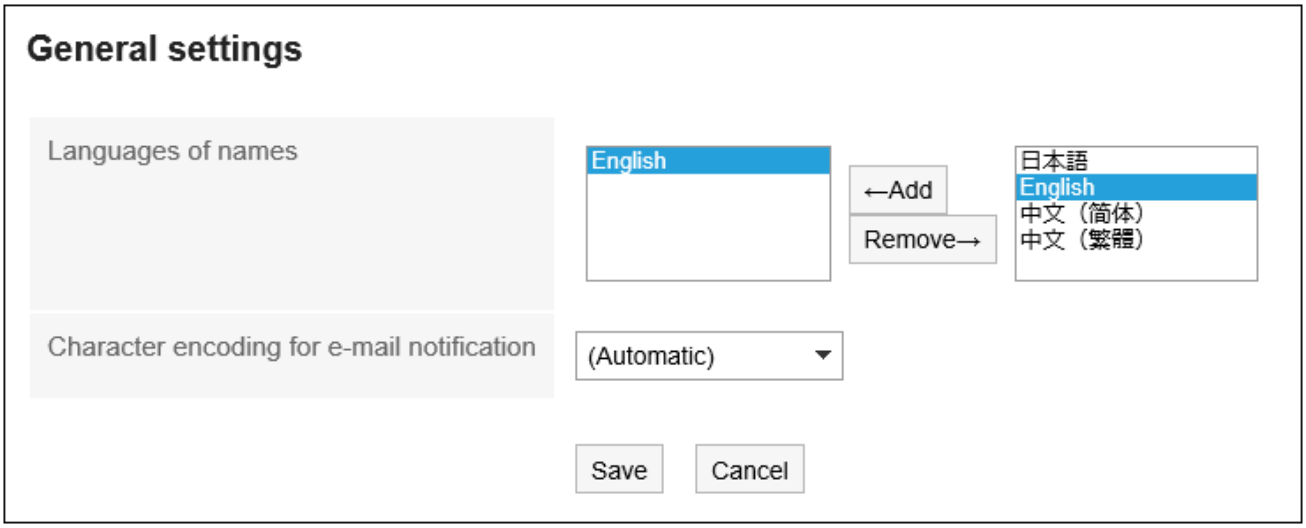
3. **Click "Common settings".**

4. **Click Localization.**

5. **Click General settings.**

6. **On the "General settings" screen, configure any required items.**

- Language to display user name:
  Select which language you want to use for user names. You can select multiple languages.
- Character codes for e-mail notifications:
  Select a character encoding for e-mail notifications in phone messages and appointments.



7. **Confirm your settings and click "Save".**

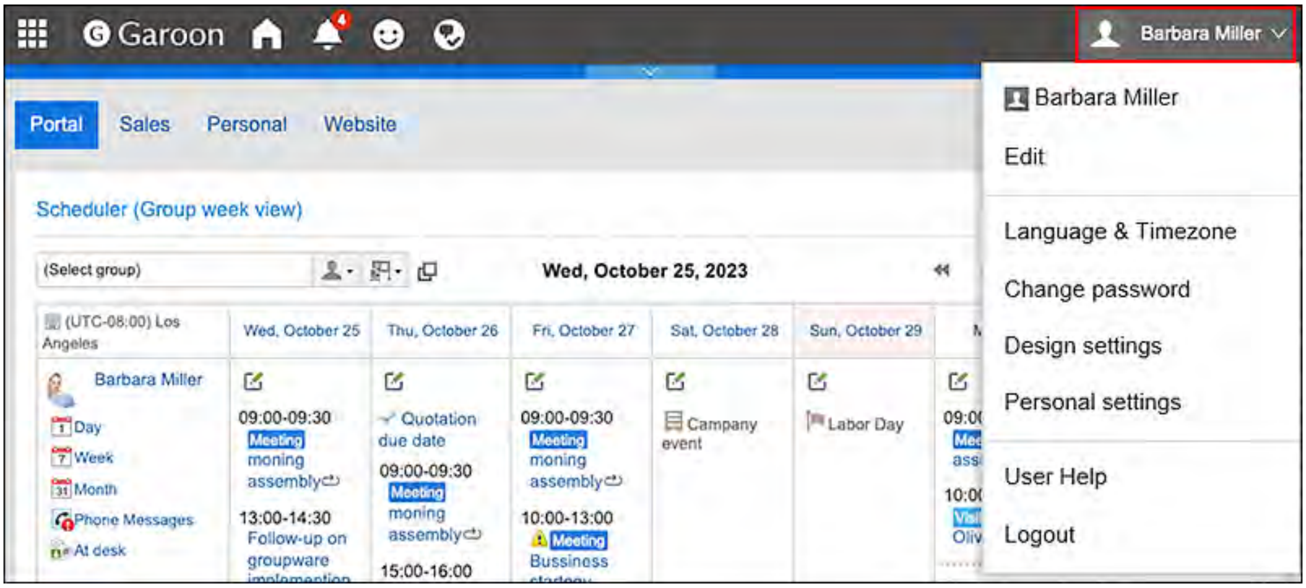
2.14. Locale Settings

Set the time zones, languages, and the date/time format (locale).

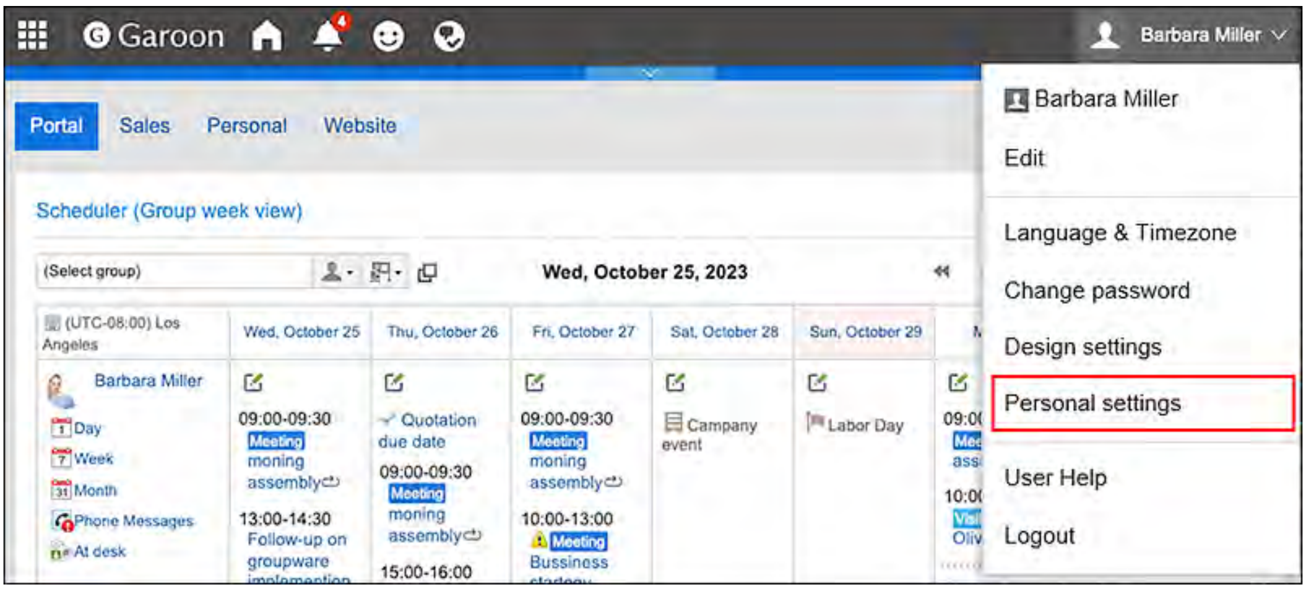
Users can customize the locale information that is applied to users by the system administrator and set their own locale information.

Steps:

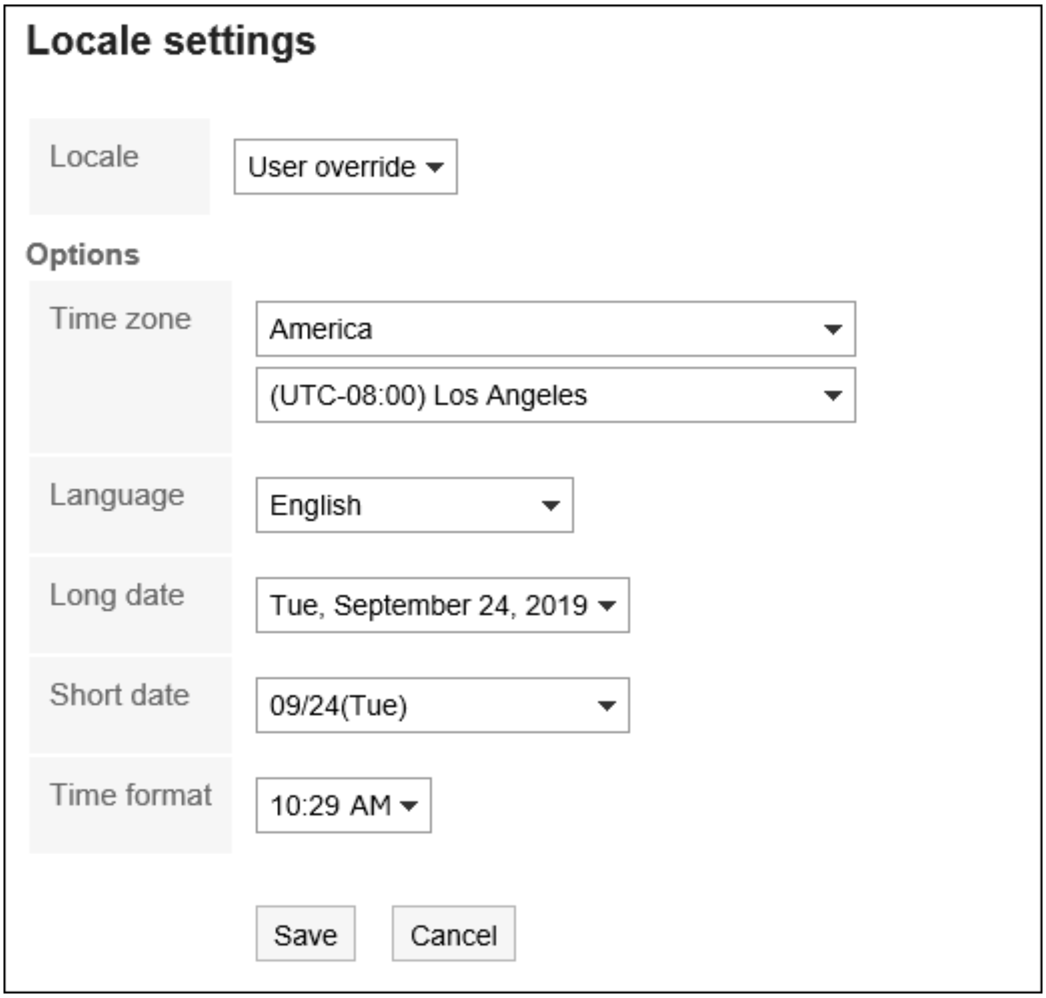
1. **Click User name in the header.**



2. **Click Personal Settings.**



3. **Click "Common settings".**
4. **Click Localization.**
5. **Click "Locale Settings".**
6. **On the screen to set locales, configure the settings as necessary.**
   - Locale:
     Select from the following:
     - The locale that is set by the system administrator
     - The locale that the user has customized from the settings defined by your system administrator
     - User-specific locales
   - Advanced Settings:
     - Time zone:
       Set the time zone you want to use.
     - Language:
       Set the display language for the screens.
     - Long date format:
       Select the date and time format that is displayed in the details screen for Message and Appointment.
     - Short date format:
       Select the date format that is displayed on the Message list screen and the Scheduler screen.
     - Time Format:
       Select the time format that is displayed on the screen of messages and schedules.

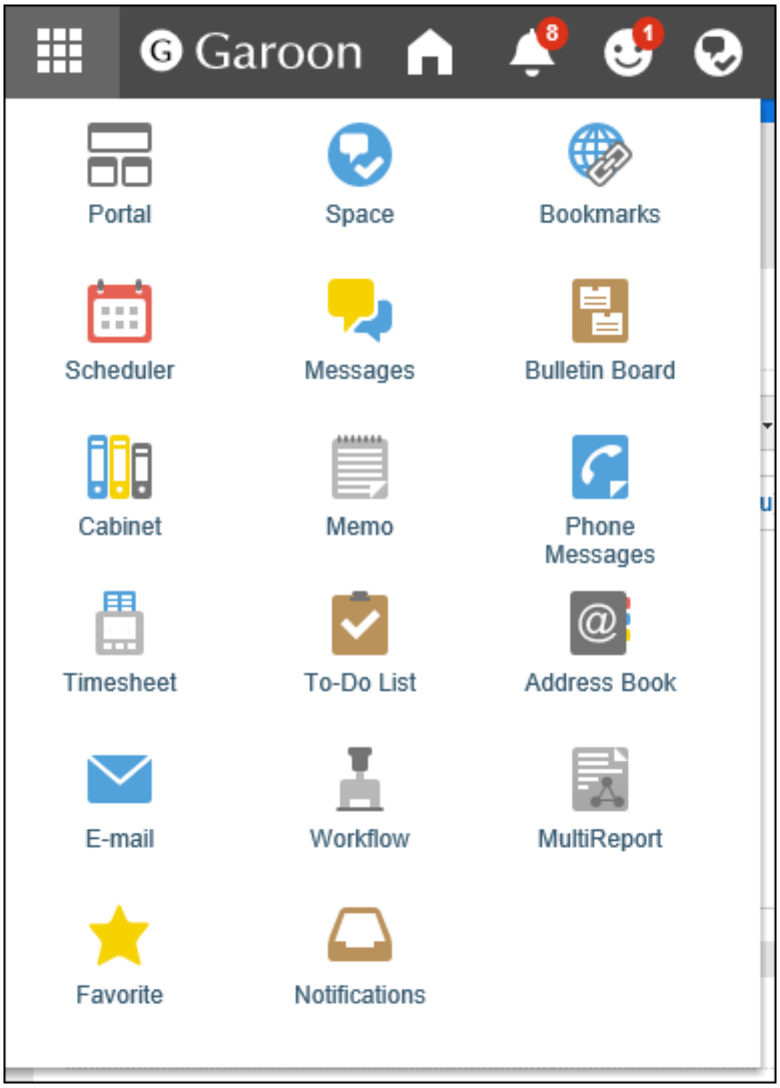


7. Confirm your settings and click "Save".

3 chapter Application

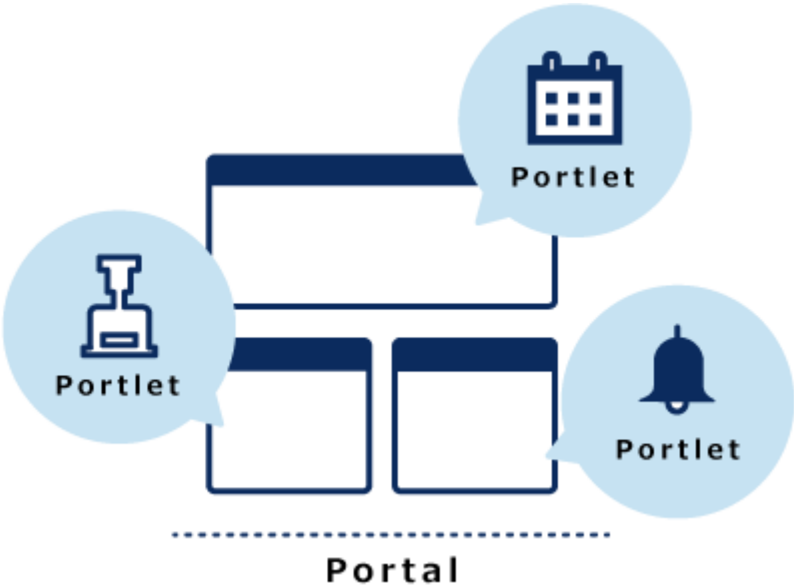
This section describes the operations of Garoon applications.

When you click the app icon  in the header, the application has easy access.



3.1. Portal

Portal is an application that works as a gateway to Garoon having Garoon functionalities called Portlets on it to make them easy to use.



Portals consist of the following types:

- System setting portals:
  This portal is set by your system administrator.
  Users cannot change or hide the system setting portals.
- My Portal:
  This portal is set by users.
  Users can place portlets they need and the frequently used portlets in their My Portal.
  My Portal is accessible only for the user who created it.

Watch Video

- For details on the Portal features, you can also refer to the What is Portal? video.

References

- How to View the Screen(132Page)
- Default portal setting(137Page)
- Adding My Portals(140Page)
- Placing Portlets in My Portal(144Page)
- Portlet Types and Settings
- Configuring HTML Portlets

3.1.1. Video: Tips for Portal

Short videos on this page provide tips that enable you to use portals more effectively. (Videos are available only in Japanese.)

Note

- The videos were recorded using the cloud version of Garoon, so some user interface texts might look different from the ones in the on-premise version of Garoon 5.

Configuring Personal Top Page (My Portal)

Videos are provided on the Web pages.

(Duration: 2 min 43 sec)

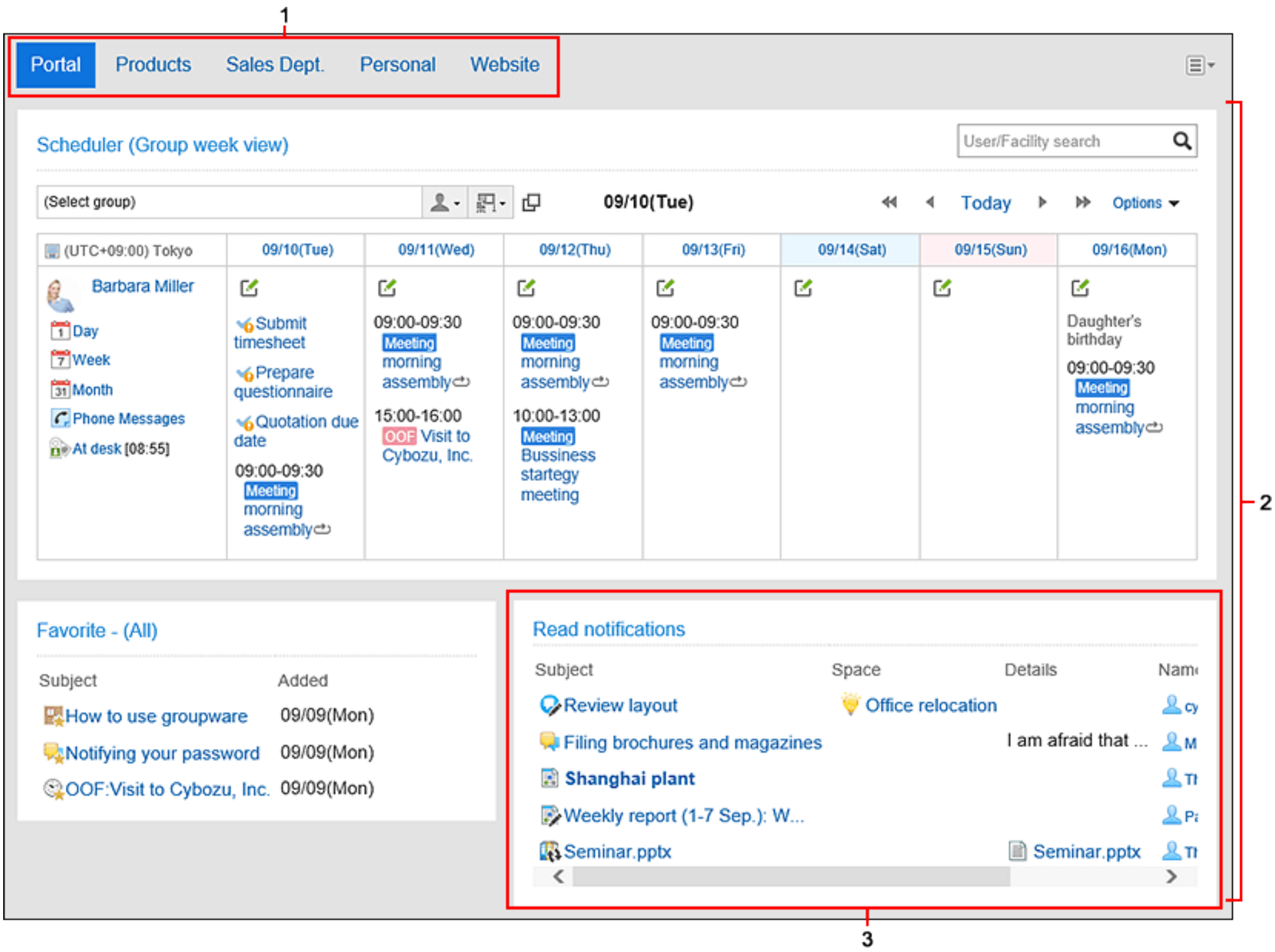
3.1.2. How to View the Screen

This section describes the "Portal" screen.

"Portal" Screen

This is a portal created by the system administrator or a user.

If you have multiple portals, you can switch them using the part to move to the portal you want to display.

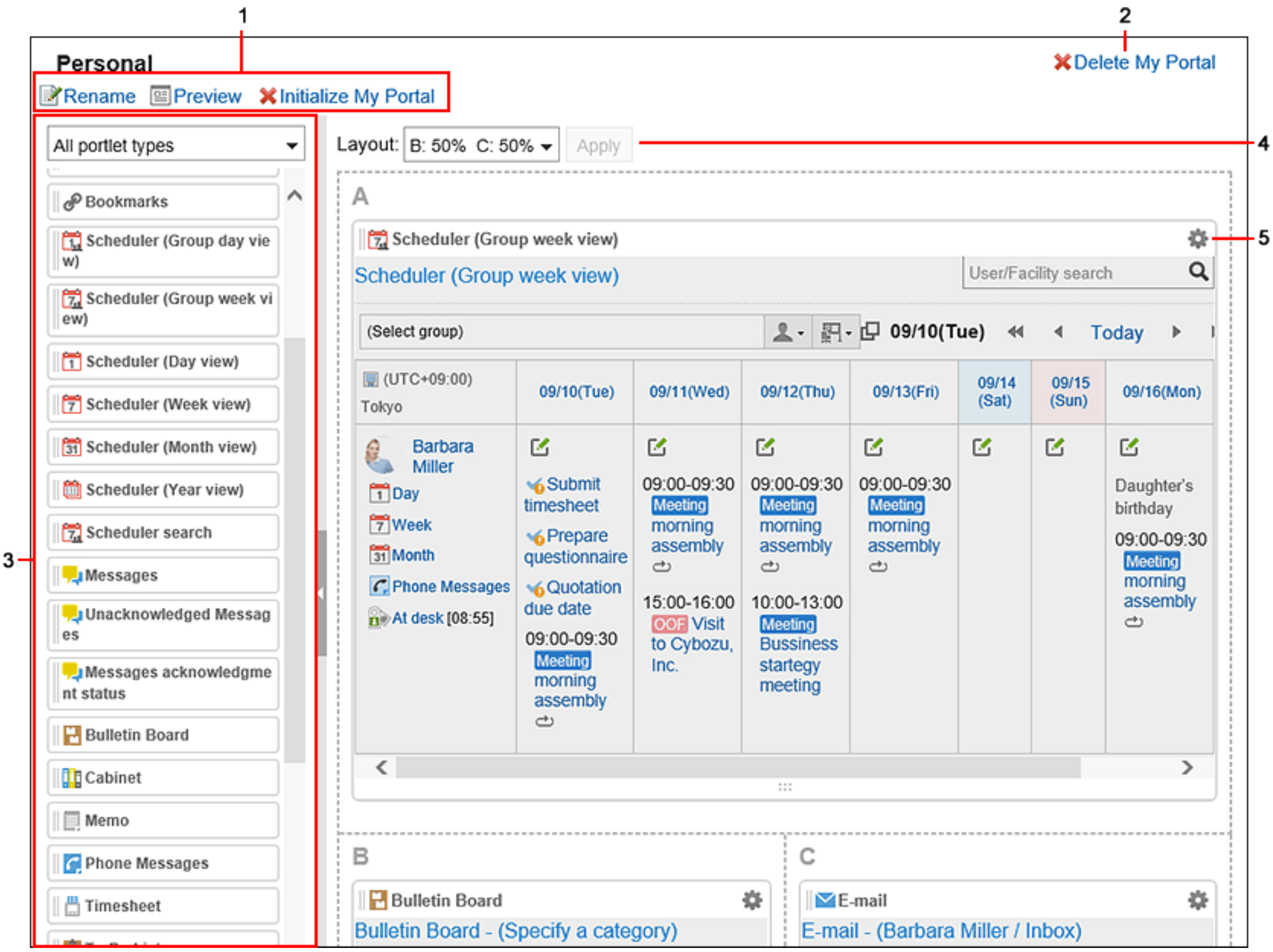


Description of the Items

Number	Description
1	**Part to switch portals:** This is displayed when multiple portals exist. You can switch between portals.
2	**Portal:** This page summarizes applications and functions often used in Garoon.
3	**Portlet:** The items placed in the portal. You can change the portlet to be placed so that users can customize it to meet their requirement.

My Portal Details Screen

On the screen for My Portal details, you can configure My Portal.



Description of the items

Number	Description
1	• **Link to change My Portal name:** Change the display name of My Portal. • **Preview Link:** The screen to confirm views is displayed and you can view the My Portal preview. • **Link to initialize My Portal:** Delete all portlets placed in the My Portal. Depending on your system administrator settings, initializing the My Portal may leave some portlets.
2	

Number	Description
	Link to delete My Portal: Delete My Portals.
3	**Portlet:** • **Filter for portlet list:** Filter the portlets you want to display in the Portlet list. You can filter by application, the My Portlet group, or the Portlet group set by your system administrator. • **Portlet list:** The list of portlets that can be placed in My Portal. The portlet can be placed by drag and drop.
4	**Layout:** Set the layout of the My Portal screen.
5	**Icon** For each portlet, the following menus are displayed • **Link to change the display name:** Enter new display name of portlet. This menu does not appear in the following portlets. ◦ Application Menu portlet ◦ Notices portlet ◦ Calendars portlet ◦ Quick Send portlet ◦ My Portlet (HTML portlet) • **"Settings" Link:** You can configure portlets. This menu does not appear in the following portlets. ◦ Quick Send portlet ◦ Schedule Search Portlets ◦ "Timesheet" Portlets ◦ Address Book Search Portlets ◦ Presence Information Portlets

Number	Description
	◦ My Portlet (HTML portlet) The setting items can be differ depending on the type of portlet. • **"Delete" Link:** You can delete portlets from My Portal.

3.1.3. Default portal setting

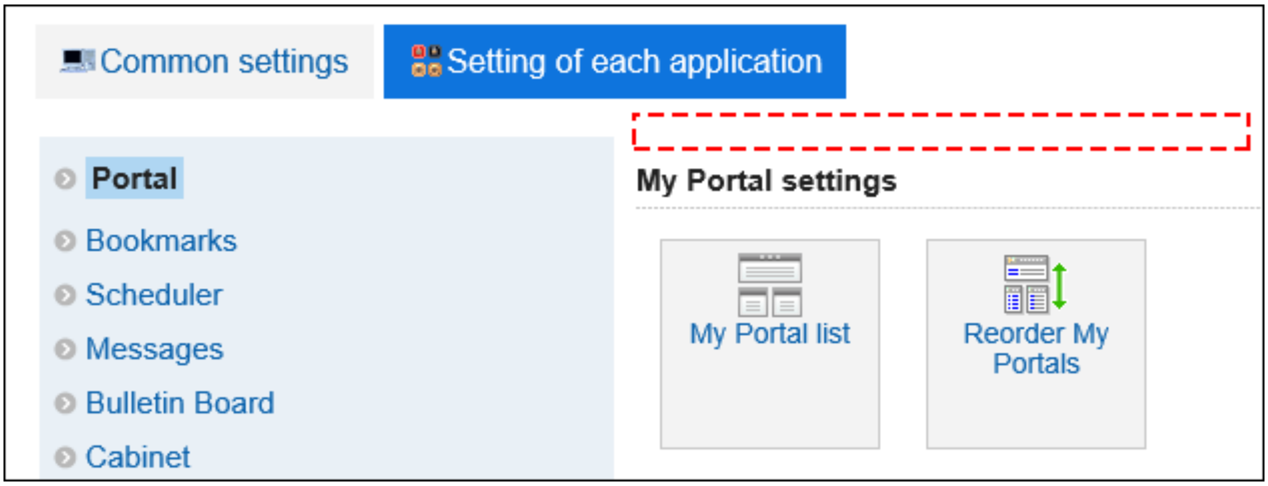
You can set the default portal which is displayed when you login Garoon.
You can select one of the following portals.

- System-defined portal created by the system administrator
- My Portal created by the user

The portal you have select is applied when you logout and login again.

Caution

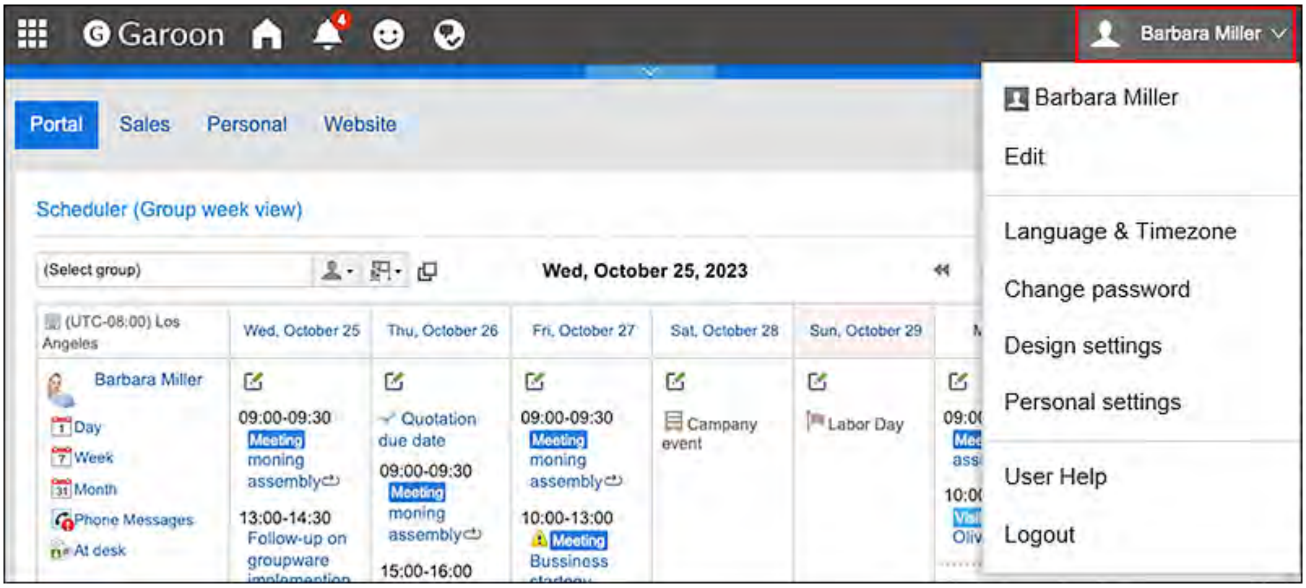
- The default portal can be configured only by the users who are allowed to use the default portal setting by the system administrators.
  The disallowed users will not see "Default portal" on "Portal" in "Application settings".



For details, refer to Setting Permissions for Default Portal Setting.

Steps:

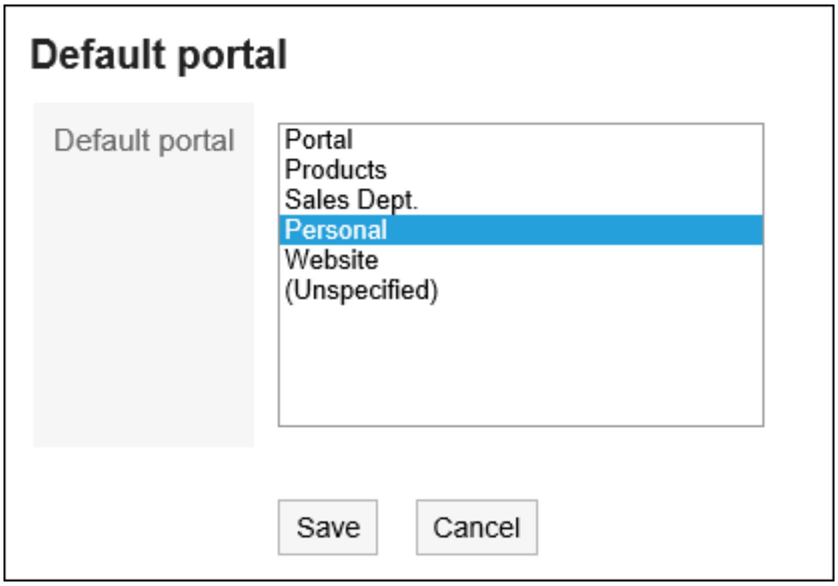
1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click "Default portal".**

6. On the "Default portal" screen, select a portal which you want to display at the login time.

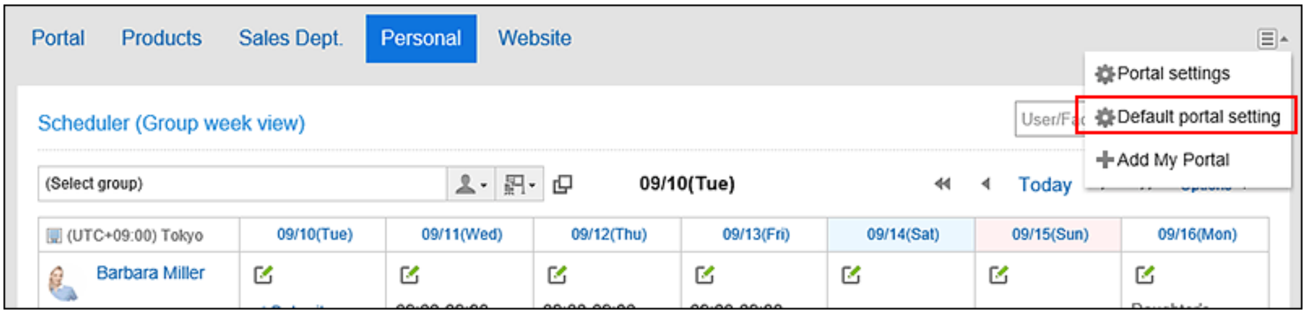
If you select "(Unspecified)", "Default portal" which system administrators have selected is displayed.



7. Confirm your settings and click Save.

Note

- If system administrators have configured the "Default portal" and you have selected it as your default in your personal settings, your selection is set to "(Unspecified)" when system administrators perform the following actions:
  - Make the portal private
  - Delete the portal
  - Change permissions of the portal
- You can also display the "Default Portal" screen in the personal settings by clicking "Default portal setting" in on "Portal" screen.



3.1.4. Adding My Portal

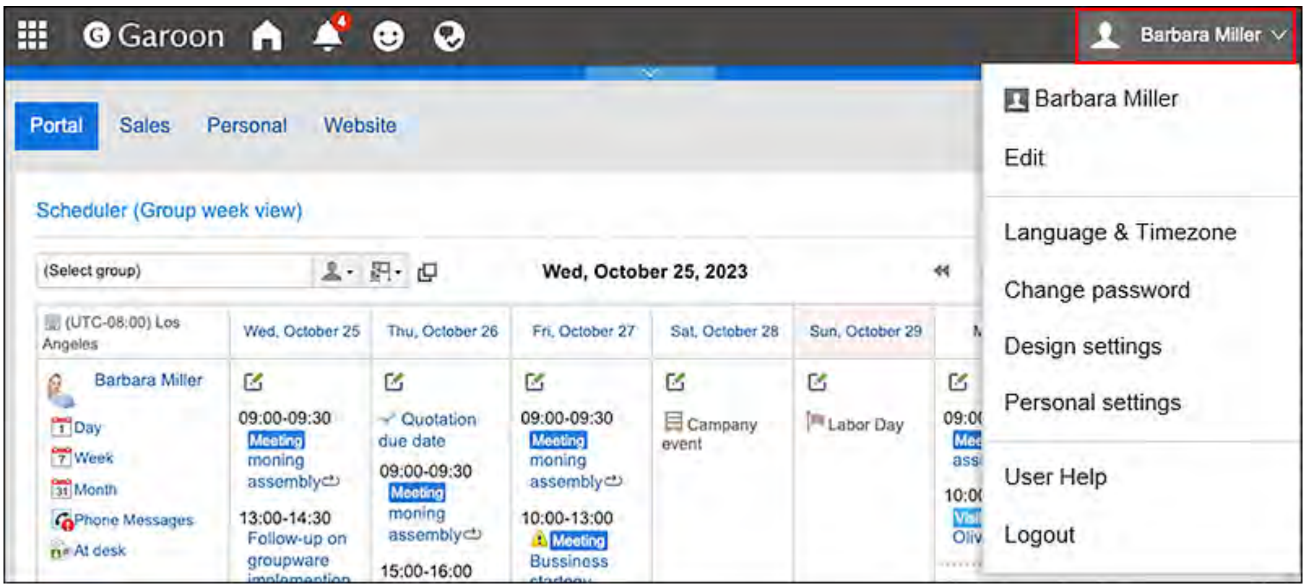
You can add My Portals.

Watch Video

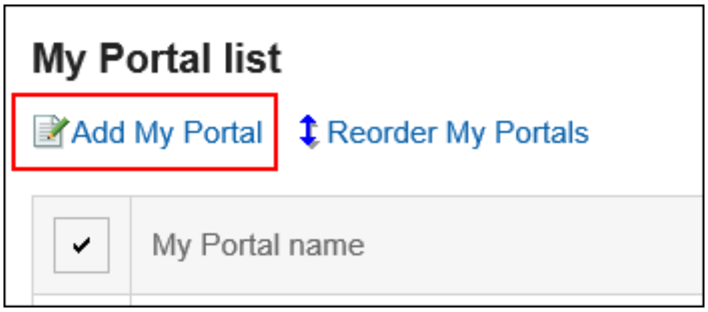
- For steps to add My Portal, also refer to the Configuring Personal Top Page (My Portal) (132Page) video.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click My Portal list.**
6. **On the "My Portal list" screen, click Add My Portal.**



7. **On the screen to add My Portals, enter the My Portal name field.**

You should set the My Portal name.

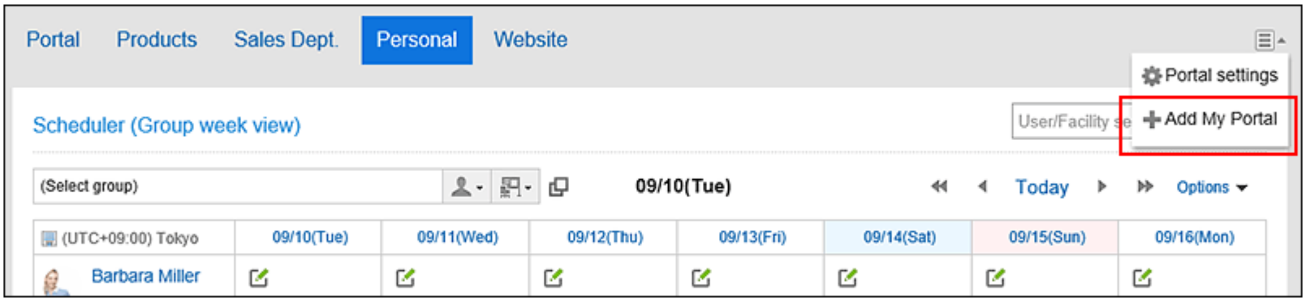
8. **Confirm your settings and click Add.**

Now creating My portal is completed.

As for how to place portlets in the created portal, refer to Portlet Placement in My portal(144Page).

Note

- If you want to display My Portal first when logging in to Garoon, refer to Default Portal Setting(137Page).
- You can add My portal by clicking the item for adding My Portal on the ☰ in the "Portal" screen.

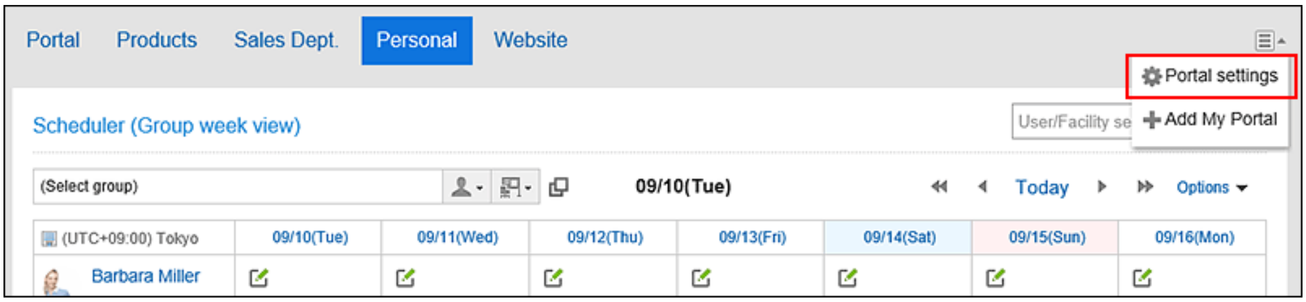


Changing My Portal Names

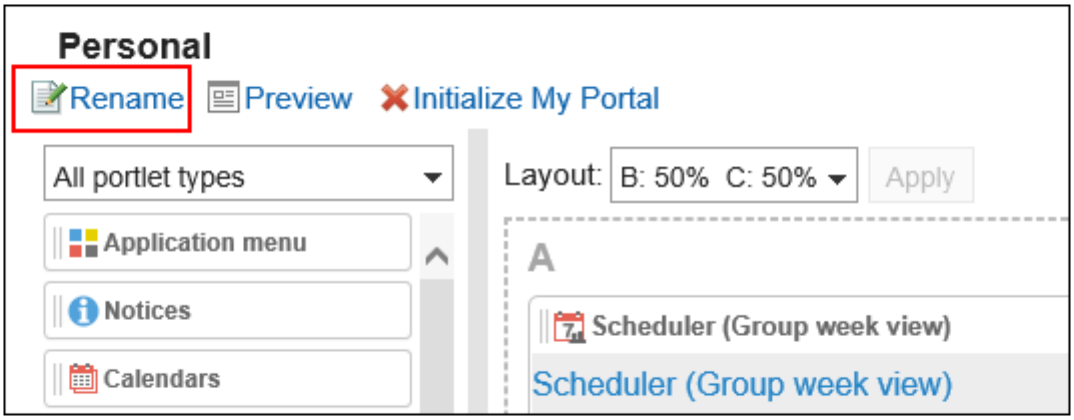
You can change the My Portal name.

Steps:

1. **On the "Portal" screen, open the portal to change its name, and then click "Portal settings" on ☰.**



2. **On the screen for My Portal details, click the item to change the My Portal name.**

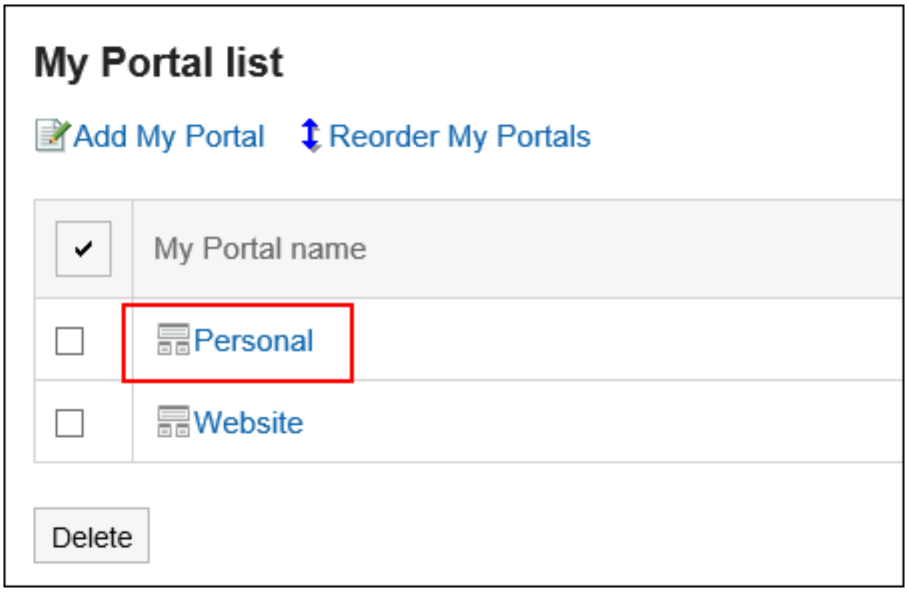


3. **On the screen to change My Portals name, enter the My Portal name field.**

4. **Confirm your settings and click Save.**

Note

- On the My Portal list screen, you can change the name of My Portal by clicking the My Portal name on My Portal details screen.



3.1.5. Placing Portlets in My Portal

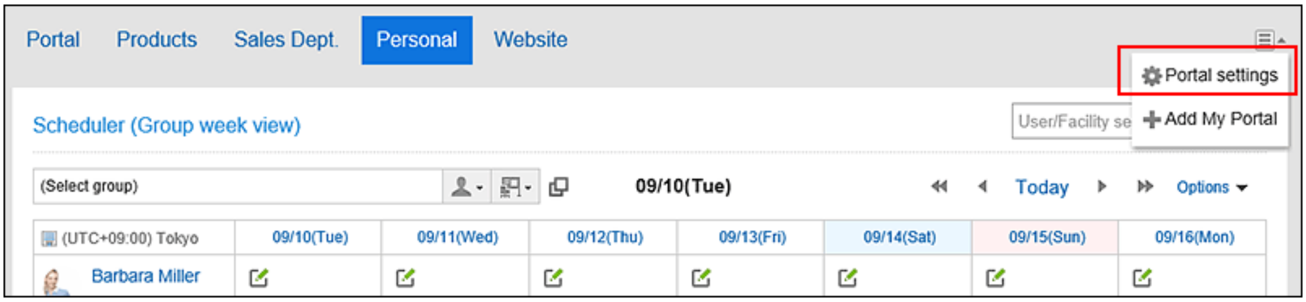
Place portlets in My Portals.

Changing My Portal Layouts

Change the My Portal layout.

Steps:

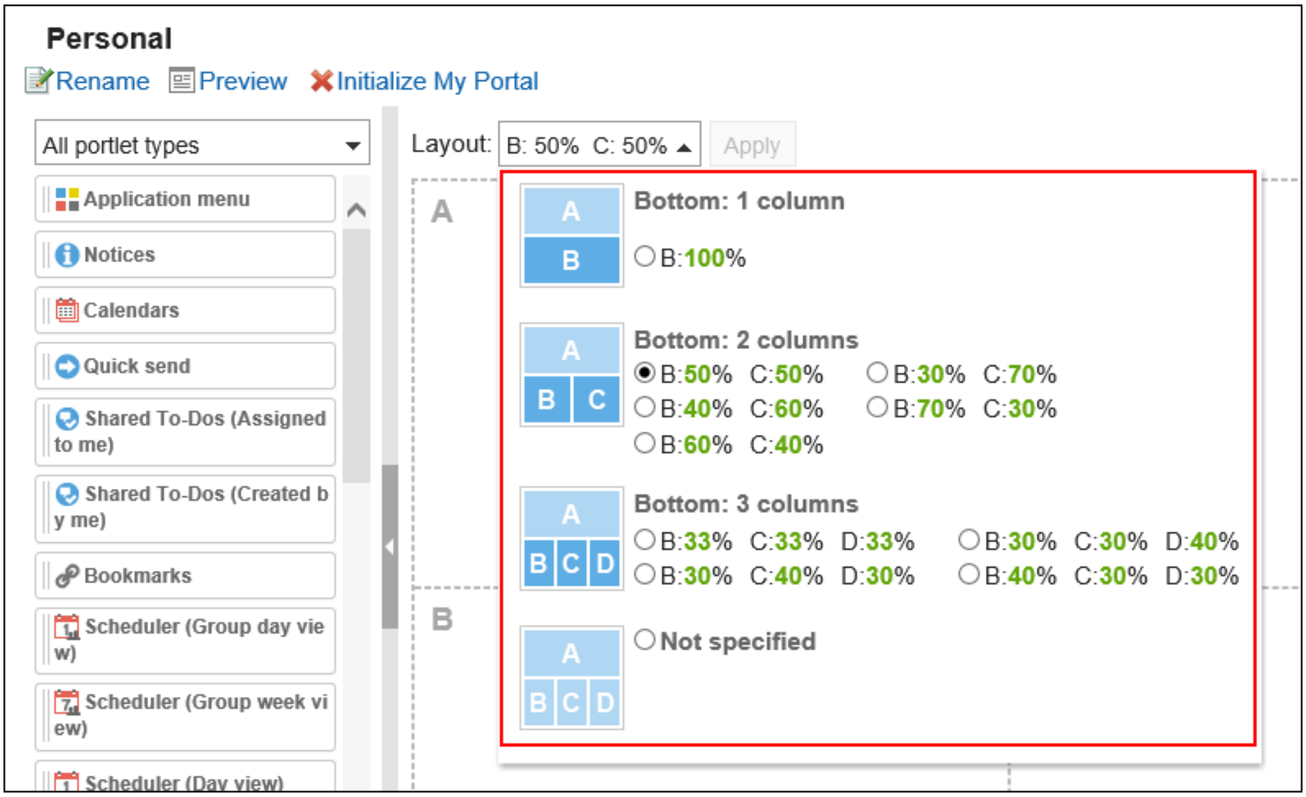
1. **On the "Portal" screen, open the portal to change its layout, and then click "Portal settings" on ☰.**



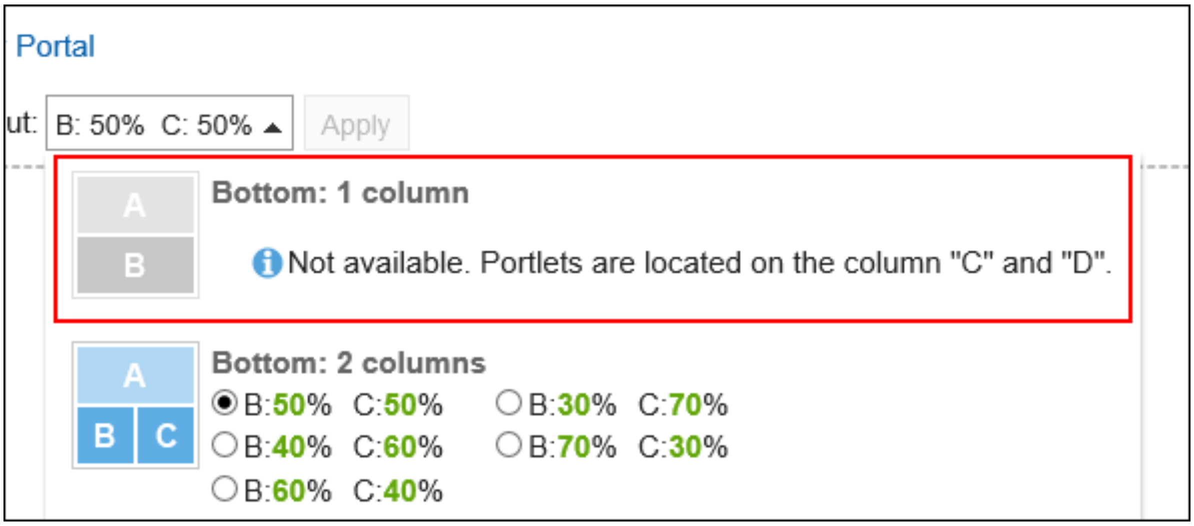
2. **On the screen for My Portal details, select a layout from the "Layout" dropdown list, and click "Apply".**

   Select the column numbers and the ratio of the widths to place in lower half. You cannot set the column numbers and the ratio of the widths in the upper half.

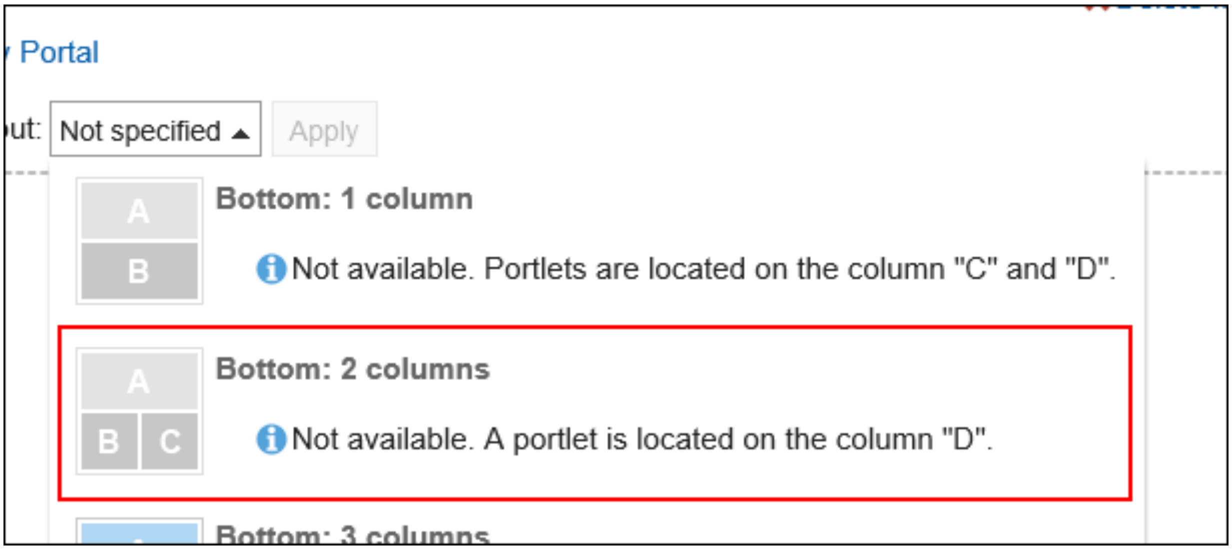
   When "None" is selected, the ratio of columns is automatically set to fit the placed portlet.



If the lower "C" or "D" already has portlets, you cannot select the bottom: 1 column layout.



If you have a portlet placed in the lower half, you cannot select a layout with fewer columns than the number of columns that the portlet has.

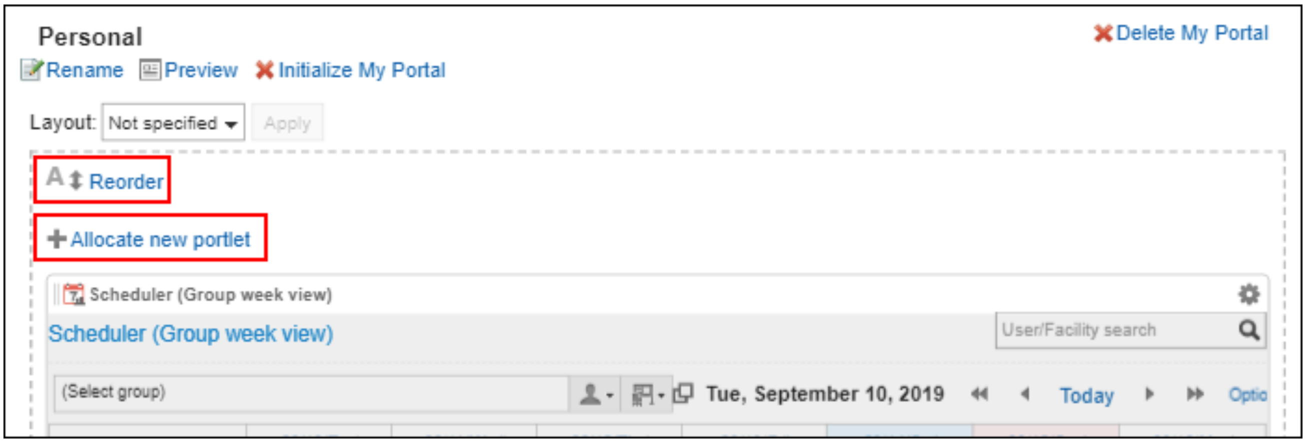


For details on each items, refer to My Portal details screen(134Page).

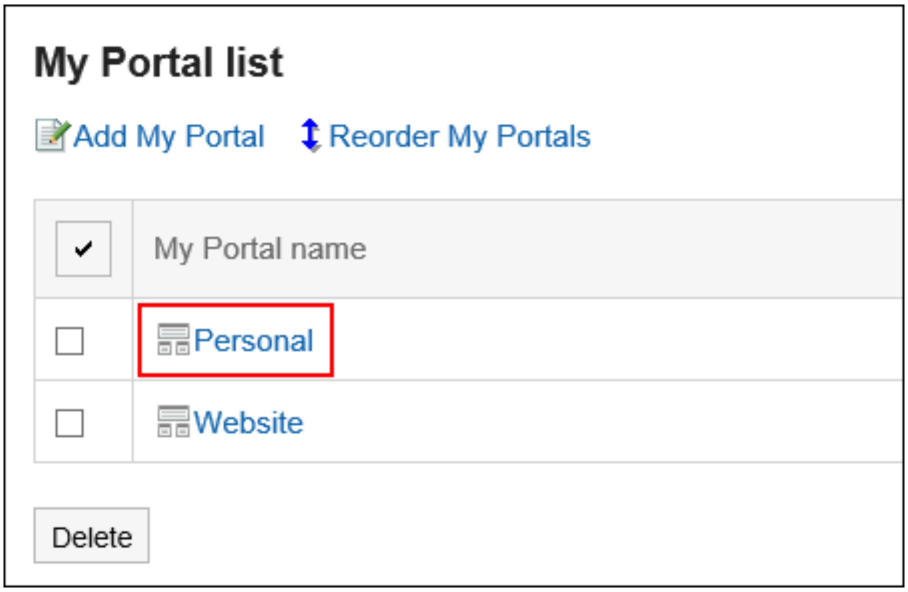
Note

- **When you are working on a tablet device**

  To place the portlet in the My portal, on the My Portal details screen, tap the "Allocate new portlet" and select the portlet to place.



- On the "My Portal list" screen, you can also change the My portal layout by clicking the name of the My Portal.



Adding Portlets to My Portal

Add portlets to My Portals.

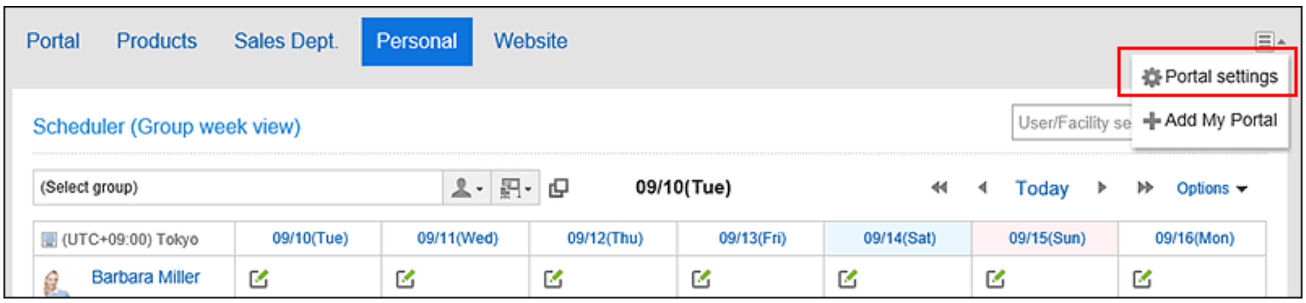
You can do so by dragging and dropping portlets.

Watch Video

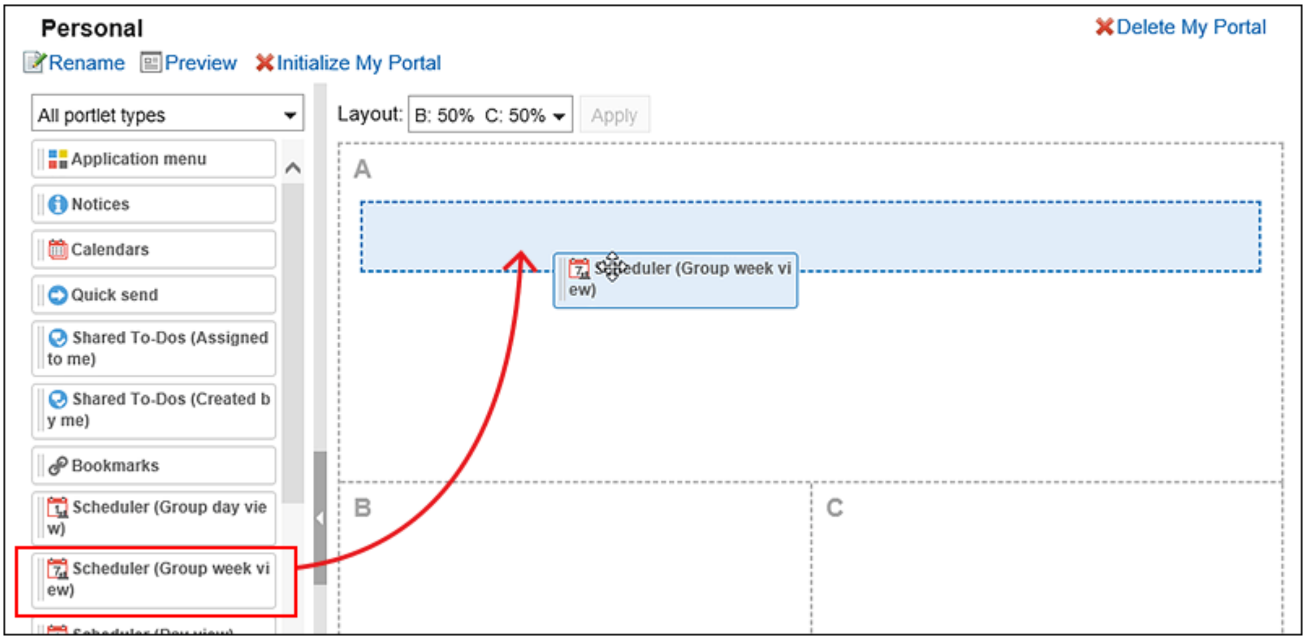
- For steps to add a portlet to My Portal, also refer to the Configuring Personal Top Page (My Portal)(132Page) video.

Steps:

1. **On the "Portal" screen, open the portal to add portlets, and then click "Portal settings" on .**

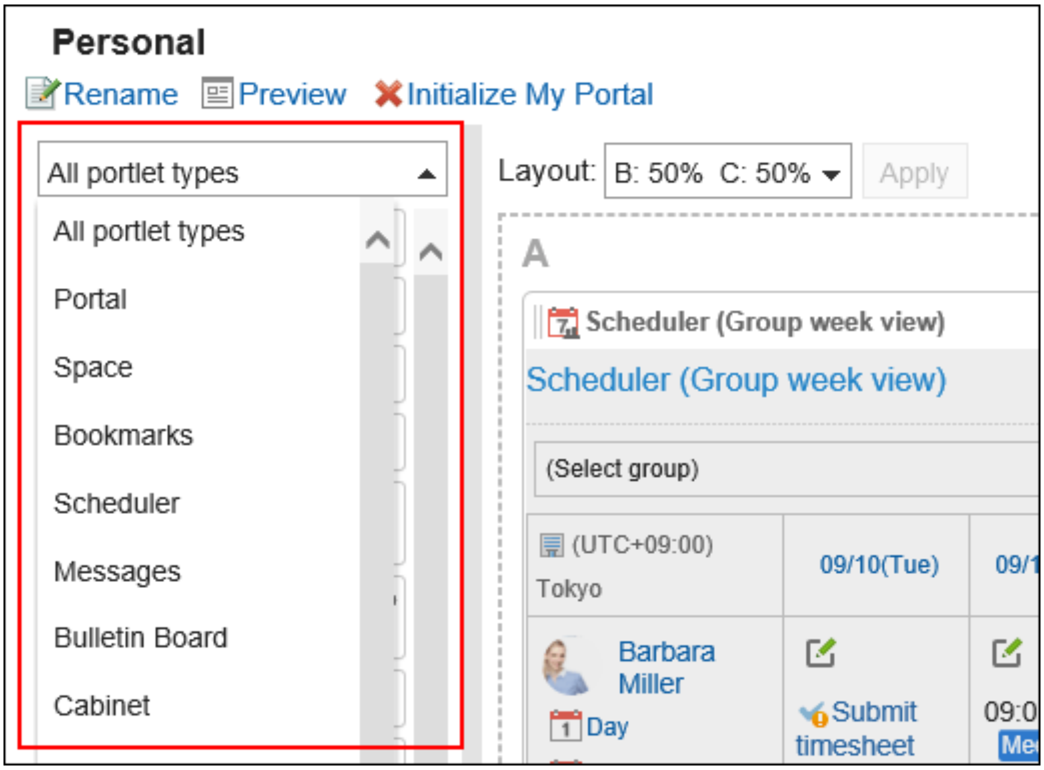


2. **On the screen for My Portal details, select the portlet and drag it to the destination.**



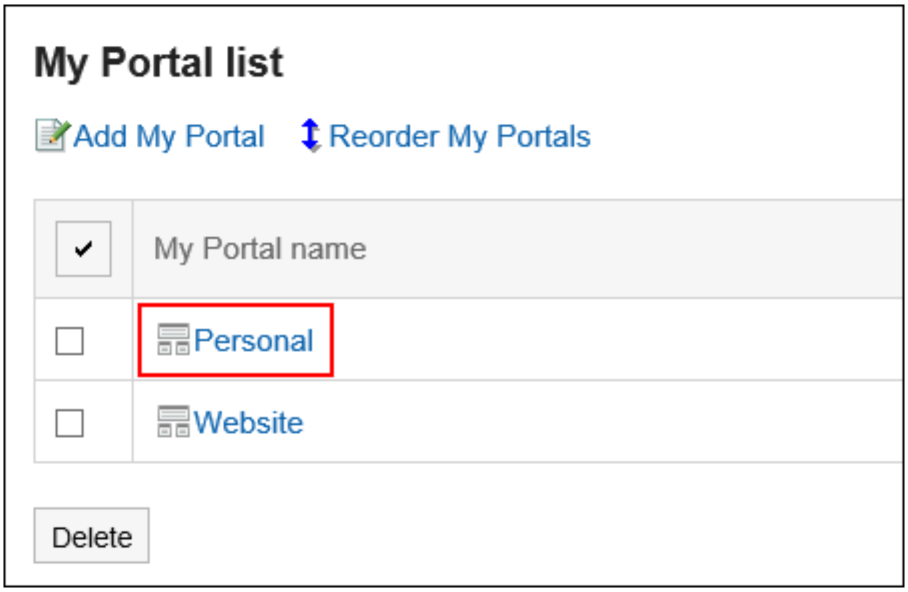
For details of portlets, refer to Portlet Types and Settings. You can filter the portlets to display on the list.

To filter portlets, click the filter name on the left and select the filter you want.



Note

- On the "My Portal list" screen, you can also add portlets to My portal by clicking the name of the My Portal.

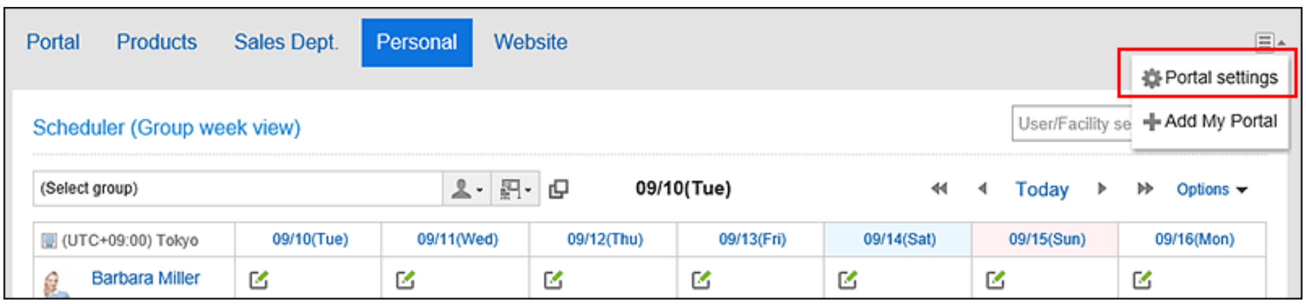


Moving Portlets in My Portal

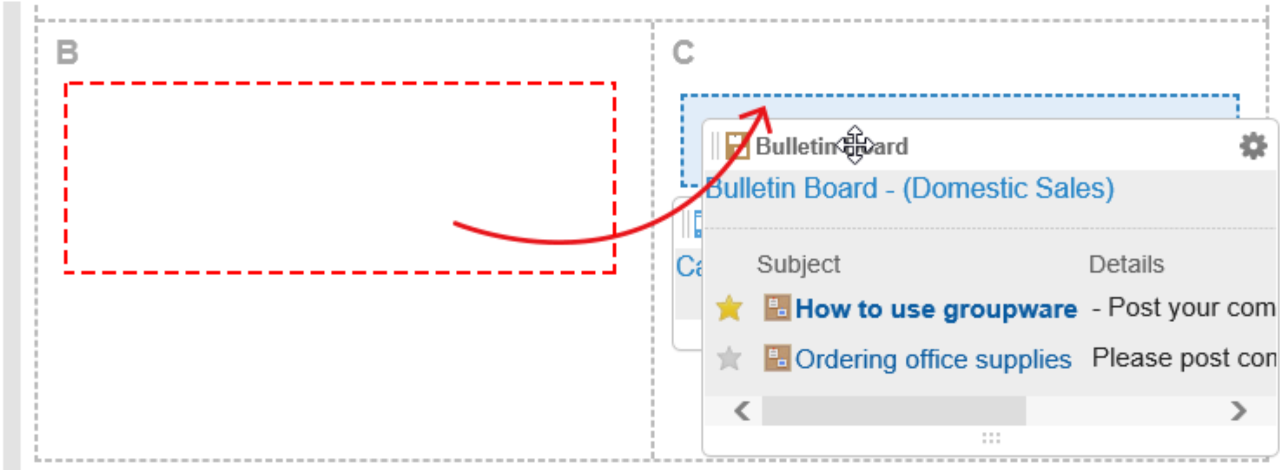
Move portlets to another column.

Steps:

1. On the "Portal" screen, open the portal to move portlets, and then click "Portal settings" on ☰.

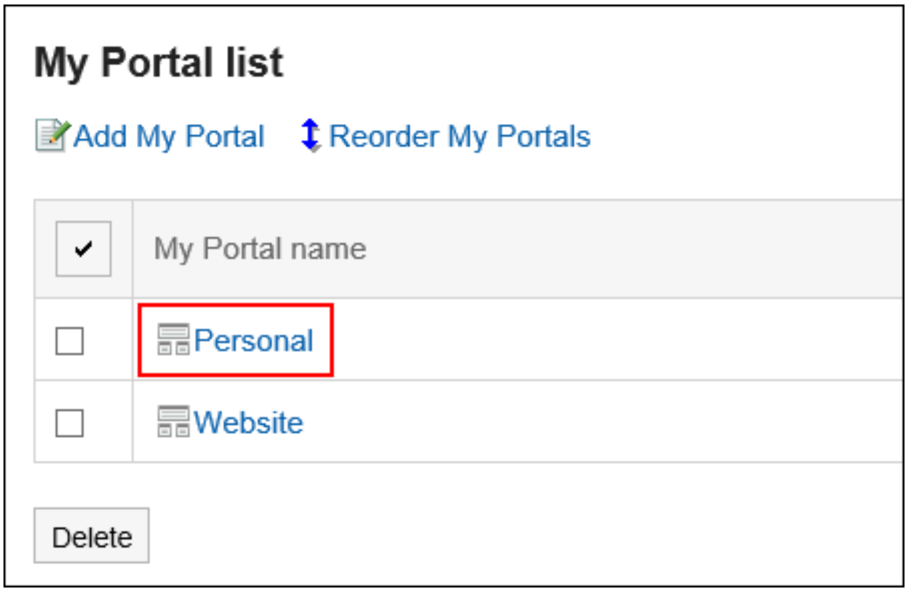


2. **On the screen for My Portal details, select the portlet to move and drag it to the destination.**



Note

- You can also move portlets by clicking the My Portal name on "My Portal list" screen.



Deleting Portlets Placed in My Portals

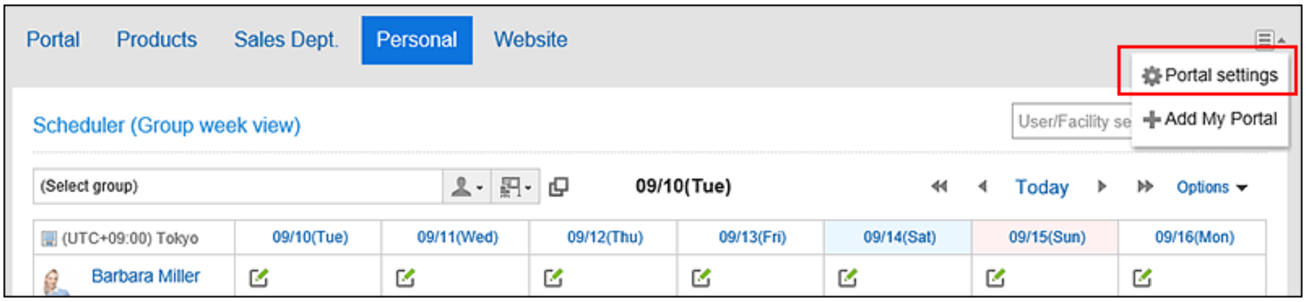
Delete the portlets placed in My Portals.

Caution

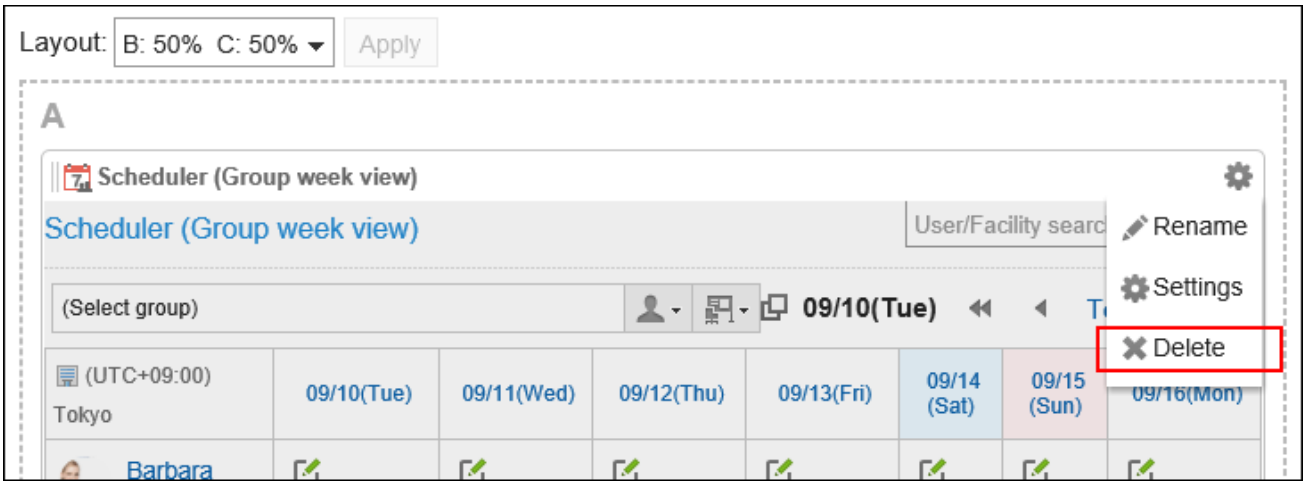
- After deleting My portlets, they cannot be restored.

Steps:

1. **On the "Portal" screen, open the My portal to delete portlets, and then click "Portal settings" on ☰.**



2. **On the screen for portal details, click "Delete" on the gear icon ⚙ for the portlet to delete.**



3. **Click Yes on "Delete" screen.**

Initializing My Portal

When you initialize My Portal, all portlets are unaligned.

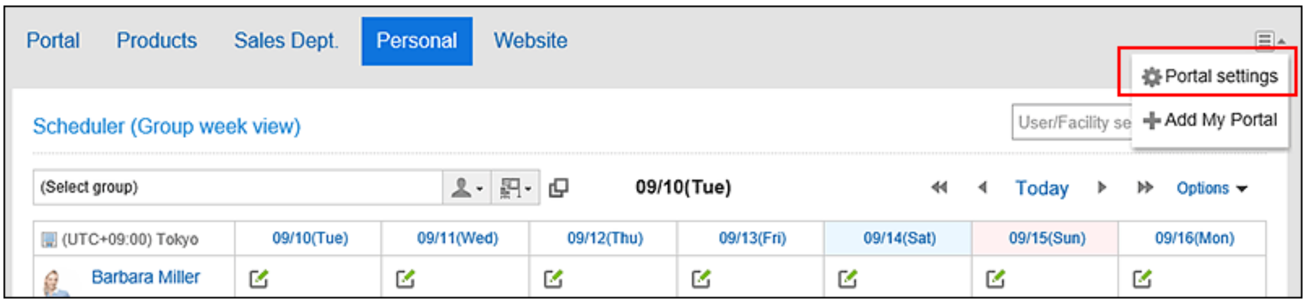
However, depending on your system administrator settings, initializing the My Portal may leave some portlets.

Caution

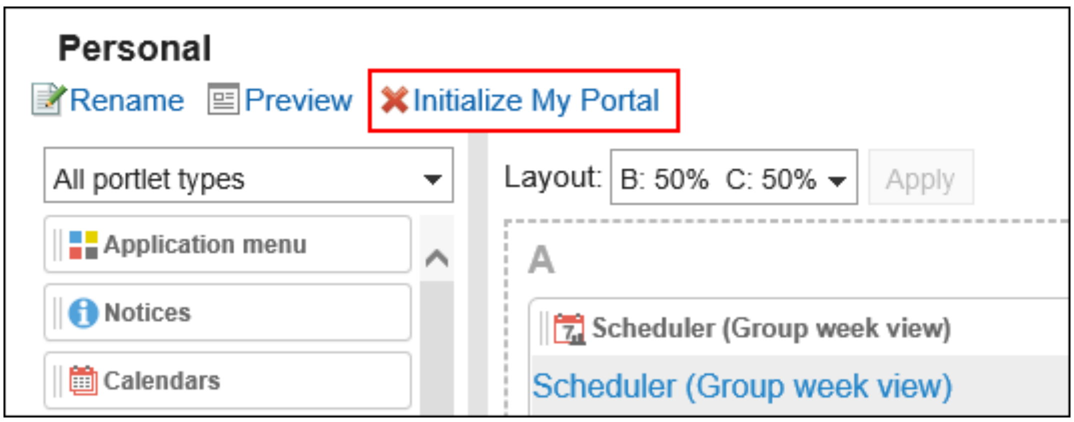
- After initializing My Portals, they cannot be restored.

Steps:

1. **On the "Portal" screen, open the portal to initialize, and then click "Portal settings" on ☰.**



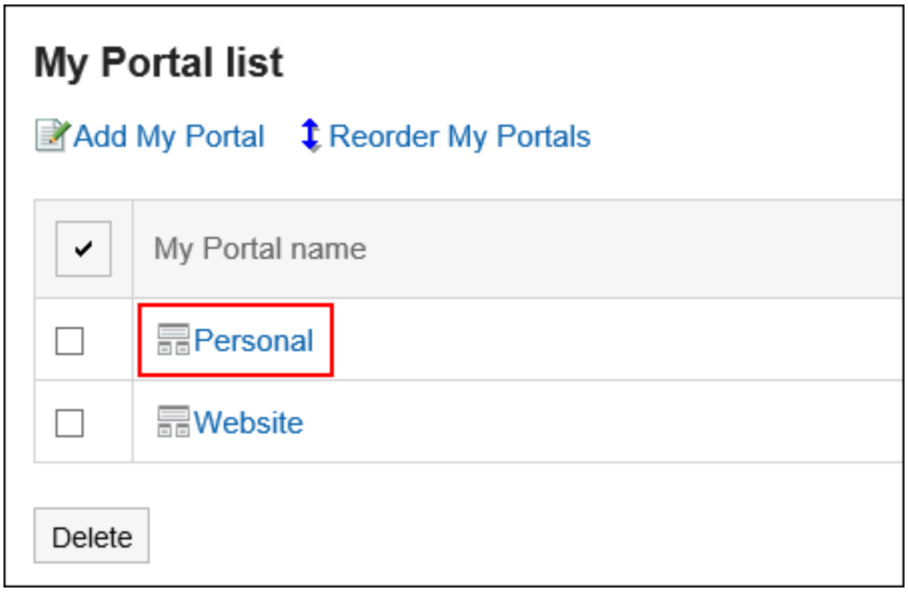
2. **On the screen for portal details, click the item to initialize My Portal.**



3. Click Yes on the initializing My Portal screen.

Note

- You can also initialize My Portals by clicking the My Portal name on the "My Portal list" screen and then clicking the item to initialize My Portal on the "My Portal details" screen.



3.1.6. Configuring Portlets in My Portal

Change the display name or settings of the portlets in My Portal.

The portal created by system administrators cannot be changed.

Changing Portlet Display Names

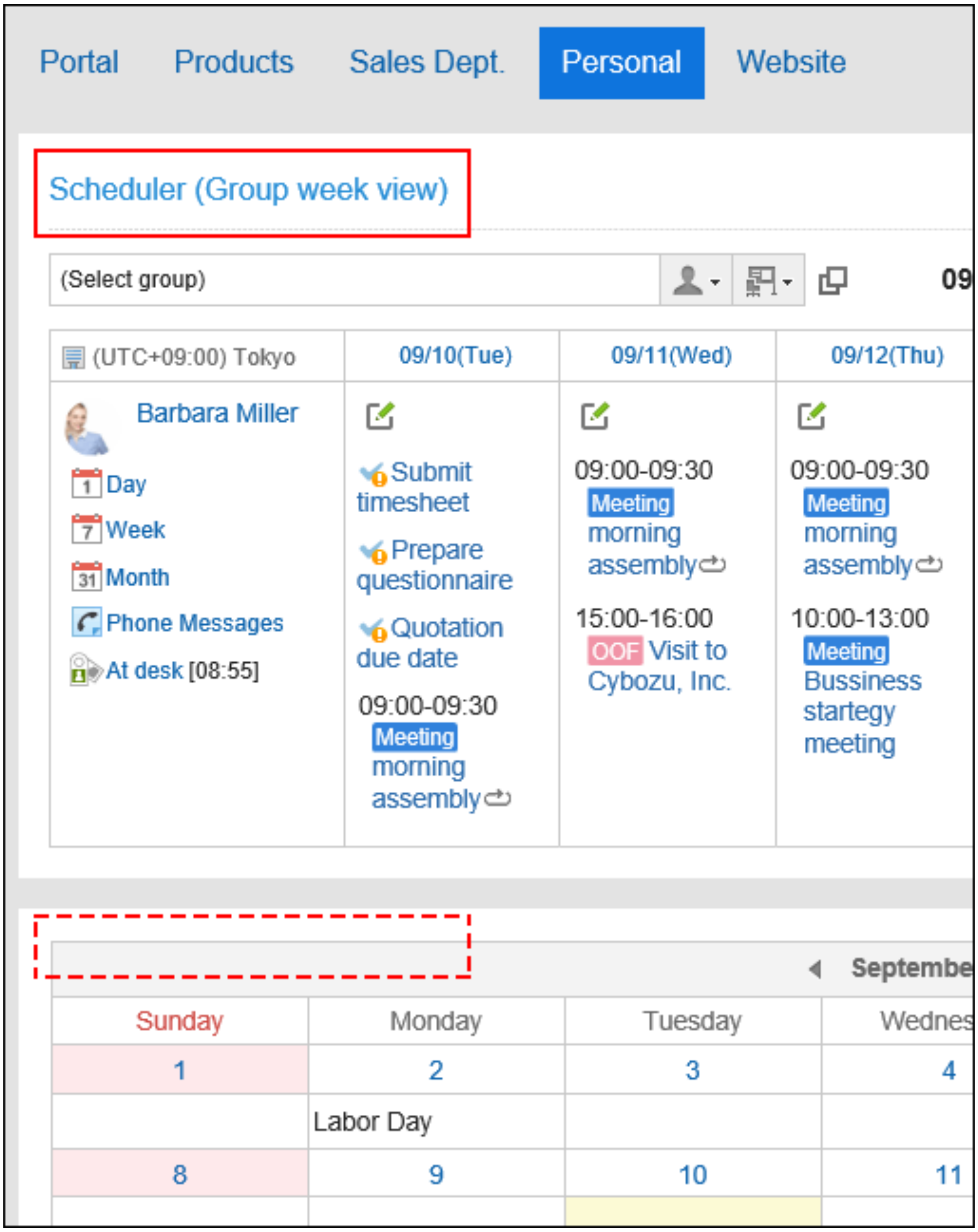
Change the display name of portlets placed in My Portal.

However, the following portlets cannot change their names.

- Application Menu portlet
- Notices portlet
- Calendars portlet
- Quick Send portlet
- HTML portlet portlet

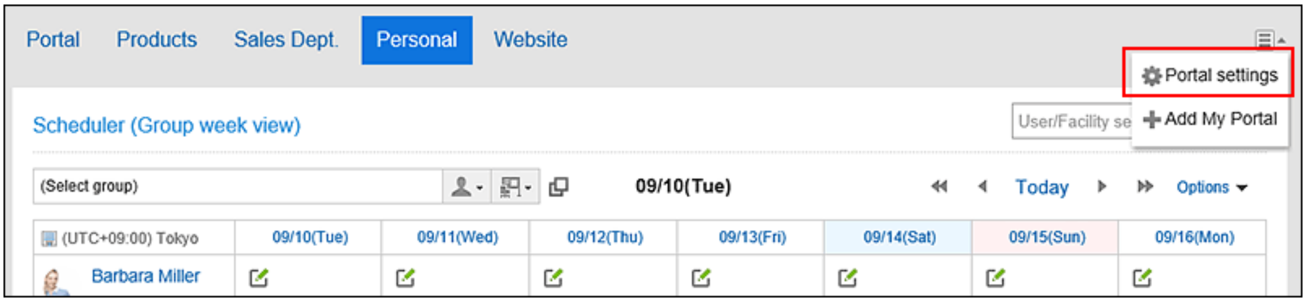
On the user screen, only the display name appears on the portlets. The portlets that you cannot change their display names have no names on them.

If the display name is not changed, the portlet name appears as the display name.

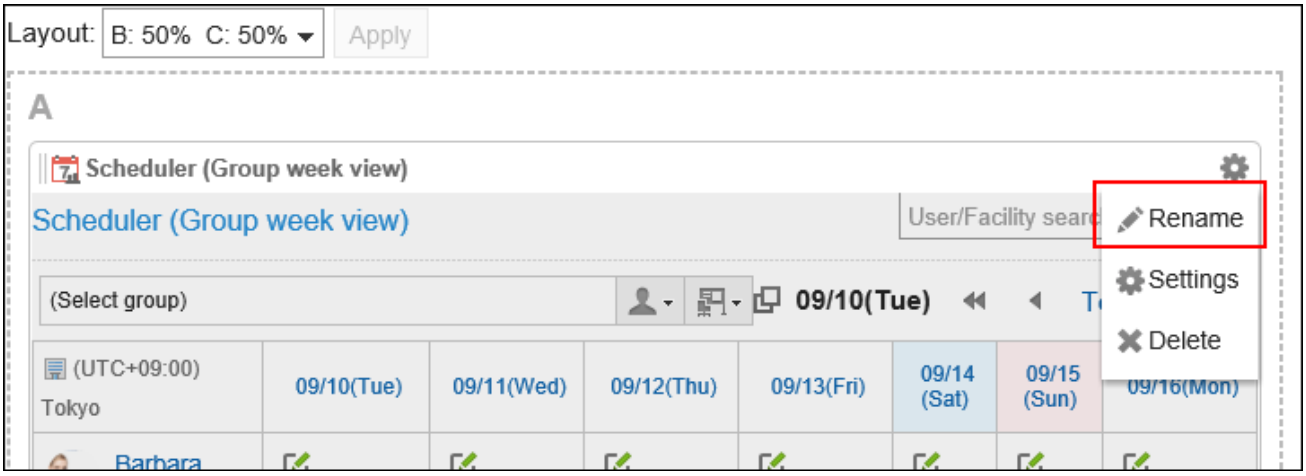


Steps:

1. **On the "Portal" screen, open the portal to change its display name, and then click "Portal settings" on .**



2. **On the screen for My Portal details, click of the portlet to change its display name and click "Rename".**



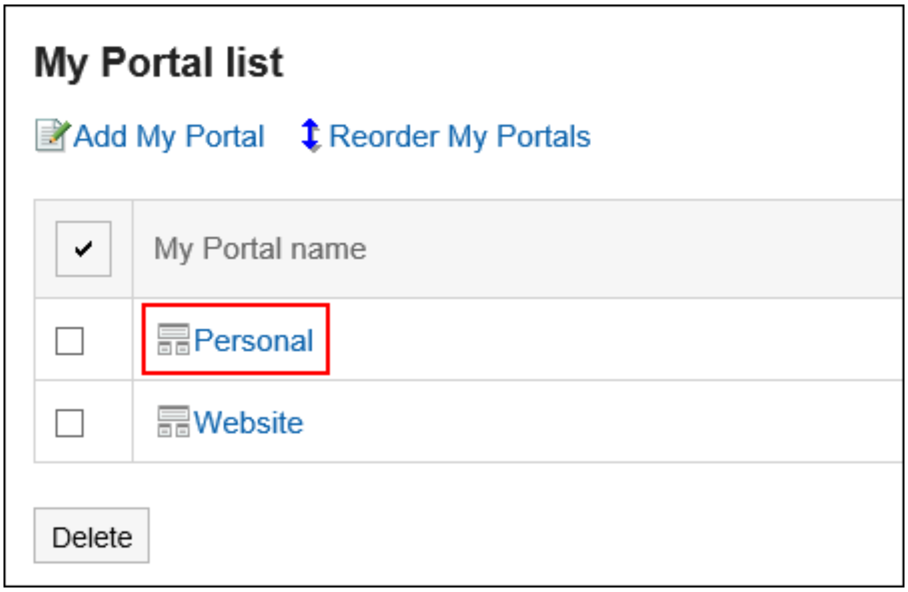
3. **On "Change portlet display name" screen, enter "Display Name" field.**
4. **Confirm your settings and click Save.**

Note

- You can set only the category name or the folder name to the display name for the following portlets:
  - "Bulletin Board" portlet
  - "Cabinet" portlet

  - "E-mail" portlet
  - "Workflow" portlet
  - "MultiReport" portlet
  - "Messages" portlet
  - "Bookmarks" portlet

- You can change the display name of the portlet by clicking "Rename" on the gear icon of the portlet to change its display name from the "My Portal details" screen in "My Portal list".

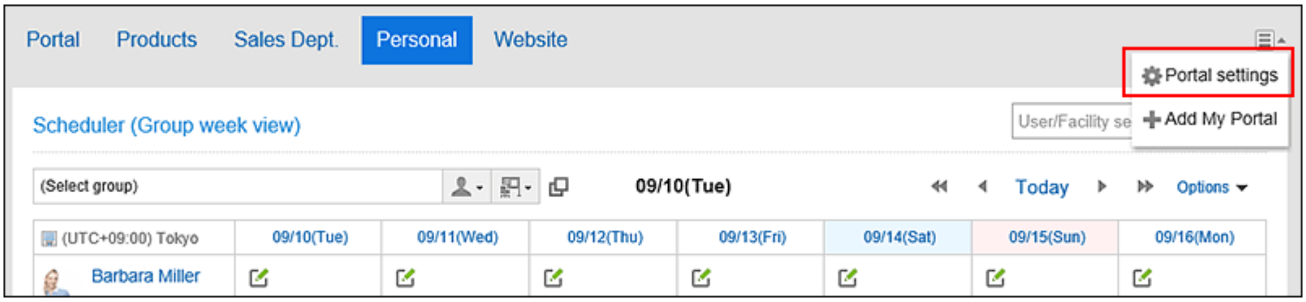


Changing Portlet Settings

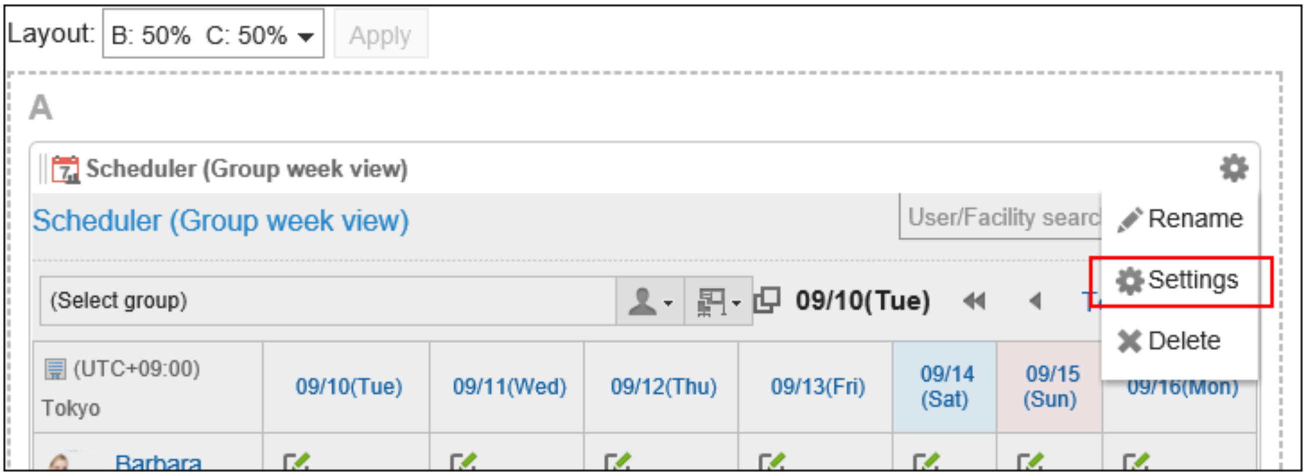
Change the settings of portlets placed in My Portal.

Steps:

1. **On the "Portal" screen, open the My Portal to change its portlet names, and then click "Portal settings" on .**



2. On the screen for My Portal details, click the "Settings" of the gear icon for the portlet to change its display name.

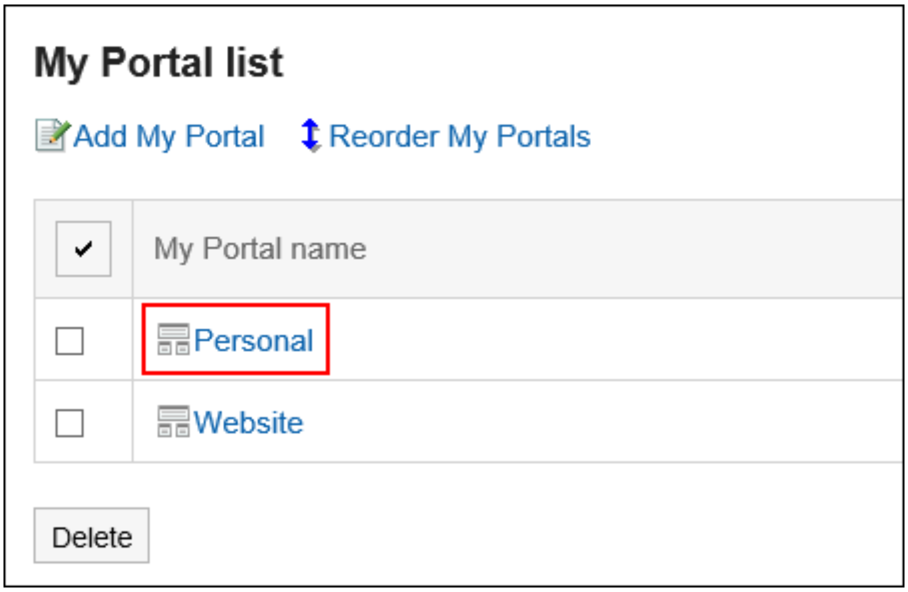


The items that can be set differ depending on the portlet type.

For details, refer to Portlet Types and Settings.

Note

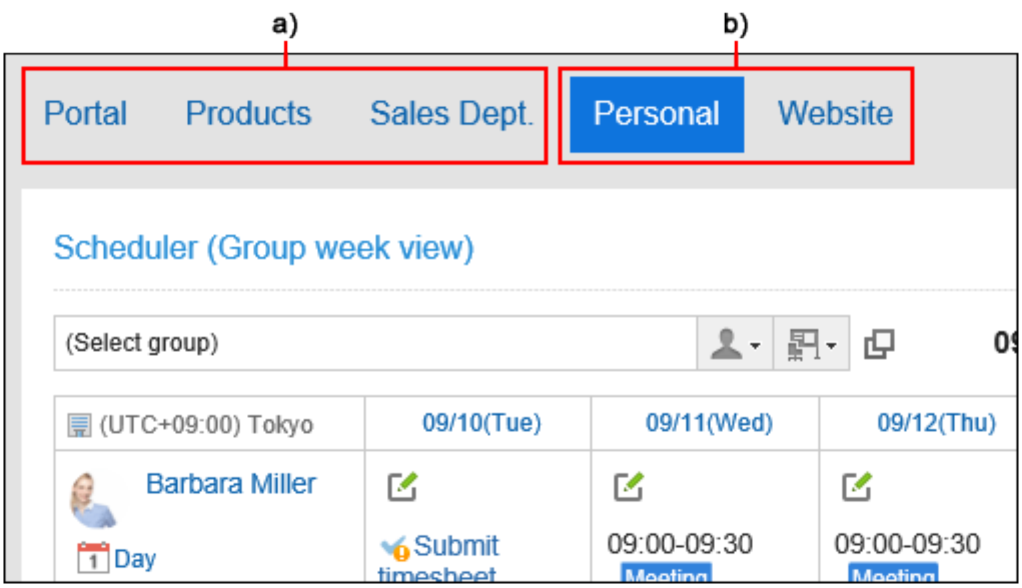
- You can also change the display name of the portlet by clicking "Settings" on the gear icon of the portlet to change its display name from the "My Portal details" screen in "My Portal list".



3.1.7. Reordering My Portals

Reorder My Portals.

By specifying the order of My Portals, the display order of their names in the items on the "Portal" screen will be changed.



a): Portals set by your system administrator. You cannot change the order.

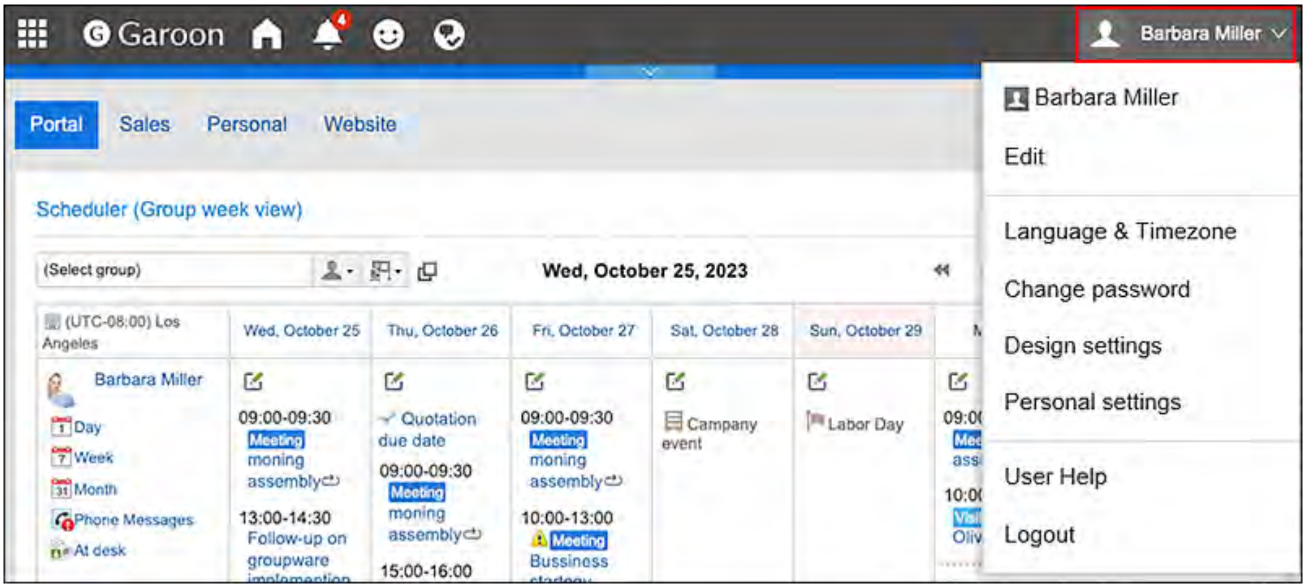
b): My Portals you have created. You can change the order.

Note

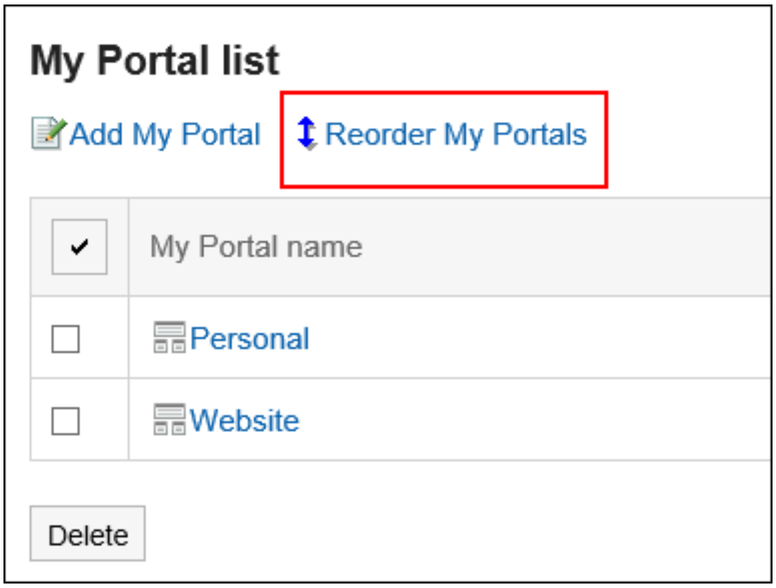
- If you want to display My Portal first when logging in to Garoon, refer to Default Portal Setting(137Page).

Steps:

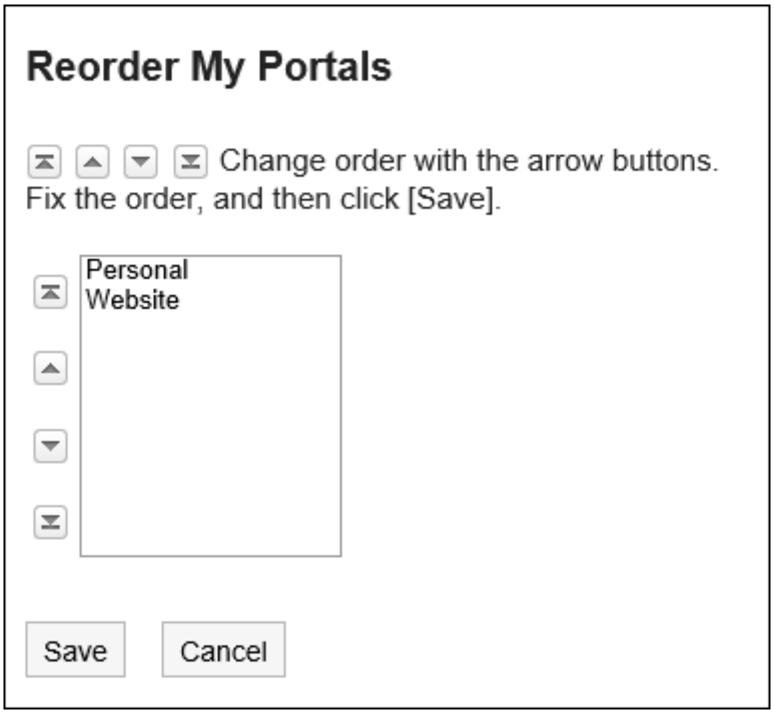
1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click My Portal list.**
6. **On the screen for a My Portal list, click the item to reorder My Portals.**



7. **On the screen to reorder My Portals, you can change the order in which portals are displayed.**



8. **Confirm your settings and click Save.**

3.1.8. Deleting My Portals

Delete My Portals.

Caution

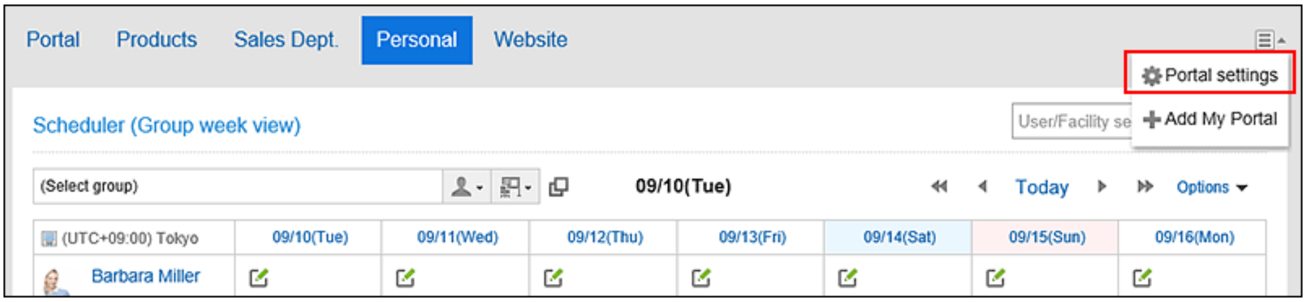
- After deleting My Portals, they cannot be restored.

Deleting My Portals One by One

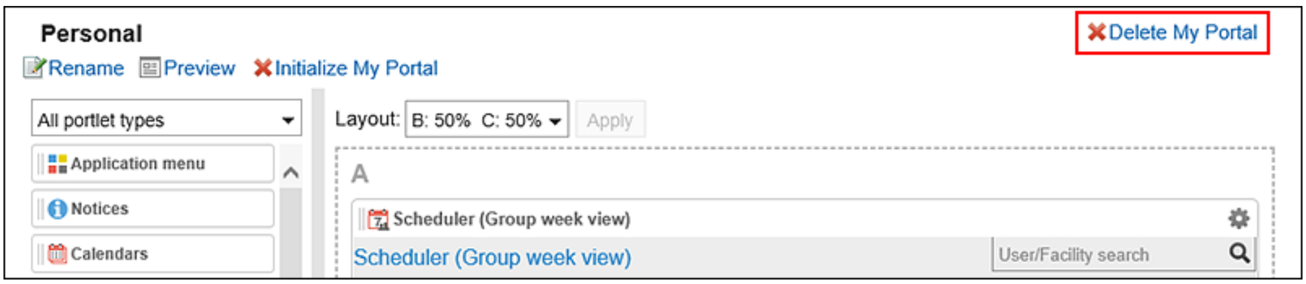
You can delete My Portals one by one.

Steps:

1. **On the "Portal" screen, open the portal to delete, and then click "Portal settings" on ☰.**



2. **On the screen for a My Portal details, click the item to delete My Portals.**



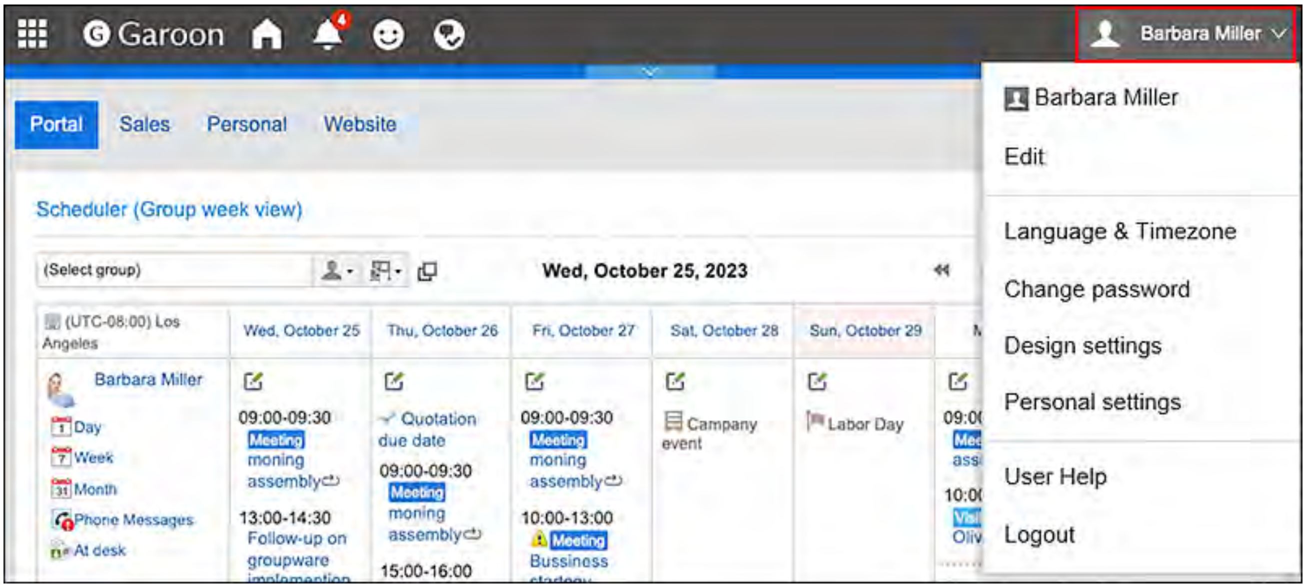
3. **Click Yes on the screen to delete My Portals.**

Deleting Multiple My Portals in Bulk

Select the My Portals to delete them together.

Steps:

1. **Click User name in the header.**



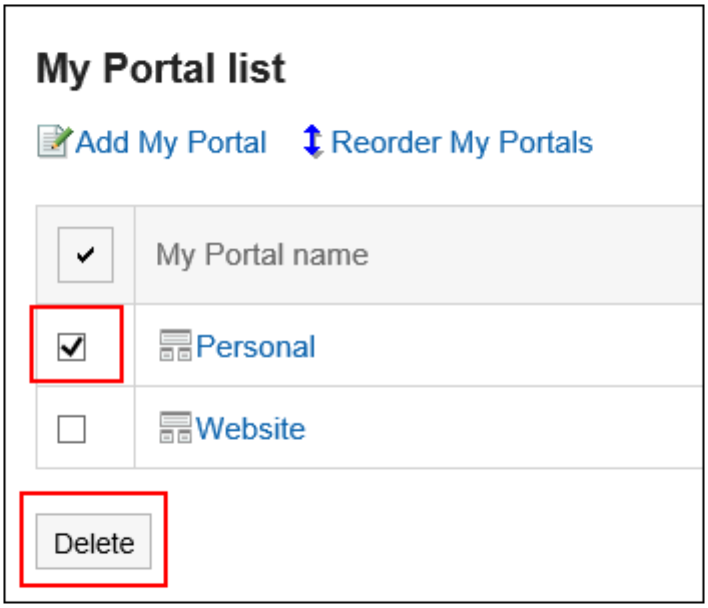
2. **Click Personal Settings.**

3. **Click Setting of each application.**

4. **Click Portal.**

5. **Click My Portal list.**

6. **On the screen for a My Portals list, select the checkboxes for the My Portals to delete, and then click Delete.**



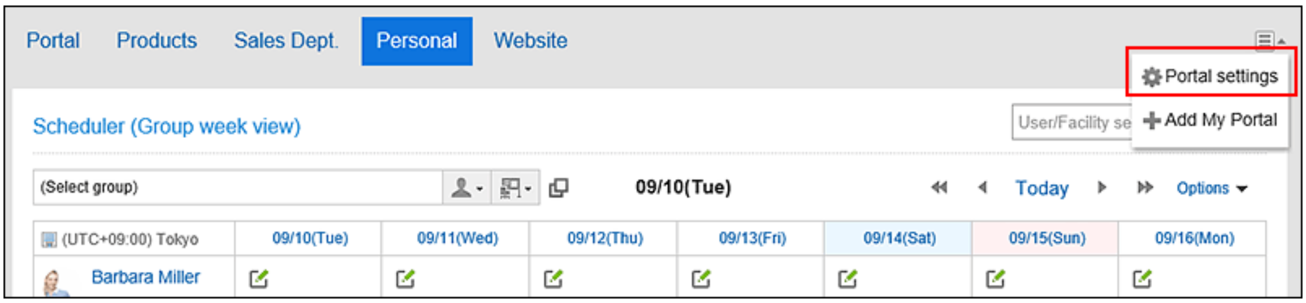
7. **Click Yes on the screen to delete My Portals in bulk.**

3.1.9. Previewing My Portals

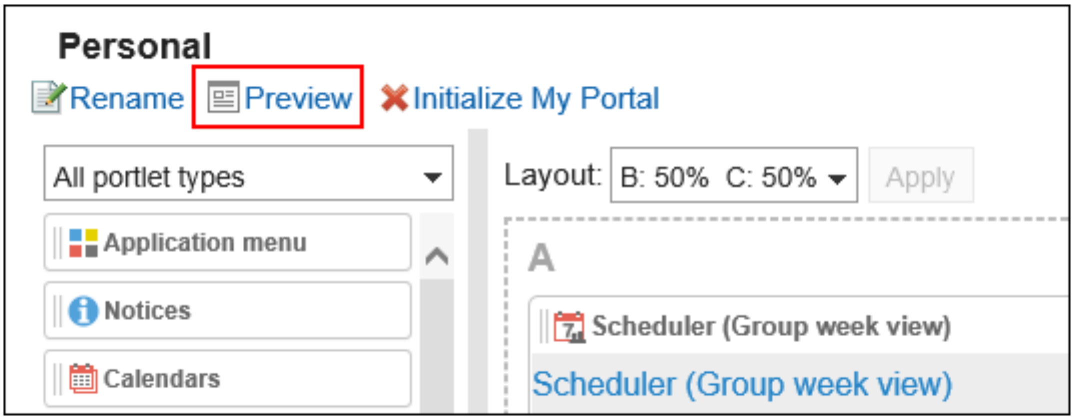
Check the appearance of My Portal.

Steps:

1. **On the "Portal" screen, open the portal to preview, and then click "Portal settings" on .**

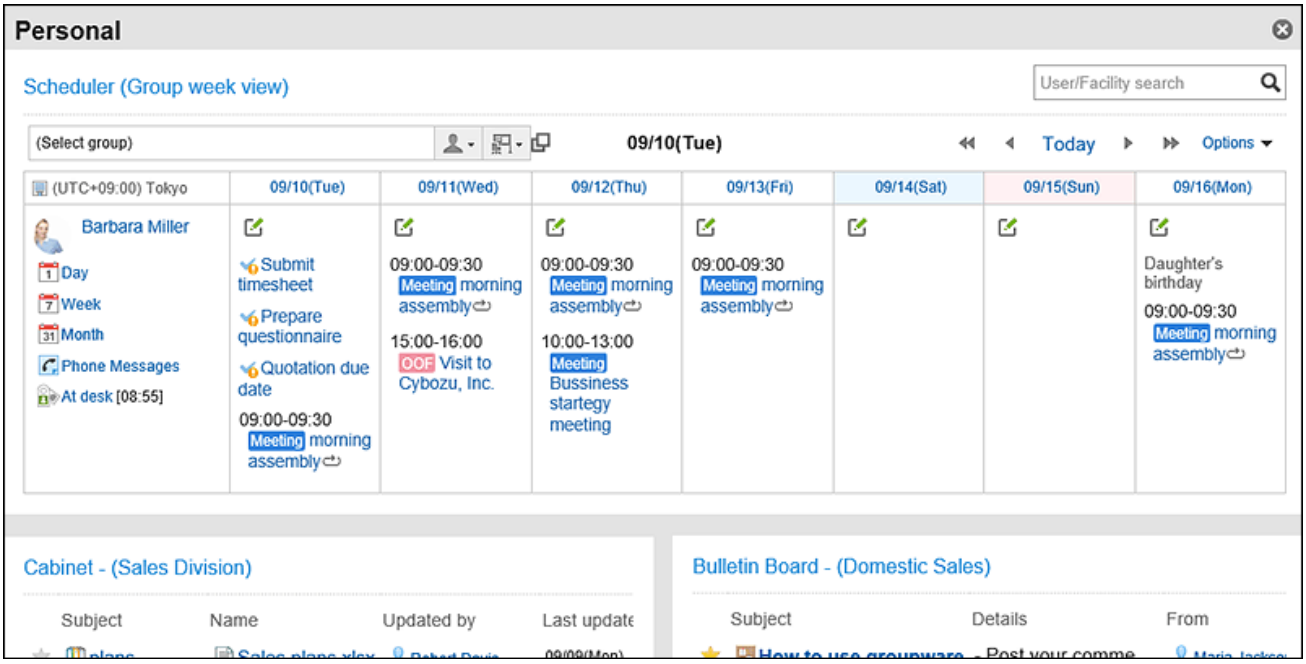


2. **On the screen for My Portal details, click "Preview".**



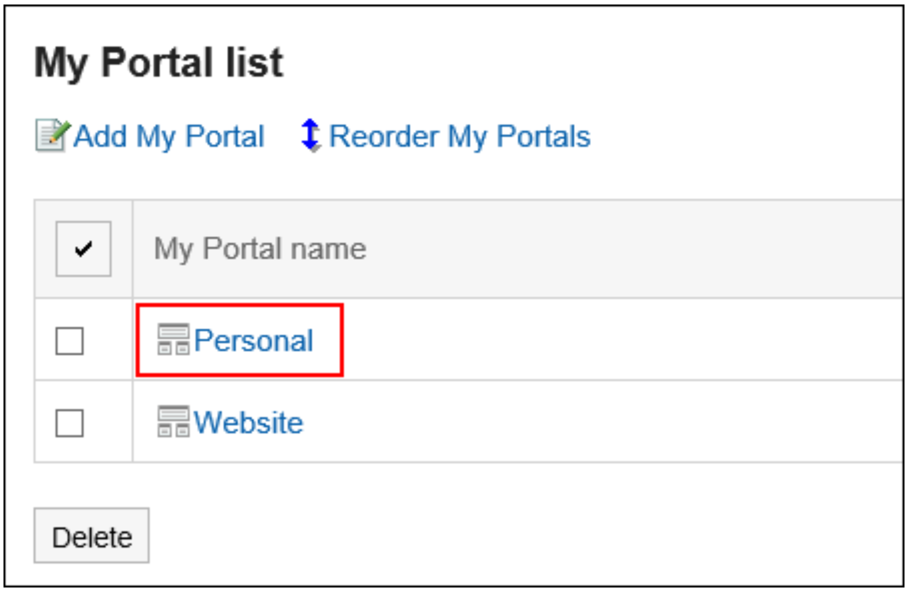
3. **On the preview screen, confirm the layout.**

To end the preview, click the icon.



Note

- You can also check the layout of My Portals by clicking the My Portal name on the My Portal list screen, and then clicking "Preview" on My Portal details screen.



3.1.10. Configuring HTML Portlets

You can use HTML to create your own portlets.

The user-created portlet is called My Portlet.

My Portlet is available only to users who have created it.

Notes on HTML Tags

To ensure that the HTML portlet works correctly, be noted the following when you write tags:

Using lowercase letters

HTML tags are written in lowercase letters.

Use End Tags

You should write start tags and end tags in pairs. If you place a portlet that does not have proper HTML tag pairs in a portal, it can cause problems such as a portal editing page incorrectly appears or a portal that can not be moved.

You also should note that not to cross nested tag pairs when you write HTML tags.

Example:

```
<table class=" top_title" >
 <tr>
  <td>
   <strong>
    kintone notifications
   </strong>
  </td>
 </tr>
</table>
```

Tags That Can Be Omitted

You do not need to describe html, head, or body tags in HTML portlets.

Secure Coding Guidelines

When you write scripts in JavaScript, read the following sections carefully in the Secure Cording Guidelines:

[Avoid Using Cross-Site Scripting]

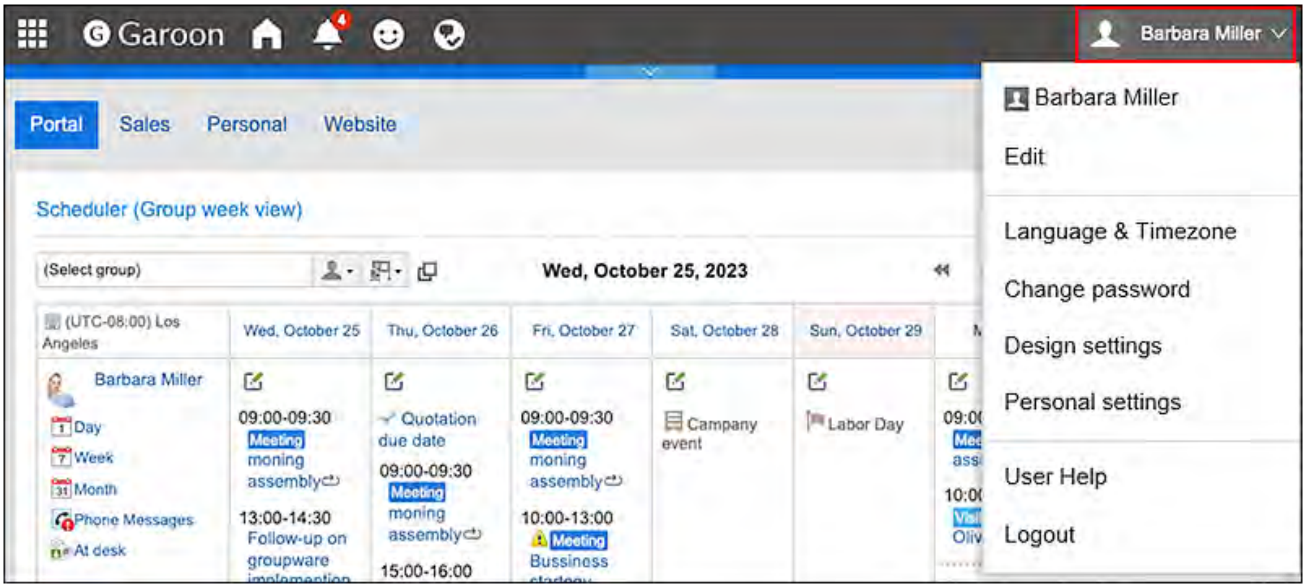
[Avoid Using Cross-Site Request Forgery]

Adding HTML Portlets

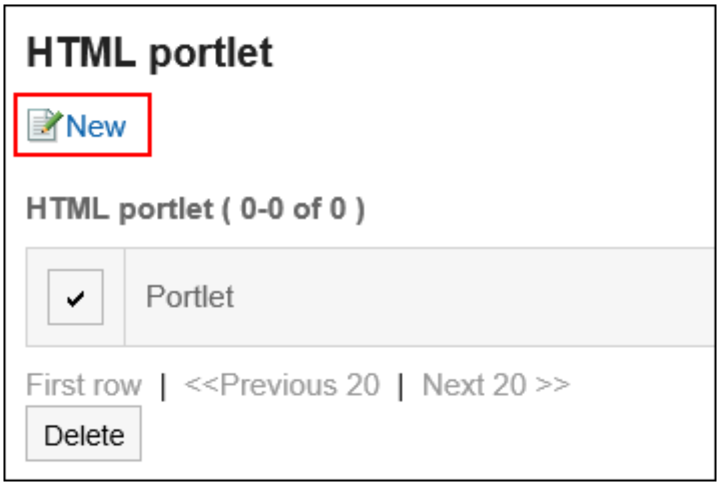
Create a portlet in HTML and add it as a My Portlet.

Steps:

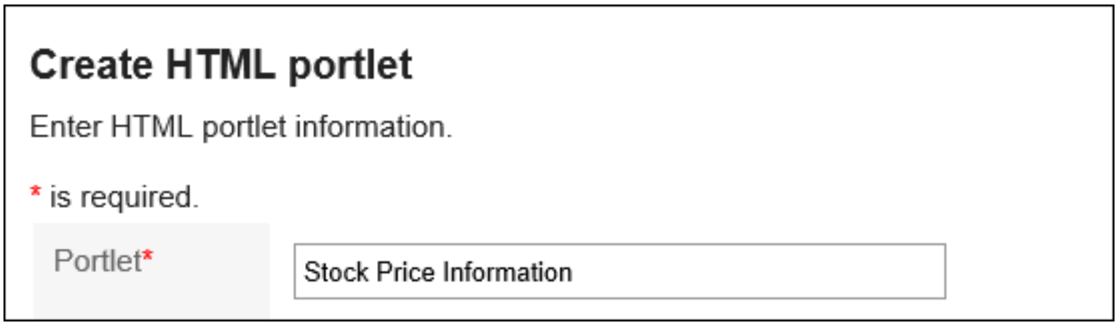
1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click HTML portlet.**
6. **On "HTML portlet" screen, click New.**



7. **On the screen to add HTML portlets, enter the portlet name.**



8. Set the "Groups" field.

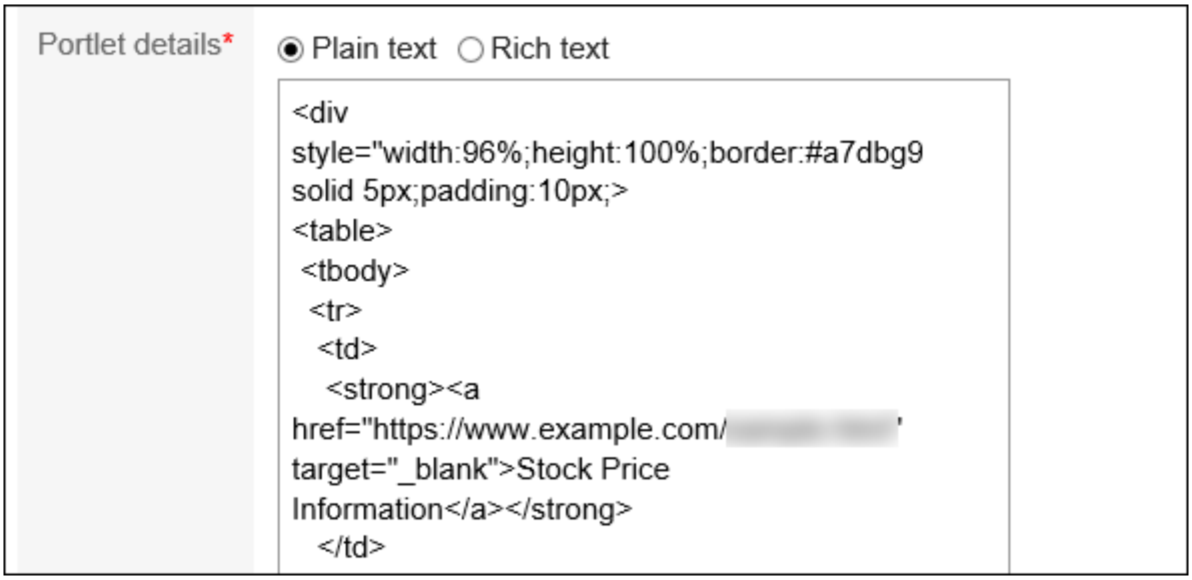
Select the portlet group to include the portlet.

By associating with Portlet groups, you can quickly select the target portlet when you create a portal.

For details, see Setting up My Portlet Groups(176Page).

9. Set the contents of the portlet field.

Use HTML tags and formatting to write the contents of the portlet.



You can customize the HTML portlets using the following functions:

- Keywords description:

  You can show information of users who use portlets by creating Usable Keywords.

10. Confirm your settings and click Add.

Available Keywords

By using keywords, you can display user information of users who use portlets in HTML portlets.
The keyword replaces the user information of users who use the portlet.
Usable Keywords are as follows:

Keyword	Description
%Name%	The user name of the user visiting the portlet is displayed.
%ID%	The user ID of the user visiting the portlet is displayed.
%Account%	The login name of the user visiting the portlet is displayed.
%Mail%	The E-mail address that has been configured as the e-mail address of the user visiting the portlet is displayed. If the user does not have any e-mail addresses configured, nothing is displayed.
%Password% %session_password%	The password of the user visiting the portlet is displayed.
%Tel%	The contact details of the user visiting the portlet is displayed. If no contact detail has not been added, nothing will be displayed.
%URL%	The URL added to the user information of the user visiting the portlet is displayed.

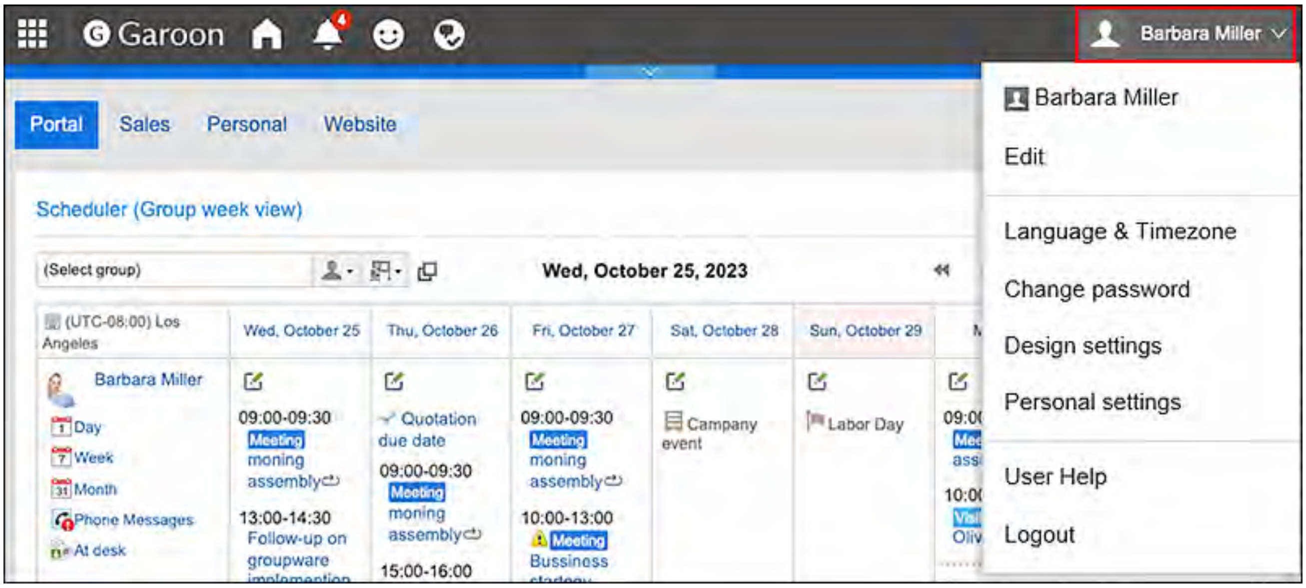
Keyword	Description
	If no URL has been added, nothing will be displayed.
%grn.common.login.login.extension.Code of custom item in user profile%	This is available when the custom item is added to the user profile. Displays information entered in the custom item field in the user profile of the logged-in user.

Changing HTML Portlets

Change HTML portlets.

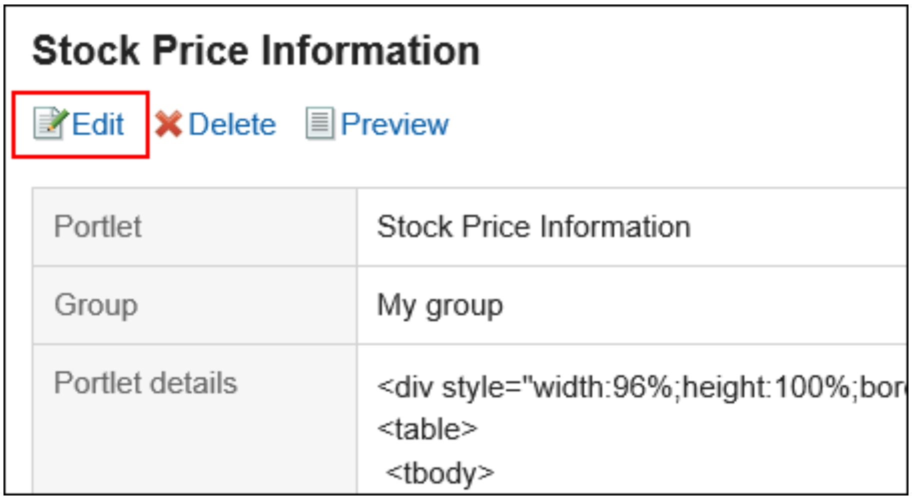
Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**

5. **Click HTML portlet.**
6. **On "HTML portlet" screen, click the portlet name of the HTML portlet to change.**
7. **On the screen for HTML portlet details, click Save.**



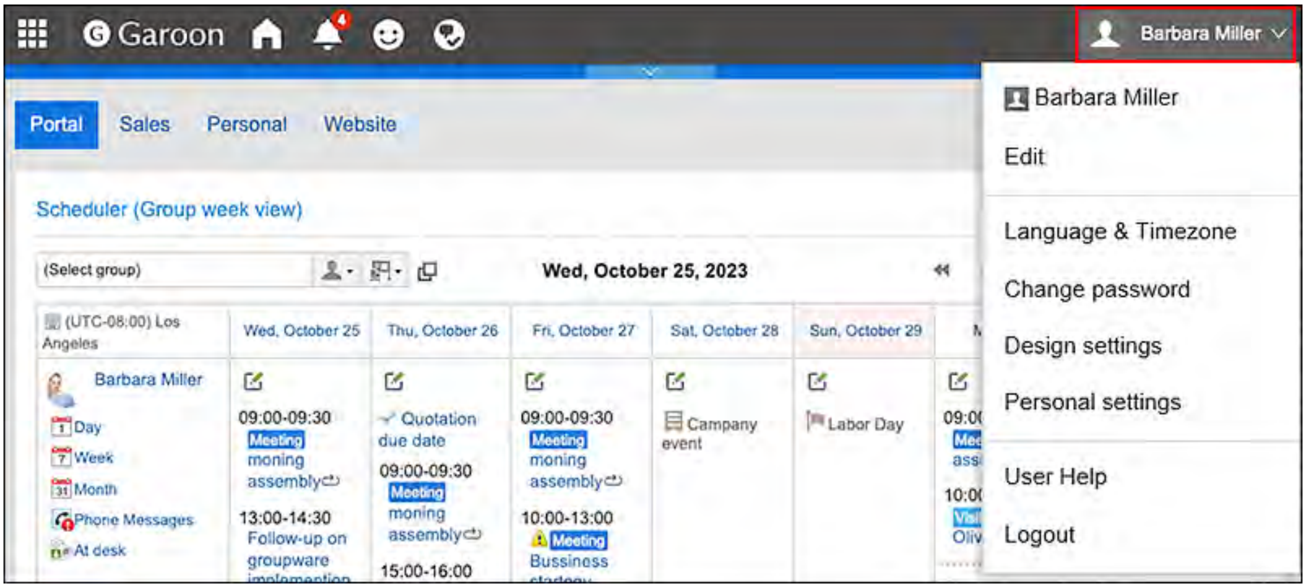
8. **On the screen to edit HTML portlets, change the settings as necessary.**
9. **Confirm your settings and click Save.**

Checking the Appearance of HTML Portlets

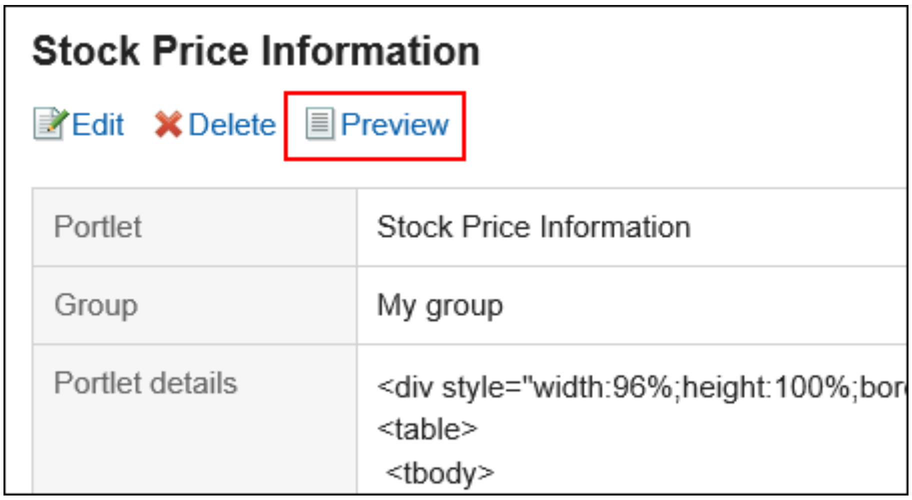
Check the appearance of the HTML portlet.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click HTML portlet.**
6. **On "HTML portlet" screen, click the portlet name of the HTML portlet to preview.**
7. **On the screen for HTML portlet details, click Preview.**



Deleting HTML Portlets

Delete HTML portlets.

If you delete the HTML portlets that is placed in the HTML portal, the deployment is cleared.

Caution

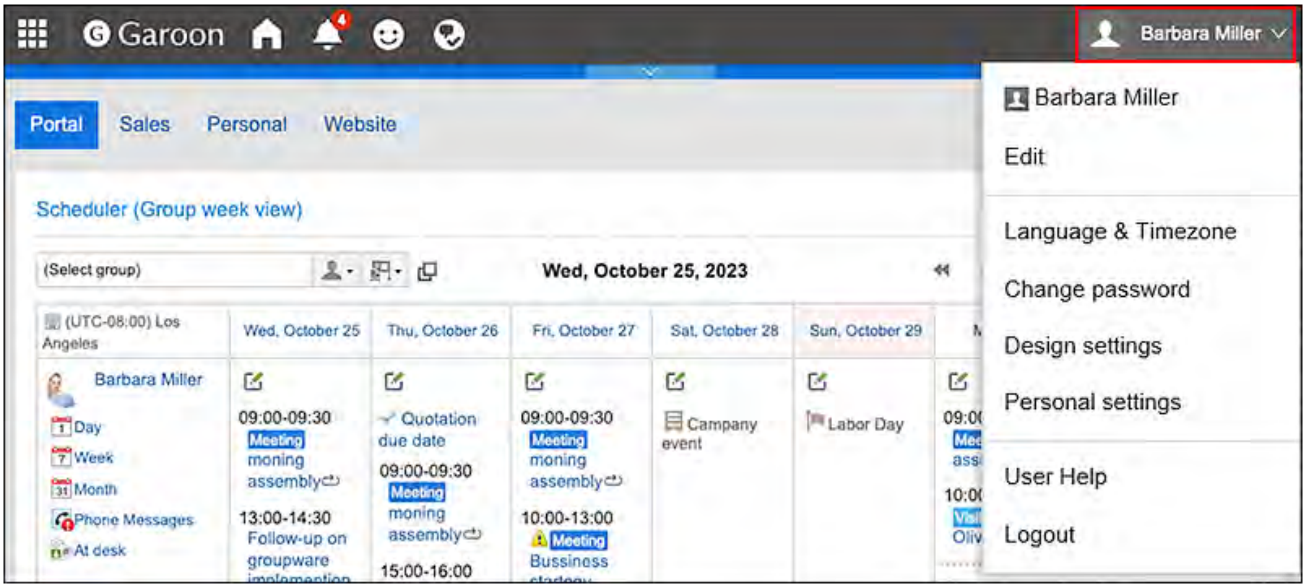
- The deleted HTML portlet cannot be restored.

Deleting HTML Portlets One by One

Delete each HTML portlet.

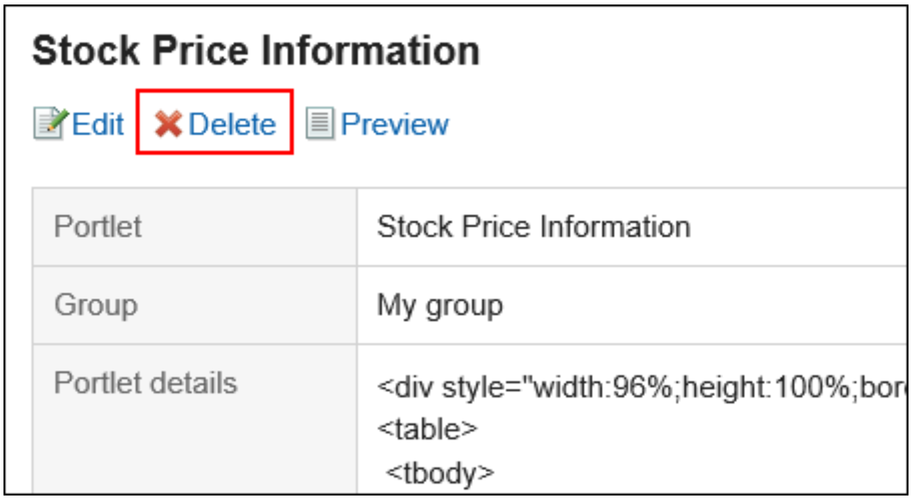
Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**

3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click HTML portlet.**
6. **On "HTML portlet" screen, click the portlet name of the HTML portlet to delete.**
7. **On the screen for HTML portlet details, click Delete.**



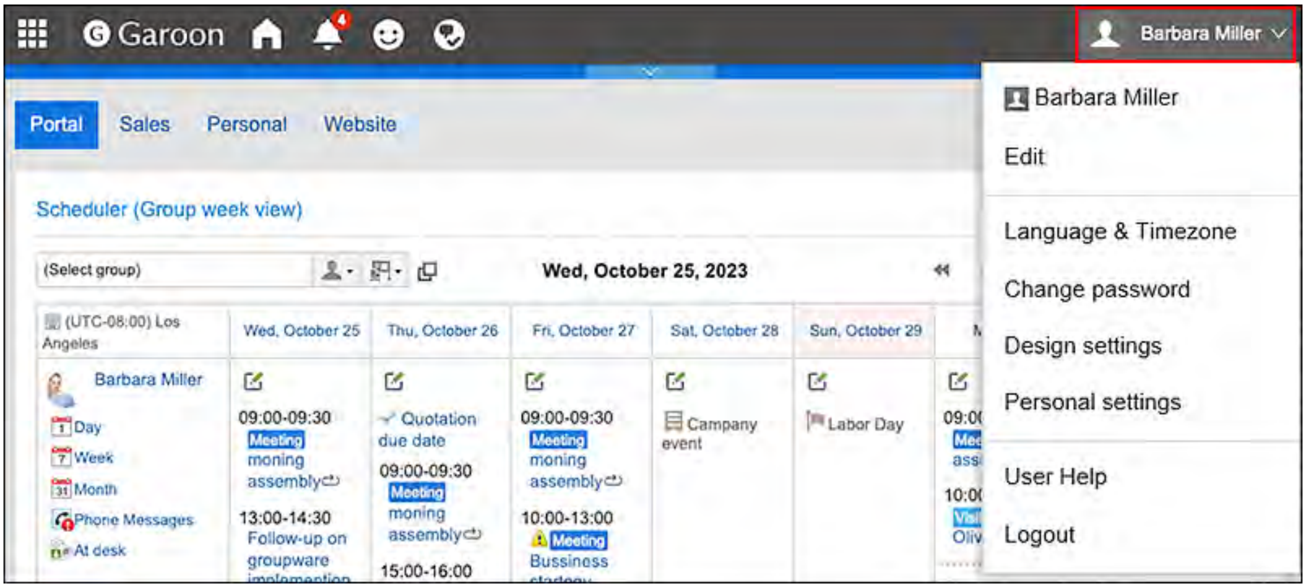
8. **Click Yes on the deleting HTML portlet screen.**

Deleting Multiple HTML Portlets in Bulk

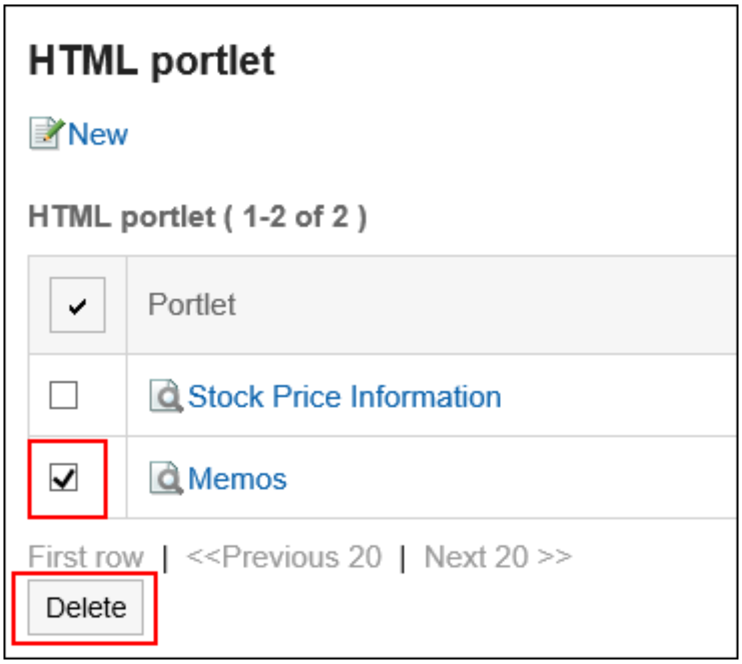
Delete multiple HTML portlets at once.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click HTML portlet.**
6. **On the "HTML portlet" screen, select the checkboxes of the HTML portlets to delete, and then click Delete.**

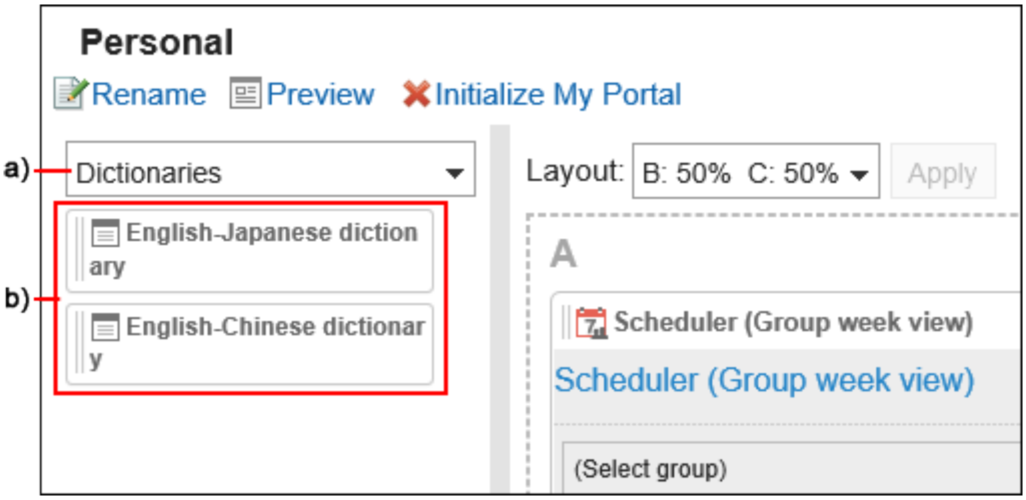


7. **Click Yes on the deleting all HTML portlets screen.**

3.1.11. Setting up My Portlet Groups

You can combine HTML portlets (My Portlets) to a My Portlet group.

My Portlet group is accessible only for the user who created it.



a): My Portlet group. When you select a filter in the Portal list, only the My Portlets that you belong to are displayed.

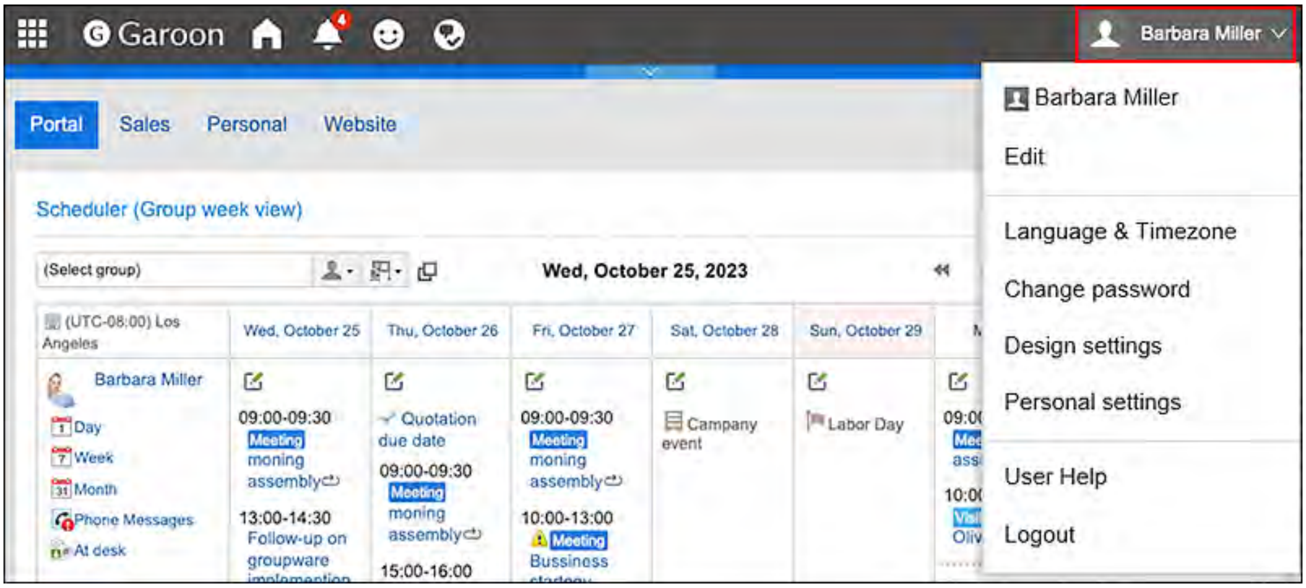
b): My Portlets belong to the My Portlet group "Dictionary".

Adding My Portlet Groups

You can add My Portlet groups.

Steps:

1. Click User name in the header.



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click My portlet group.**
6. **On the screen for My Portlet groups, click an item to add a My Portlet group.**

7. **On the screen to add My Portlet groups, enter the name of the group.**
8. **Confirm your settings and click Add.**

Changing My Portlet Groups

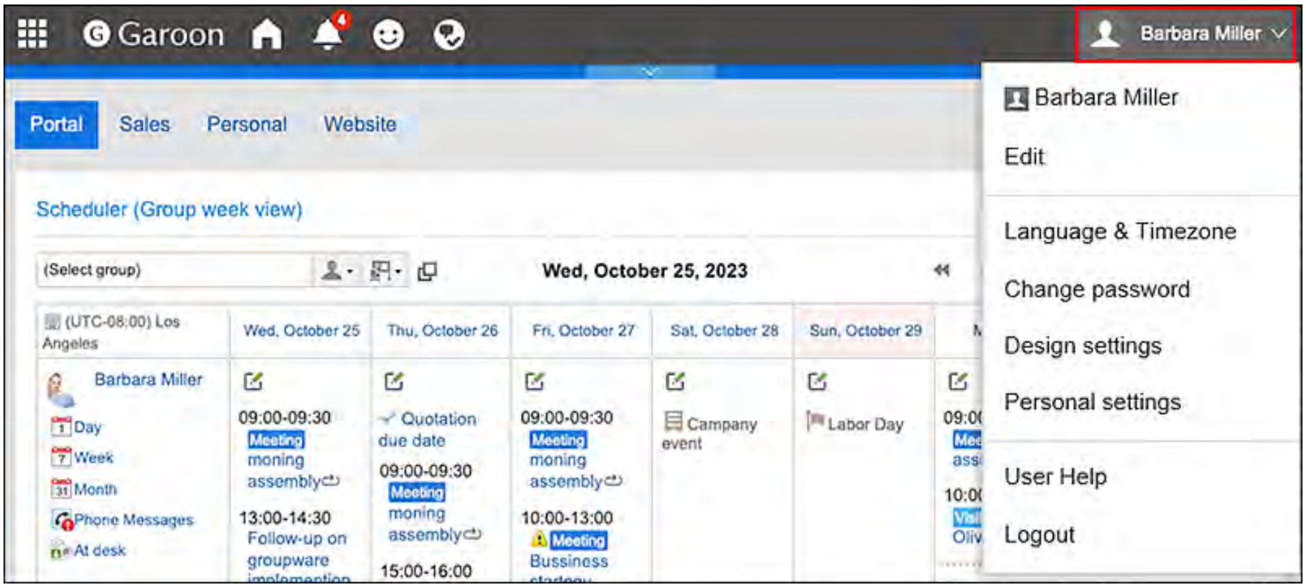
Change the group name of My Portlet group.

Note

- When you create My Portlet groups and add HTML portlets to them, you can configure the My Portlet groups from the screen to change the HTML portlets.
  For details, refer to Configuring HTML Portlets(165Page).

Steps:

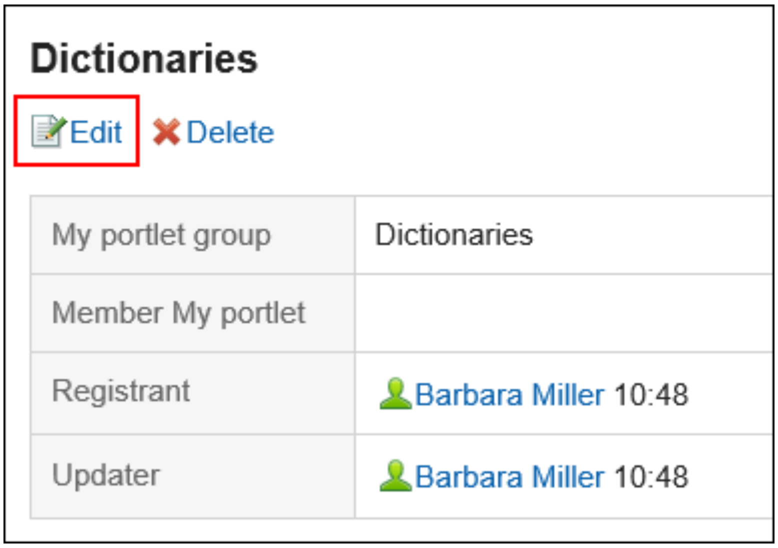
1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click My portlet group.**

6. **On the screen for My Portlet groups, click the My Portlet group name of the My portlet group to change.**

7. **On the screen for My portlet group details, click Edit.**



8. **On the screen to change My Portlet groups, enter the name of the group.**

9. **Confirm your settings and click Save.**

Deleting My Portlet Groups

Delete My Portlet groups.

If you delete any My Portlet group, its portlets are disassociated from it.

Caution

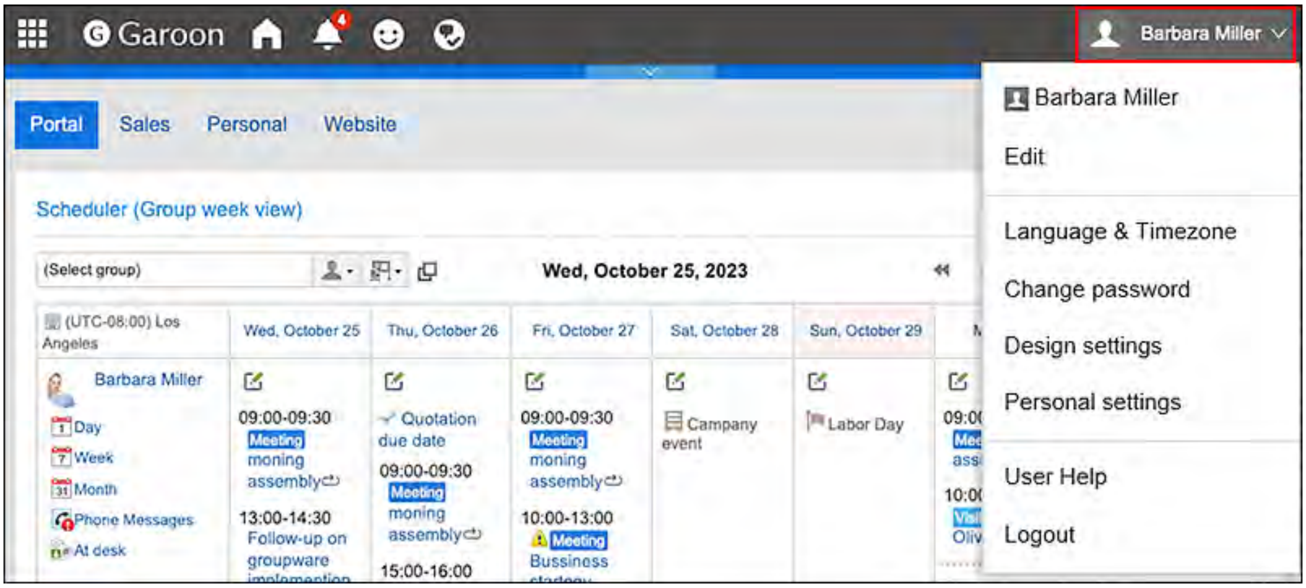
- Once you delete My Portlet groups, they cannot be restored.

Deleting My Portlet Groups One by One

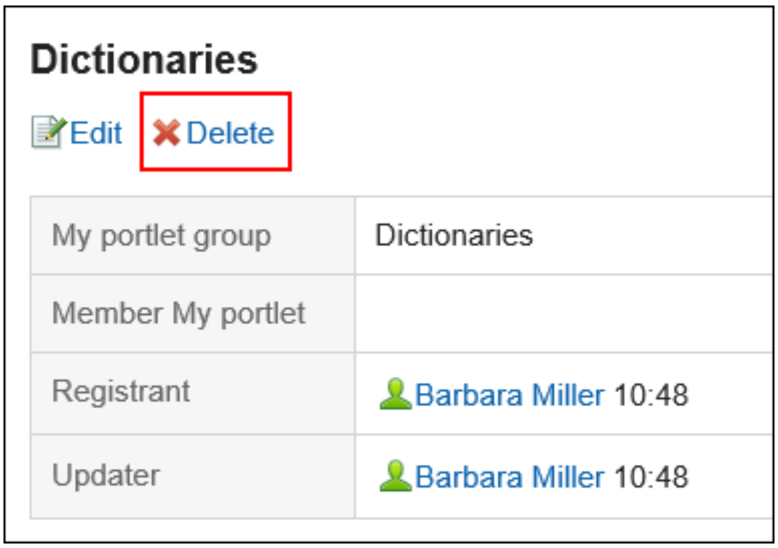
Delete each My Portlet group one by one.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click My portlet group.**
6. **On the screen for My Portlet groups, click the name of the My Portlet group to delete.**
7. **On the screen for My Portlet group details, click Delete.**



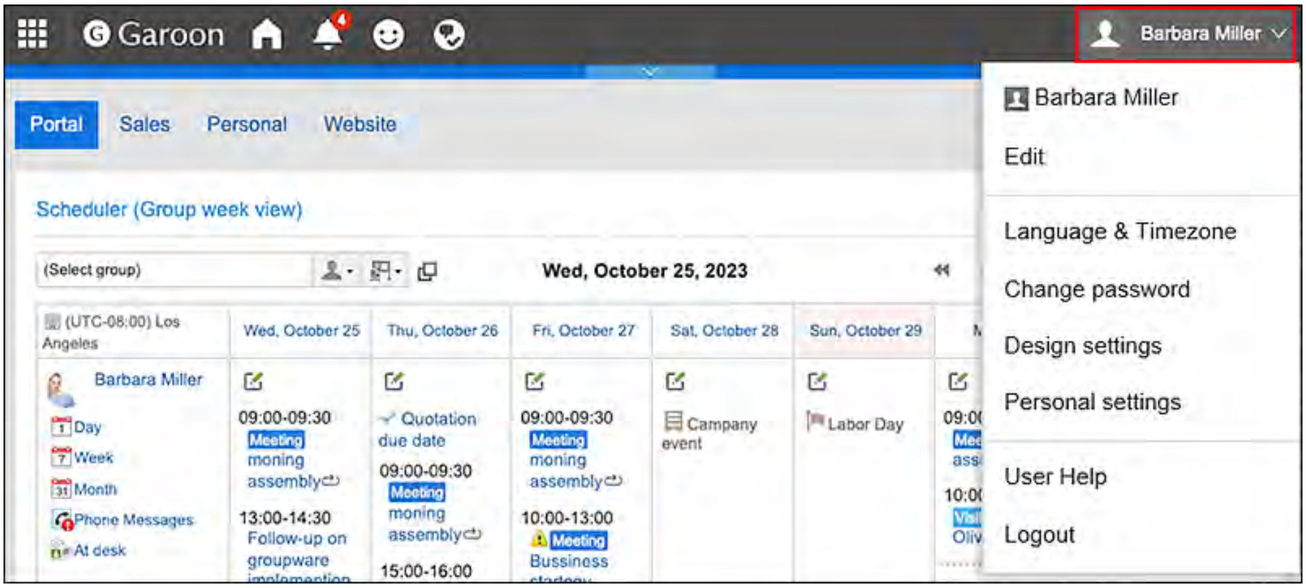
8. **On the screen to delete My Portlet groups, click Yes.**

Deleting Multiple My Portlet Groups in Bulk

Select multiple My portlet groups, and delete them all together.

Steps:

1. **Click User name in the header.**



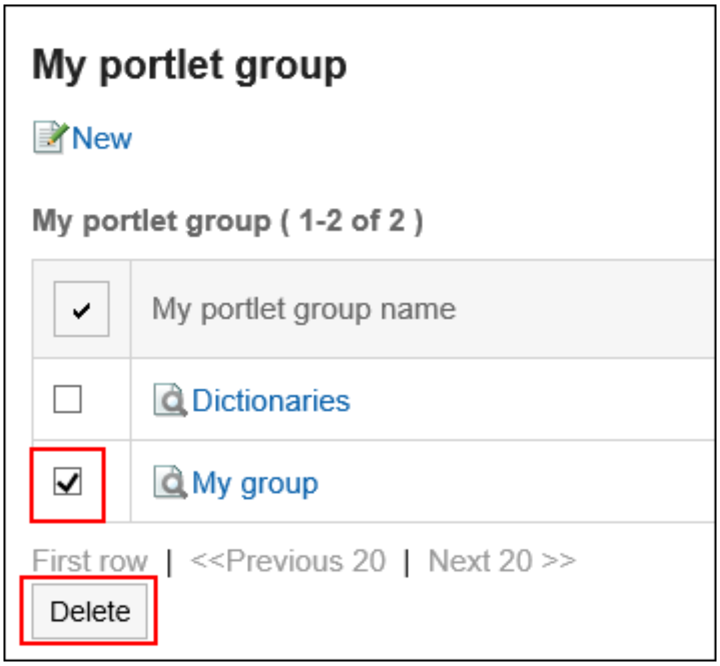
2. **Click Personal Settings.**

3. **Click Setting of each application.**

4. **Click Portal.**

5. **Click My portlet group.**

6. **On the screen for My Portlet groups, select the checkboxes for the My Portlet groups to delete, and then click Delete.**



7. Click Yes on the screen to delete My Portlet groups.

3.1.12. Managing HTML Portlets in XML Files

You can manage the data of the HTML portlet (My Portlet) in an XML file.

Note

- We recommend that not editing XML files and use them only for backing up or restoring data.

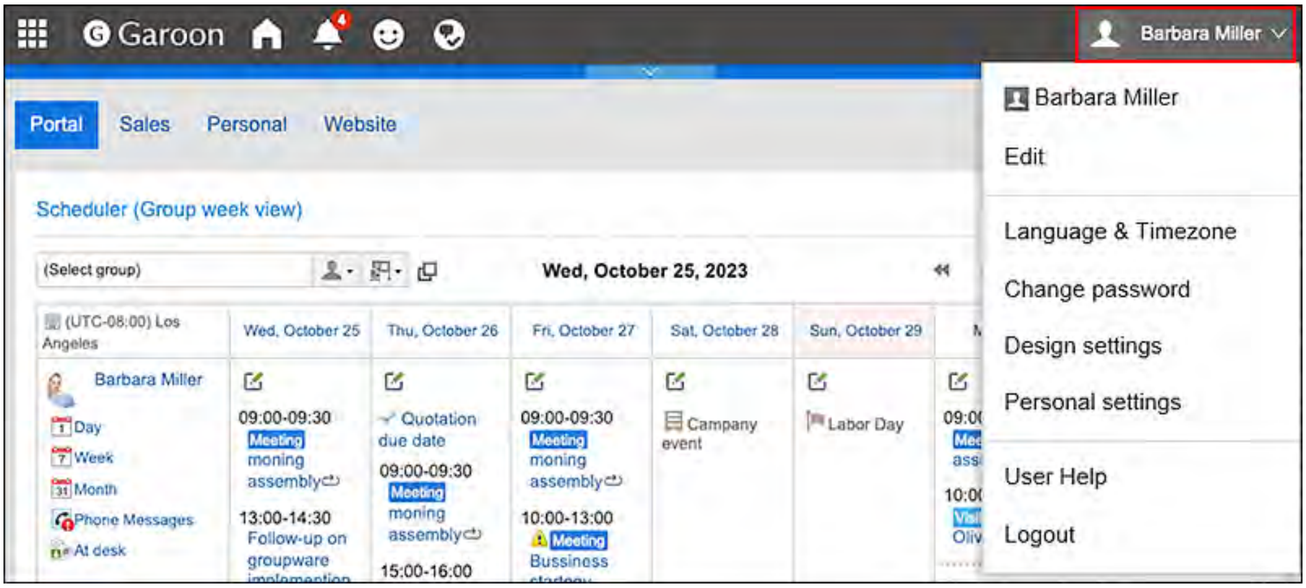
Import Data from an XML file

Import HTML portlet data from XML files.

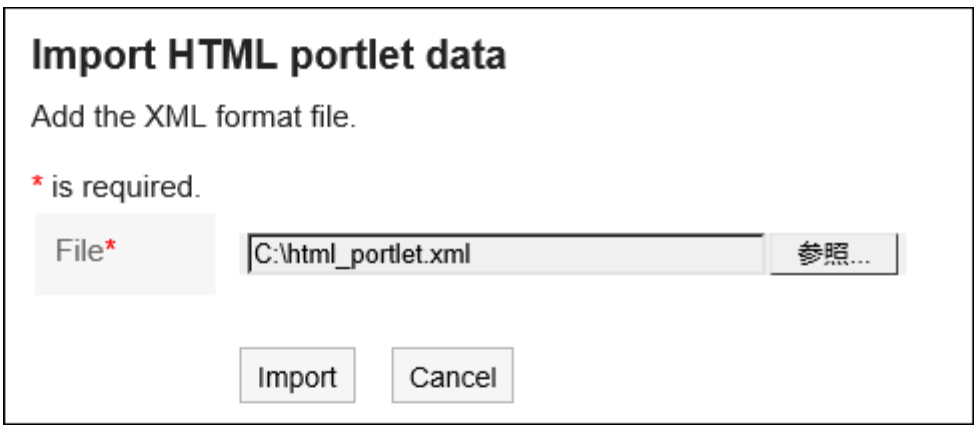
Steps:

1. **Prepare an XML file to import data.**
   As for an XML file, use the XML file exported from Garoon.

2. **Click the "User name" in the header.**



3. **Click Personal Settings.**
4. **Click Setting of each application.**
5. **Click Portal.**
6. **Click Import HTML portlet data.**
7. **On the "Import HTML portlet data" screen, select a file to import and click Import.**

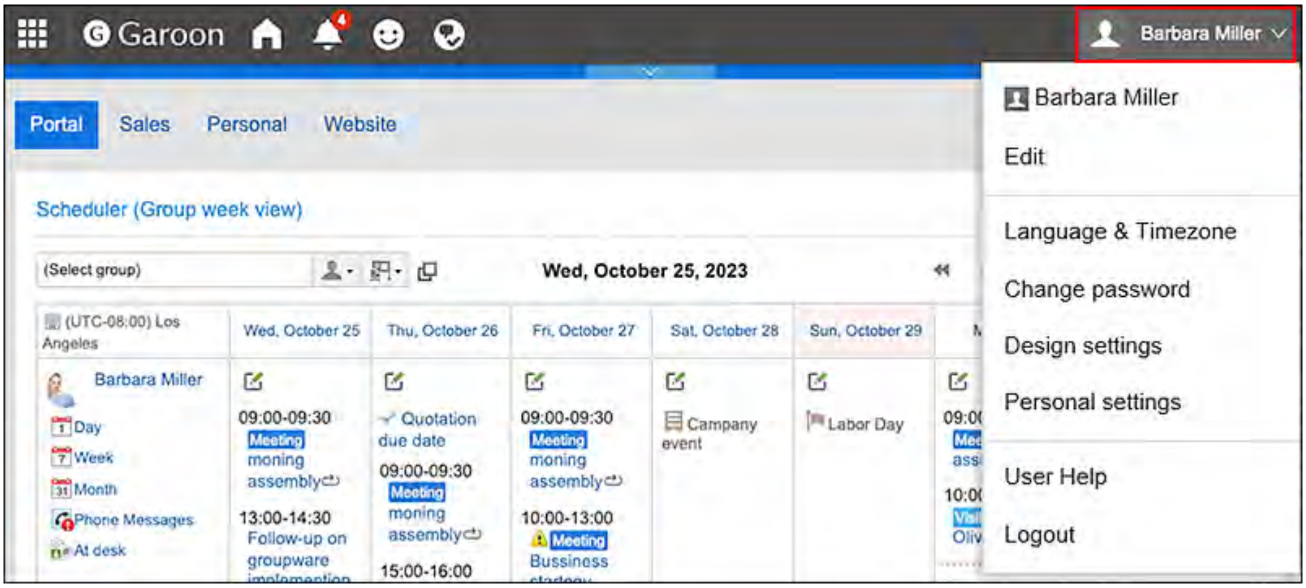


Exporting Data to an XML File

Export the HTM portlet data to an XML file.

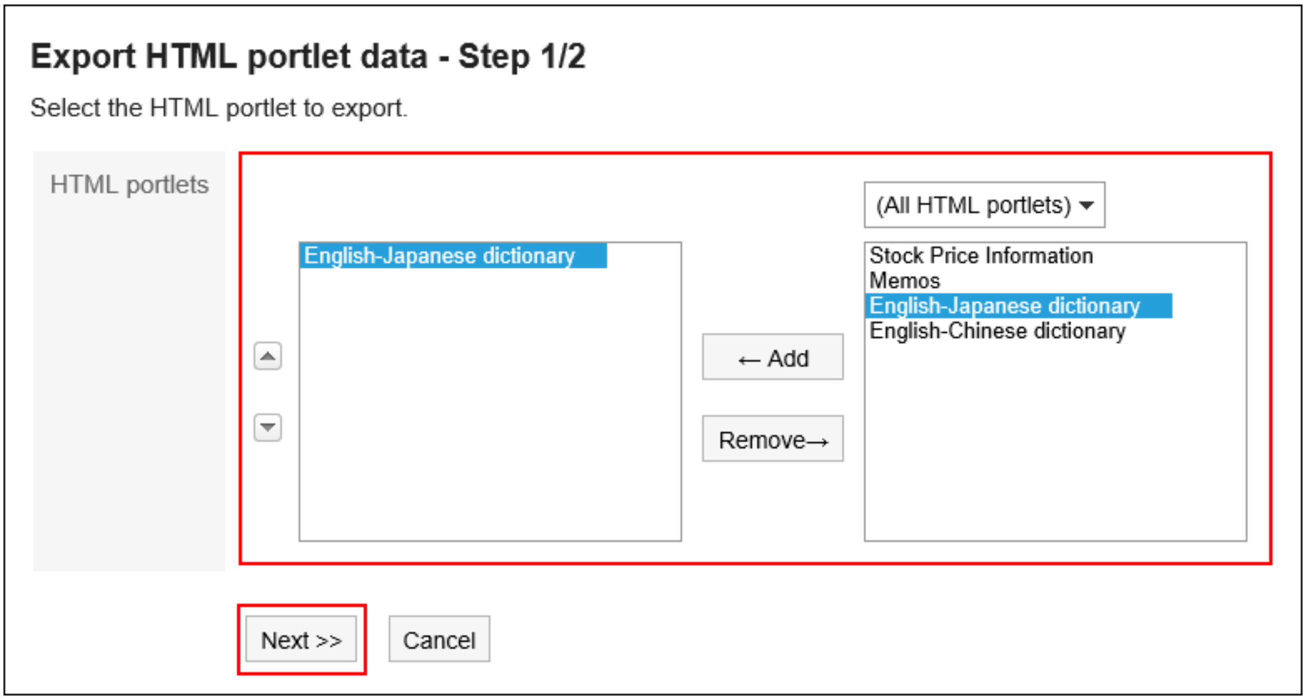
Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Portal.**
5. **Click the item to export HTML portlets.**
6. **On the screen to export HTML portlets (step 1/2), select the portlet to export, then click Add then click Next.**

   You can select multiple HTML portlets.



7. **On the screen to export HTML portlets (step 2/2), confirm your settings and click Export.**
8. **Save the file with a function provided by your Web browser.**

3.2. Space

"Space" is an application that allows the members from different organizations work together to proceed with the project tasks.
It helps to consolidate discussions, shared To-Dos, and attachments to clarify "who" should do "what" by "when" to achieve the goals.

Watch Video

- For details on the Space features, you can also refer to the What Is a Space?(187Page) video.

Using Respond Feature

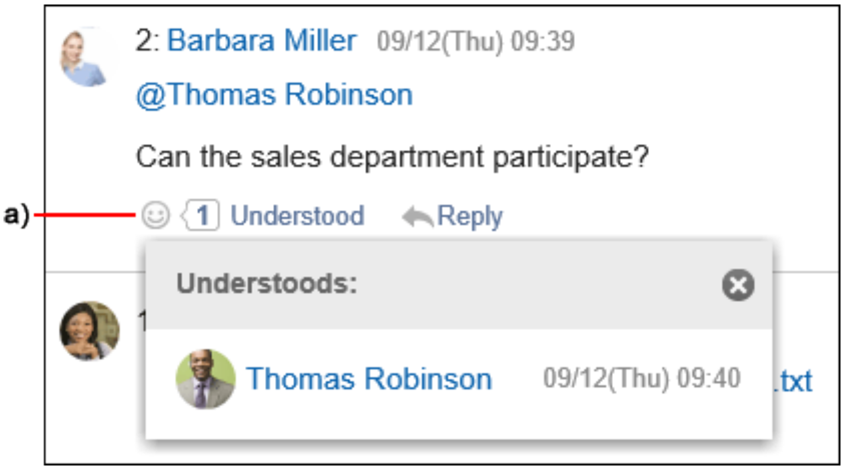
By using the respond feature, you can make a quick response to the message content or any comments.

Users can show their intention by clicking a link such as "Like" and "Acknowledged" without posting any comment.

The Respond feature can be used in discussions and shared To-Dos body and comments.

This respond feature may not be available depending on the settings by the system administrator.

For details on the respond function, refer to Working with Respond Feature(42Page).



a): List of users who have responded is shown when you click it.

References

- Creating Spaces(203Page)
- Join space(213Page)
- Add discussions(224Page)
- Adding Shared To-Dos(256Page)
- Changing the Expiration Date of Expired Spaces(217Page)

3.2.1. Video: Tips for Space

Short videos on this page provide tips that enable you to use Space more effectively. (Videos are available only in Japanese.)

Note

- The videos were recorded using the cloud version of Garoon, so some user interface texts might look different from the ones in the on-premise version of Garoon 5.

What Is a Space?

Videos are provided on the Web pages.

(Duration: 1 min 25 sec)

Creating Spaces

Videos are provided on the Web pages.

(Duration: 2 min 58 sec)

Task Management Using Shared To-Dos in Space

Videos are provided on the Web pages.

(Duration: 1 min 52 sec)

Organizing Discussions in Space

Videos are provided on the Web pages.

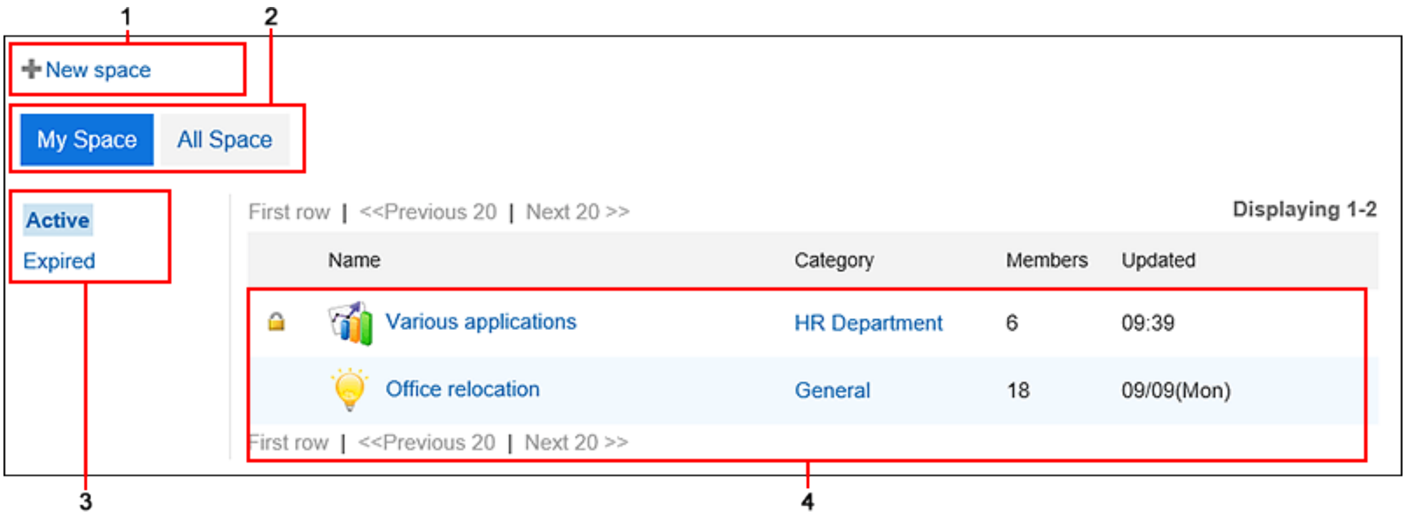
(Duration: 2 min 6 sec)

3.2.2. How to View the Space

This section describes icons and buttons that are displayed on the "Space" screen.
You can switch the view to display a list of spaces that you have joined as a member and all public spaces.

My Space Screen

Displays a list of spaces that you are participating in.



Description of the items

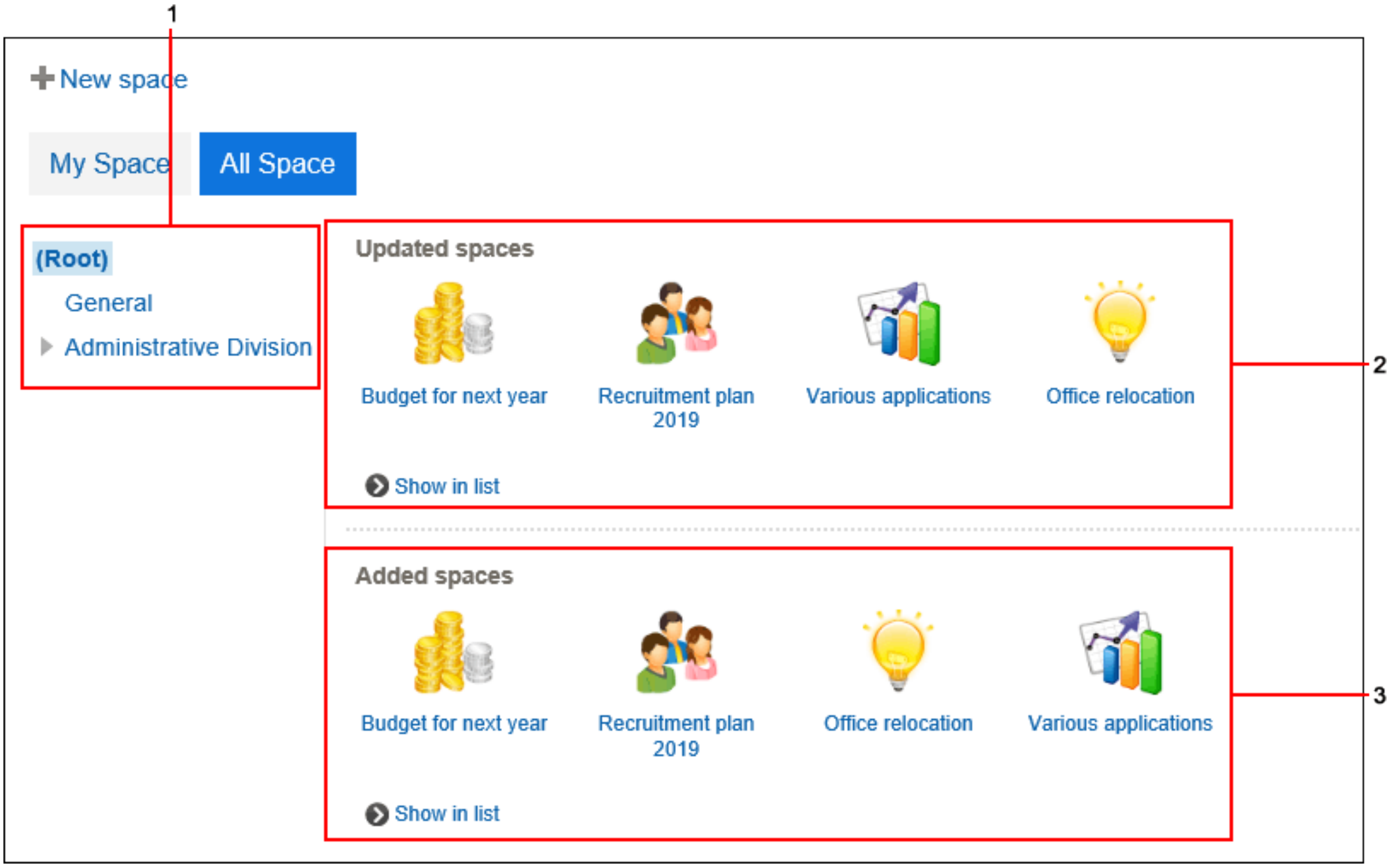
Number	Description
1	**New Space link:** Create a space.
2	• **"My Space" button:** The spaces you are participating in are displayed. • **"All Space" button:** The available spaces are displayed.
3	

Number	Description
	• **Active link:** Active spaces are displayed. • **Expired link:** Expired spaces are displayed.
4	•  **icon:** Private spaces. • **Space name link:** The "Space" screen appears. • **Category:** The available spaces in the selected category are displayed. • **Number of members:** The number of members of the space. • **Updated:** The date and time of the space was last updated.

All Spaces Screen

Displays a list of all public spaces.

Public spaces is available for users who are not the members.



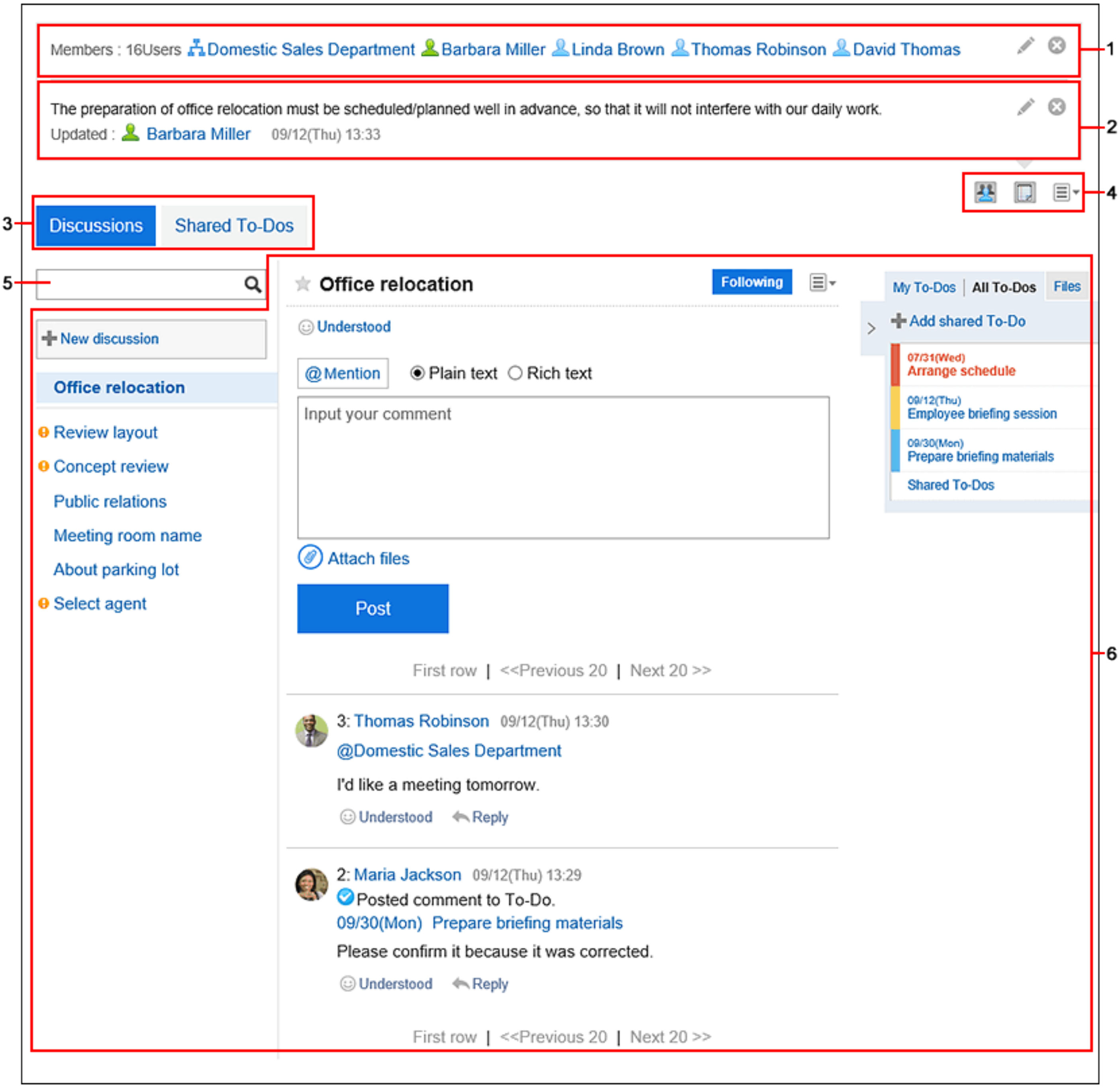
Description of the items

Number	Description
1	**Category name link:** The available spaces in the selected category are displayed.
2	**Updated spaces:** • **Icon and Space name link:** The "Space" screen appears. • **Show list link:** List of updated spaces appears in the descending order of the update date and time.
3	**New spaces:** • **Icon and Space name link:** The "Space" screen appears.

Number	Description
	• **Show list link:** List of create spaces appears in the descending order of the creation date and time.

"Space" Screen

This section describes how to view the "Space" screen.



Description of the items

Number	Description
1	**Members:** • **User, organization, and role link:** Members who are participating in the space are displayed. If members are not displayed, click the icon. • **icon[1]:** You can change members.

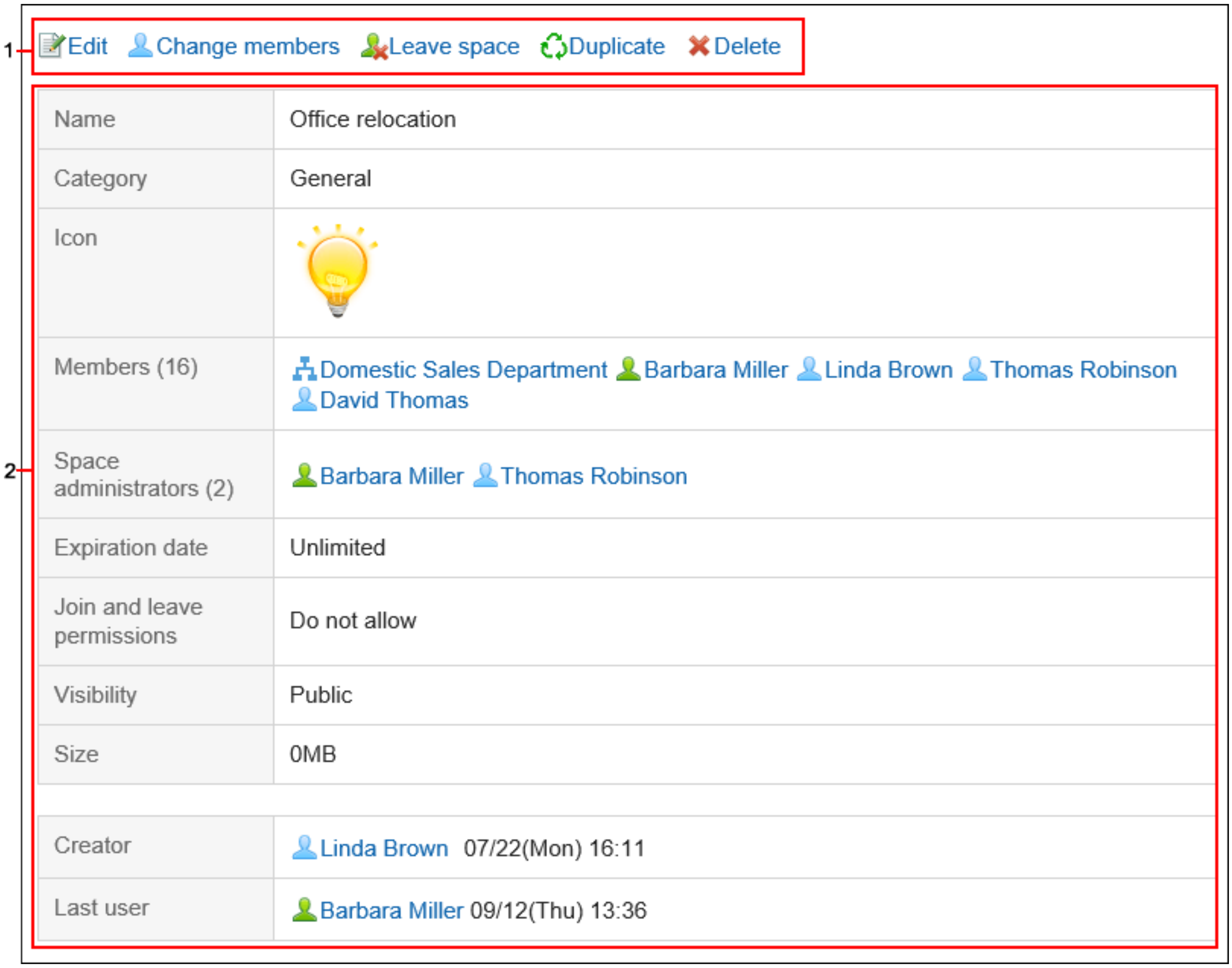
Number	Description
	• **icon:** Hides members.
2	**Notes:** This is Notes for Space. If Notes is not displayed, click the icon. • **icon[1]:** You can change the notes. • **icon:** Hides memo.
3	• **"Discussions" button:** The "Discussions" screen is displayed. • **"Shared To-Do" button:** The Shared To-Dos screen appears.
4	• **icon:** Toggles the view/hide of the members of the space. • **icon:** Toggles the display of notes. • **icon:** The following menus are displayed. ◦ **Folder settings link:** Set up folders to organize discussions. ◦ **Manage discussion link:** The "Manage discussions" screen is displayed. You can move or delete discussions. ◦ **Link to confirm members' appointments:** The Group Day View screen of the appointment is displayed. You can check the appointments of all members of the space.

Number	Description
	◦ **Link to add members' appointments:** "New appointment" screen appears. The attendees of the appointment are set as members of the space. ◦ **Leave space link:** Users can leave the space. This link may not appear, depending on the type of participation of members and the space settings. For details, please refer to how to leave spaces(214Page). ◦ **Space details link:** The space details screen appears. You can edit the details of a space, or delete a space. ◦ **Reuse link for spaces:** Reuse and create a new space.
5	**Items for Search:** Enter keywords to find discussions and the assignees of Shared To-Do.
6	**Discussion:** The body of the discussion and a comment list are displayed. For details, refer to How to View Discussion Screen(219Page).

[1]: If a space administrator has been set, the icon is displayed only for system administrators and space administrators.
If the space administrator has not been set, it is displayed for the system administrator and all members.

Space Details Screen

This section describes how to view the space details screen.



Description of the items

Number	Description
1	• **"Change" link[1]:** Change the space settings, such as space names and members. • **Change members link[1]:** Change the space members. • **Leave space link:** You can leave the space that you are a member of. This link may not appear, depending on the type of participation of members and the space settings. For details, please refer to how to leave spaces(214Page). • **Reuse Link:** Reuse and create a new space.

Number	Description
	• **"Delete" link[1]:** Delete a space.
2	**Space information:** The space information, such as the expiration date and the members of the space, is displayed.

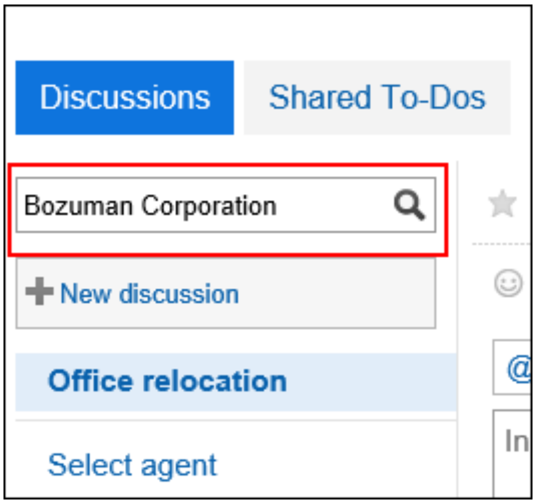
[1]: If a space administrator has been set, this link is displayed only for system administrators and space administrators. If the space administrator has not been set, it is displayed for the system administrator and all members.

3.2.3. Searching Spaces

You can search for data in spaces specifying keywords.

Steps:

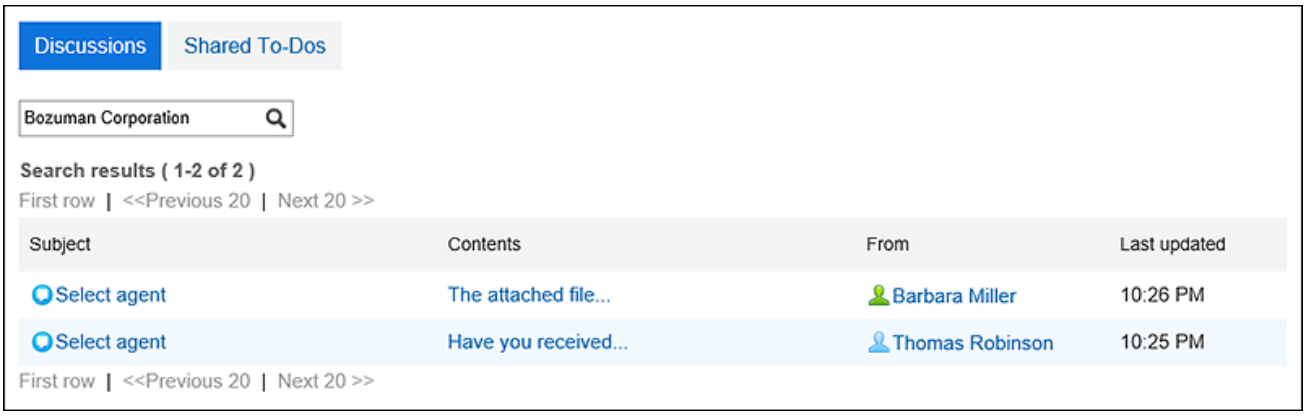
1. **Click the app icon in the header.**
2. **Click "Space".**
3. **Click the name of the space you want to search.**
4. **Type keywords in the search box on "Space" screen, and then click the icon.**



Search for a discussion that contains keywords in one of the following fields.

- Subject
- User name
- Body
- Comment

5. On the screen for discussion search, confirm the search results.



Filtering Shared To-Dos by Assignees

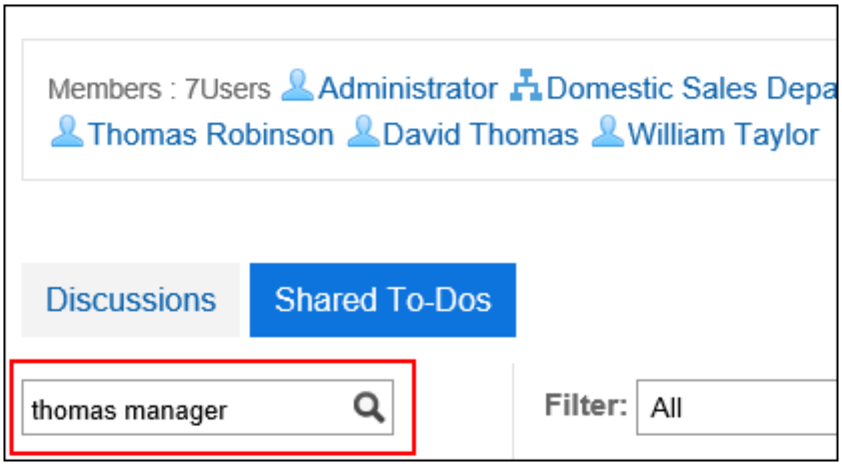
On the shared To-Do screen, filter the assignees who are included in the list.

When a large number of assignees are assigned to shared To-Dos, this is useful to display only the target personnel in the list.

For example, if you select "Director Kimura", only users who have the name "Kimura" and who belong to the job title "Director" will be displayed in the list of agents.

Steps:

1. **Click the app icon in the header.**
2. **Click "Space".**
3. **Click the name of the space you want to search shared To-Dos.**
4. **On the "Space" screen, click Shared To-Do.**
5. **On the shared To-Do screen, enter keywords in the search box, and then click the Search icon.**



The OR search can be performed for multiple users using multiple keywords by separating each keyword with a space.
Use one of the following user information items for keywords.

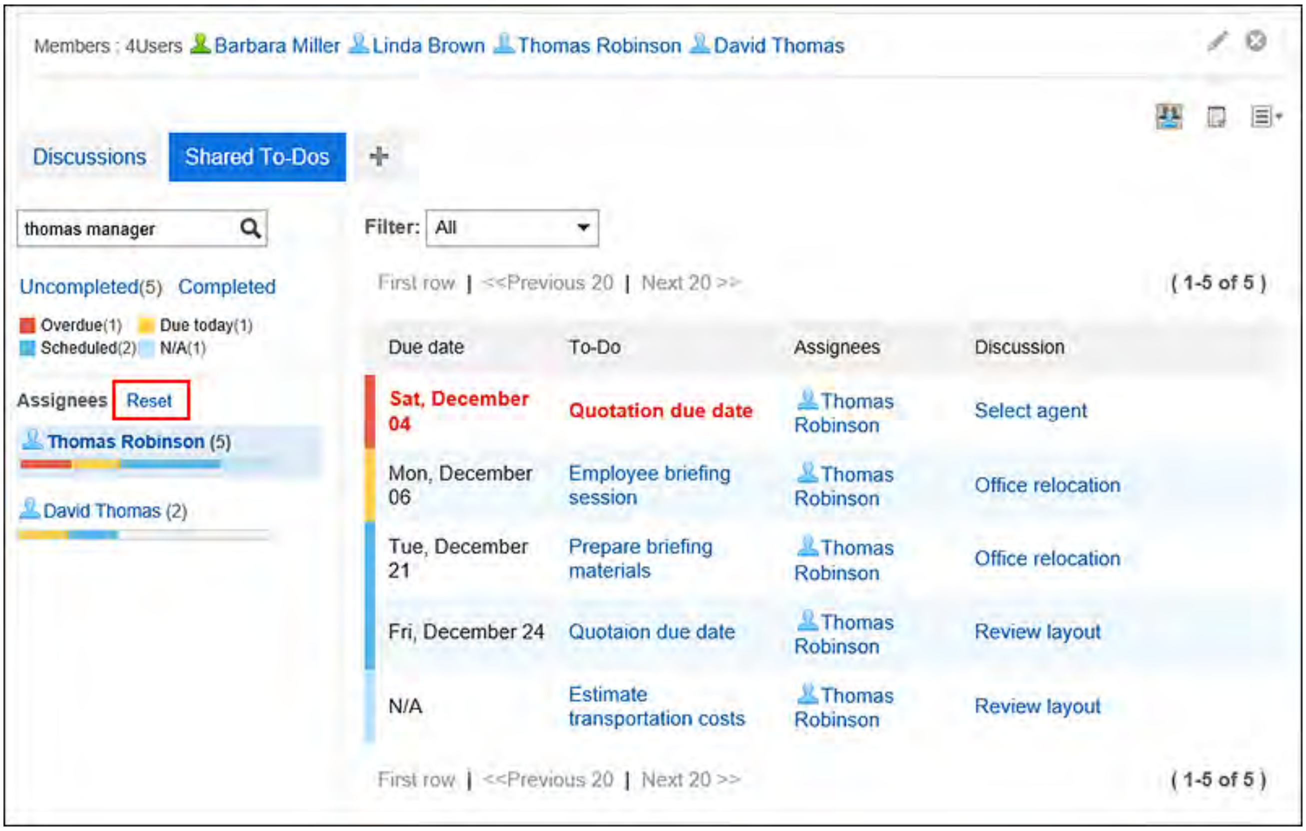
- Name
- English name
- Login name
- Pronunciation
- E-mail address
- Job title

6. **Confirm the results.**

Confirm that only the target assignee is displayed in the list.

When you click the user name of the assignee, a list of shared To-Dos that assignee is handling are displayed.

Clicking "Reset" on the top of the list clears the filter and displays the list of all assignees.



3.2.4. Notes on Space Members

Features available for the space differ depending on whether you are joining as a user, as an organization, or as a role.

a): Users who are joining as organizations are set as members.

b): Users who are joining as roles are set as members.

c): Users who are joining as users are set as members.

Members' Join Method and Possible Operations

In spaces, the following types of actions can be performed depending on how the users join the space.

Action	Organization or role	User
Join the space		Users can join the space as a member when all of the following conditions are met: • The target space is public. • The user who created the space or one of the space administrators allows members to join and leave the space.
Leave the space		Users can leave the space if the user who created the space or one of the space administrators allows members to join and leave the space.
Manage discussions	✔	✔
Actions for shared To-Dos	✔	✔

When Joining as Both Individual User and Organization/Role

The member who is joining as a user can use the same features as members who are joining as an organization or a role. Furthermore, the user can leave the space if members are allowed to join and leave the space. Even if the user is removed from the organization or role, the user can still continue to use the same features.

For example, user A who belongs to the organization "Sales department" can do the following before transferring from the sales department and after the transfer.

- Before moving:
  - Actions for discussions such as adding, editing, and moving
  - Actions for shared To-Dos such as adding, editing, and changing the status to completed or uncompleted
  - Leave the space
- After moving:
  Same as before moving

When Joining as Organization/Role

The member who is joining as an organization or a role not as a user can use the same features as the member who is joining as a user. However, the following actions are not allowed:

- Leave the space
  "Leave space" is not displayed on the screen of the space for the member.
- Available actions for discussions and shared To-Dos once the member has been removed from the organization or role
  If the user is removed from the organization or role, the user is no longer a member of the space. Actions allowed to members are no longer available.
  However, if the space is public, the member who is assigned to a shared To-Do task can change the To-Do task status to completed or uncompleted.

For example, user A who belongs to the organization "Sales department" can do the following before transferring from the sales department and after the transfer.

- Before moving:
  - Actions for discussions such as adding, editing, and moving

- Actions for shared To-Dos such as adding, editing, and changing the status to completed or uncompleted

- After moving:
  - Changing shared To-Do task status to completed or uncompleted

3.2.5. Creating Spaces

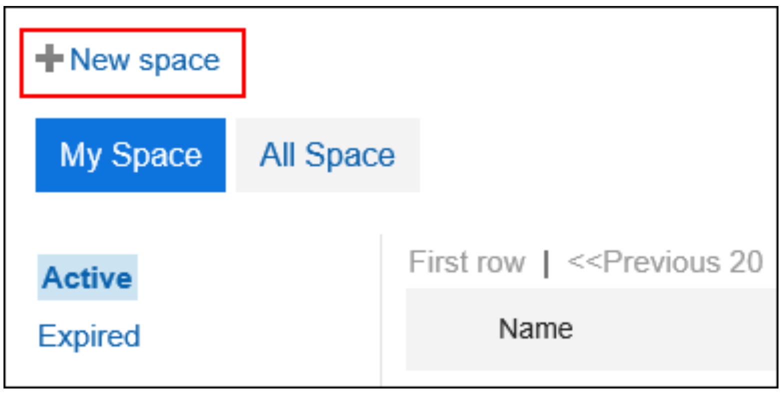
Create a space.

Watch Video

- For steps to create a space, also refer to the Creating Spaces(187Page) video.

Steps:

1. **Click the app icon in the header.**
2. **Click Space.**
3. **On the My Space screen, click "New Space".**



4. **On the "Create Spaces" screen, enter a space name.**

You should set the space names.

Clicking **Add localized name** allows you to set space names in multiple languages.

If you do not set the space name in the user preference language, the default space name is displayed.

The following languages can be set:

- 日本語
- English
- 中文（简体）
- 中文（繁體）

  Exported in Traditional Chinese.

5. **Set the "Category" field.**

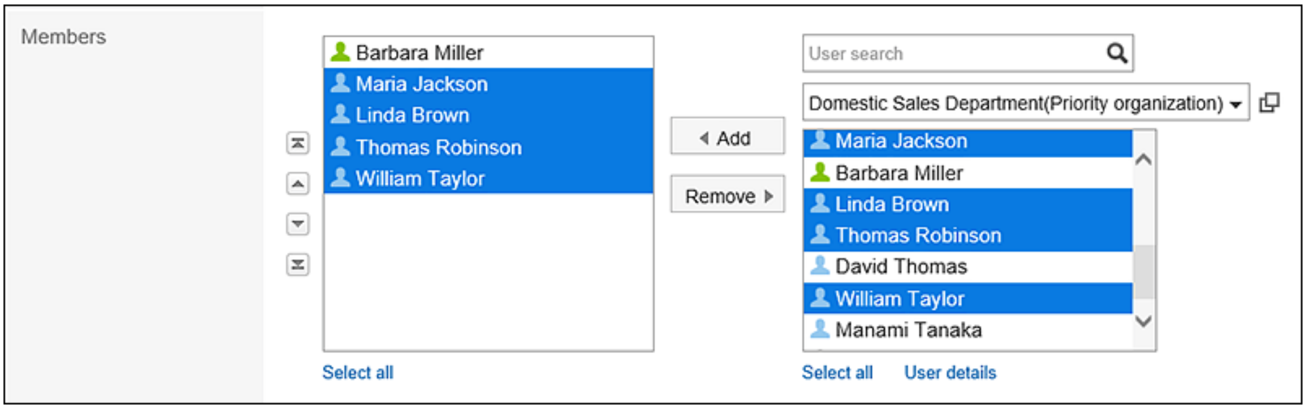
You should set the category.

The default value is the "General" category. You can change the category by clicking **Change**.

6. **In the "Icon" field, select an icon.**

The icon that you set appears at the beginning of the space name in the list of spaces and notifications.

7. In the "Members" field, set up users, organizations, or roles to join the space.

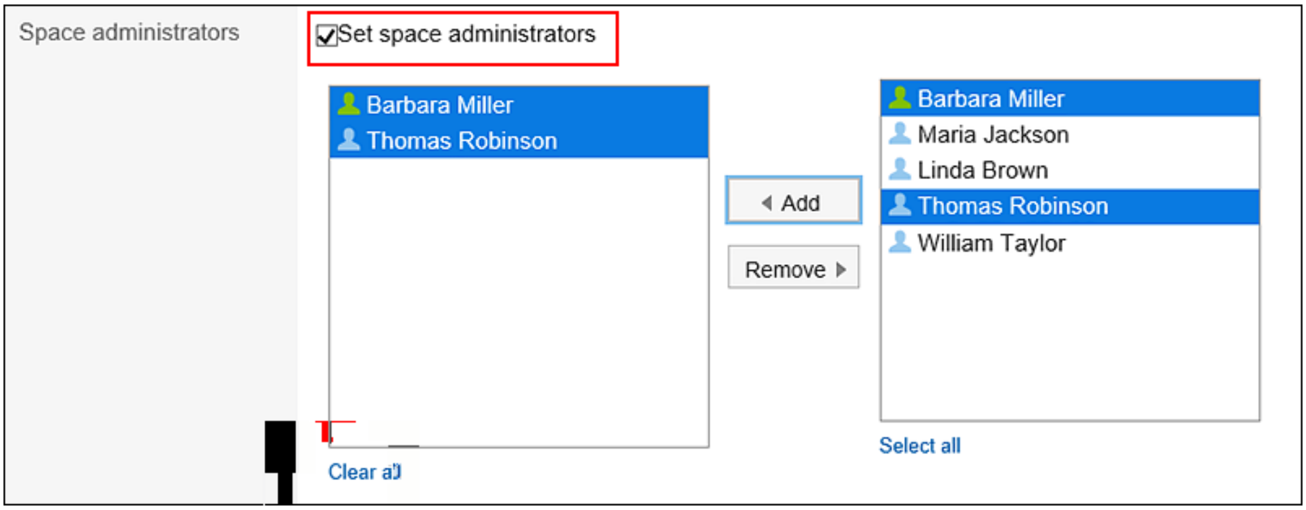


8. In the "Administrators" field, select whether to set the space administrator.

Space administrators are users who have been granted the following actions.

- Deleting spaces
- Changing space information, such as space name and members
- Changing the memo
- Deleting all the discussions in the space If you do not set the space administrator, all members of the space will be able to perform the above actions.

To set the space administrator, select the check box to set the space administrator, and then select the administrator user, organization, or role from the members of the space.



9. Set the "Expiration date" field.

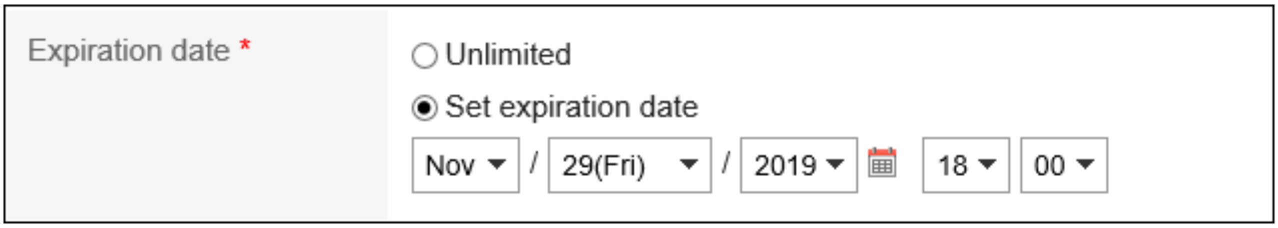
Set the expiration date of the space in one of the following ways.

- Unlimited:

  The expiration date can be set indefinitely only if the system administrator has allowed it.

  For details, refer to how to restrict configuring unlimited expiration date.
- Set expiration date:

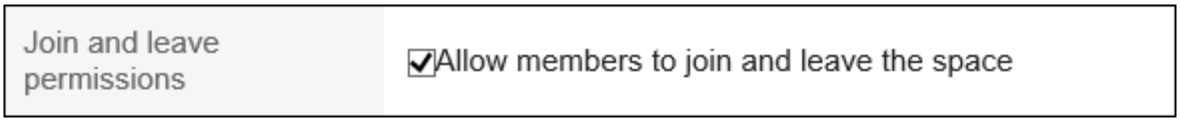
  Set the expiration date and time.



10. Set the "Join and leave permissions" field.

To allow the following actions, select the "Allow members to join and leave the space" checkbox:

- Users who are not members to join the space
- Members to leave the space



11. Set the "Visibility" field.

The following methods can be set.

- Public:

  All users who are logged in to Garoon are able to view them.
- Private:

  Only members of the space can view them.

The default visibility is different base on the system administrator's settings.

12. **Confirm your settings and click "Create".**

Note

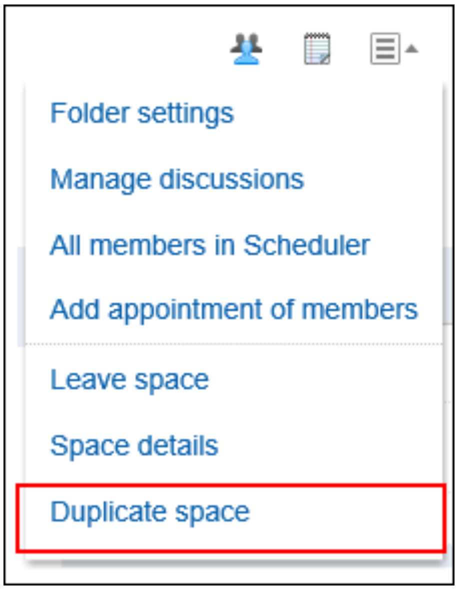
- The following functions are available in the public spaces even for the users who are not set as its members.
  - Check space details
  - View discussions, add comments, and delete comments that you have added
  - View To-Dos, add comments, and delete comments that you have added
  - Viewing attachments in Spaces
- You can also create a space on the following screens.
  - Appointment details screen of Scheduler
    The attendees of the appointment are set as members of the space.
    For details, refer to Creating New Space for Attendees of Appointments(421Page).
  - Message Details Screen of Messages
    Target users of the message are set as members of the space.
    For details, refer to Create a Space from a Message(523Page).

Reusing and Creating Spaces

Create a new space by reusing a space that has been created.

Steps:

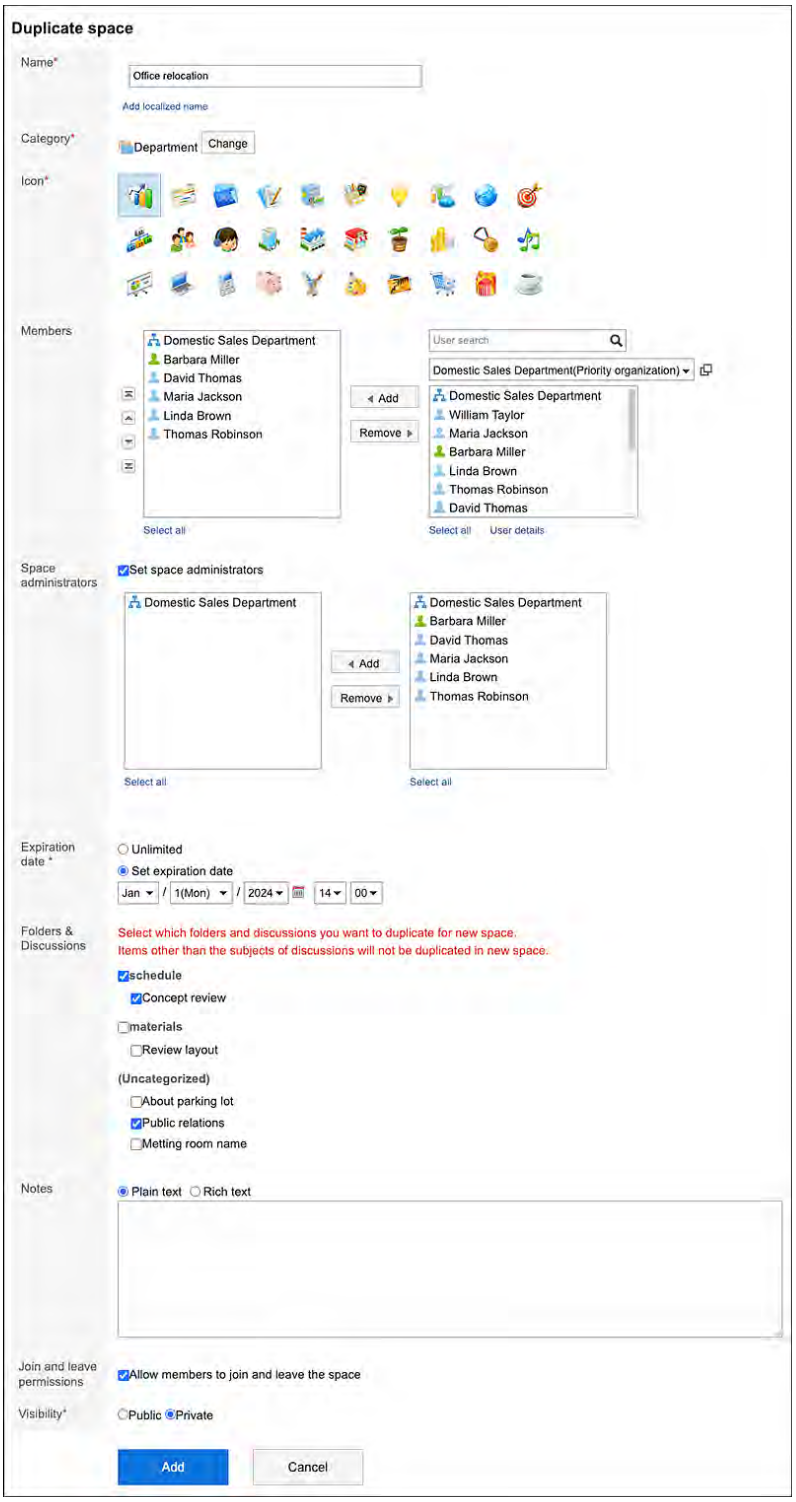
1. **Click the app icon ▦ in the header.**
2. **Click Space.**
3. **Click the space name of the space you want to reuse.**
4. **On the "Space" screen, click the item to reuse spaces in ☰.**



5. On the "Duplicate space" screen, configure the required fields.

The duplicated space inherits data of the following fields in the original space. Edit them as necessary.

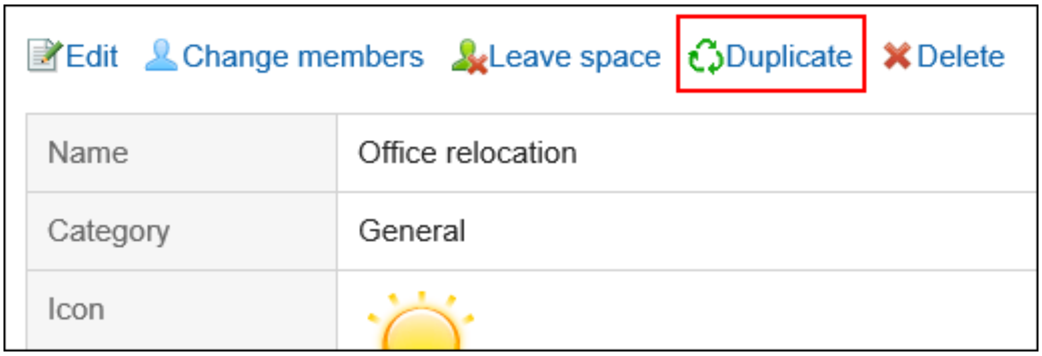
- Space
- Category
- Icon
- Members
- Space administrators
- Space Expiration Date
- The title of the selected discussion:
  For discussions, only their titles are duplicated. The comments exchanged are not inherited.
- Notes
- Join and leave permissions for spaces
- Visibility



6. Confirm your settings and click "Create".

Note

- You can also create a space by clicking the item for reuse on the space details screen.



3.2.6. Editing Spaces

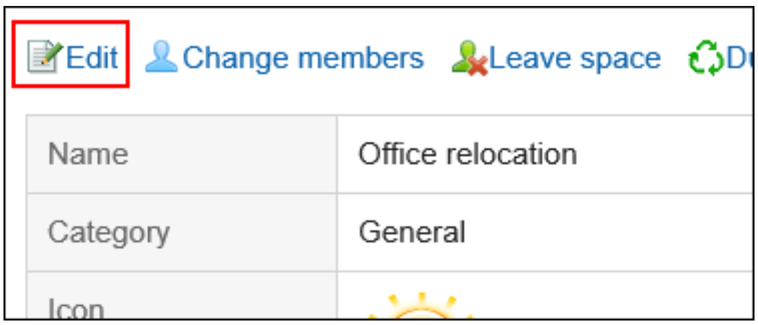
You can edit a space.

If the space has an administrator, the space administrator and the system administrator can edit the space.

If the space has no administrator, all members of the space and the system administrator can edit the space.

Steps:

1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the space name to edit.**
4. **On the "Space" screen, click the item to show space details in .**
5. **On the space details screen, click Edit.**



6. **On the screen to change spaces, change the fields as necessary.**
   For details on items, refer to Creating Spaces(203Page).

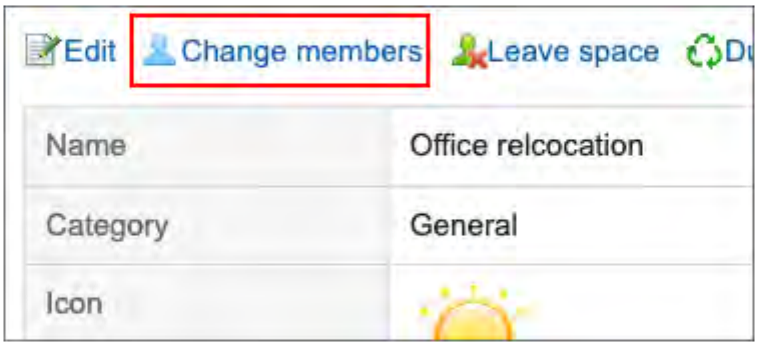
7. **Confirm your settings and click Save.**

3.2.7. Changing Space Members

Change the space members.
If a space has an administrator, only the space administrator and the system administrator can change members.
If a space has no administrator, all members of the space and the system administrator can change members.

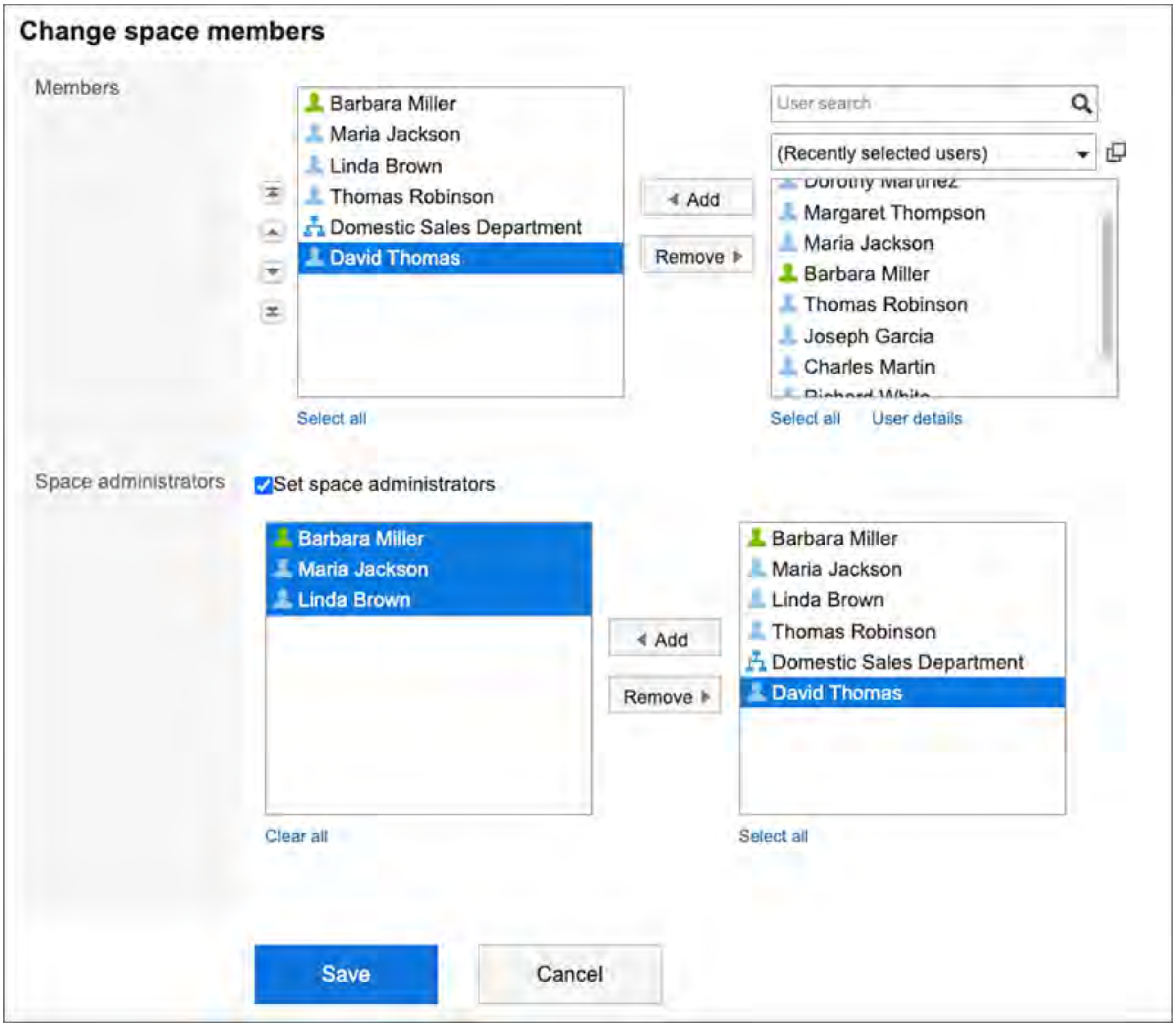
Steps:

1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the space name of a space of which you want to change members.**
4. **On the "Space" screen, click the item to show space details in .**
5. **On the "Space details" screen, click Change members.**



6. On the "Change space members" screen, change members of the space as necessary.

On the "Change space members" screen, you can also set and change the space administrators.



7. Confirm your settings and click Save.

3.2.8. Joining/Leaving a Space

You can leave the space that you are a member of.

Joining Space

Users can join the space as a member when all of the following conditions are met:

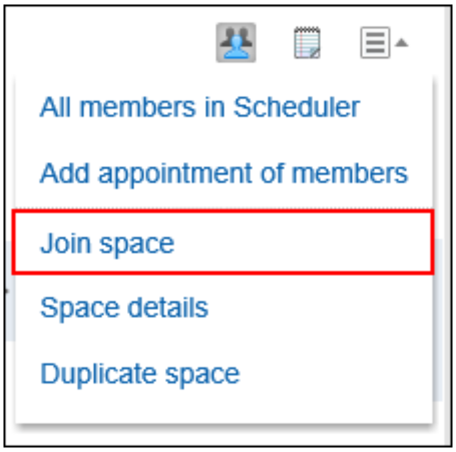
- The target space is public.
- The user who created the space or one of the space administrators allows members to join and leave the space.

Note

- If you want to allow users who are not members to join the spaces, or invite users to private spaces, click **Space Details** in ☰ on the "Space" screen and change the settings on the "Space details" screen.
  For details on items, refer to Creating Spaces(203Page).

Steps:

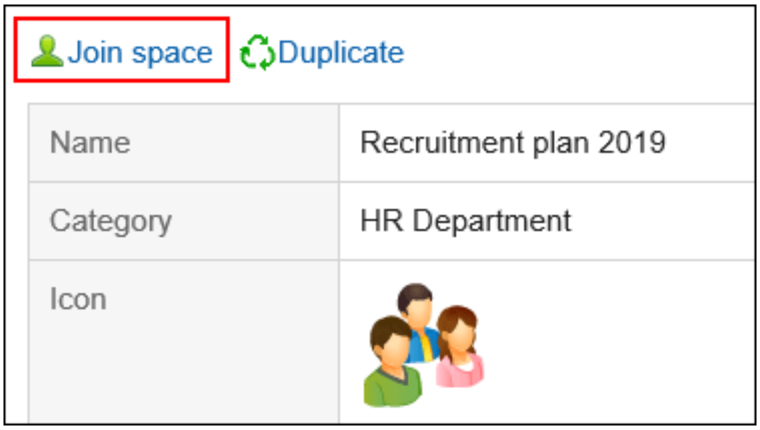
1. **Click the app icon ▦ in the header.**
2. **Click Space.**
3. **Click the space name of the space you want to join.**
4. **On the "Space" screen, click the item to join the space in ☰.**



5. **Click Yes on the Join a space screen.**

Note

- You can also join a space by clicking the item for joining on the space details screen.



Leaving Space

You can leave the space that you are a member of. You may not be able to leave the space depending on the space settings and on whether you are joining as a user, as an organization, or as a role.

Members can or cannot leave the space in the following cases.

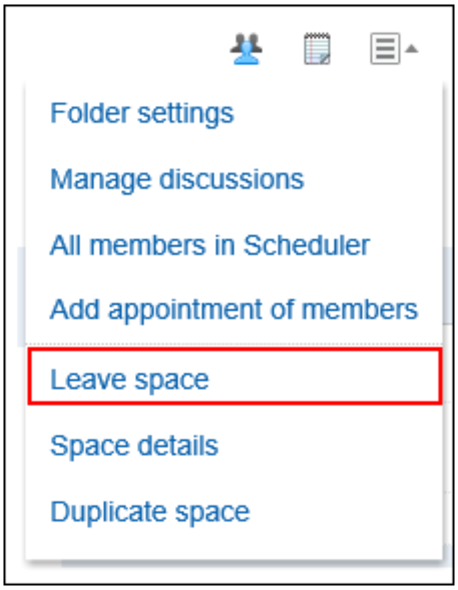
Joining as	Description
Users	Users can leave the space if the user who created the space or one of the space administrators allows members to join and leave the space. Users cannot leave the space if they are not allowed to join or leave it.
Organization or role	Users cannot leave the space by themselves. If the users are members of it, the "Leave space" option appears in ☰. If they leave the space by clicking this option, those users remain as members of the space. Users who are participating in spaces as organizations and roles will automatically leave the space when one of the following is true. • The organization or role you are a member of has been removed from the space. • The organization or role that is set as a member of the space has been unassigned from them. However, the assignees of shared To-Dos in public space can change them to completed or uncompleted after they leave the space. For details, refer to Notes on Space Members(200Page).

Note

- If you want to allow members to leave the spaces, click the Space Details in ☰ on the "Space" screen and change the settings on the space details screen.
  For details on items, refer to Creating Spaces(203Page).

Steps:

1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the name of the space you want to leave.**
4. **On the "Space" screen, click the item to leave the space in .**



5. **Click Yes on the leave space screen.**

Note

- You can also leave the space by clicking "Leave space" on the space details screen.

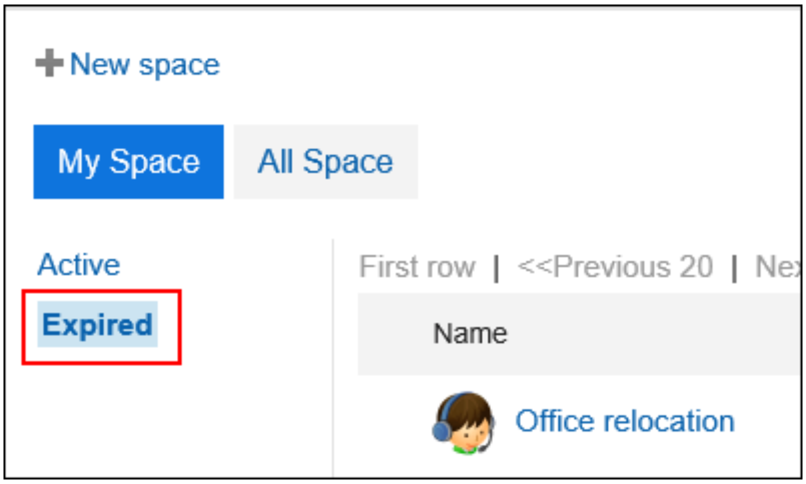
3.2.9. Changing the Expiration Date of Expired Spaces

You can change the expiration date of expired spaces to use them.

- If the space has any administrators:
  The expiration date of the expired space can be changed by the space administrator, the system administrator, and the space application administrator.
- If the space does not have any administrators:
  The expiration date of the expired space can be changed by the space members, the system administrator, and the space application administrator.

Steps:

1. **Click the app icon in the header.**
2. **Click Space.**
3. **On the My Space screen, click "Expired".**

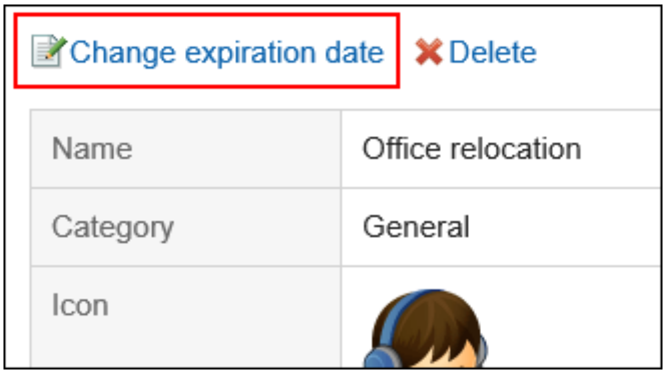


The system administrator or the space application administrator can access the expired space on the "Garoon system administration" screen.

1. Click the Administration menu icon (gear icon) in the header.
2. Click **Garoon Settings**.
3. Click "Application settings".
4. Click **Space**.

5. Click "Setting categories".
6. On the space for the category settings, click the name of the space which has "Expired" status.

4. **Click the space name of the space for which you want to change the expiration date.**
5. **On the space details screen, click the item to change the expiration date.**



6. **On the "Change expiration date" screen, reset the expiration date.**
7. **Confirm your settings and click Save.**

3.2.10. Deleting Spaces

Delete spaces.

If you delete a space, all the related data such as discussions, shared To-Dos, and attachment files in the space are also deleted.

If the space has an administrator, the space administrator and the system administrator can delete the space.

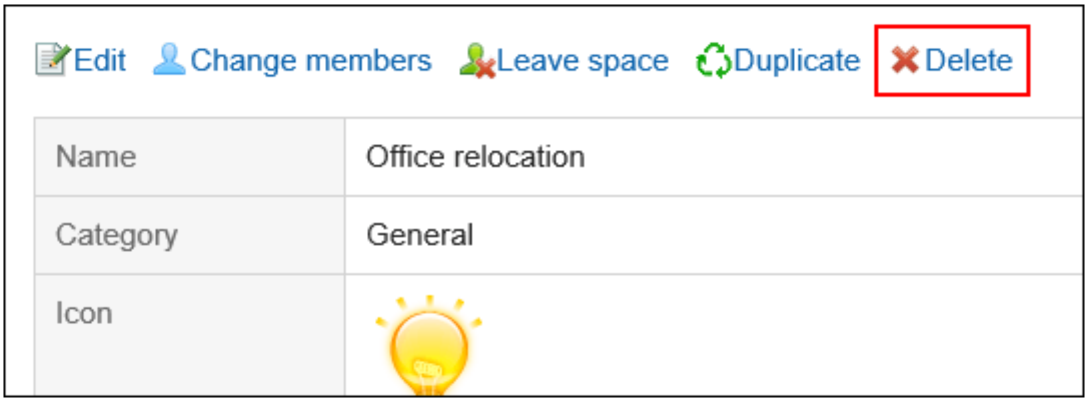
If the space has no administrator, all members of the space and the system administrator can delete the space.

Caution

- The deleted space cannot be restored.

Steps:

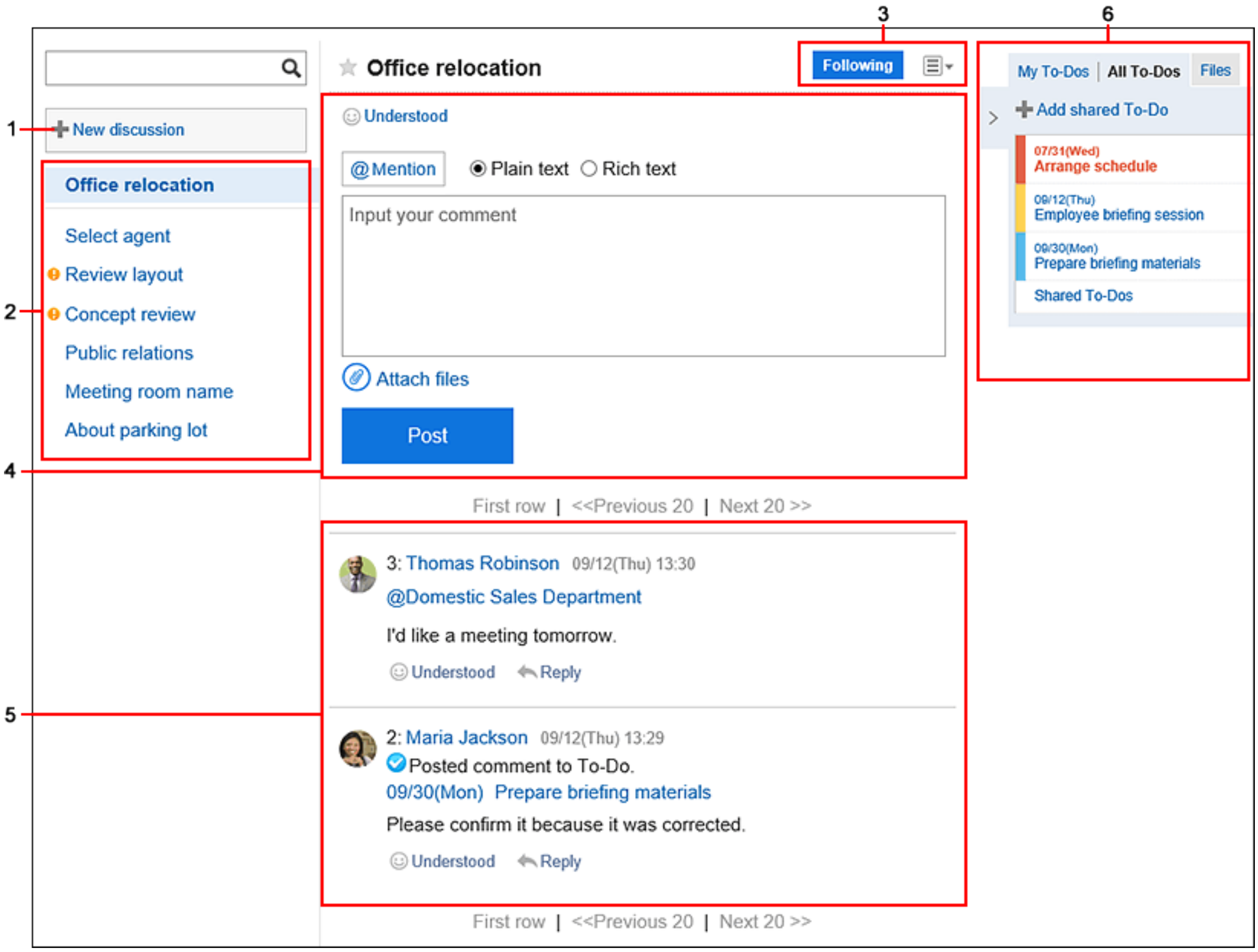
1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the space name to delete.**
4. **On the "Space" screen, click the item to show space details in .**
5. **On the space details screen, click Delete.**



6. **On the delete space screen, click "Delete space".**

3.2.11. How to View Discussion Screen

This section describes how to view the "Discussion" screen.



Description of the items

Number	Description
1	**Add Discussion button:** The Add discussions screen appears.
2	**Discussion:** Discussions in space. • **Discussion Name Link:** The discussion details and comments are displayed. The discussions automatically created when this space was added are displayed on the top of the list. Other discussions are sorted in descending order by the date and time when the discussion or the shared To-Do is updated.

<table>
<tr><th>Number</th><th>Description</th></tr>
<tr><td></td><td>

icon:
Unread discussions.

</td></tr>
<tr><td>3</td><td>

Buttons showing follow/unfollow state:
Buttons show the state of follow/unfollow for discussions.

"Follow" button:
Click to receive update notifications for discussions and shared To-Dos.
"Following" button:
Indicates that you have configured to receive update notifications for this discussion. If you hover over Following, Stop following will appear.
Stop following button:
You can stop receiving update notifications of discussions and the shared To-Do tasks.

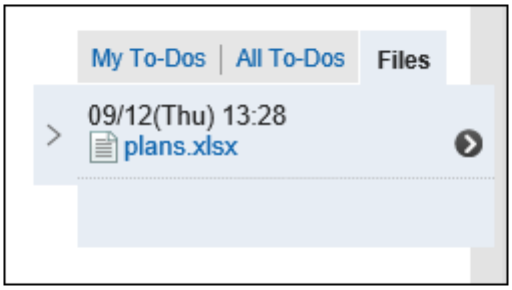
icon:
The following menus are displayed.

Link to edit titles and body:
The "Changing a discussion" screen appears.
Delete discussion link:
Delete discussions. The To-Dos and attachments in the discussion are also deleted.
If the space administrator has been set, this link is displayed only for system administrators, space administrators, and discussion authors.
If the space administrator has not been set, it is displayed for the system administrator and all members. The discussions automatically created when this space was added do not have this link.
Link to check the followers:
Displays a list of users who are following the discussion. Clicking an organization or role name displays users who belong to the organization or role, and who are following the discussion. You can toggle between the members of the space and the other users.

</td></tr>
</table>

Number	Description
	◦ **"Save as file" Link:** You can export discussions to a text file. Available in Garoon version 5.15.0 or later.
4	• **"Respond" Link:** You can easily respond to the body of a space. Depending on your system administrator settings, the links may not be displayed or the wording will be different. • **Comment Field:** Enter the comment you want to post in the space. • **Attachments Link:** Select the file you want to attach to the comment. • **Post button:** You can post comments to the topics.
5	• **"Delete" Link:** You can delete comments. Appears when you hover the cursor over the comment. • **"Respond" Link:** You can quickly respond to comments. Depending on your system administrator settings, the links may not be displayed or the wording will be different. • **"Reply" Link:** You can reply to a comment. An anchor link that consists of ">>" and the comment number is automatically set in the reply-all comment. By clicking "Reply", the sender of the original comment is displayed in the recipient area of your reply. • **"Reply all" Link:** Send a reply to all recipients (except yourself) specified in the original comment. Appears when you hover the cursor over the comment. An anchor link that consists of ">>" and the comment number is automatically set in the reply-all comment.

Number	Description
	By clicking **Reply all**, the sender of the original comment, and users (except yourself), departments, and roles specified as recipients in the original comment are displayed in the recipient area of your reply. • **Permalink:** Displays the URL of the comment. Appears when you hover the cursor over the comment. Pasting permalinks is useful for referring to this comment from other discussions or memos. For details, refer to Permalink(249Page). • **Comment that says "Posted comment to To-Do.":** The message is displayed when any comments are added to shared To-Do. ◦ **To-Do name link:** To-Do details screen appears. ◦ **Comments:** Comments added to shared To-Dos are displayed.
6	The shared To-Dos or attachments related to the discussions are displayed in a list. • **:** When clicked, a list of shared To-Dos and attachments is displayed. • **:** When clicked, the shared To-Dos and attachments list is hidden. • **My To-Dos tab:** List of shared To-Dos that are assigned to you in To-Dos added to the discussion. When you click the To-Do name, the To-Do details screen is displayed. • **All To-Do tab:** List of all shared To-Dos that have been added to the discussion. When you click the To-Do name, the To-Do details screen is displayed. • **Add shared To-Do link:** You can add shared To-Dos to discussions.

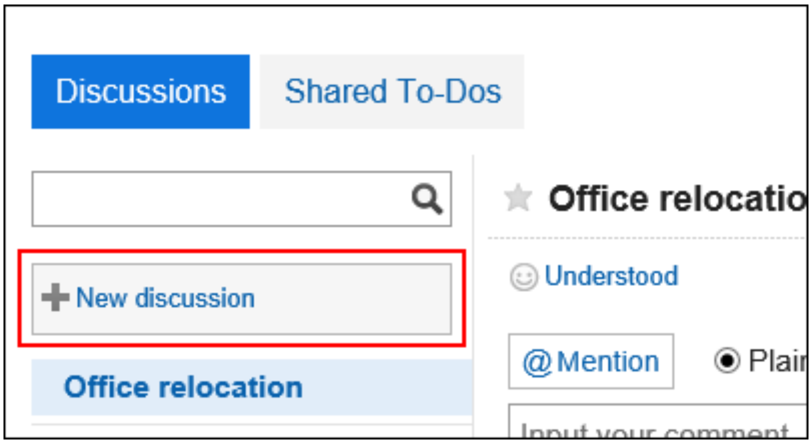
Number	Description
	• **Link to shared To-Do list:** Displays the shared To-Do screen. The selected discussions will be applied to the filter them. • **"File" tab:** List of files attached to discussions, shared To-Dos, or comments is displayed.  • **File name link:** You can view or download attachments. • **Icon to display the attachment destination** Displays a discussion, shared To-Do, or a comment with which the file is attached.

3.2.12. Adding Discussions

You can add discussions to the space.

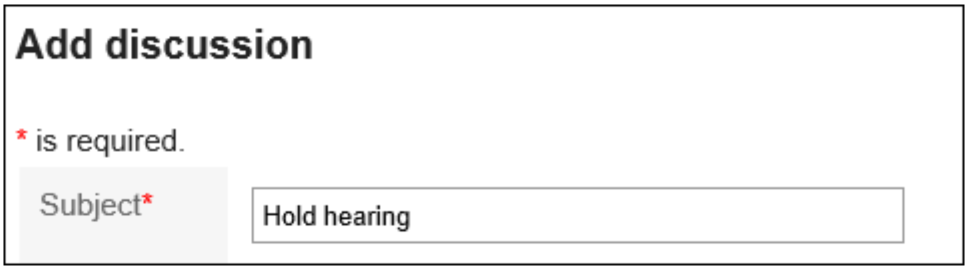
Steps:

1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the name of the space.**
4. **Click item to add discussions on the "Discussion" screen.**



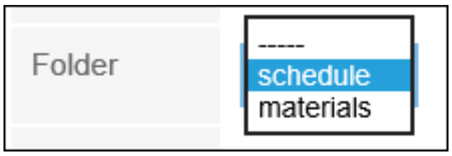
5. **On the screen for adding discussions, enter the title field.**

This is a required field.



6. **To store discussions in a folder, select a folder in the "Folder" field.**

For details on folders, refer to Setting Up Folders(239Page).



7. **If necessary, set the body field.**

You can use Rich Text Formatting. For details, refer to Working with Rich Text Formatting(36Page).

8. **Confirm your settings and click Add.**

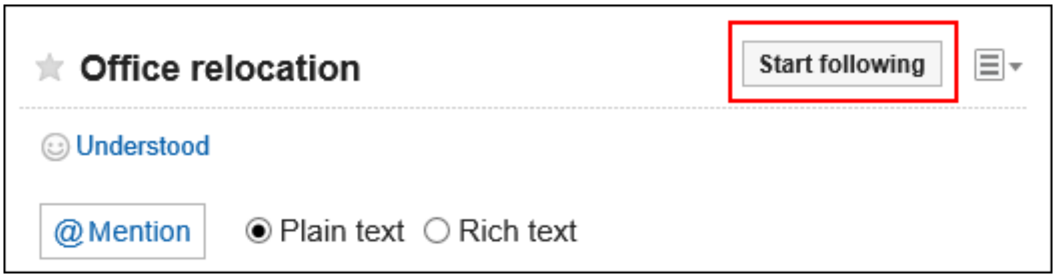
3.2.13. Following Discussions

When you follow a discussion, you can receive update notifications for discussions.

If the space is public, you can also follow discussions of the space you have not joined.

Steps:

1. **Click the app icon  in the header.**
2. **Click Space.**
3. **Click the name of the space.**
4. **Select the discussions you want to follow.**
5. **Click "Follow" on the "Discussion" screen.**

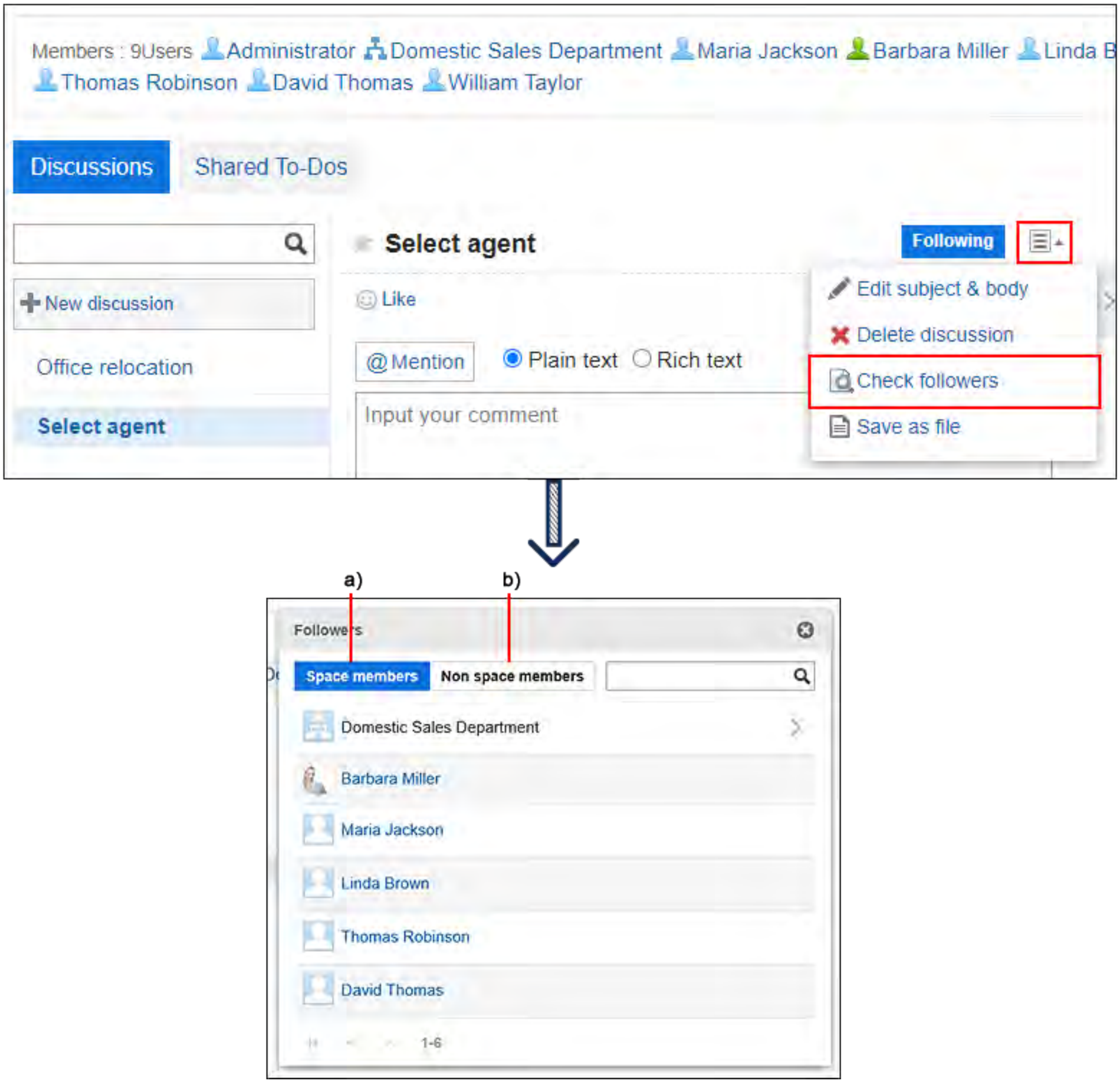


6. **Confirm that "Follow" is now "Following".**

You can unfollow the discussion by clicking "Following".

How to Confirm the Users Following the Discussion

You can check the follower list of the discussion by clicking **Link to check the followers** in ☰ on "Discussion" screen.



a) : Displays a list of members who are joining the space and following the discussion.

b) : Displays a list of users who are not members of the space but following the discussion.

Note

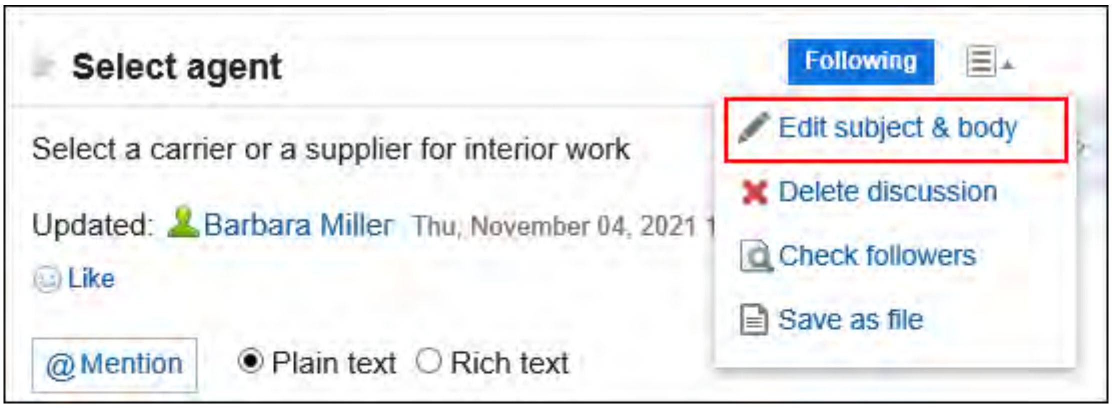
- If you are following a discussion of a space that you have not joined, you will be unfollowed when the space becomes private.
  If the private space is published again, the discussion remains to be unfollowed.

3.2.14. Editing Discussions

You can edit discussions.

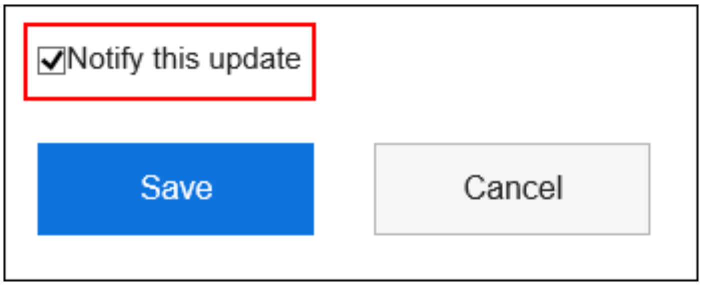
Steps:

1. **Click the app icon  in the header.**
2. **Click "Space".**
3. **Click the name of the space.**
4. **Select the discussions you want to edit.**
5. **Click the item to edit the title and body of discussions in  on the "Discussion" screen.**



6. **On the "Editing discussions" screen, change the title, body, and attachment fields as necessary.**
   For details on fields, refer to Adding discussions(224Page).

7. **To send notifications on the discussion update, select the "Notify this update" checkbox.**
   Notification will be sent to the members of the space and users following the discussion to change.



8. **Confirm your settings and click Save.**

Actions on Attachments

The actions you can do are different for the attachments on the body and the attachments on the comments.

- Attachments in the body of the discussion and shared To-Dos:
  Space members can update attachments and change file information.
- Attachment in comments:
  You can only delete the files you attached.

This section describes the actions from the attachment details screen.

Steps:

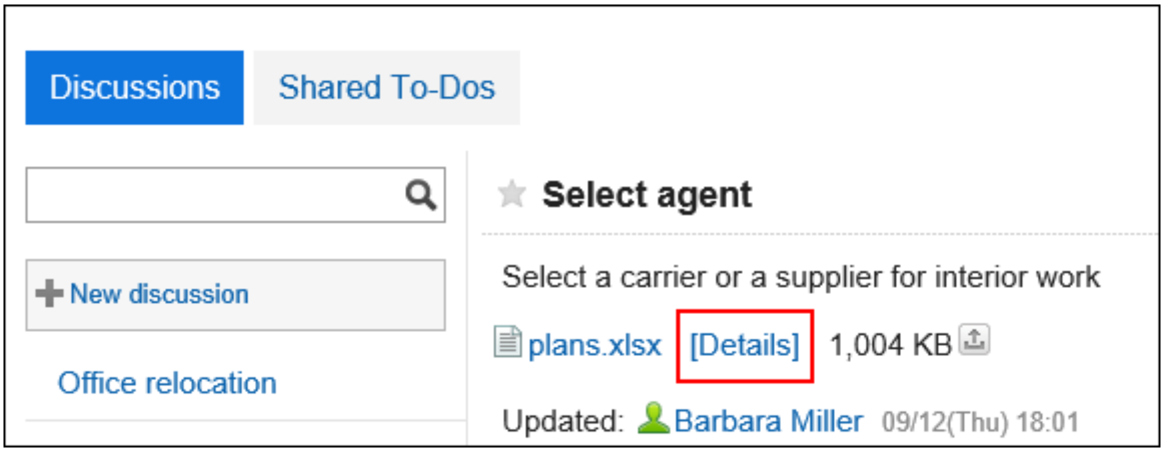
1. **Click the app icon  in the header.**

2. **Click "Space".**

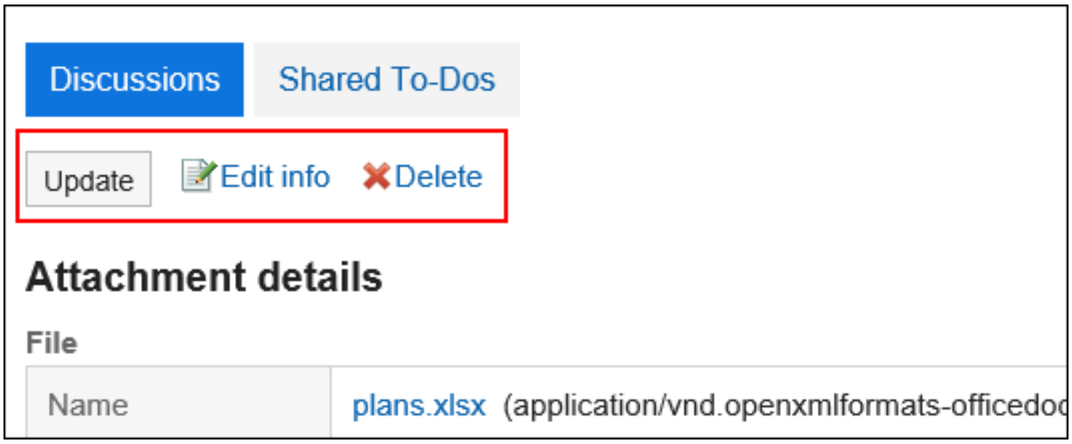
3. **Click the name of the space.**

4. **Select the discussion for which you want to work with attachments.**

5. **On the "Discussion" screen, click Details of attachments you want to work with.**



6. **In "Attachment details" screen, click the link you want to perform.**



For details of managing attachments, refer to the following pages about "Cabinet":

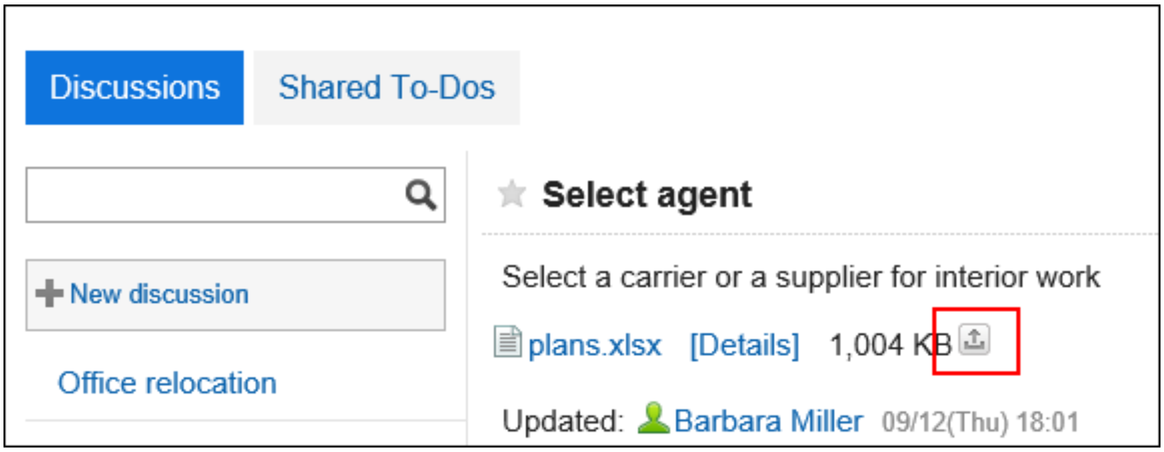
Changing File Information(585Page)

Updating Files(587Page)

Deleting Files(596Page)

Note

- You can also click for files that are attached to the discussion body and shared To-Dos to update the files.



- The feature to temporarily restrict the file editing (file locking feature) set in Garoon settings is not applicable to Space. For details of this feature, refer to how to enable the locking feature.

3.2.15. Moving Discussions

Move discussions to another folder in the same space or to another Space.

If you move discussions, Shared To-Dos associated with those discussions are also moved.

Caution

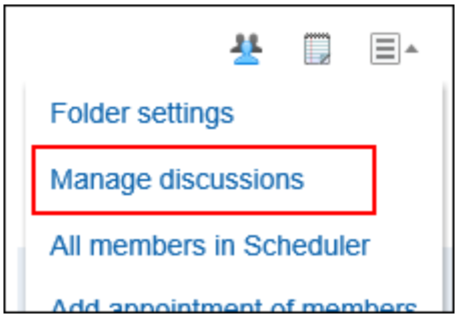
- If you want to move discussions which are associated with Shared To-Dos to another Space, you need to add the Assignees of those Shared To-Dos as members of the target Space beforehand.
  Assignees who are not members of the target Space are removed from the assignees of those Shared To-Dos.

Note

- Discussions that are created automatically when a space is created cannot be moved.

Steps:

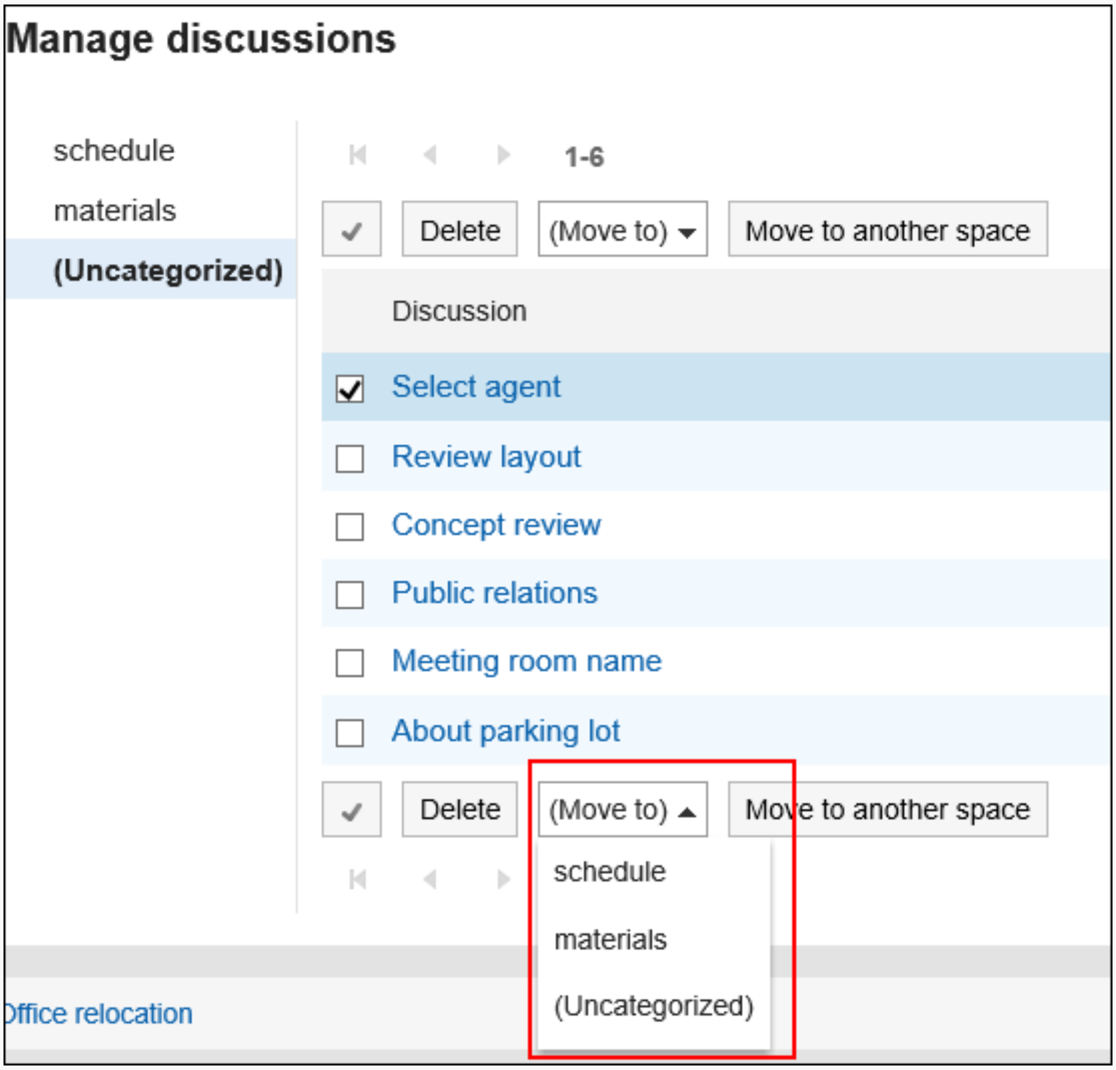
1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the name of the space.**
4. **Click the item to manage discussions in on the "Space" screen.**



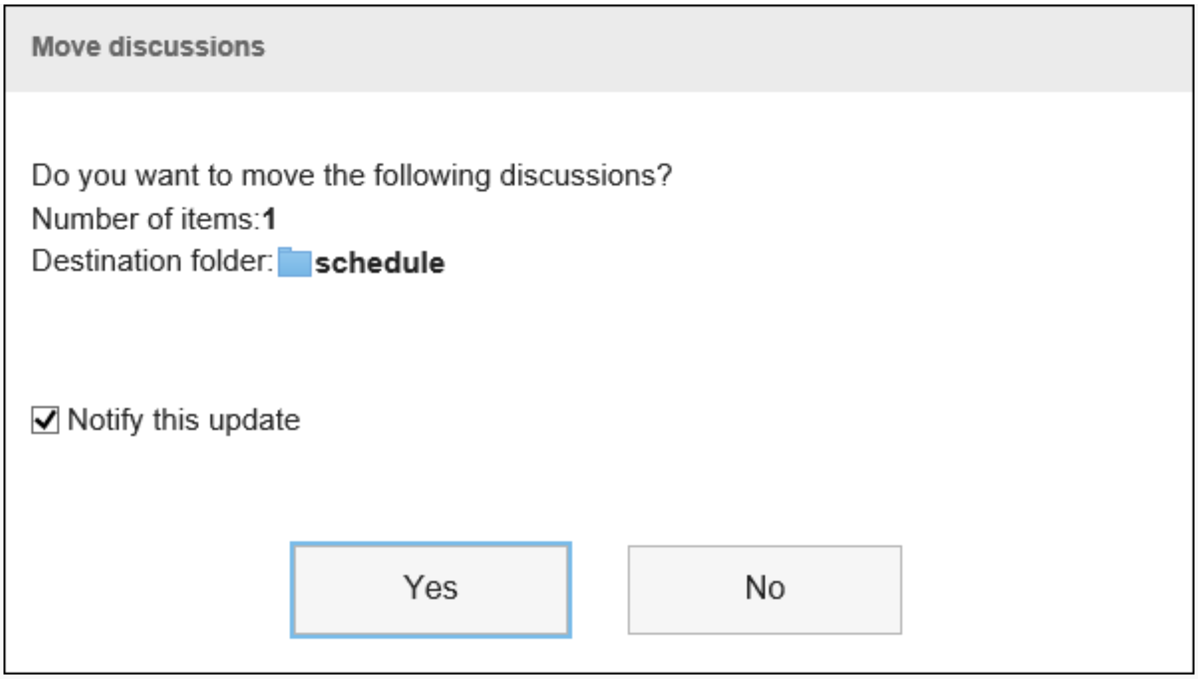
5. Select the checkboxes of the discussions you want to move, and select a destination.

- **To move to the folder in the same space:**

1. On the "Manage discussions" screen, select a destination folder from the dropdown list.

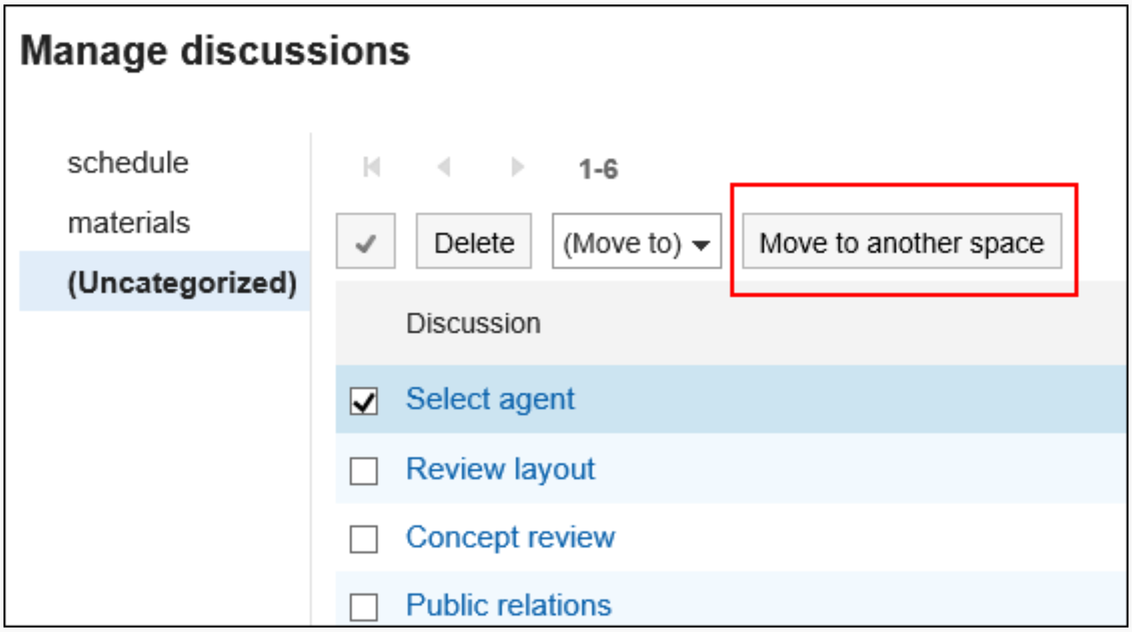


2. On the "Move discussions" screen, confirm the destination folder, select whether to notify the update, and then click **Yes**.
   If you do not want to be notified of the discussion move update, clear the checkbox for "Notify me of this update".
   The notification of moving discussions will be sent to the members of the target space and the followers of the moved discussion.



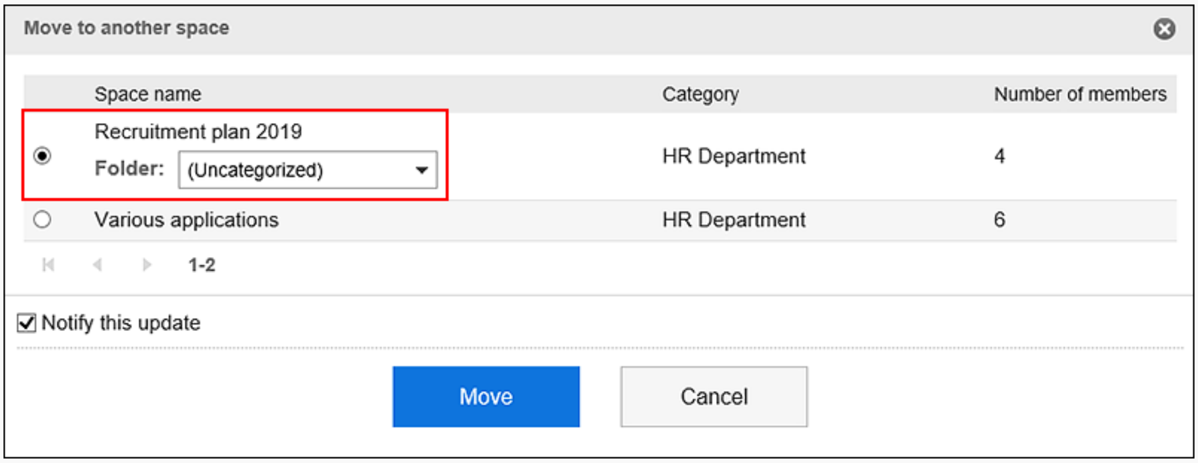
• **To move to another space:**

1. In the "Manage discussions" screen, select the checkboxes of the discussions you want to move, and then click the item to move to another space.



2. In the "Manage discussions" screen, select the checkboxes of the discussions you want to move, and then click the item to move to another space.
If the destination space has any folders, select the folder you want to move to.
If you do not want to be notified of the discussion move update, clear the checkbox for "Notify me of this update".

The notification of moving discussions will be sent to the members of the target space and the followers of the moved discussion.



3.2.16. Deleting Discussions

Delete discussions.

If you delete a discussion, all comments and attachments that are added to the discussion will be deleted.

If the space has an administrator, the discussion author, space administrator, and system administrator can delete the discussion.

If the space has no administrator, all members of the space and the system administrator can delete the discussion.

Caution

- The deleted discussions cannot be restored.

Note

- Discussions that are created automatically when a space is created cannot be deleted.

Deleting Discussions One by One

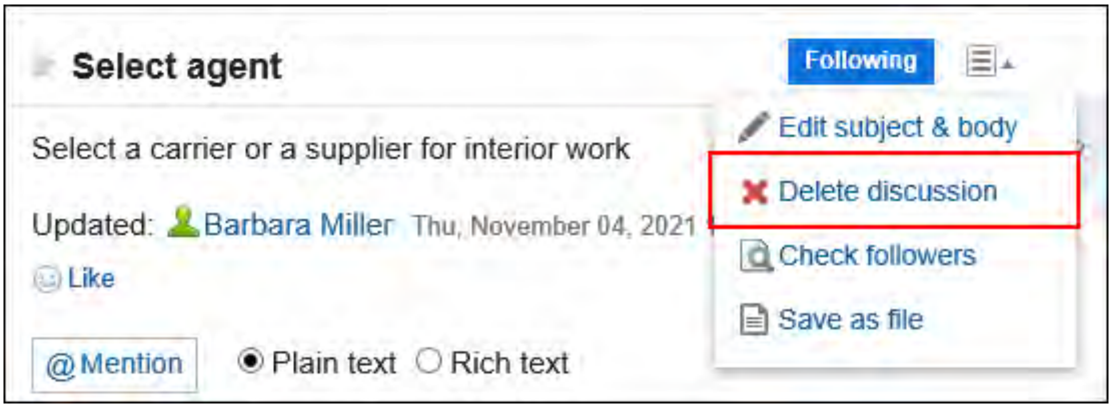
You can delete discussions one by one.

Steps:

1. **Click the app icon  in the header.**
2. **Click Space.**
3. **Click the name of the space.**

   Select the discussions you want to delete.

4. **Click the item to delete discussions in ☰ on the "Discussion" screen.**



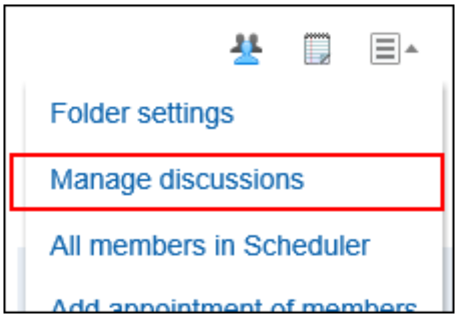
5. **Click Yes on the delete discussion screen.**

Deleting Multiple Discussions in Bulk

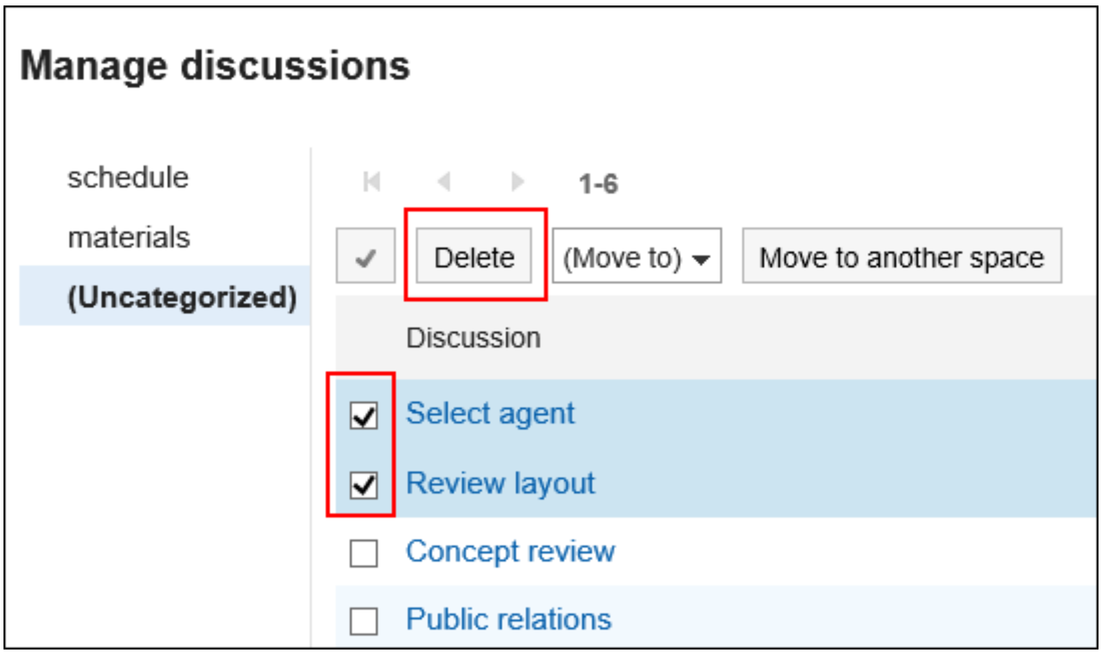
You can select multiple discussions to delete, and delete them in bulk.

Steps:

1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the name of the space.**
4. **Click the item to manage discussions in on the "Space" screen.**



5. **In "Manage discussions" screen, select the checkbox of the discussion you want to delete and click "Delete".**



6. **In "Delete discussions" screen, click "Delete discussion".**

3.2.17. Exporting Discussions to a Text File

You can export discussions to a text file.

The feature to export discussions to a text file is available in Garoon version 5.15.0 or later.

The following items are exported files.

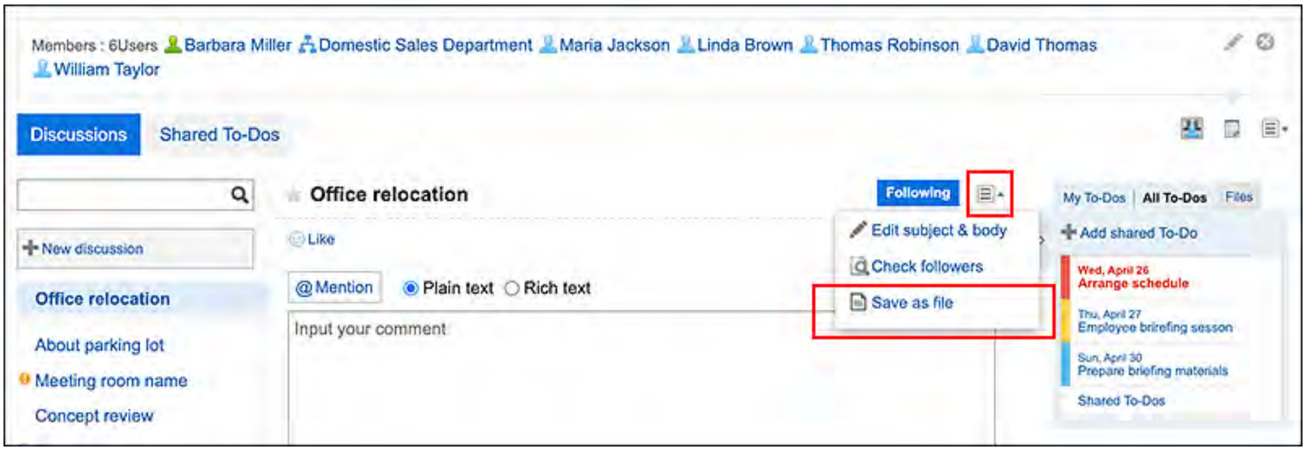
- Title of the discussion
- Created by
- Folder name
- Created
- Updated date and time
- Space name
- Space members
- Body
- Attachment file name

  Attachment files themselves cannot be exported. Only the file names are exported.
- Comment

  Older comments come to the top, which is the reverse order to the contents of the discussion screen.

Steps:

1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the name of the space.**
4. **Select the discussion you want to export to a file.**
5. **On the "Discussions" screen, click Save as file in .**



6. On the "Save as file" screen, set the field for character encoding.

The following character codes can be selected.

- Unicode (UTF-8)
- Japanese (Shift-JIS)
- ASCII
- English (Latin1)
- Simplified Chinese (GBK/GB2312)
- Thai (TIS-620)

If you select the "Do not show this screen again" checkbox, the discussion will be exported to a file without displaying the "Save as file" screen.

7. Confirm your settings and click Export.

8. Save the file with a function provided by your Web browser.

3.2.18. Setting Up Folders

Set up folders to organize discussions. You can create single folder hierarchy.

Users who can set up folders are as follows:

- System administrators

- Space application administrators
- Space administrators

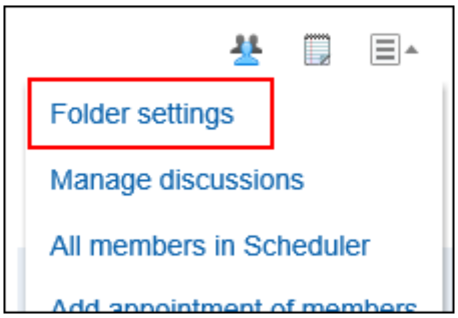
If the space administrator has not been set, all members can configure the folder.

Watch Video

- For steps to organize discussions by using folders, also refer to Organizing Discussions in Space(188Page) video.

Steps:

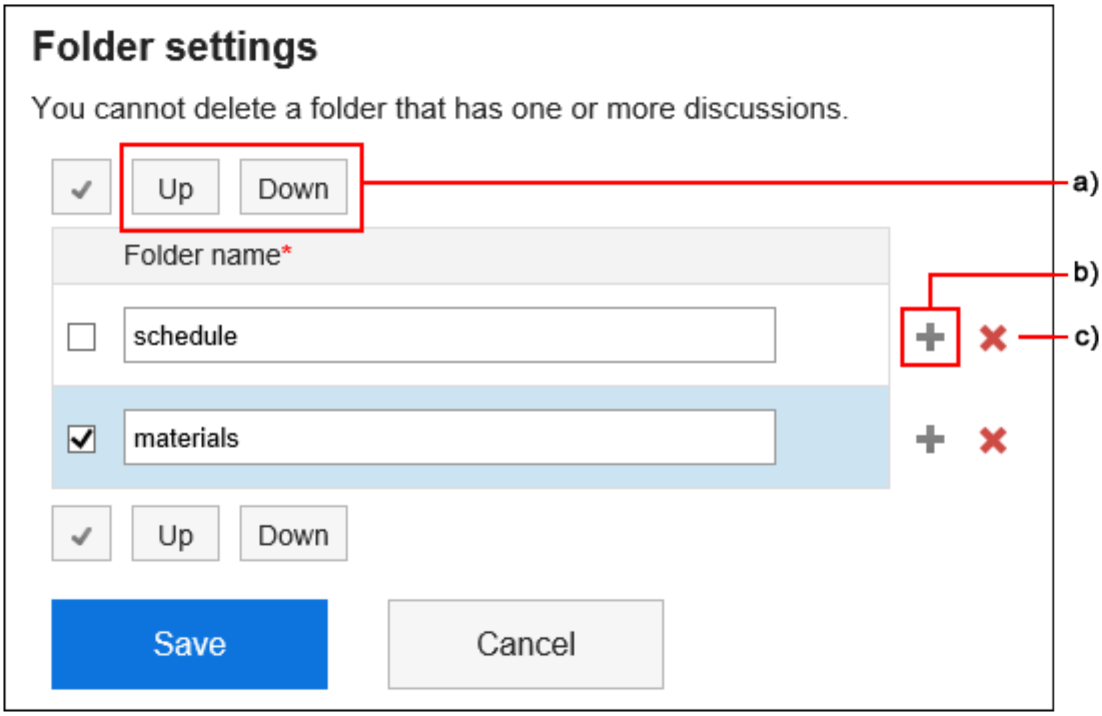
1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the name of the space.**
4. **On the "Space" screen, click Folder settings in .**



5. **On the "Folder settings" screen, set the required items.**

   The following functions are available:

   - Adding folders
   - Renaming folders
   - Changing the order of folders
   - Deleting folders



a): Change the order of selected folders.

b): Add a folder.

c): Delete a folder.

6. **Confirm your settings and click Save.**

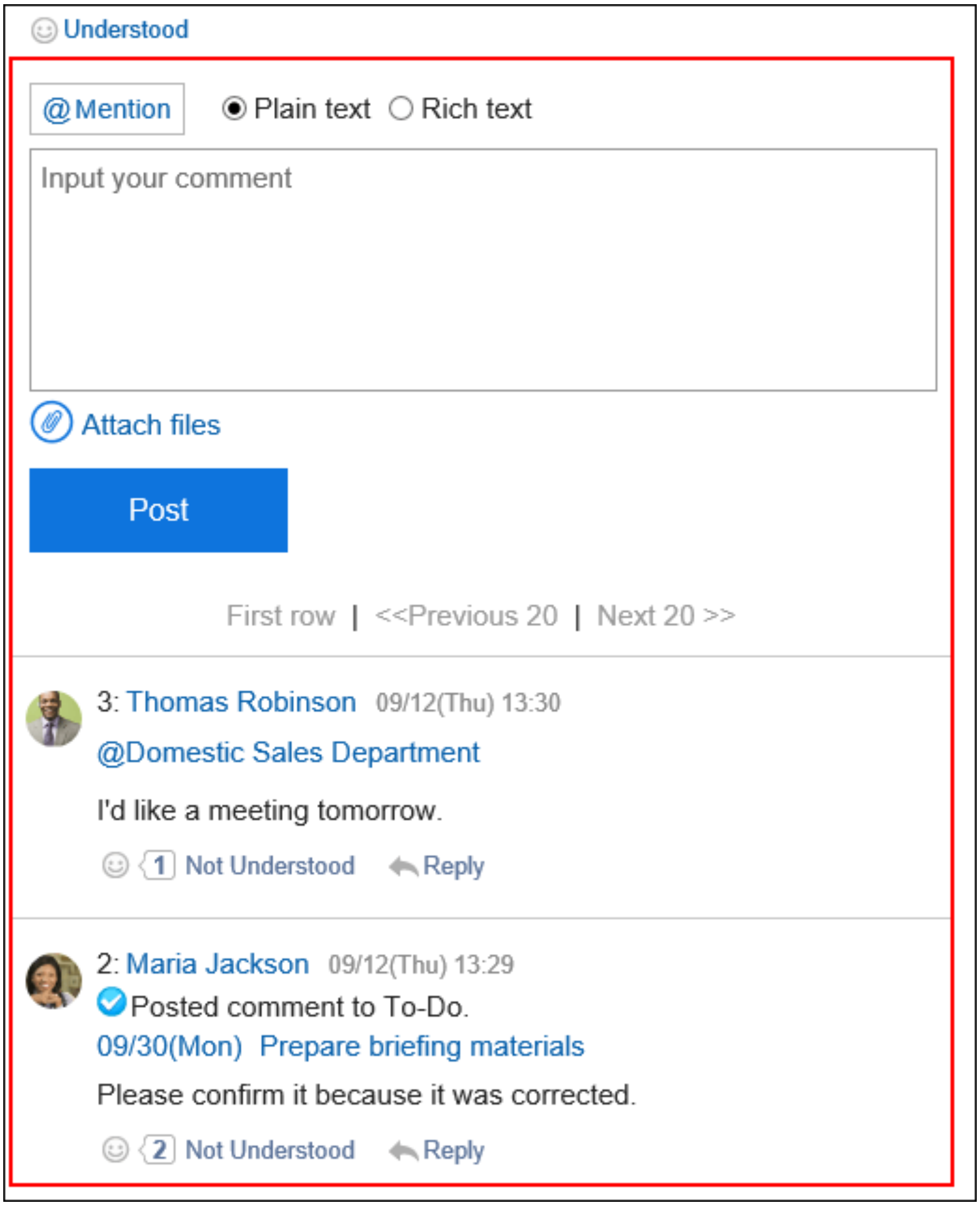
3.2.19. Comment Feature in Space

In the comment field, you can write an opinion or a reply to the contents of the discussion.

Comments added to shared To-Dos are also displayed.

The comment with latest updated date and time comes on the top.

If you specify recipients when you post a comment, they will receive updated information even if they have not joined the space.



Posting a Comment

Write a comment to the discussion.

Steps:

1. **Click the app icon  in the header.**

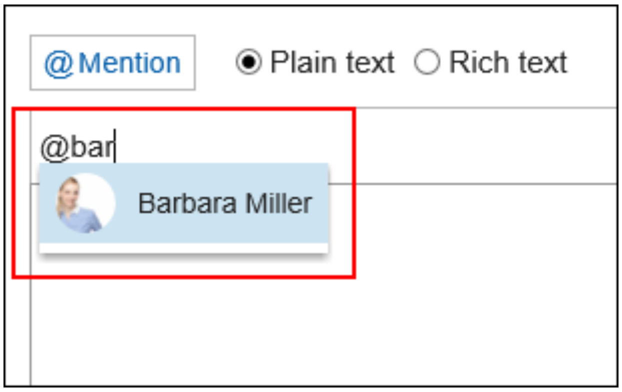
2. **Click Space.**

3. **Click the name of the space.**

4. **Select the discussion to which you would like to post a comment.**

5. **If a comment is for specific users, specify them as the recipients in the comment field of the "Discussion" screen.**

When you click "@Mention", you can specify recipients. For details, refer to the Working with Mentions(44Page).



In the recipient, you can specify users, departments, and roles.

When the system administrator allows users to configure the role, you can specify roles as recipients.

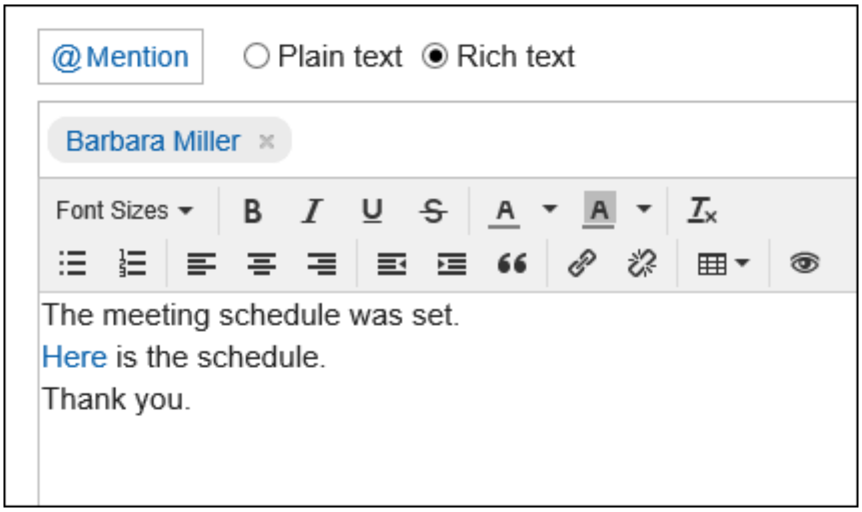
Recipients which can be specified vary according to the types of recipients.

Type of Recipient	Recipient which can be specified
Users	• For public spaces: Users who are allowed to use the space. • For private spaces: Following users can be specified as recipients. ◦ Allowed to use the space ◦ Have been set as members of the space
Organization	All organizations can be specified as recipients. However, if the organization is specified as a recipient in a private space, only users who are participating in the space will be notified.
Role	

Type of Recipient	Recipient which can be specified
	All roles can be specified as recipients. However, if you specify roles as recipients in a private space, only users who are participating in the space will be notified.

6. Enter your comment.

You can use Rich Text Formatting. For details, refer to Working with Rich Text Formatting(36Page).



7. Attach a file if necessary.

You can attach multiple files. For details, refer to Attaching Files(32Page).

8. Click "Post".

Replying to a Comment

You can reply to a comment.

Steps:

1. **Click the app icon in the header.**

2. **Click Space.**

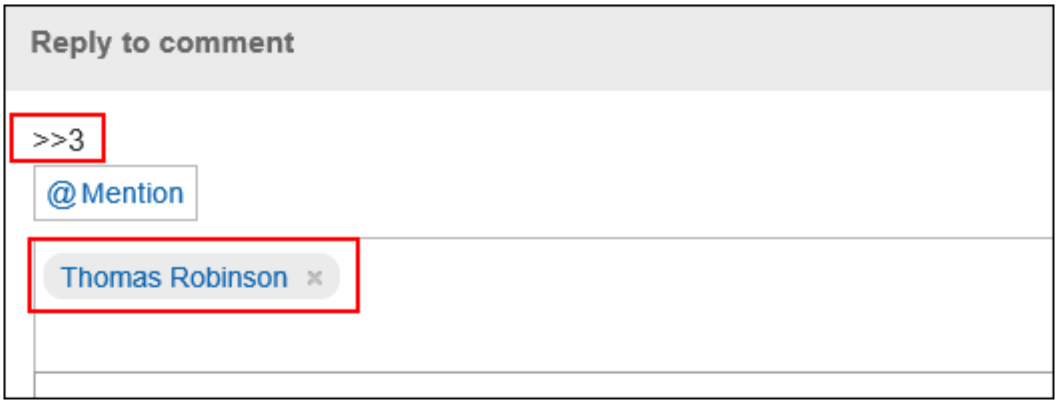
3. **Click the name of the space.**

4. **Select the discussion to which you would like to post a comment.**

5. **In the "Discussion" screen, click "Reply" of the comment to which you would like to post a reply.**

   The following two items are automatically set.

   - Original comment number for the reply
   - Recipients of the reply



6. **Enter your comment.**

7. **Attach a file if necessary.**

   You can attach multiple files. For details, refer to Attaching Files(32Page).

8. **Click "Post".**

Reply All

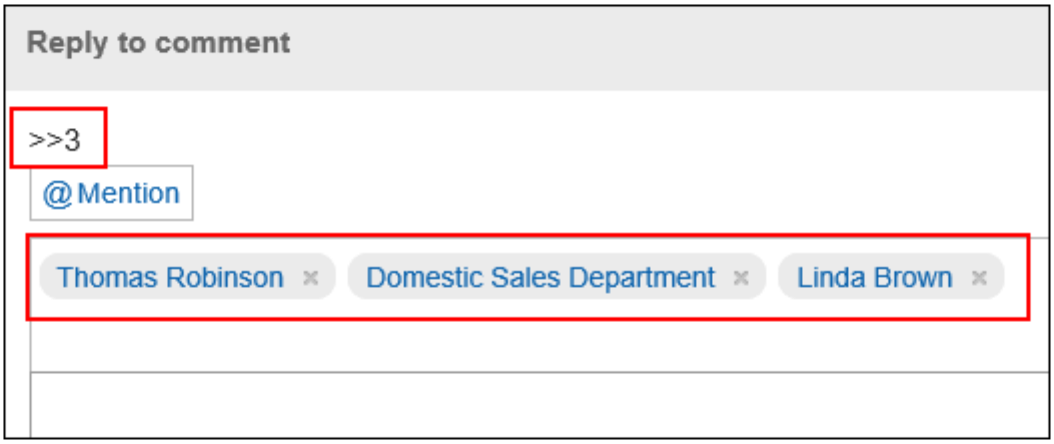
Send a reply to all recipients (except yourself) specified in the original comment.

Steps:

1. **Click the app icon  in the header.**
2. **Click Space.**
3. **Click the name of the space.**
4. **Select the discussion to which you would like to post a comment.**
5. **In the "Discussion" screen, hover the mouse cursor over the comment to which you would like to post a reply, and click Reply all.**

   The following two items are automatically set.

   - Original comment number for the reply
   - Sender of the original comment, and users (except yourself), departments, and roles specified as recipients in the original comment

6. **Enter your comment.**
7. **Attach a file if necessary.**

   You can attach multiple files. For details, refer to Attaching Files(32Page).

8. **Click "Post".**

Deleting a Comment

Deletes the comment.

Comments can be delete by the user who wrote the comment, the system administrator, and the space application administrator.

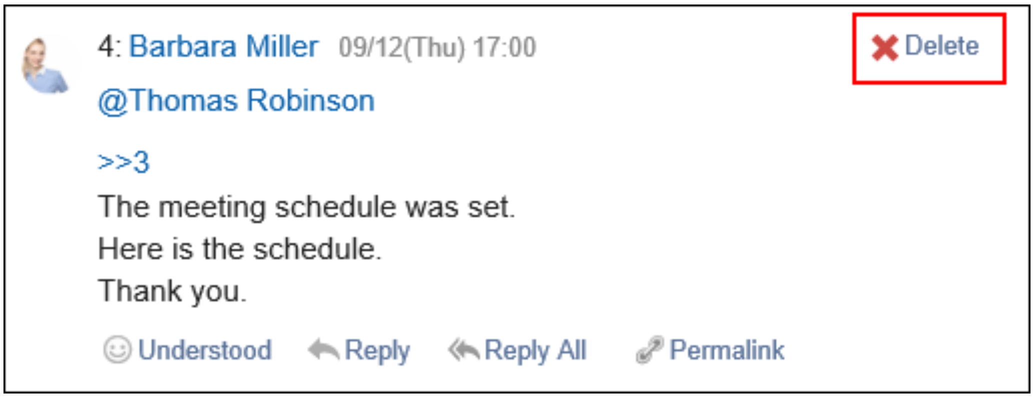
No notification is sent even though you delete the comment.

Caution

- The deleted comment cannot be restored.

Steps:

1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the name of the space.**
4. **Select the discussion to which you would like to delete a comment.**
5. **In the "Discussion" screen, hover the mouse cursor over the comment which you would like to delete.**



6. **Click Yes in the "Delete comments" screen.**

Useful Features of the Comment

This section describes useful features of the comment.

Anchor Feature

Anchor is the feature to set the referral link to the comment which was already posted.

A comment number is used to specify the comment to refer to.

By using two inequality signs (>>) followed by the comment number, you can create a link to the comment to which you want to refer.

Note

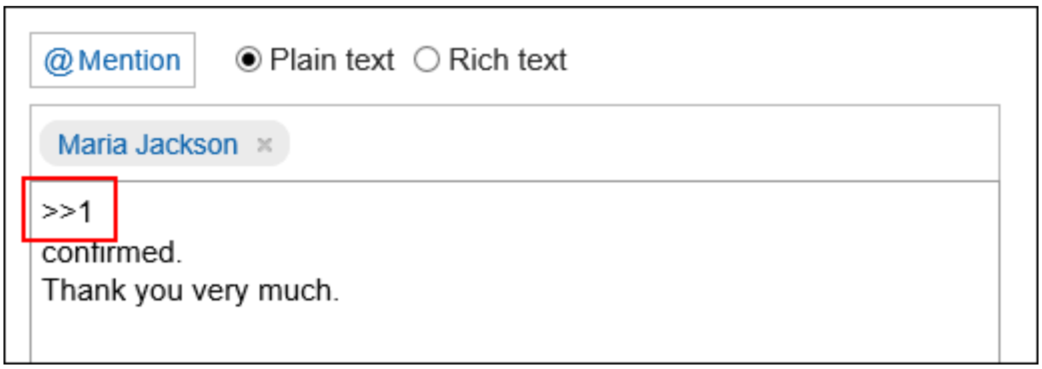
- The anchor feature is only available for comments in the same discussion.
  Use permalink if you want to refer to comments in the other message.

Steps:

1. **Enter two inequality signs (>>) followed by the comment number to which you want to refer, and enter your comment.**

   Example:

   >>3

2. **Click "Post".**

   You can access the comment by clicking the comment number you entered.

Permalink

The permalink is the URL assigned to each comment. Accessing Permalink allows you to directly access the designated comment.
This Permalink is useful when you want to create a link to refer to the specific comment in the message.

Steps:

1. **Display the comment to which you would like to refer.**
2. **Hover over the comment and click the permalink.**

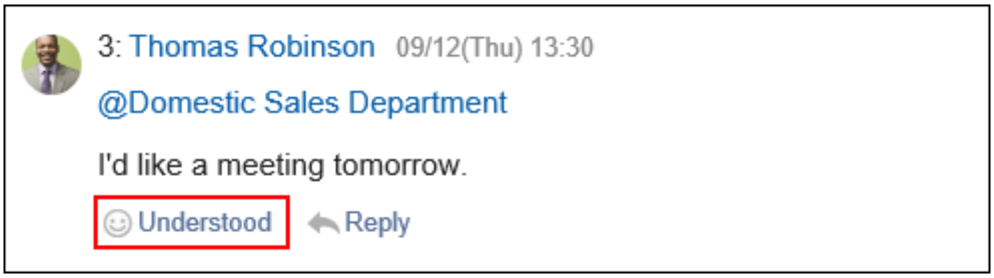
3. **Copy the URL displayed and paste it in Garoon where you want to create a link.**

Respond ("Like") Feature

Respond is the feature to express your sympathy or acknowledgement for the other user's comment and body text, without posting any comment.
This respond feature may not be available depending on the settings by the system administrator.
The label of the respond feature ("Like") can be changed only by system administrators.
For details on using the respond function, refer to Working with Respond Feature(42Page).

Steps:

1. **View discussions comments.**
2. **In the body of the discussion, or the comment you want to respond to, click the respond name.**

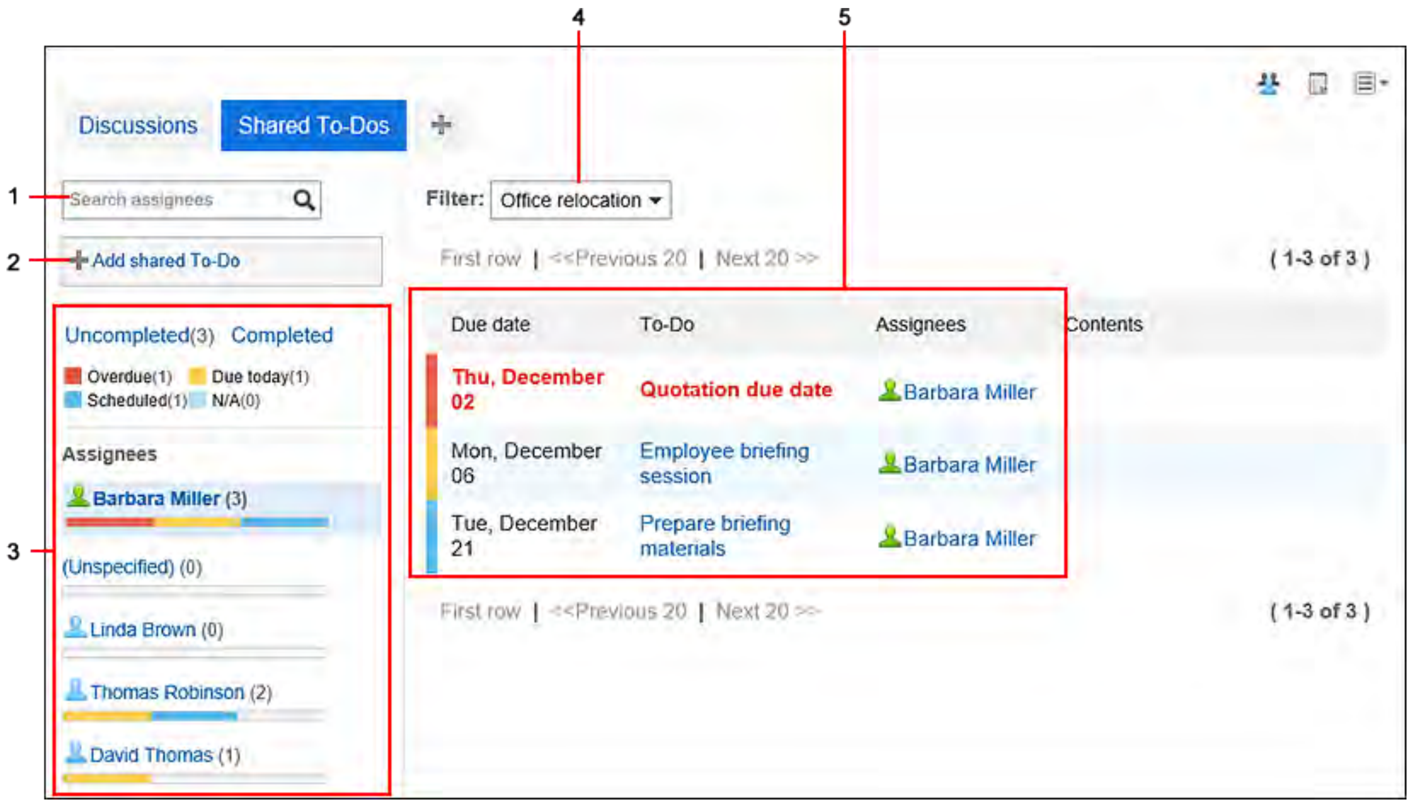


To cancel your response, click a link such as "Not Like" and "Not Acknowledged".

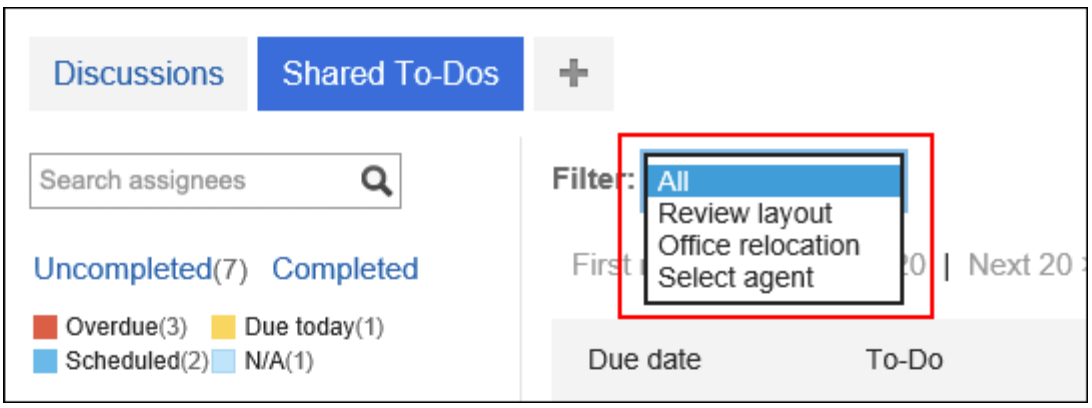
3.2.20. How to View Shared To-Dos

This section describes how to view shared To-Do screen.

Shared To-Do Screen



Description of the items

<table>
<tr><th>Number</th><th>Description</th></tr>
<tr><td>1</td><td>Search assignees:
Filter the shared To-Dos by entering the name of the assignee as the keyword.</td></tr>
<tr><td>2</td><td>Add shared To-Do button:
Adds shared To-Dos to discussions.
When you select a discussion filtering it on the shared To-Do screen, this button is displayed.

</td></tr>
</table>

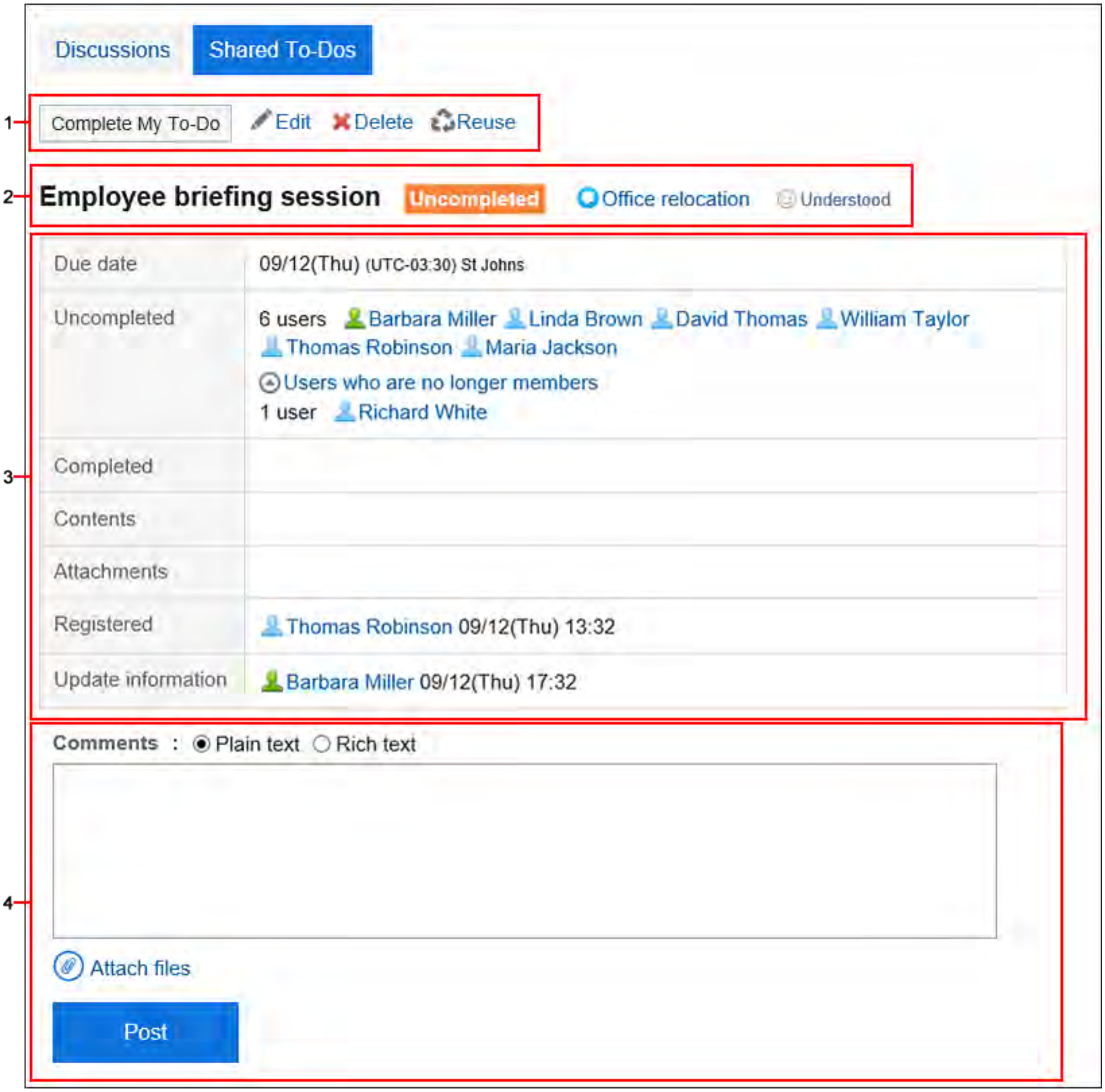
Number	Description
3	**Items for shared To-Dos status:** • **Incomplete Link:** The uncompleted To-Dos are displayed. • **Completed Link:** The completed To-Dos are displayed. • **Number of uncompleted To-Dos:** The number of uncompleted To-Dos summarized by status. • **Number of uncompleted To-Dos per assignees:** ◦ **Red (deferred):** The uncompleted To-Dos passed the due date. ◦ **Yellow (today):** Uncompleted To-Dos due today. ◦ **Blue (without delay):** Uncompleted To-Dos without delay. ◦ **Light blue (no deadline):** To-Dos whose due dates are not set.
4	**Filter:** Filter To-Dos in discussions and show them.
5	**To-Do List:** The uncompleted or completed To-Do list. When you click the To-Do name, the To-Do details screen is displayed.

Note

- For those To-Dos without assignees allocated, the field for the assignees shows the message "(Not set)".
- The due dates for the To-Dos are displayed on the "Scheduler" screen.

To-Do Details Screen

You can edit the contents of the To-Dos and complete them.



Description of the items

Number	Description
1	• **Button to complete your own To-Dos:** Complete your To-Dos. You cannot complete other users To-Dos. • **Button to resume your own To-Dos:** Resumes the completed My To-Dos. The resumed To-Dos' status will be uncompleted. • **"Change" Link:** You can edit the contents of uncompleted To-Dos. • **"Delete" Link:** Deletes the To-Dos. • **Reuse link:** You can reuse To-Do to create a new one. Available in Garoon version 5.15.0 or later.
2	• **To-Do title:** The name of the current To-Do. • **Incomplete:** After you have completed the To-Dos, it is no longer displayed. • **Discussion Name link:** This is the discussion to which the To-Do is added. Click to show the "Discussion" screen. • **"Respond" Link:** You can respond to To-Dos. Depending on your system administrator settings, the links may not be displayed or the wording will be different.
3	• **Due date:** When a due date has been set for the To-Do, the date is displayed.

Number	Description
	• **Incomplete:** If the To-Dos have multiple assignees, the assignee is shown whose task is not completed yet. ◦ **Users who are no longer members link:** Displays or hides the list of users who are no longer members of the space. For details on the members of spaces, refer to Notes on Space Members(200Page). • **Completed:** If the To-Dos have multiple assignees, the assignee is shown whose task is completed. • **Contents:** The contents of the To-Dos. • **Attachment:** This is a file attached to the To-Dos.
4	• **Comment Field:** Enter the comment you want to post in the space. • **Attachments Link:** Select the file you want to attach to the comment. • **Post button:** You can post comments to the topics.

Note

- When you open the To-Do details screen, all unread comments posted to the To-Do are marked as read.

3.2.21. Adding Shared To-Dos

Adds shared To-Dos to discussions.

Shared To-Dos can be added on the "Discussion" screen or the shared To-Dos screen.

Shared To-Dos in Spaces and To-Dos in To-Do list are different in the following points.

- Shared To-Dos in Space
    - Assign assignees to To-Dos to share the progress of work among space members.
    - You can set multiple users for To-Do assignees. You can also change the assignee after adding To-Dos.
    - Add To-Dos associating them with discussions in a space.
- To-Dos in To-Do List
    - You can manage your personal To-Dos. Cannot be shared with other users.
    - Only you can view the To-Dos.

Watch Video

- For steps to add a shared To-Do, also refer to Task Management Using Shared To-Dos in Space(188Page) video.

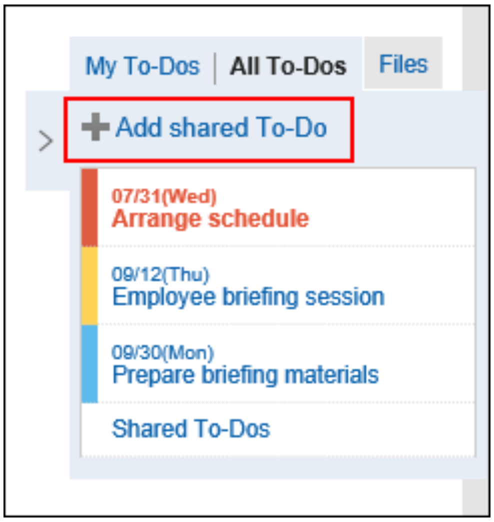
Adding To-Dos on "Discussion" Screen

Open the discussion and add the shared To-Dos.

Steps:

1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the name of the space.**
4. **Select the discussion to which you want to add shared To-Dos.**

5. Click the item to add shared To-Dos on the "Discussion" screen.



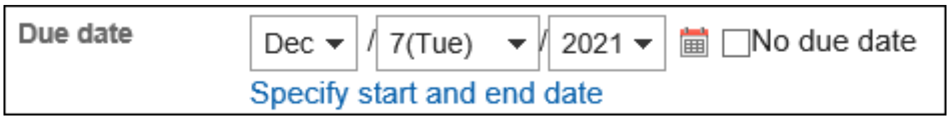
6. On the screen to add To-Dos, fill in the To-Do name field.

Always set the To-Do name.

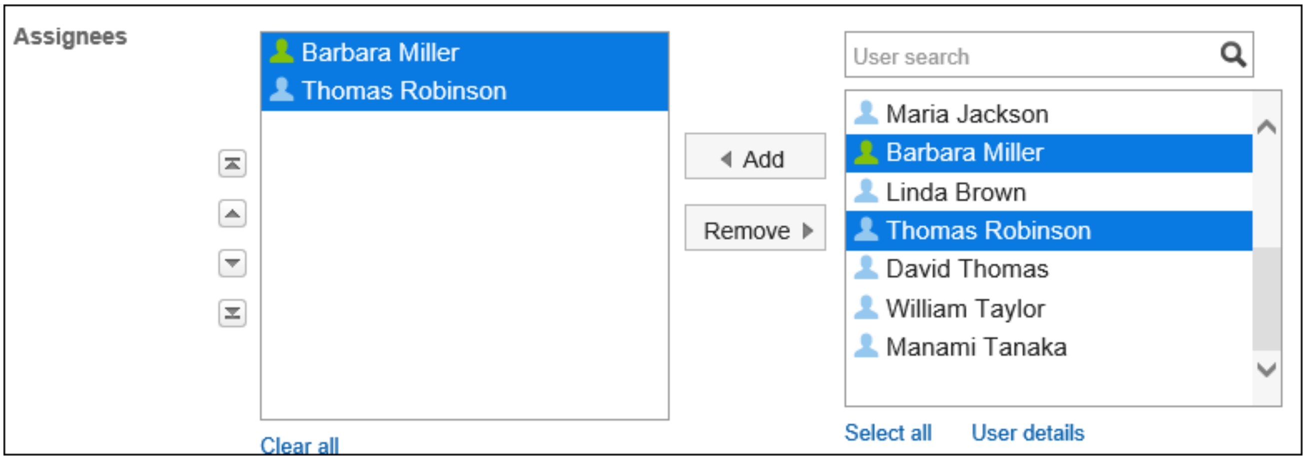
7. Set the "due date" field.

If you select the "None" checkbox, you can create To-Do tasks without the due date.

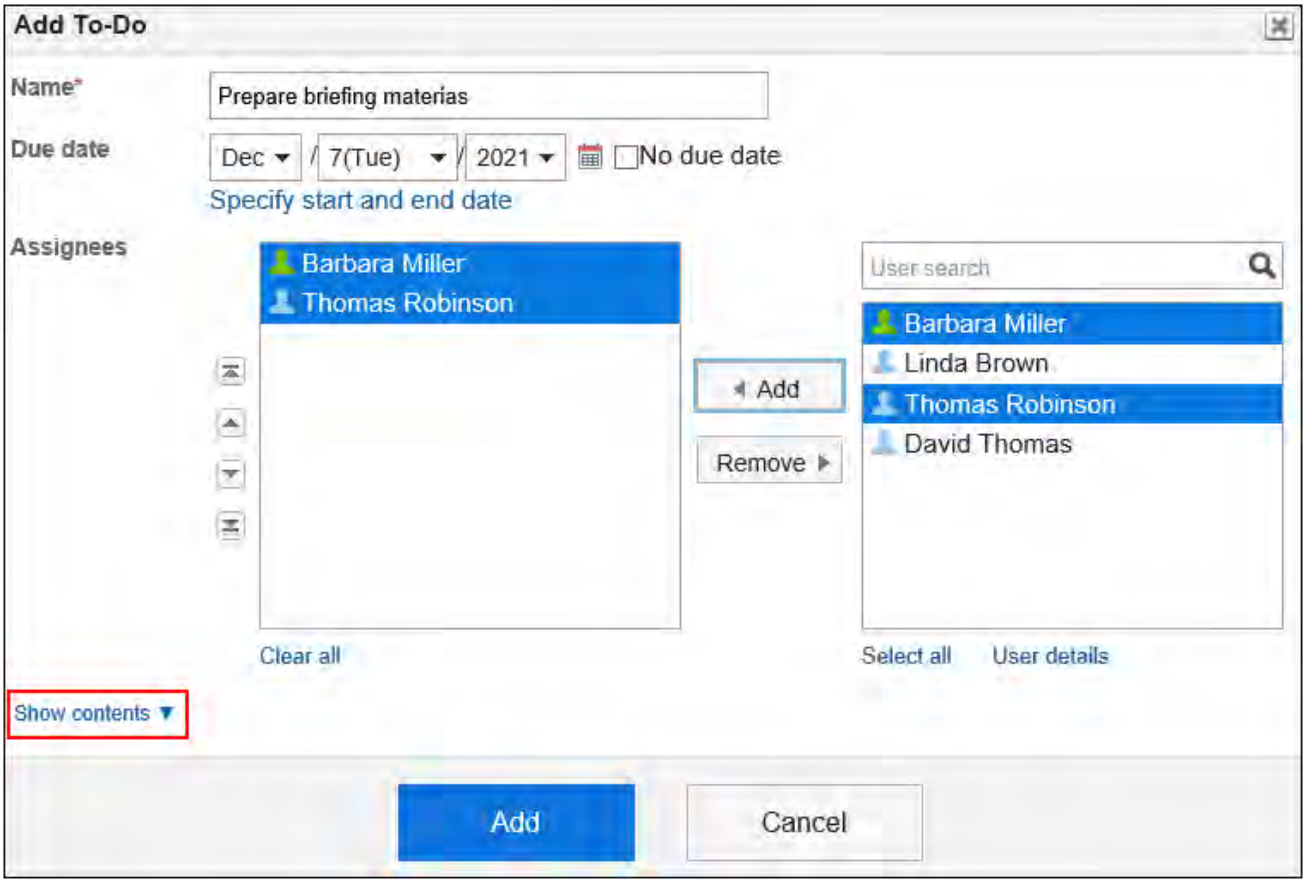
When you click the item to specify the period, the due date can be specified in the period.



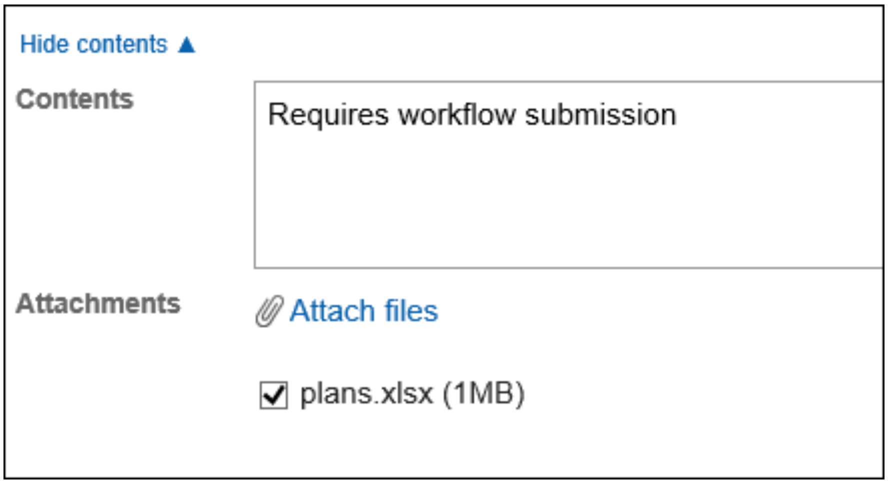
8. Set the "Assignees" field.



9. **To add shared To-Dos and attachments, click the item to show the contents.**



Add To-Do contents and attachments.



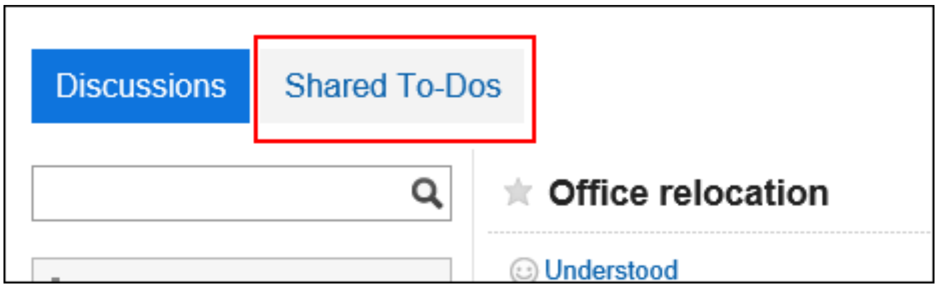
10. **Confirm your settings and click Add.**

Adding To-Dos on "Shared To-Dos" Screen

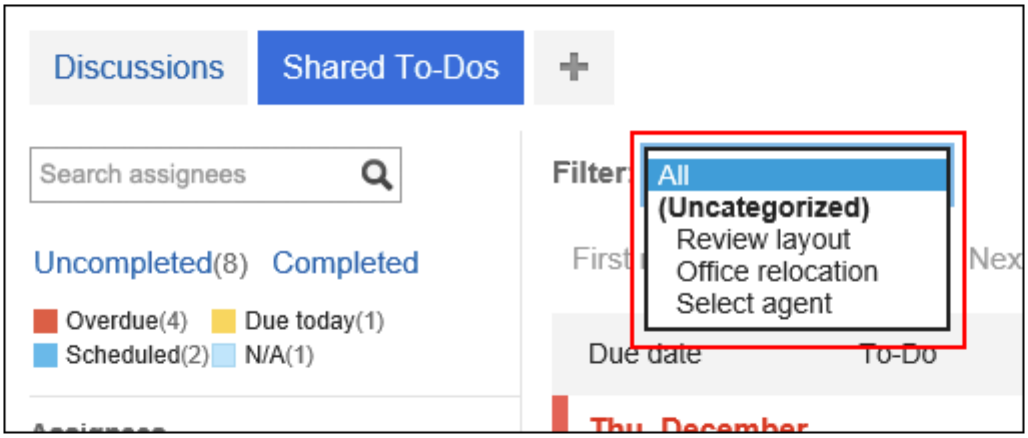
On the shared To-Do screen, add shared To-Dos.

Steps:

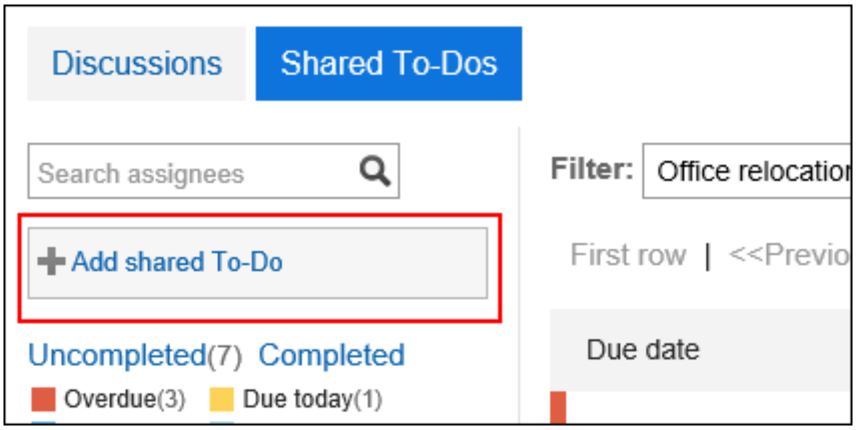
1. **Click the app icon in the header.**
2. **Click Space.**
3. **Click the name of the space.**
4. **On the "Space" screen, click Shared To-Do.**



5. **On the shared To-Do screen, select a discussion to add shared To-Dos.**



6. **Click the item to add shared To-Dos.**



7. **On the screen to add To-Dos, set the required items.**
8. **Confirm your settings and click Add.**

Adding Shared To-Do by Reuse

Update Information

- With Garoon version 5.15.0 and later, you can reuse Shared To-Dos.

You can reuse already created To-Do to create a new one.

The reused To-Do inherits the following information. It saves your time when you create a similar To-Do.

- To-Do
- Assignees[1]
- Contents
- Attachments

[1]: Assignees who left the Space will not be inherited.

Steps:

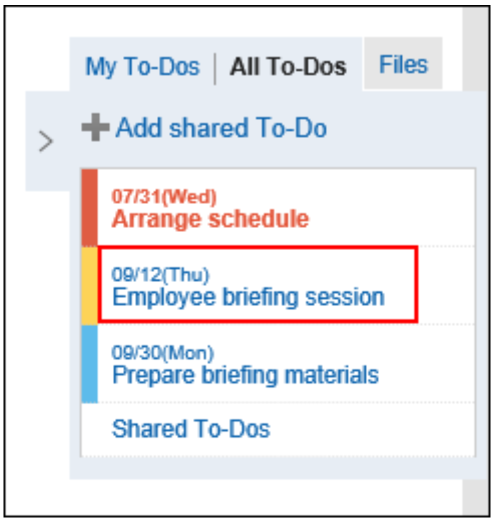
1. **Click the app icon  in the header.**

2. **Click Space.**

3. **Click the name of the space.**

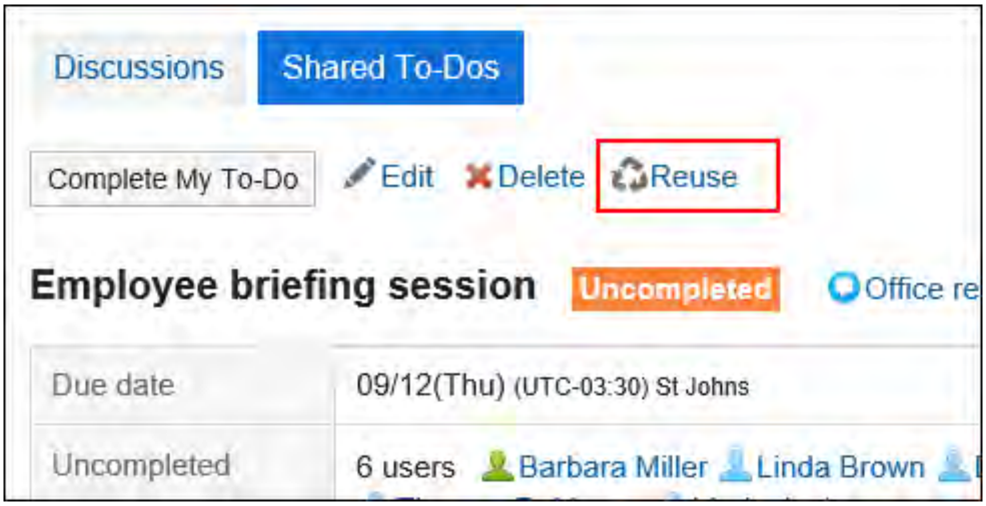
4. **Select the discussion.**

5. **Click the To-Do to reuse on the "Discussion" screen.**



If you want to reuse the completed To-Do, click **Shared To-Dos**, and select the To-Do you want to reuse on the "Shared To-Dos" screen.

6. **On the "To-Do details" screen, click Reuse.**



7. **On the "Reuse To-Do" screen, change the fields as necessary.**
8. **Confirm your settings and click Add.**

3.2.22. Completing My To-Dos

Complete the To-Dos assigned to you.

Note

- To complete the To-Dos assigned to multiple assignees, all assignees must complete their own To-Dos.
  - To complete the To-Dos assigned to the deleted users as assignees, remove them from assignees. For details on how to change assignees, refer to Editing shared To-Dos(265Page).
- Even if a user set as the assignee of a To-Do task is removed from the members of the organization or role, the user will still be the assignee.
  For details, refer to Notes on Space Members(200Page).

Steps:

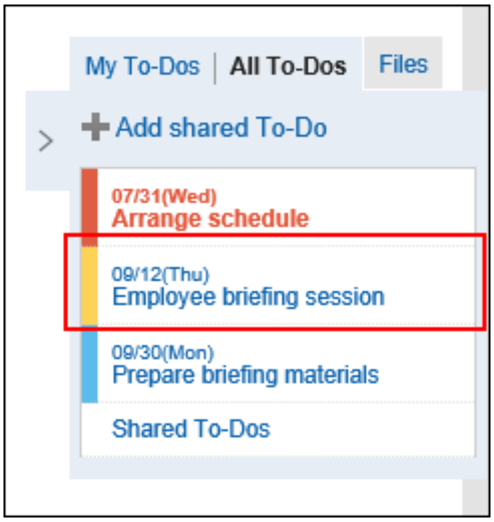
1. **App icon in the header  in the header.**

2. **Click "Space".**

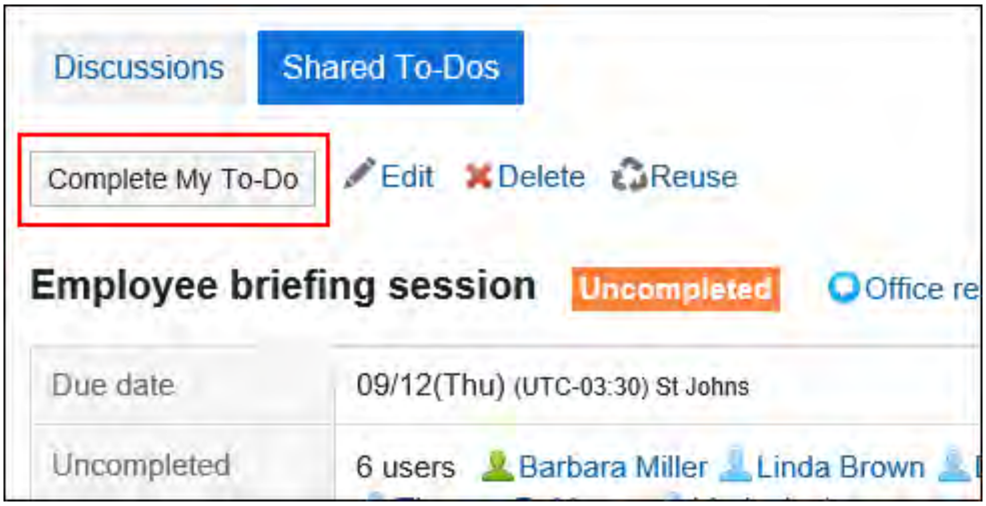
3. **Click the name of the space.**

4. **Select the discussion.**

5. **Click the To-Do to complete on "Discussion" screen.**



6. **On the To-Do details screen, click the item to complete My To-Do.**



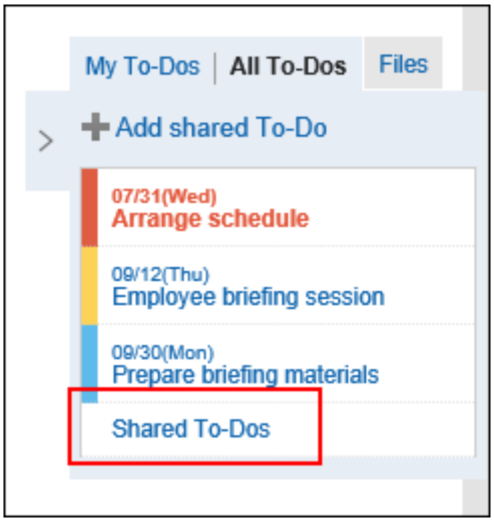
Resuming To-Dos

Resumes the completed My To-Do.

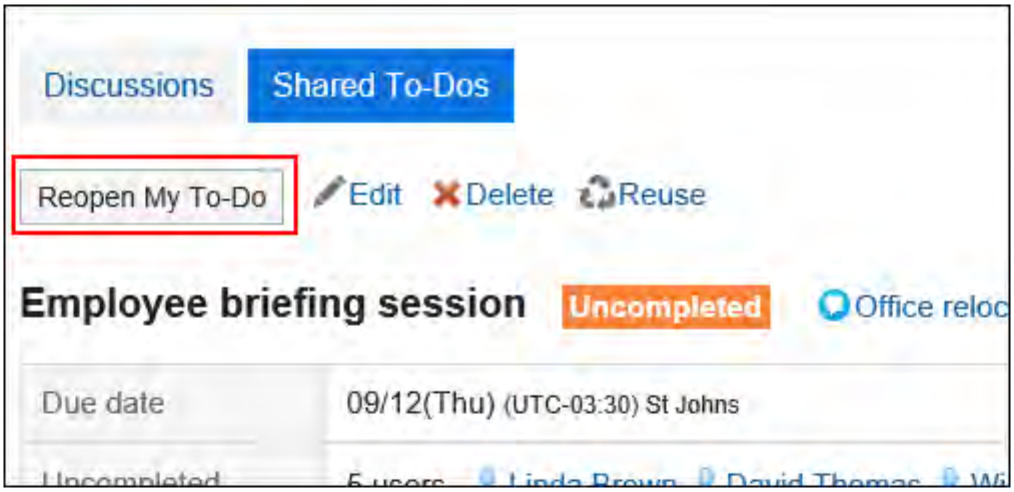
When you resume your completed To-Do, it becomes a uncompleted To-Do.

Steps:

1. **App icon in the header  in the header.**
2. **Click "Space".**
3. **Click the name of the space.**
4. **Select the discussion.**
5. **Click the item to show the list of shared To-Dos on the "Discussion" screen.**



6. **On the shared To-Do screen, select the To-Do to resume.**
7. **On the To-Do details screen, click the item to resume My To-Do.**

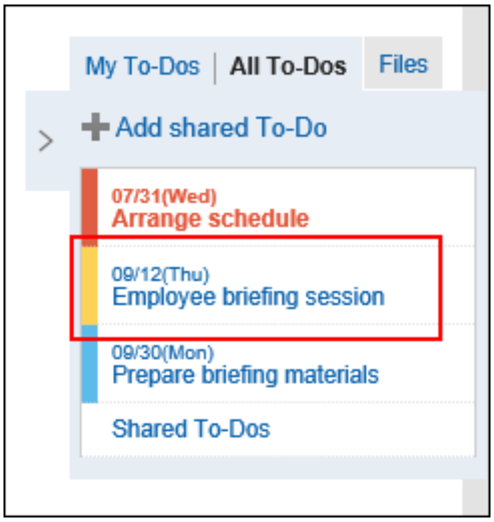


3.2.23. Editing Shared To-Dos

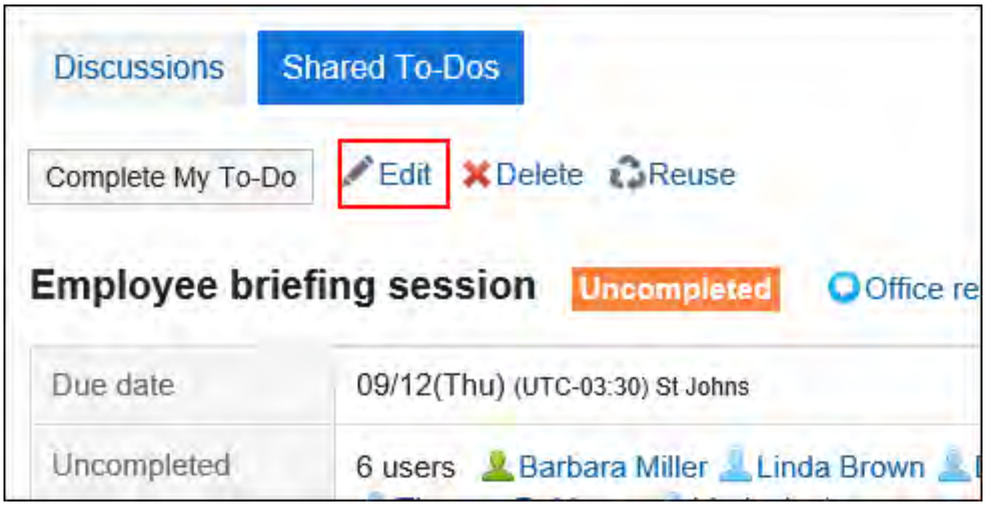
Change shared To-Dos.

Steps:

1. **Click the app icon  in the header.**
2. **Click "Space".**
3. **Click the name of the space.**
4. **Select the discussion.**
5. **Click the To-Do to edit on the "Discussion" screen.**

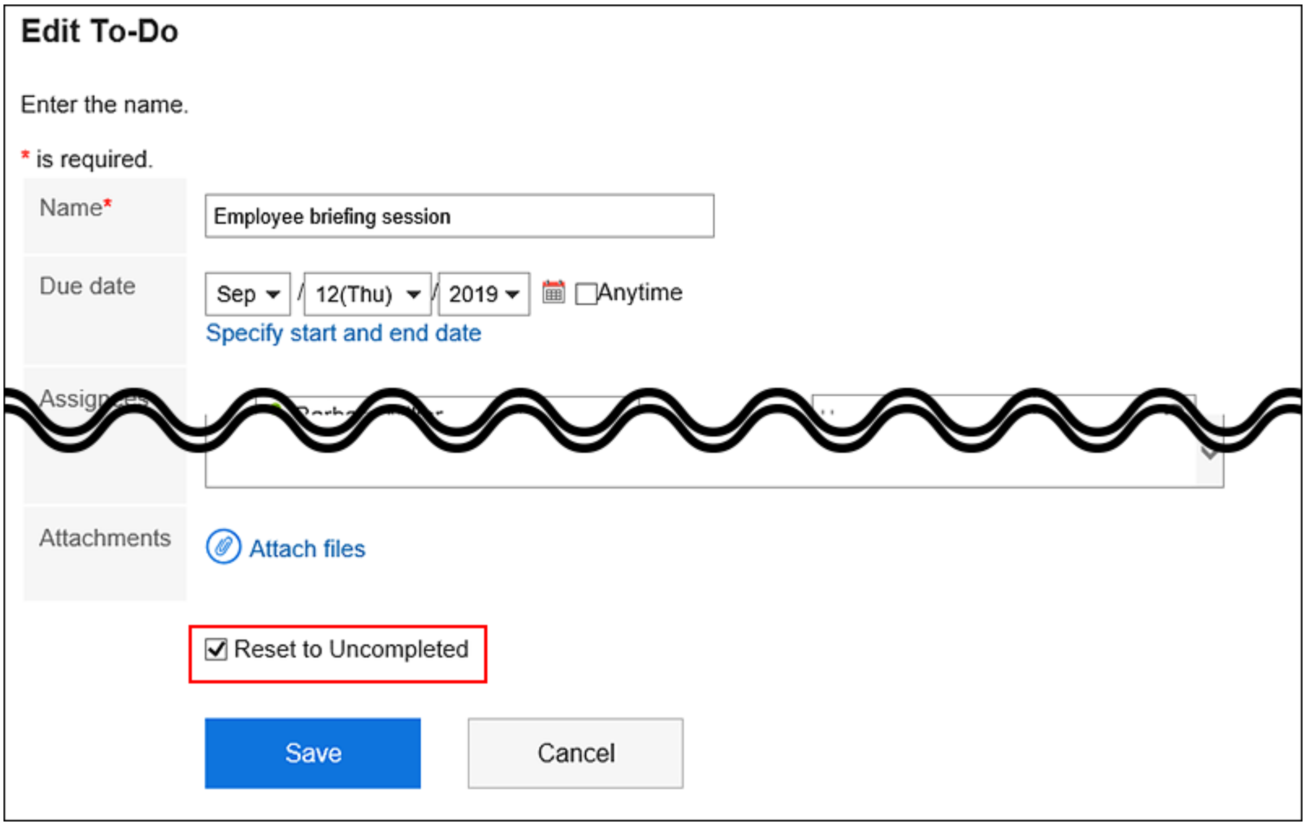


6. **On the To-Do details screen, click Edit.**



7. **On the screen to edit To-Dos, change the fields as necessary.**

To reset the status of the To-Do task you are editing, select the "Reset to Uncompleted" checkbox.



8. Confirm your settings and click "Save".

3.2.24. Deleting Shared To-Dos

Delete Shared To-Dos.

Shared To-Dos can be deleted by all members of the space.

Caution

- Deleted shared To-Dos cannot be restored.

Steps:

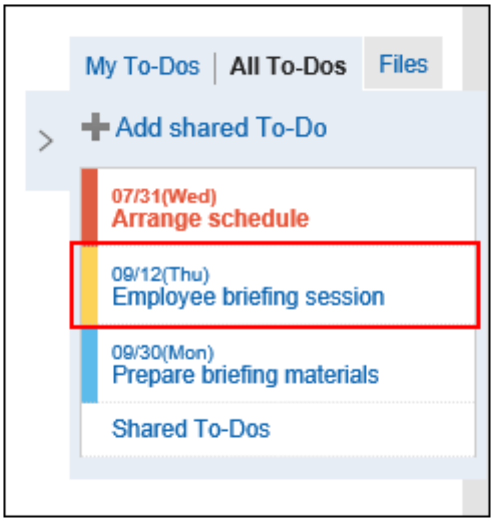
1. **Click the app icon in the header.**

2. **Click Space.**

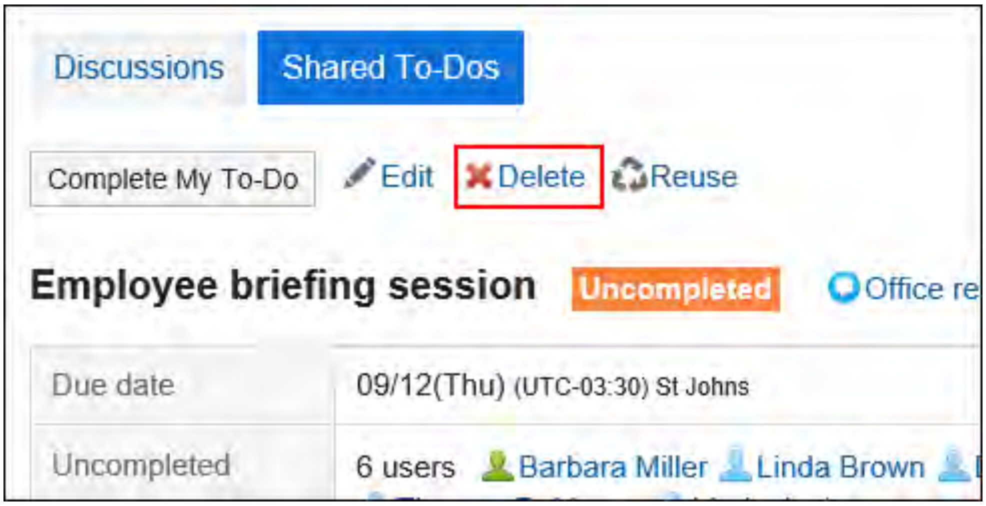
3. **Click the name of the space.**

4. **Select the discussion.**

5. **Click the shared To-Do name you want to delete on "Discussion" screen.**



6. **On the To-Do details screen, click Delete.**



7. **Click Yes on the screen to delete To-Dos.**

3.3. Bookmarks

The "Bookmarks" is an application for easy access by registering the URL of a Web site that you frequently use.

Two types of bookmarks exist in Garoon.

- Shared links

  Links that are available to all users. Your system administrator configures this.

  For details, refer to Setting Up Shared Links.
- Personal links

  Only users who have registered are allowed to use the personal links.

The user help describes the personal link settings.

References

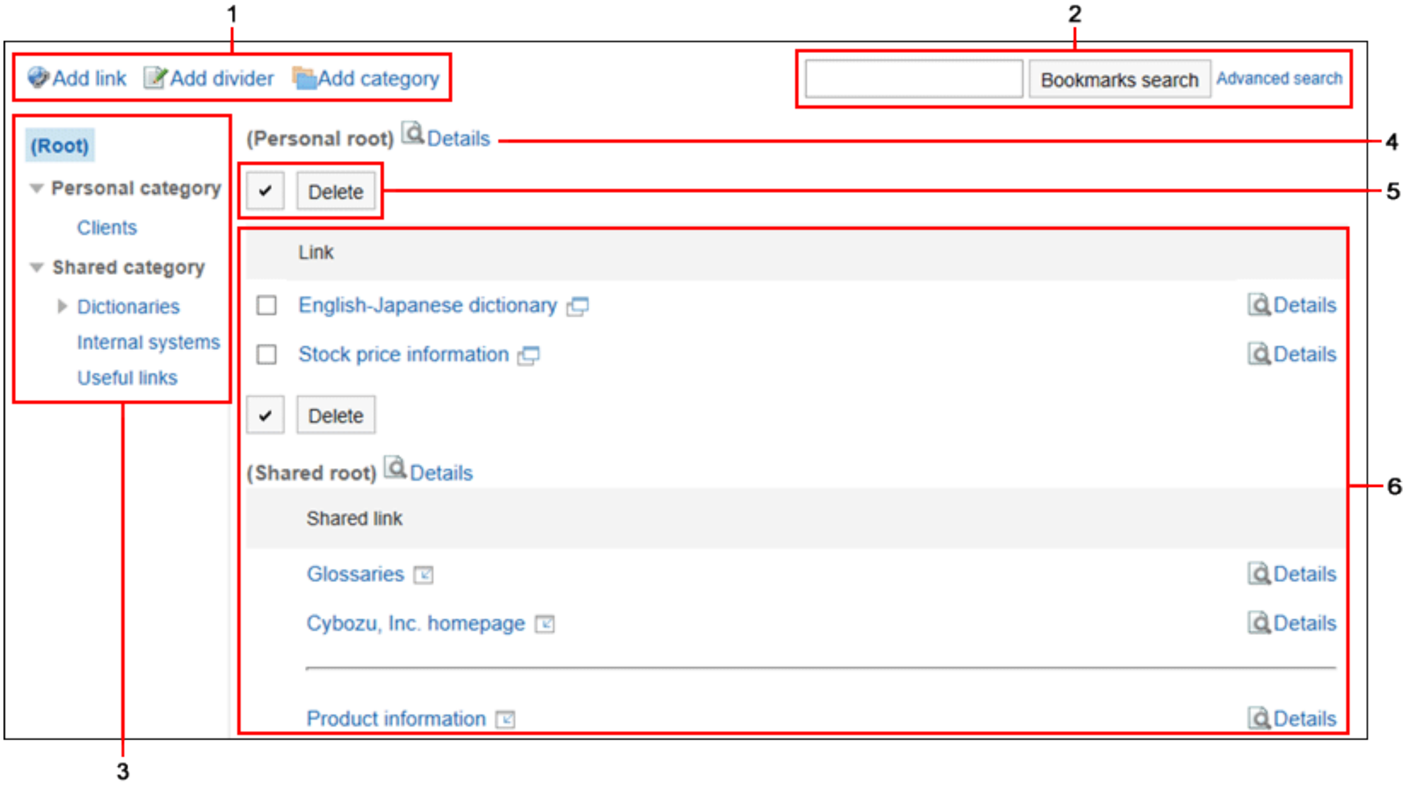
- Personal Category Settings(273Page)
- Setting up personal links(280Page)
- Setting up how to open a link(288Page)

3.3.1. How to View the Screen

This section describes icons and buttons that are displayed on the page of links.

"Bookmarks" Screen

On the "Bookmarks" screen, a list of bookmarks is displayed.



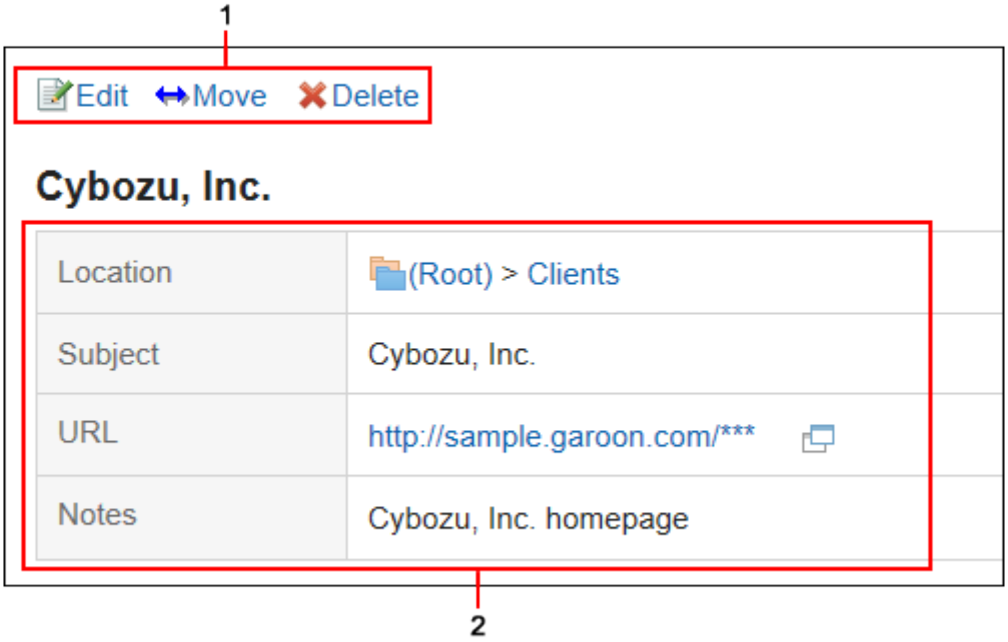
Description of the items

Number	Description
1	• **Link to Add Bookmark:** Add a link. • **Link to "Add divider":** Adds a separator line to the list of bookmarks. • **Link to "Add category":** Add a personal category.
2	**Items for Search:** • **"Bookmark Search" button:** Search bookmarks by entering keywords. • **Advanced search link:** Enter search conditions to search bookmarks.
3	**Category:** The categories are displayed in the following order • **(Root)**

Number	Description
	• **Category:** Category added by users. Only users who have registered are allowed to use the category. • **Shared category** Added by the system administrator. Available to all users.
4	**Category Details Link:** The "Category Details" screen appears.
5	• **Select a checkbox:** Click to select all checkboxes. The checkboxes are cleared when you click it again. • **"Delete" button:** Deletes the selected link. You cannot delete shared category links.
6	• **Link:** The title of the link. The icon next to the link depends on how the Web site is displayed. For details, refer to Setting up How to Open a Link(288Page). • **Separator lines** A horizontal line that indicates the separator. This is useful for organizing links. • **Link for Details of the Link:** The "Link Details" screen appears.

Link Details Screen

The details screen of links is displayed by clicking **Details** on the "Bookmarks" screen.



Description of the items

Number	Description
1	• **"Change" Link:** Edit the title and URL of the link. • **Move Link:** Moves the link to the specified personal category. • **"Delete" Link:** Delete the link.
2	• **Location:** The category where links are placed. • **Subject:** The title of the link. • **URL:** The URL of the link. • **Memo:** Notes on links.

3.3.2. Personal Category Settings

This section describes how to set up a personal category.

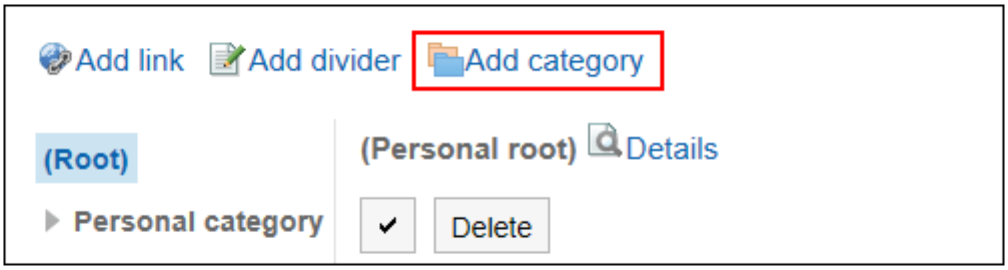
Users cannot change the settings of a shared category.

Adding Personal Categories

Add a personal category.

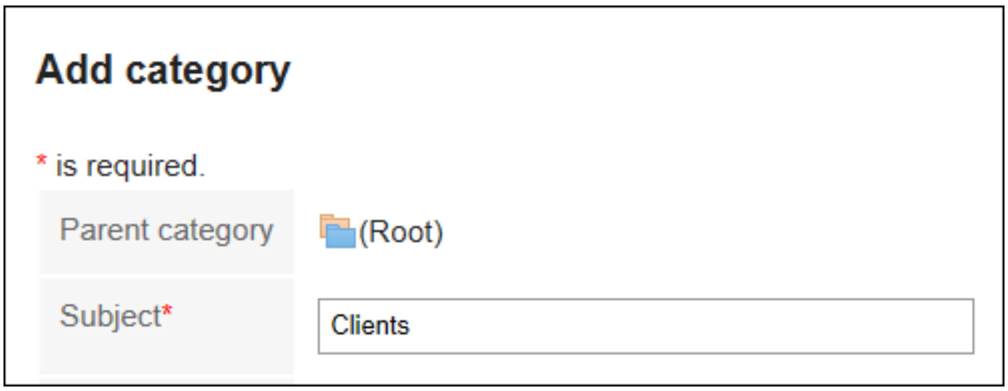
Steps:

1. **Click the app icon in the header.**
2. **Click Bookmarks.**
3. **On the "Bookmarks" screen, select a parent category, and click Add category.**



4. **On the "Add Category" screen, enter a title.**

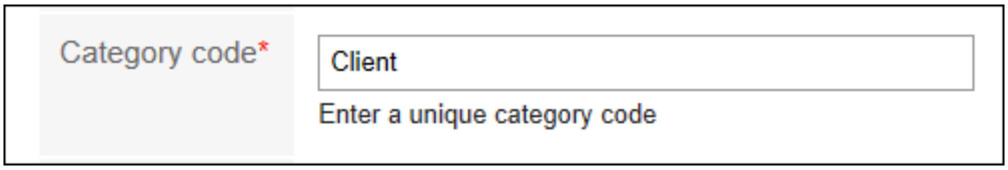
This is a required field.



5. Enter the category code in the Category Code field.

You should set the category code.

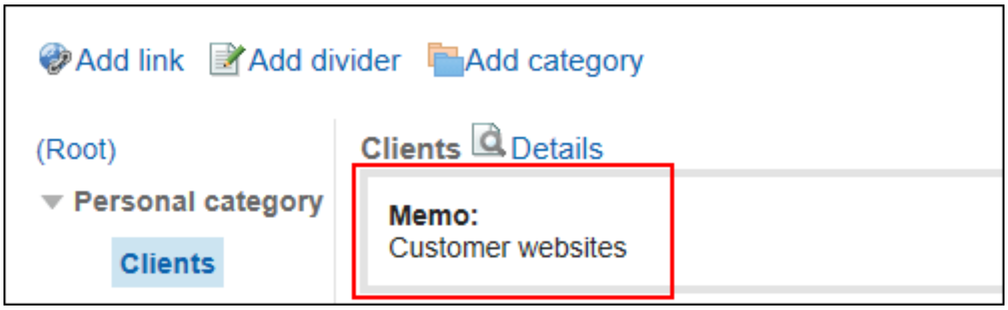
Unique code for identifying individual categories.



6. Set the Notes field as necessary.

Enter a description of the category.

When set, notes are displayed on the screen of the personal category that you have set.



7. Confirm your settings and click Add.

Changing Personal Categories

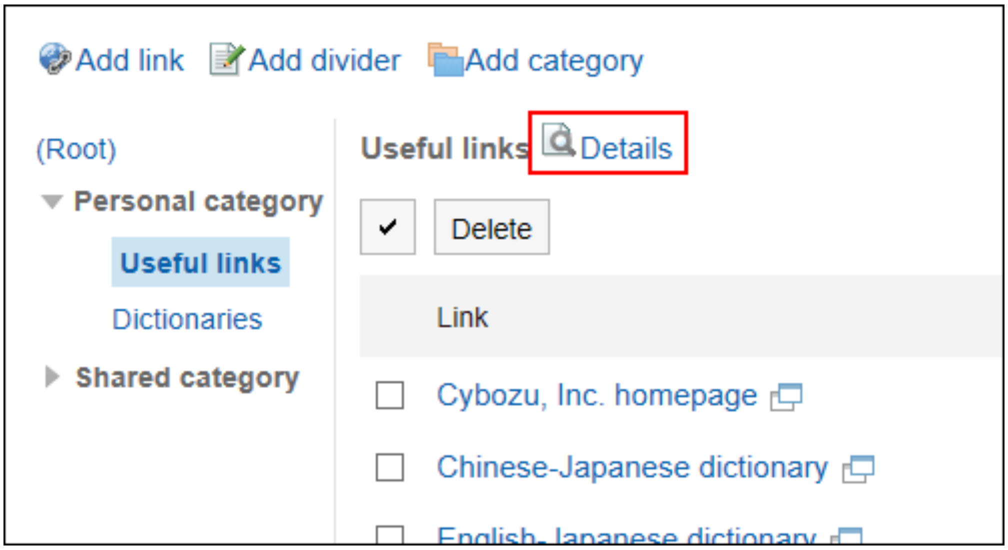
Change the personal category.

Steps:

1. Click the app icon  in the header.

2. Click Bookmarks.

3. On the "Bookmarks" screen, select the Personal category and click Details.



4. **On the screen for category details, click Save.**

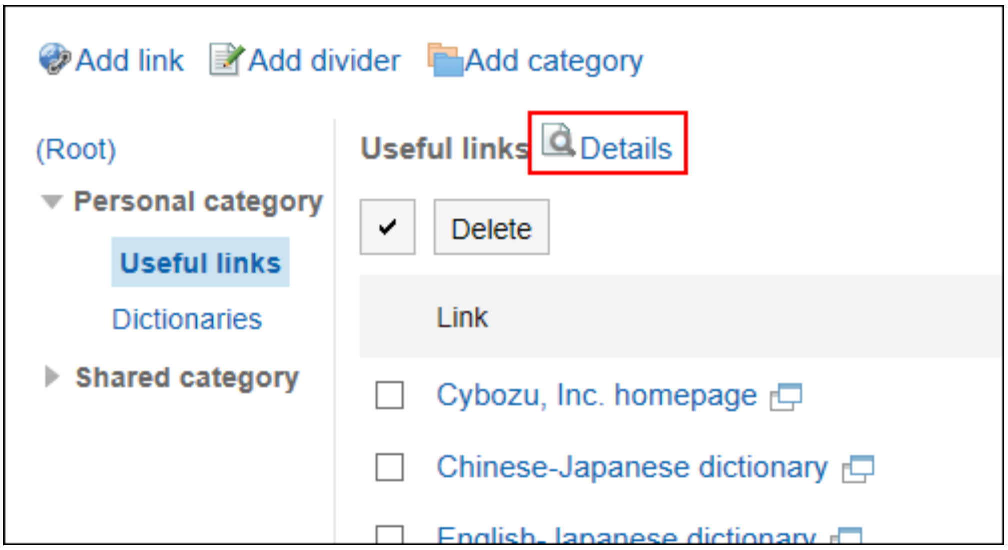
5. **On the "Change category Information" screen, you can change the fields as necessary.**
6. **Confirm your settings and click Save.**

Moving Individual Categories

Move the personal category to another category.

Steps:

1. **Click the app icon in the header.**
2. **Click Bookmarks.**
3. **On the "Bookmarks" screen, select the Personal category and click Details.**



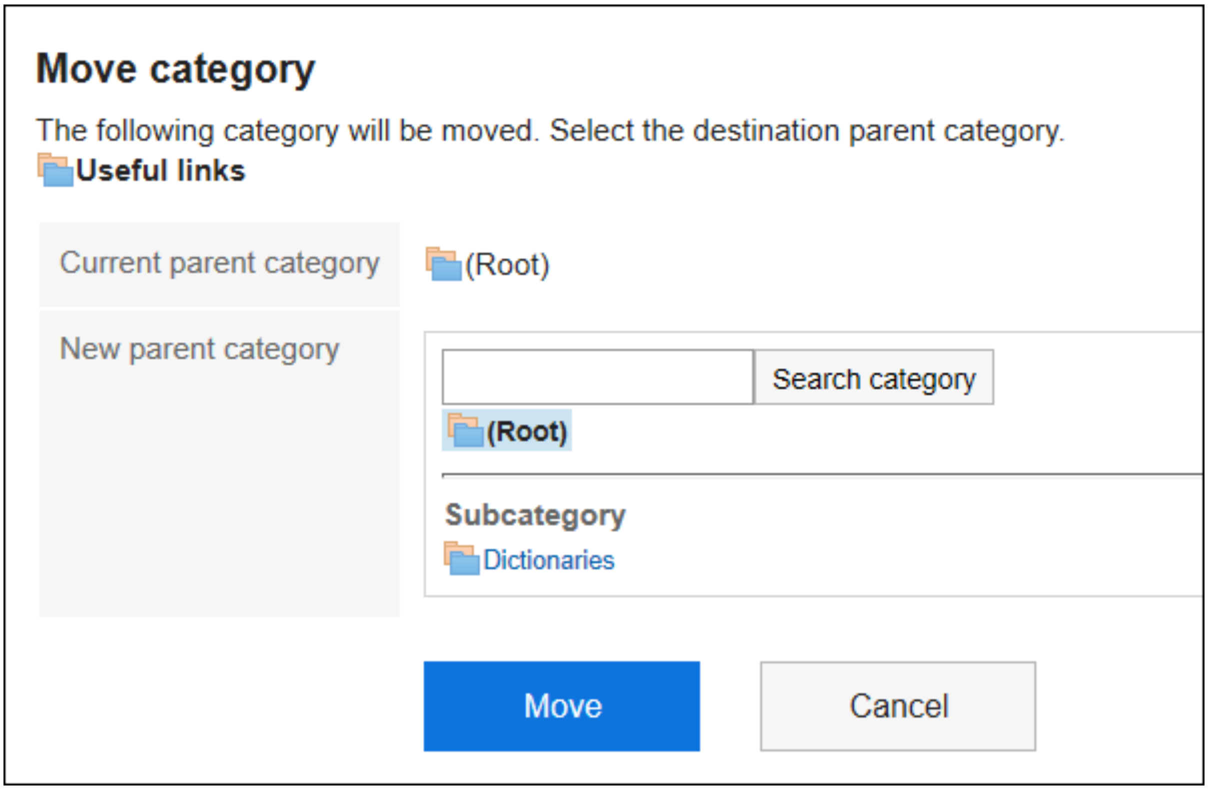
4. **On the screen for category details, click "Move".**

5. **On the "Move category" screen, select the parent category where you want to move the "parent category after moving" field.**

Clicking "Move Up" moves the personal category up one level.

Clicking on a category name moves you to the parent category of the category you clicked.

You can search for categories to move categories into by entering keywords and clicking "Category search".



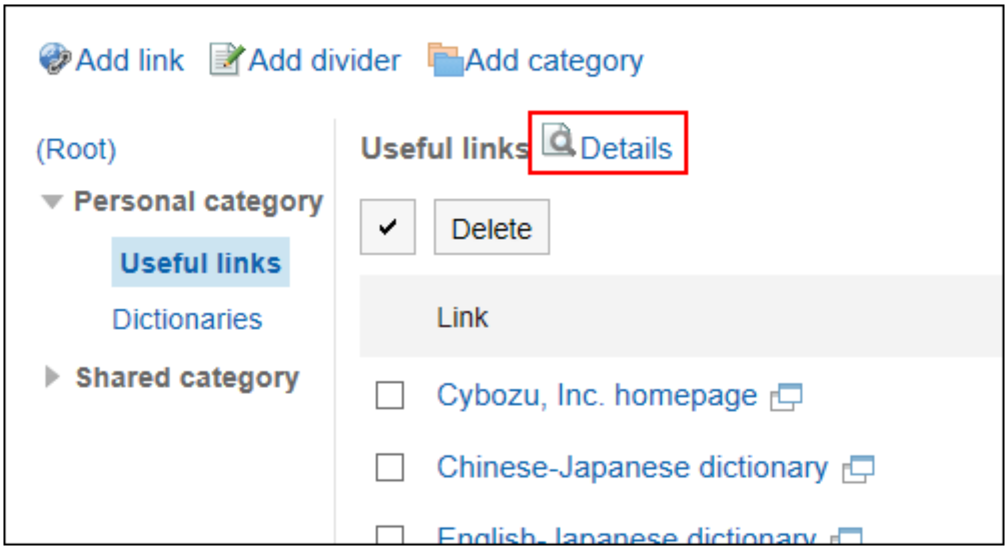
6. **Confirm your settings and click "Move".**

Reordering Subcategories

Reorder subcategories.

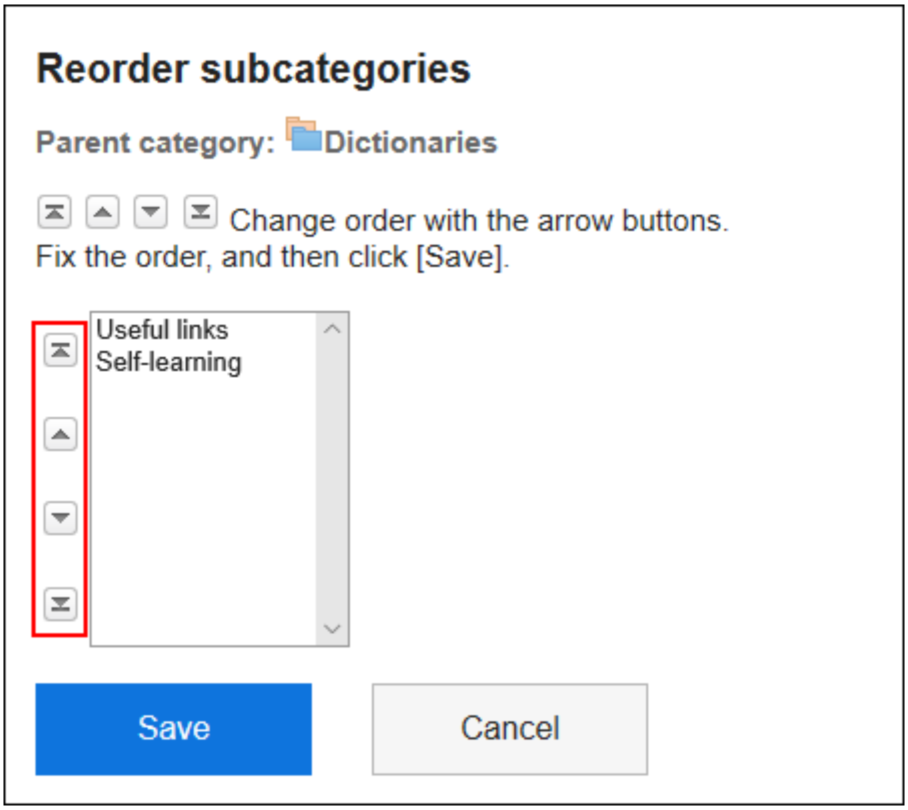
Steps:

1. **Click the app icon  in the header.**
2. **Click Bookmarks.**
3. **On the "Bookmarks" screen, select the Personal category and click Details.**



4. **On the "Category details" screen, click Reorder subcategories.**

5. **On the screen to reorder subcategories, reorder subcategories.**



6. **Confirm your settings and click Save.**

Deleting Personal Categories

Delete the personal category.

Subcategories, links, and separator lines in the deleted category are also deleted.

Caution

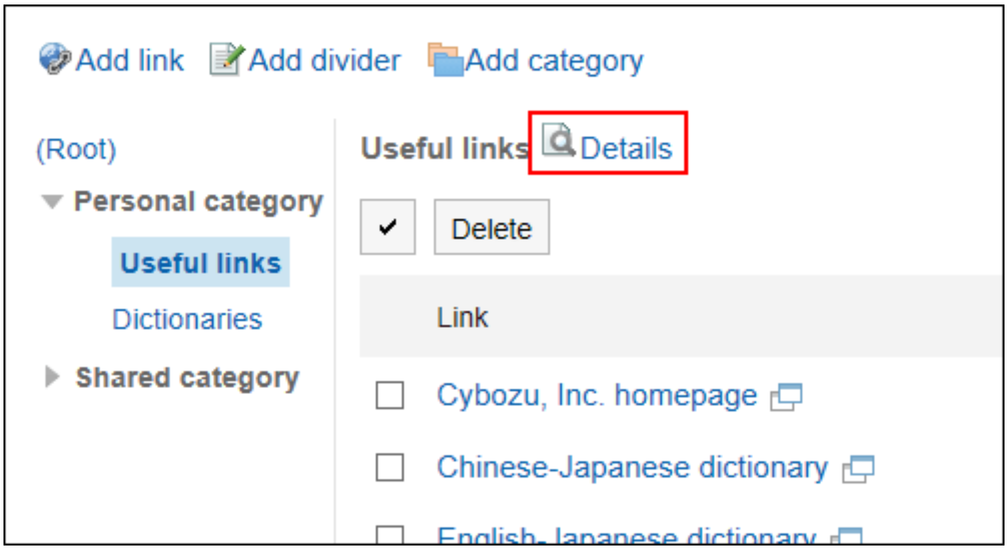
- Deleted shared categories cannot be restored.

Note

- You cannot delete a personal category that has a subcategory of 15 or more levels. Reduce the number of tiers for subcategories to 14 or less before deleting a personal category.

Steps:

1. **Click the app icon in the header.**
2. **Click Bookmarks.**
3. **On the "Bookmarks" screen, select the Personal category and click Details.**



4. **On the screen for category details, click Delete.**

5. **Click Yes on the page to delete categories.**

3.3.3. Setting Up Personal Links

Describes how to set a link or a separator line in the personal category.

Users cannot change the settings for shared category links.

Adding Personal Links

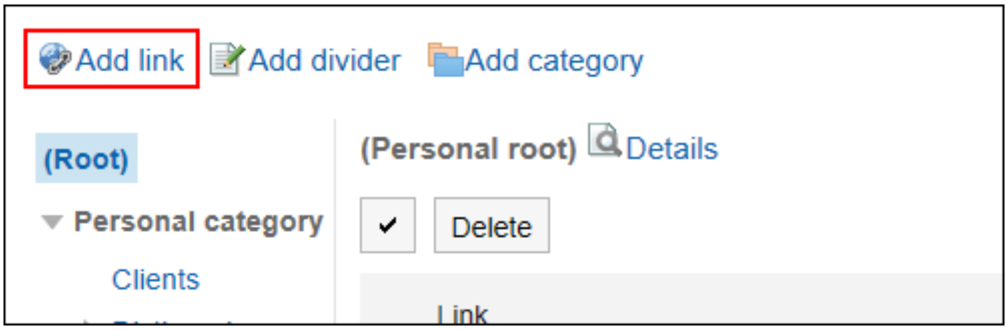
Adds a link to the personal category.

Steps:

1. **Click the app icon in the header.**

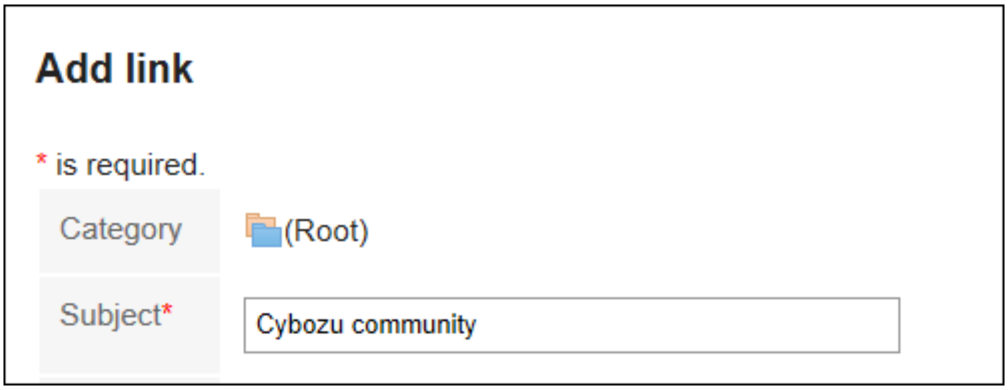
2. **Click Bookmarks.**

3. **On the "Bookmarks" screen, select the Personal category and click Add link.**



4. **On the "Add a link" screen, enter a title.**

This is a required field.



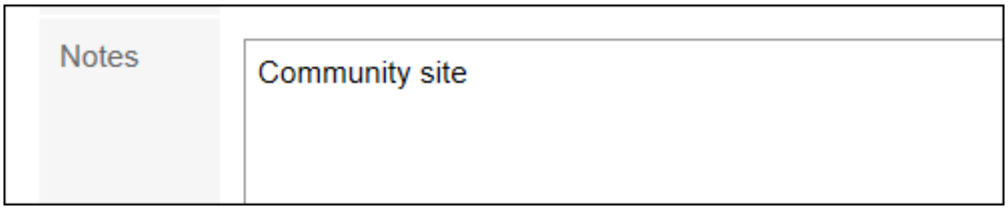
5. **In the "URL" field, enter a URL.**

The URL is mandatory.

6. **Set the Notes field as necessary.**

Enter a description of the personal link.

The contents entered in the "Notes" field are displayed on the "Link details" screen.



7. **Confirm your settings and click Add.**

Changing Personal Links

Change the personal category link.

Steps:

1. **Click the app icon in the header.**

2. **Click Bookmarks.**

3. **On the "Bookmarks" screen, select the Personal category and click Details on the link you want to change.**

4. **On the "Link Details" screen, click Edit.**

5. **On the "Edit Links" screen, you can change the fields as necessary.**
6. **Confirm your settings and click Save.**

Moving Personal Links

Move the personal links.

Steps:

1. **Click the app icon**  **in the header.**
2. **Click Bookmarks.**
3. **On the "Bookmarks" screen, select the Personal category and click Details on the link you want to move.**

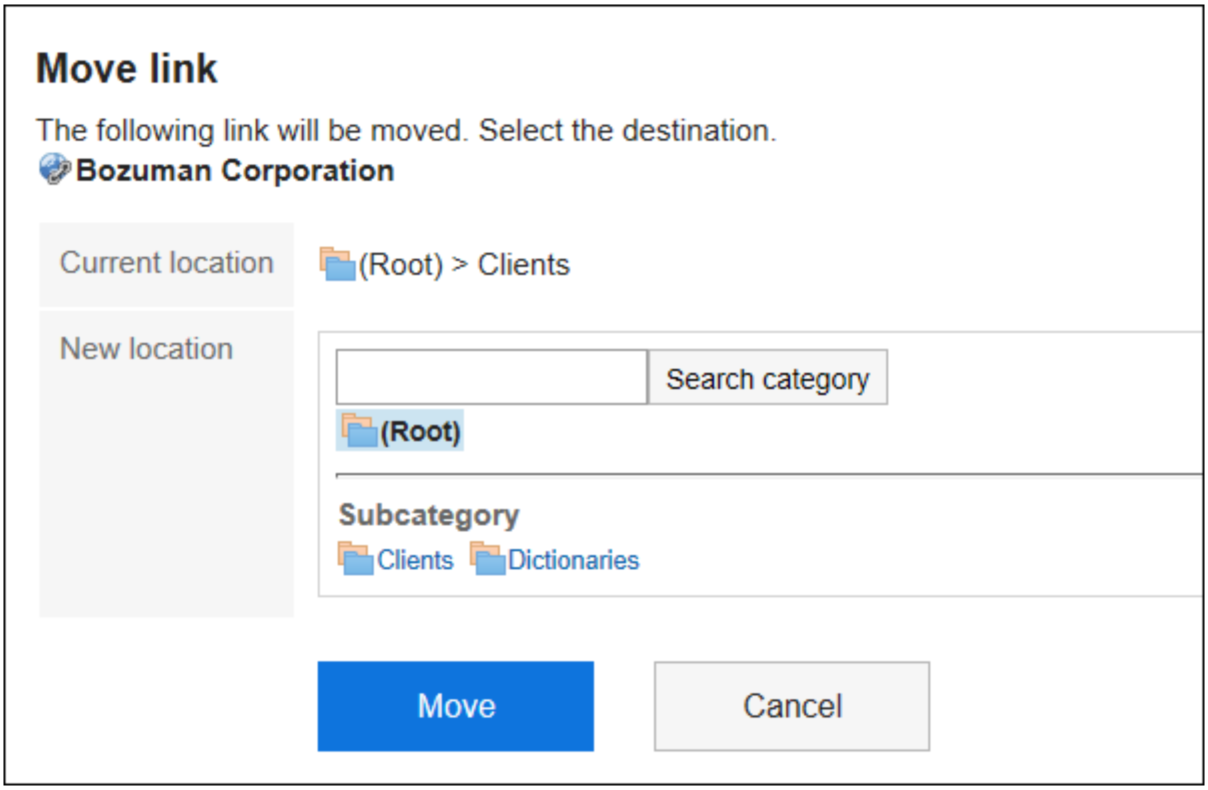
4. **On the "Link Details" screen, click "Move".**

5. **On the "Move Links" screen, in the "post-movement category" field, select a category.**

You can search for categories to move categories into by entering keywords and clicking "Category search".

Clicking "Move Up" moves the personal category up one level.

Clicking on a category name moves you to the subcategory of the category you clicked.



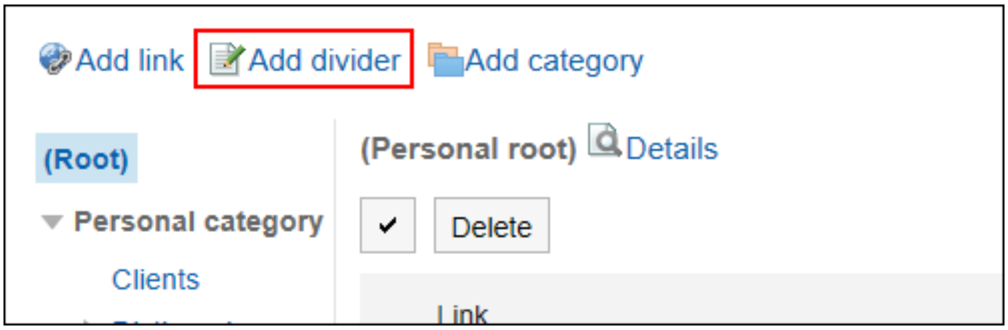
6. **Confirm your settings and click "Move".**

Adding Dividers

Add a separator line to the personal category.

Steps:

1. **Click the app icon  in the header.**
2. **Click Bookmarks.**
3. **On the "Bookmarks" screen, select the Personal category and click Add divider.**



4. **Click Yes on the add separator lines screen.**

   The added separator lines are displayed at the bottom of the personal category.

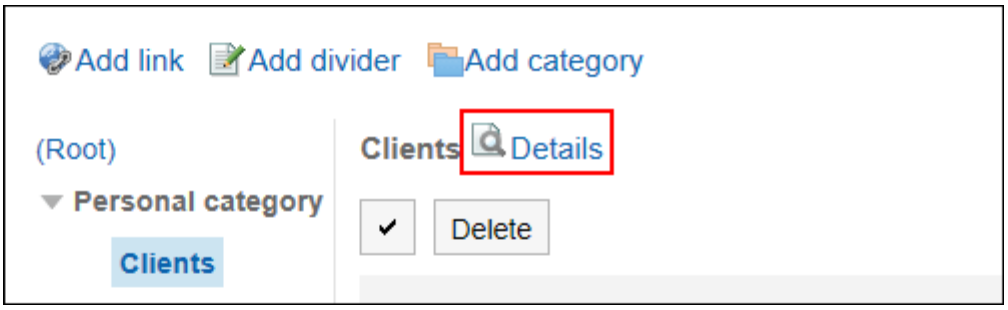
Reorder Personal Links and Dividers

You can change the individual category links or the order of the separator lines.

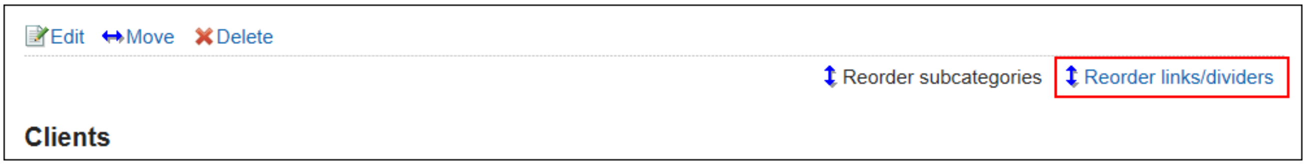
You can change the order of links or the separator lines only in the same category.

Steps:

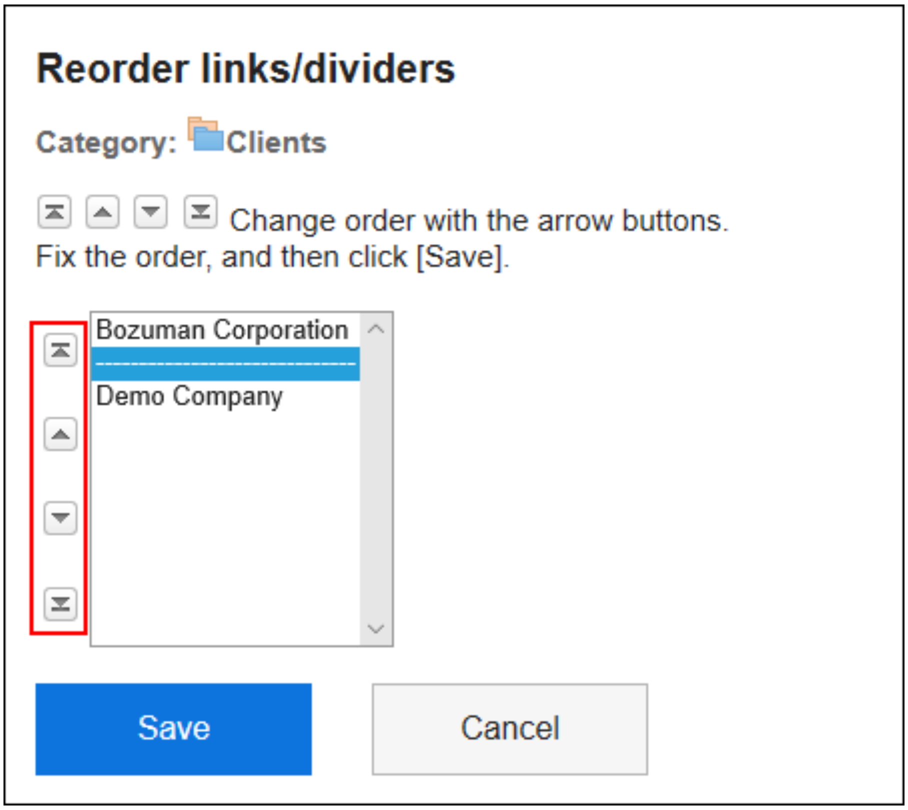
1. **Click the app icon in the header.**
2. **Click Bookmarks.**
3. **On the "Bookmarks" screen, select the Personal category and click Details.**



4. **On the "Category details" screen, click "Reorder Links/separators".**



5. **On the "Reorder Links/separators" screen, reorder personal links and separators.**



6. **Confirm your settings and click Save.**

Deleting Personal Links and Dividers

Delete the personal category links or the separator lines.

Caution

- Deleted shared links or separator lines cannot be restored.

Deleting Personal Links One by One

Delete individual links.

Steps:

1. **Click the app icon  in the header.**
2. **Click Bookmarks.**
3. **On the "Bookmarks" screen, select the Personal category and click Details on the link you want to delete.**

4. **On the "Link Details" screen, click Delete.**

5. **Click Yes on the "Delete links" screen.**

Delete Multiple Personal Links and Dividers

Select a shared link of a shared category, or a separator line, and delete it all together.

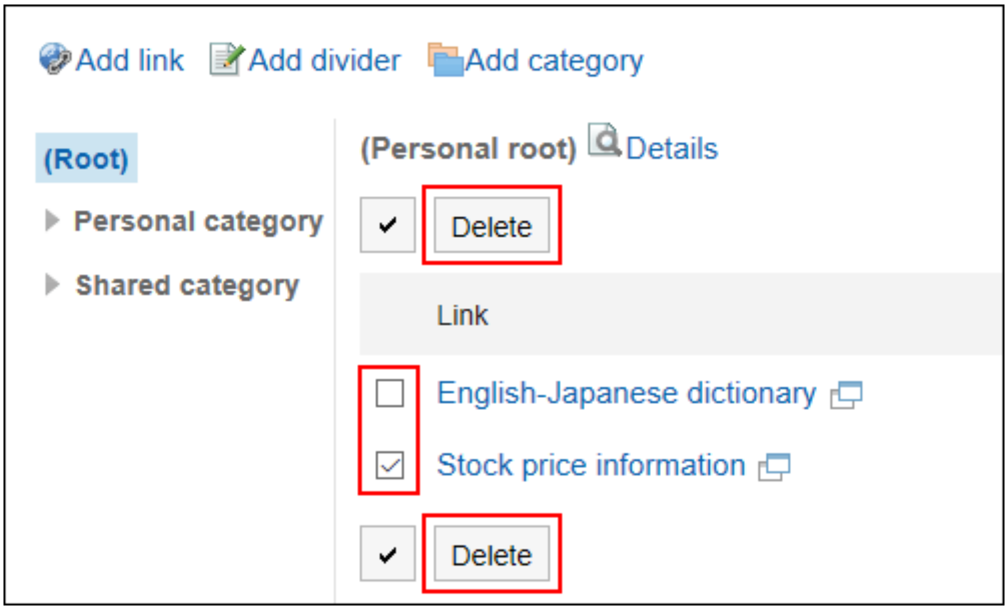
Steps:

1. **Click the app icon in the header.**

2. **Click Bookmarks.**

3. **On the "Bookmarks" screen, select a personal category.**

4. **Select the checkbox for the link or separator line you want to delete, and then click Delete.**



5. **Click Yes on the "Delete all links/separators" screen.**

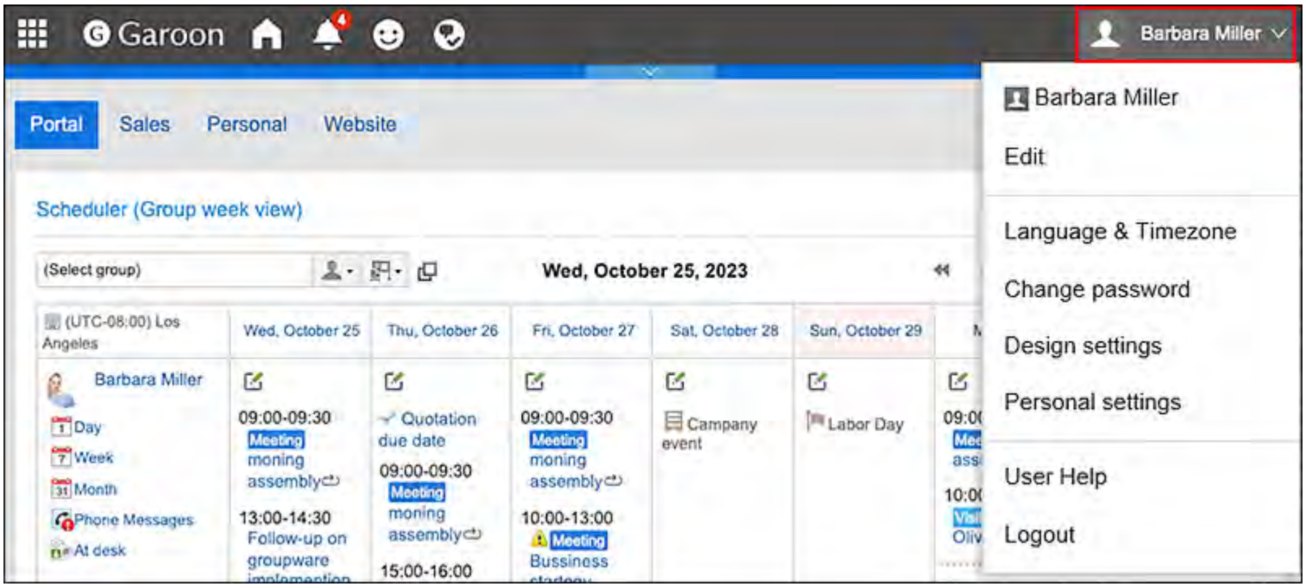
3.3.4. Setting Up How to Open a Link

If you click the title of a link, or when you click the icon, the window where the link is displayed is different.

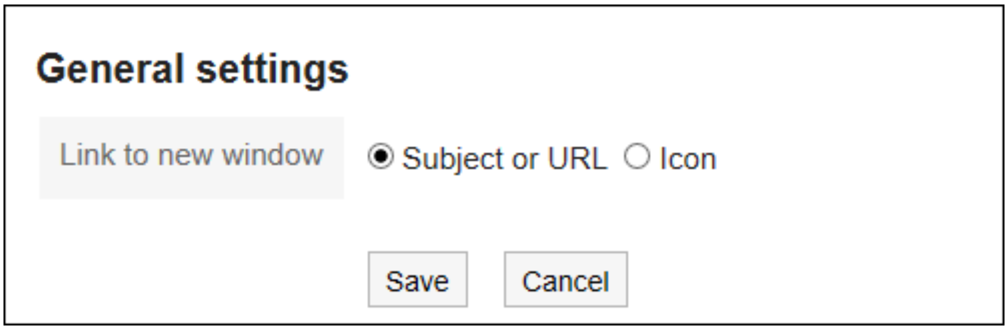
For links in the personal category, when you click a link title or icon, you can set whether or not the link is displayed in a separate window.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Bookmarks.**
5. **Click General settings.**
6. **On the "General Settings" screen, select the target for which you want to open the destination window.**
   - Title:
     When you click the title or URL, the destination is displayed in a new window.
     When you click the icon to the right of the title, the destination is displayed in the same window.
   - Icon:
     When you click the icon to the right of the title, the destination is displayed in a new window.
     When you click the title or URL, the destination is displayed in the same window.



7. **Confirm your settings and click Save.**

3.3.5. Searching For Links

Search for links by specifying keywords and conditions.

Steps:

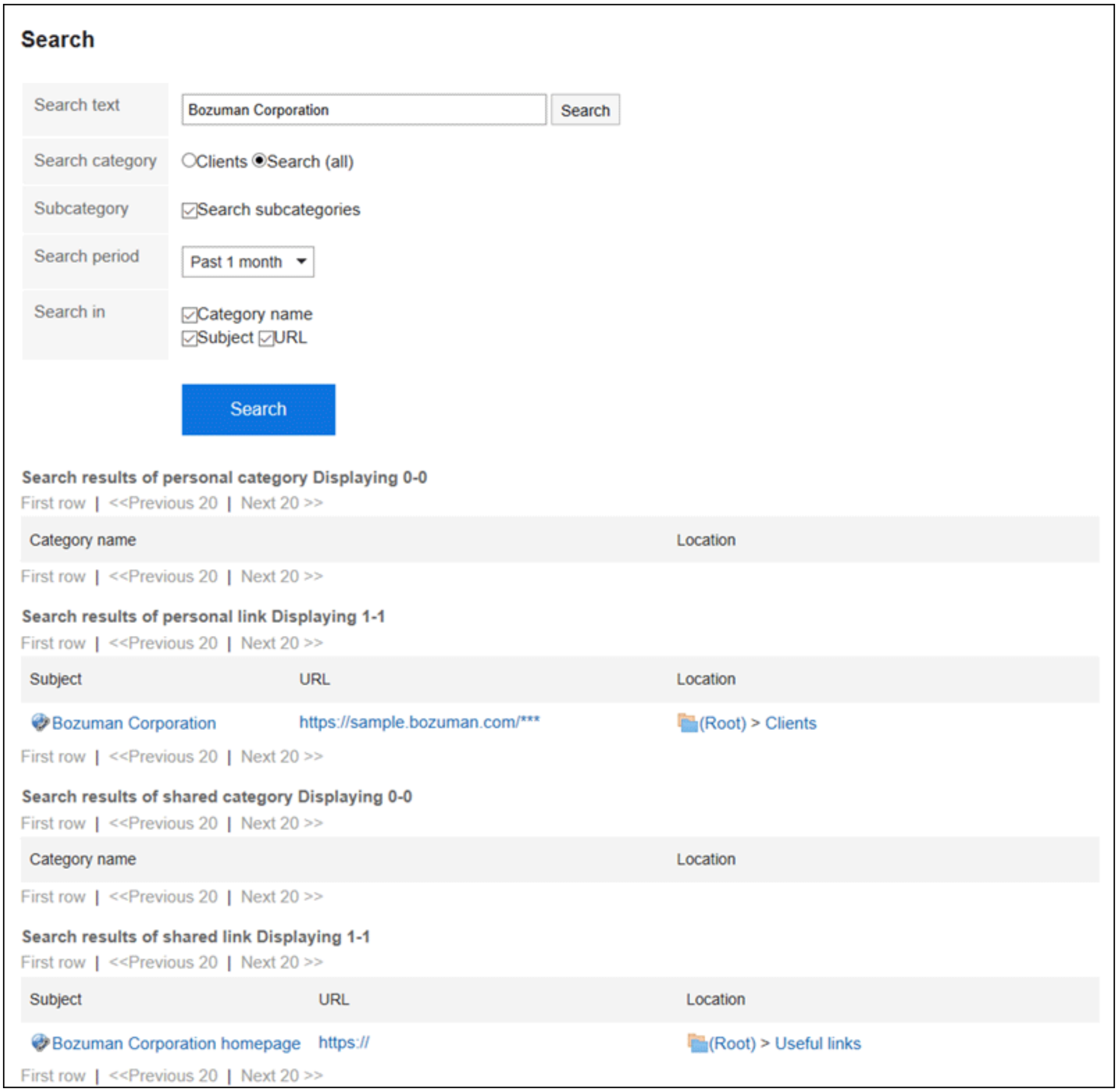
1. **Click the app icon  in the header.**
2. **Click Bookmarks.**
3. **On the "Bookmarks" screen, enter keywords in the search box, then click Bookmarks Search.**

Search for a link that contains keywords in one of the following fields

- Category names
- Subject
- URL

When you search without entering any keywords, or when you click "Advanced Search", the "Search results" screen in step 4 is displayed.

4. **On the "Search" screen, confirm the search results.**



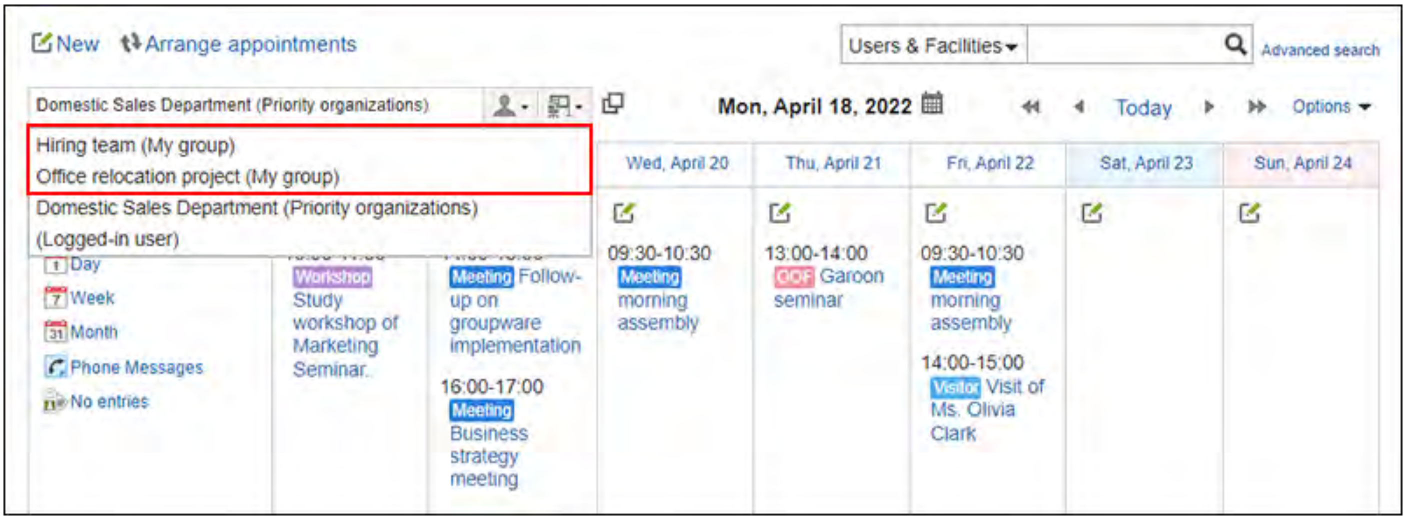
5. **If you want to search again, set the search conditions and click "Search".**

The following search conditions can be set.
For details on search conditions, refer to options available for searching in search specifications of links.

- Search string:
  Enter the keywords you want to search.
- Search category:
  Select whether to search within the currently selected category, or search all categories.
- Search in Subcategory:
  Search sub-categories as well.
- Search Period:
  Set the period to search.
- Search Items:
  You can specify the search items.

3.4. Scheduler

"Scheduler" is an application to manage appointments. You can register appointments of users and organizations, and also reserve facilities. Furthermore, if you configure My Group which contains users who work in a project that crosses your organization or who you frequently work with, you can quickly and easily check the schedules of the target users.
For details on how to set up My group, refer to the following pages.
Help text: My Group Settings
Video: Creating a Group That Contains Users You Frequently Use to Select (My Group)



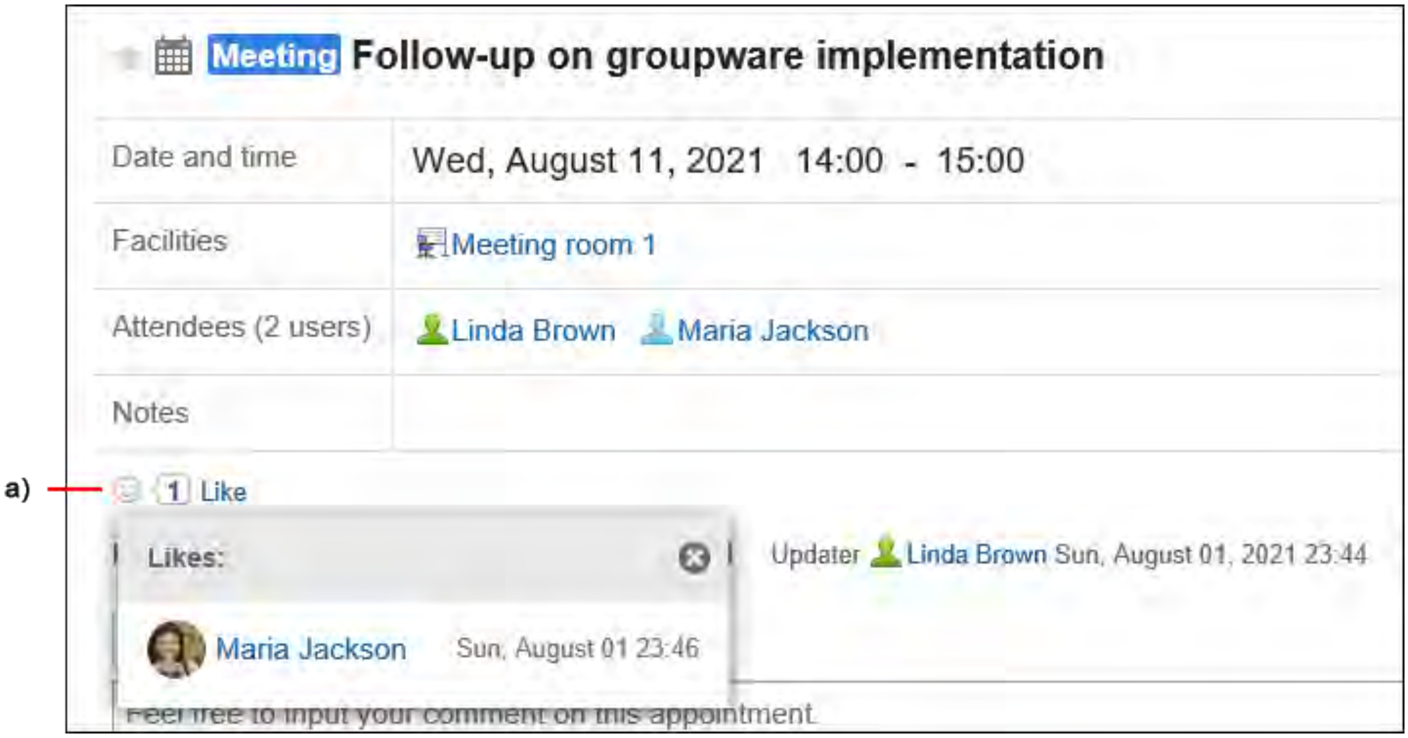
Using Respond Feature

By using the respond feature, you can make a quick response to the message content or any comments.

Users can show their intention by clicking a link such as "Like" and "Acknowledged" without posting any comment.

This respond feature may not be available on the Scheduler depending on the settings by the system administrator.

You can use the respond feature in Garoon version 5.9.0 or later.



a): List of users who have responded is shown when you click it.

For details on the respond function, refer to Working with Respond Feature(42Page).

References

- Video: Tips for Scheduler(294Page)
- To Add More Appointment Items
- New appointment(327Page)
- Adjusting Appointments(351Page)
- Facility usage request(410Page)
- Setting up Appointment Types(426Page)
- Facility settings
- Setting Up Access Permissions for Scheduler
- Setting up Appointments Display(425Page)

3.4.1. Video: Tips for Scheduler

Short videos on this page provide tips that enable you to use Scheduler more effectively. (Videos are available only in Japanese.)

Note

- The videos were recorded using the cloud version of Garoon, so some user interface texts might look different from the ones in the on-premise version of Garoon 5.

Configuring "Shared with" Users for an Appointment

Videos are provided on the Web pages.

(Duration: 2 min 12 sec)

Using Facilities Based on The Approval-Based Rule

Videos are provided on the Web pages.

(Duration: 2 min 33 sec)

Difference between 'Leaving Appointments' and 'Deleting Appointments'

Videos are provided on the Web pages.

(Duration: 1 min 55 sec)

How Private Appointments Are Displayed

Videos are provided on the Web pages.

(Duration: 1 min 28 sec)

Checking Multiple Available Facilities

Videos are provided on the Web pages.

(Duration: 1 min 10 sec)

Spotting Available Hours of Multiple Users Easily

Videos are provided on the Web pages.

(Duration: 1 min 25 sec)

Creating a Group That Contains Users You Frequently Use to Select (My Group)

Videos are provided on the Web pages.

(Duration: 1 min 48 sec)

Attendance Response Request Feature in Appointment

Videos are provided on the Web pages.

(Duration: 2 min 7 sec)

Adding an Appointment Quickly Using Double-Click

Videos are provided on the Web pages.

(Duration: 45 sec)

Creating a Minute from an Appointment

Videos are provided on the Web pages.

(Duration: 1 min 23 sec)

Adding Appointments

Videos are provided on the Web pages.

(Duration: 43 sec)

Adding All Day Appointments

Videos are provided on the Web pages.

(Duration: 1 min 1 sec)

Adding/Changing Repeating Appointments

Videos are provided on the Web pages.

(Duration: 2 min 21 sec)

3.4.2. How to View the Screen

On the "Scheduler" screen, you can view the appointments of your own or appointments of other users, organizations, or facilities.

You can toggle the screens such as group day view and week view based on your purpose of use.

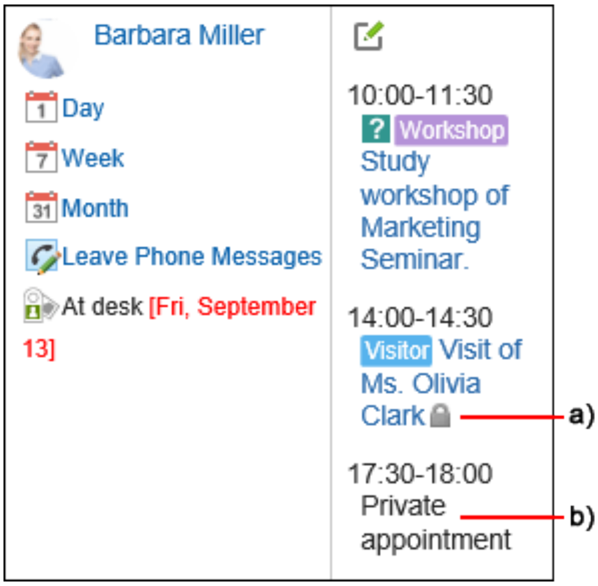
Appointment Format

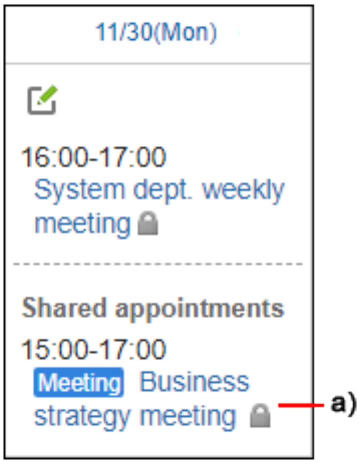
View in Scheduler	Description
Group Day view Group Week view	Appointments of organizations, users, and facilities per day or week are displayed for each group. • **Groups that you can select** ◦ **To view an appointment of a user**: ▪ My Group: This is a group created by a user. Only users who have created My Groups can use them. For details, refer to My Group Settings(65Page). ▪ Frequently used organizations: It is displayed when users have configured "Frequently used organizations" in their own settings. For details, refer to Setting "Frequently Used Organizations" and "Frequently Used Facility Groups"(90Page). ▪ Primary Department: This organization has been set as "Priority Department" in the profile. For details, see the Edit user profile(61Page). ▪ Organization: The organization that the user is a member of. Your system administrator configures this. ▪ Recently selected organizations ▪ Recently selected users

View in Scheduler	Description
	▪ Login user ◦ **To view an appointment of a facility**: ▪ Frequently used facility groups: It is displayed when users have configured "Frequently used facility groups" in their own settings. For details, refer to Setting "Frequently Used Organizations" and "Frequently Used Facility Groups"(90Page). ▪ Recently selected facility groups ▪ Recently selected facilities ▪ All facilities: They may not be displayed depending on the system administrator settings. For details, refer to Showing All Facilities. ▪ Facility Group: This group consists of multiple facilities. It is displayed when system administrators have configured the facility groups.
Day view	Appointments for the selected organizations, users, or facilities per day are displayed.
Week view	Appointments for the selected organizations, users, or facilities per week are displayed.
Month view	Appointments for the organizations, users, or facilities per month are displayed.
Year View	Your events in a year will be displayed.

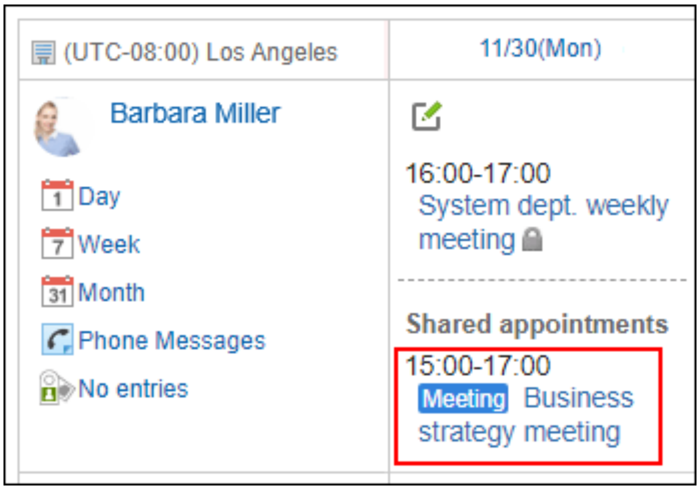
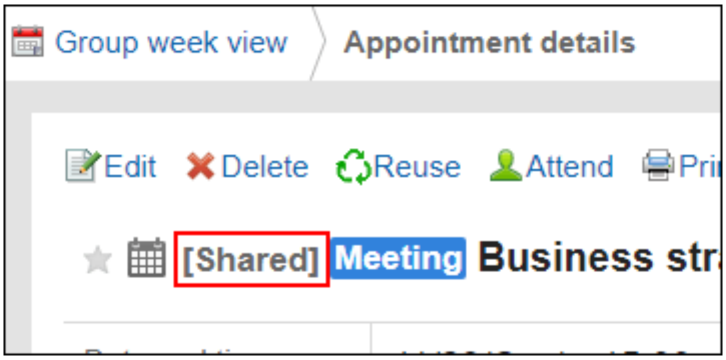
Type of Appointment

Type of Appointment	Description
Regular	Regular appointments. You can also add an appointment spanning multiple days. A regular appointment without start time and end time is called a whole day appointment. An icon appears indicating that it is a whole day appointment at the beginning of the appointment title.
All day	An appointment with its start date and end date. An icon appears indicating that it is an all-day appointment at the beginning of the appointment title.
Repeating appointments	Appointments repeated on certain conditions. An icon appears indicating that it is a repeating appointment at the end of the appointment title.
Duplicated appointments	An icon appears indicating that there are duplicated appointments at the beginning of the appointment title.
Pending appointments	If you have not replied to an attendance request, an icon appears indicating that the request is pending.
Tentative appointments	Appointments with unfixed date and time. For tentative appointments, their titles are displayed as green links.
Private appointments	Only creators, attendees, and "Shared with" users can view, edit, or delete private appointments.

<table>
<tr><th>Type of Appointment</th><th>Description</th></tr>
<tr><td></td><td>




a): The logged-in user is a creator or set as an attendee or a "Shared with" user of this private appointment. The appointments without start/end time are marked as "whole day" on the appointment details page.
b): The logged-in user is not a creator, nor set as an attendee/"Shared with" user of this private appointment. If both the start time and end time are not specified, nothing is displayed.
Depending on your system administrator settings, the time nor the "private appointment" may not be displayed.
</td></tr>
<tr><td>Shared appointments</td><td>You can share appointments in Garoon version 5.9.0 or later.
The logged-in user is set as a "Shared with" user of appointments.
They may not be displayed depending on the system administrator settings.
Shared appointments are displayed only in users' Scheduler</td></tr>
</table>

Type of Appointment	Description
	screen. However, if the total number of organizations and roles the users belong to is 51 or more, they cannot see the shared appointments on the Scheduler screen.  The shared appointments are displayed with "[Shared]" in their title. The "[Shared]" label is displayed only on the "Appointment details" screen. 

Note

- Depending on your system administrator settings, the following information may appear.
  - Appointment of organization:

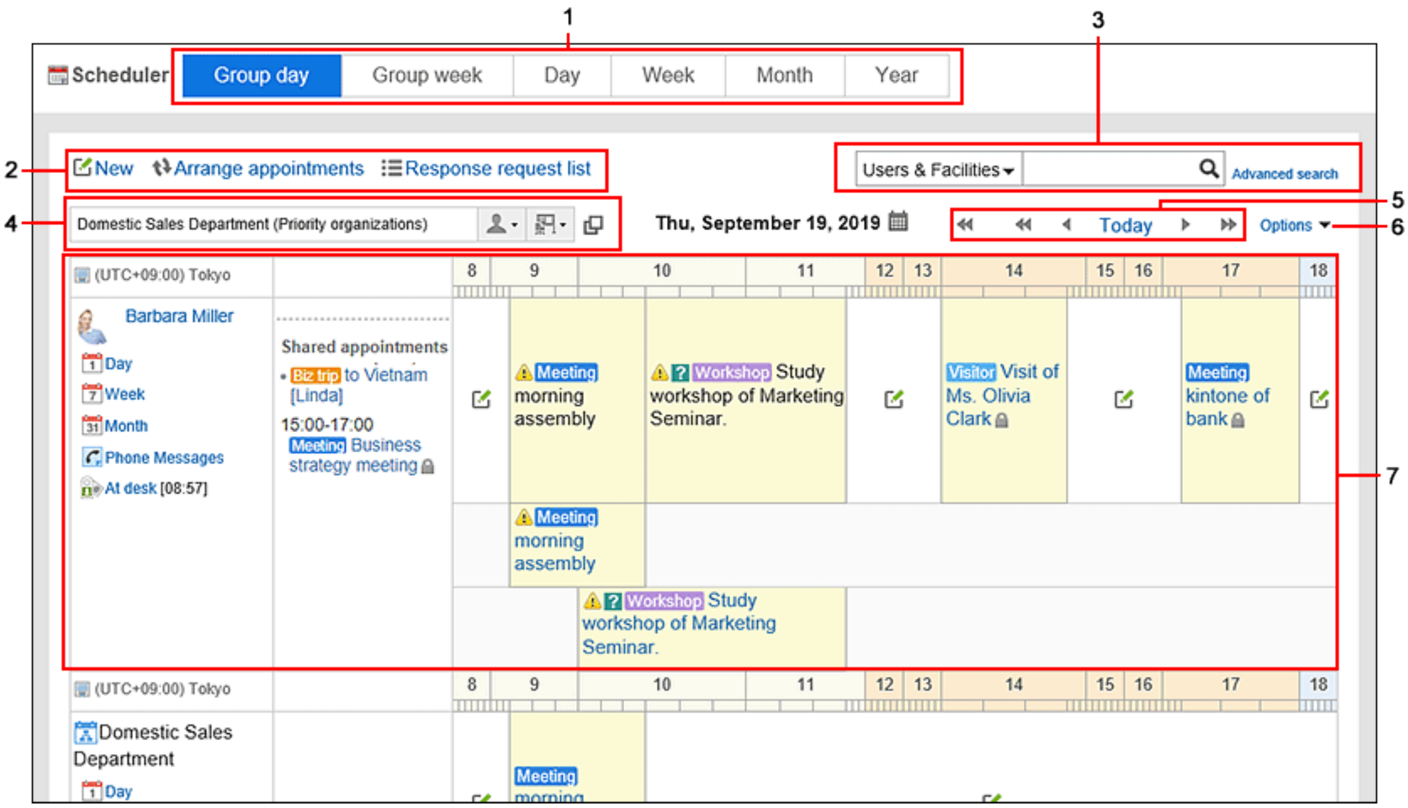
    The appointments registered with the organization may appear. For the procedures to take for the system administrators to show the appointments of the organization, refer to how to display the appointments of organizations.

- Name of the booked facility:

  The name of the facility is displayed with the appointment title. For the procedures to take for the system administrators to show the facility names, refer to how to display the facility names.

Group Day View Screen

The group day view screen displays the appointments for organizations, users, and facilities for a day.



Description of the items

Number	Description
1	**Item to toggle appointment view:** Click the **Group day**, **Group week**, **Day**, **Week**, **Month**, or **Year** button to switch the view.
2	• **Link to add an appointment**: "New appointment" screen appears. • **Link to arrange an appointment**: You can set the conditions for an appointment and add an appointment that is suitable from the displayed candidates. • **"Response request list" Link**: Appointments that you are requested to respond to attendance requests and appointments that you have created with attendance requests are displayed.
3	**Items for Search**: Select "User/facility" from the dropdown list, enter search keywords and click the search icon to search users and facility appointments. From the dropdown list, select "Scheduler", enter search keywords, and click the search icon to search your appointments including search keywords. When you click "Advanced Search", the appointment search screen appears.
4	**Item to toggle view:** • **Group showing appointments**: The name of the group displaying the appointment. • **Icon:** Select the group for which you want to display appointments. In Garoon version 5.15.0 and later, **Create My group** is displayed at the bottom of the drop-down list, from which you select targets to show their schedules. You can click **Create My group** to move to the "Add My group" screen. For details, refer to My Group Settings(65Page). • **appointment is displayed**: Select the facility group for which you want to display appointments.

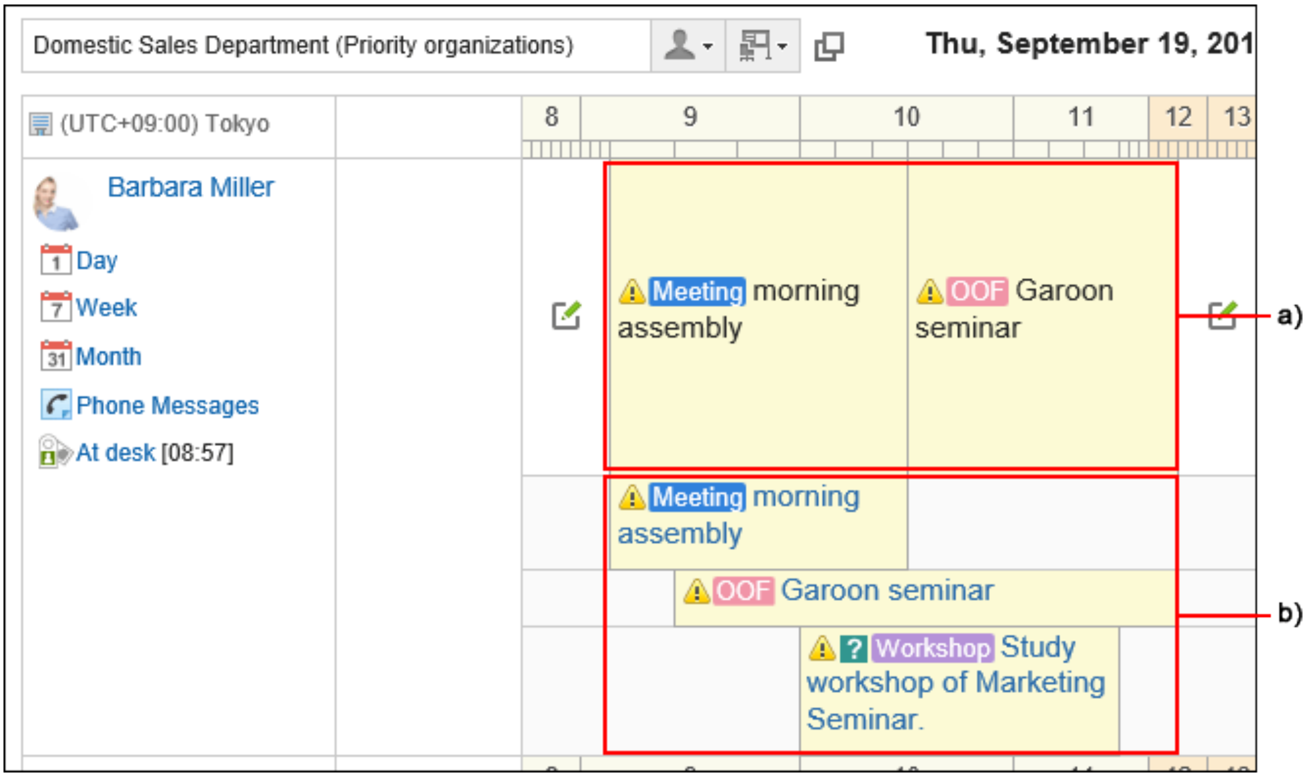
Number	Description
	• **Icon:** The "User selection" screen appears. You can select users to view their appointments.
5	**Date Toggle Link**: • **icon**: Displays the appointments in the previous week. • **icon**: Displays the appointments in the previous day. • **"Today" Link**: Displays the appointments of today. • **icon**: Displays the next day's appointment. • **icon**: Displays the appointments in the next week.
6	**"Options" Link:** • **Show all titles**: Displays the omitted appointment titles, the user information icon, and links. • **Apply the time zone for each user**: Adjust the displayed date and time to the timezone of each user. An example of Mr. Kato's time zone is "(UTC + 09:00) Tokyo" and Mr. Kimura's time zone is "(UTC + 08:00) Beijing":

Number	Description
	 • **Showing the Uncompleted To-Dos**: Displays the To-Do tasks, both personal and shared, that are uncompleted on the due date.
7	• **User Name Link**: User details screen is displayed. • **"Day" Link**: Switches to the Day view screen. • **"Week" Link**: Switches to the Week view screen. • **"Month" Link**: Switches to the Month view screen. • **Phone Messages History Link**: The Phone Messages history screen appears. ◦ **Icon:** Indicates you have unread Phone Messages. • **Adding Phone Messages Link**: The screen for adding Phone Messages appears. You can add Phone Messages to other users.

Number	Description
	• **Icon:** Indicates the presence status of the user. For details, refer to How to View the Screen(994Page) for presence information. • **Rokuyo**: This is only available for Japanese. To display it in the Scheduler, you need to configure it on both system administration and personal settings. • **The icon of the weather forecast (region name)**: This is only available for Japanese. When you click the weather forecast link, the details screen of the weather information is displayed in a separate window. To display it in the Scheduler, you need to configure it on both system administration and personal settings. • **Shared appointments**: You can share appointments in Garoon version 5.9.0 or later. You are registered in these appointments as "Shared with", not attendees. • **icon**: "New appointment" screen appears. • **Appointment Title Link**: Appointment details screen appears.

Note

- On the Group Day View screen, duplicated appointments are displayed as follows.



a): Line 1

The title of the first appointment within duplication is displayed.

The title is displayed as normal text not as a link, so it cannot be clicked.

You can check that you have one or more appointments in the same way as the unique appointments in other time zones.

b): After the second line

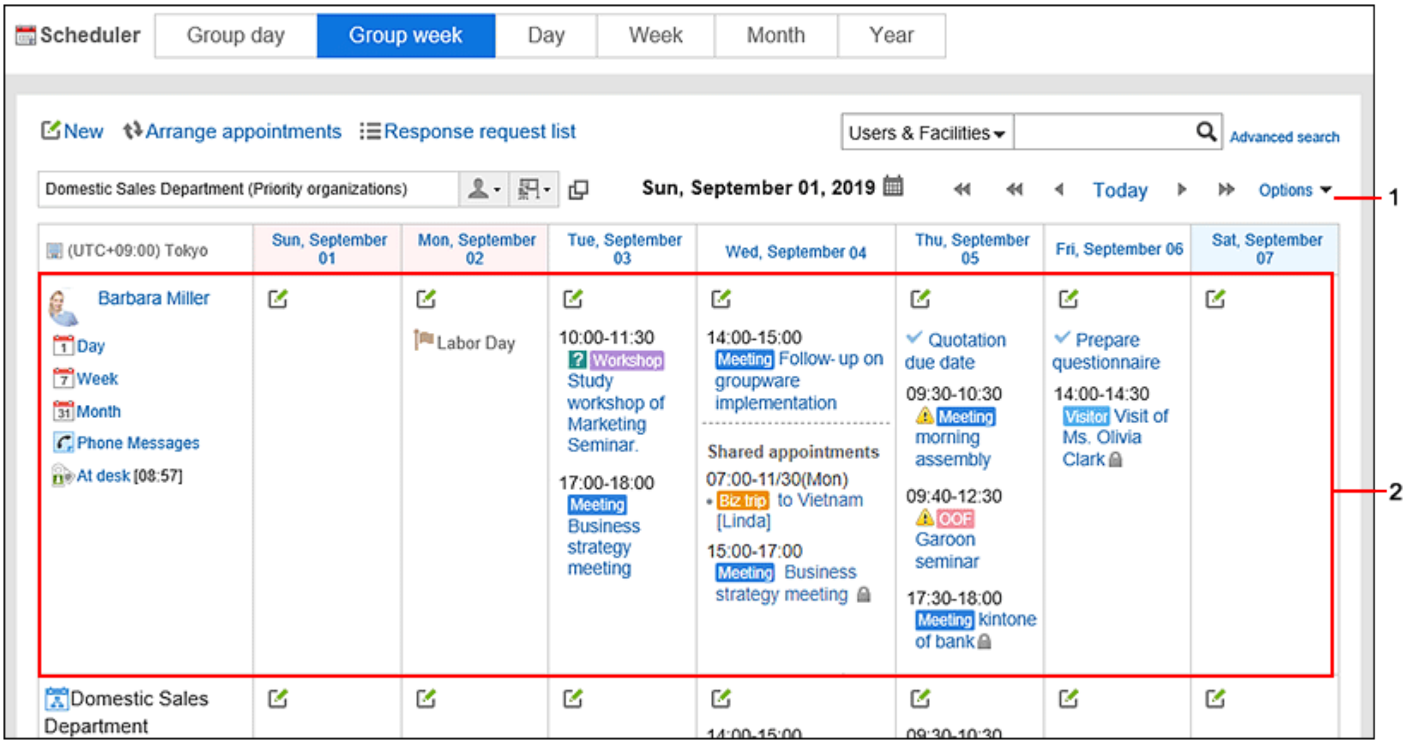
The title is displayed as a blue text link.

You can check all of the duplicated appointments, including the first appointment.

Group Week View screen

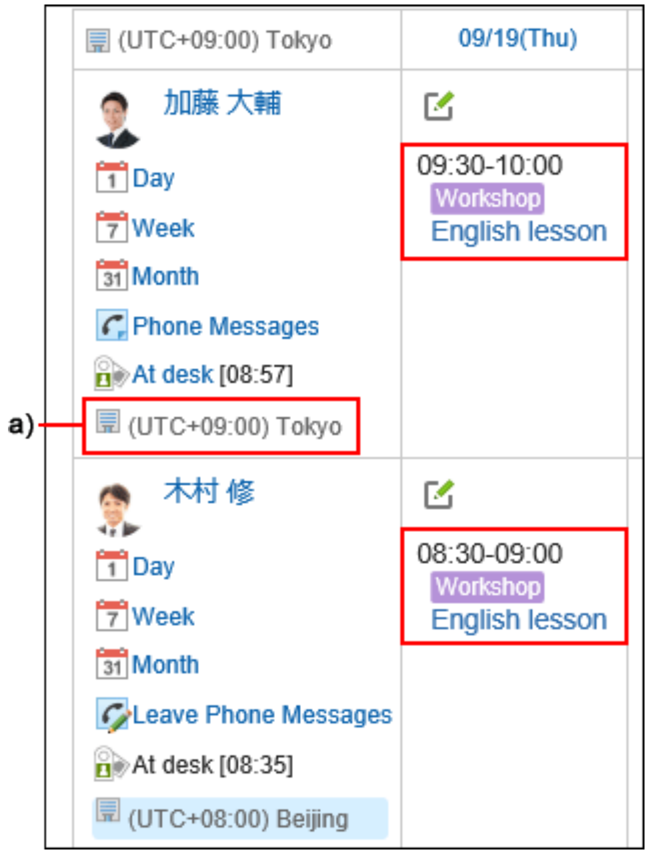
The group week view screen displays the appointments for organizations, users, and facilities for a week.

The description of other items which are also used in other screens are omitted.



Description of the items

Number	Description
1	**"Options" Link:** • **Show all titles**: Displays the omitted appointment titles, the user information icon, and links. • **Apply the time zone for each user**: Adjust the displayed date and time to the timezone of each user. An example of Mr. Kato's time zone is "(UTC + 09:00) Tokyo" and Mr. Kimura's time zone is "(UTC + 08:00) Beijing":

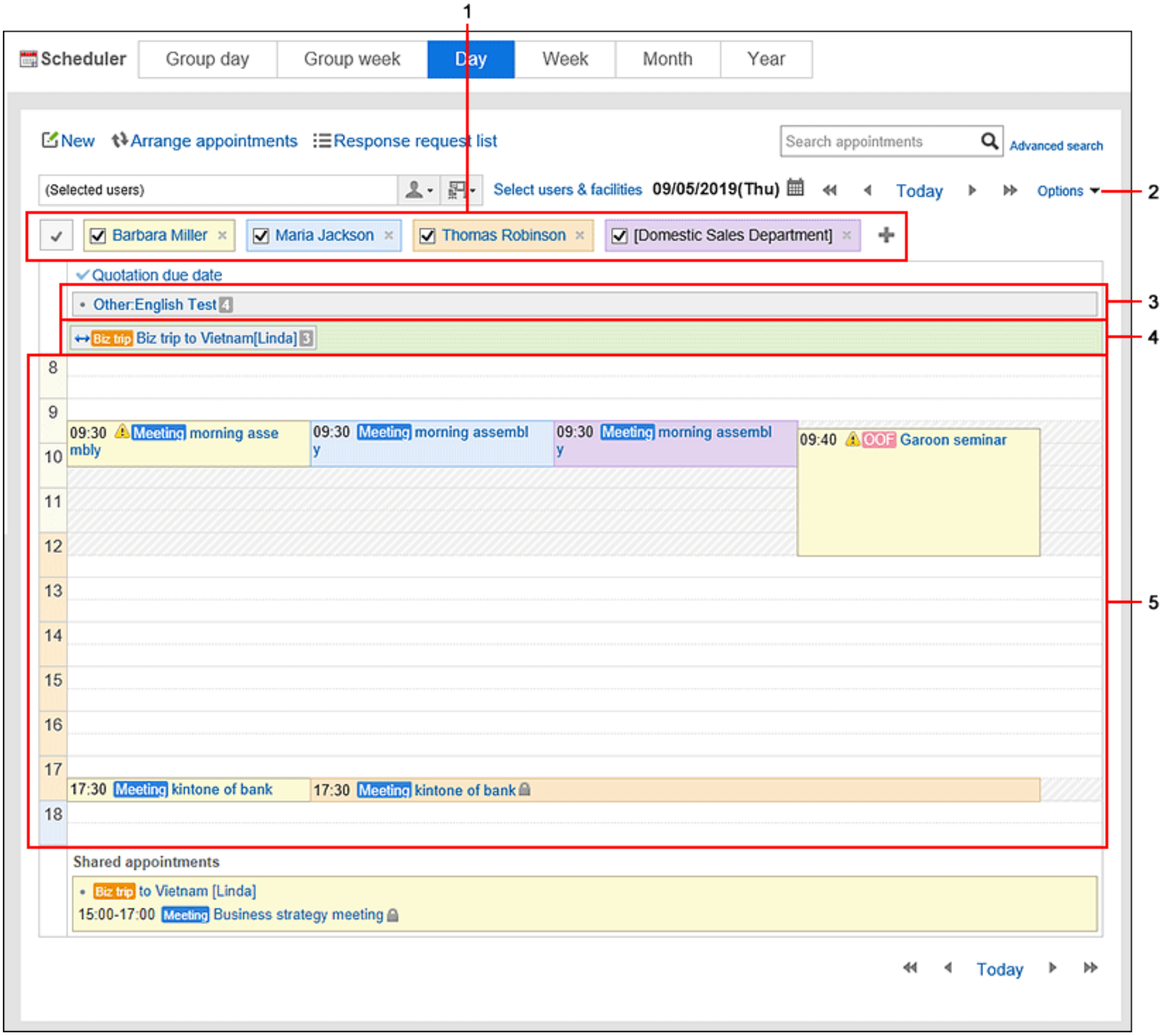
Number	Description
	 a): Displayed only when the option for applying the time zone for each user is selected. • **Showing the Uncompleted To-Dos**: Displays the To-Do tasks, both personal and shared, that are uncompleted on the due date. • **Show overdue To-Dos**: The titles of the uncompleted private To-Dos and shared To-Dos are displayed in the field of today. However, To-Dos passed the due dates for longer than 91 days are not displayed.
2	• **To-Do name links**: To-Do List details screen appears. ◦ **due today**: Uncompleted To-Dos due today. ◦ **overdue**: The uncompleted To-Dos that are overdue.

Number	Description
	For details, refer to To-Do list(661Page). • **Anniversary icon:** This is an event that has been added to the My calendar as an anniversary. • **Workday icon:** This is an event that is added as a work day by your system administrator in the calendar setting. • **Holidays icon:** This is an event that is added as a holiday by your system administrator in the calendar setting.

Day View Screen

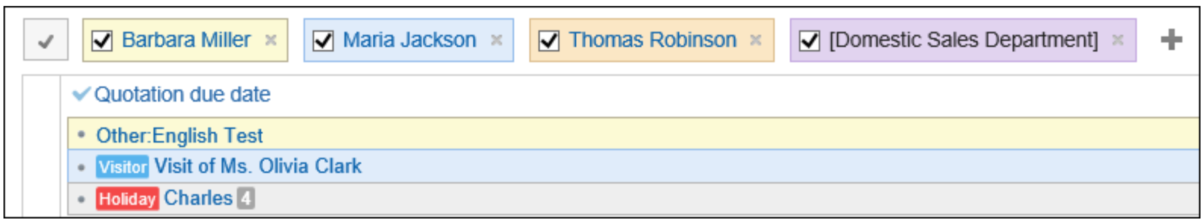
The day view screen displays the appointments for the selected organizations, users, or facilities for a day.

The description of other items which are also used in other screens are omitted.



Description of the items

Number	Description
1	**Item to toggle view:** •  **icons**: You can select or clear the checkboxes of all users, organizations, and facilities at once. If you clear the checkboxes, those appointments are no longer displayed. • **Users, facilities, or organizations you are viewing**: Users, organizations, and facilities to be displayed in the day planner view. To hide the appointments, clear the checkbox next to its name.

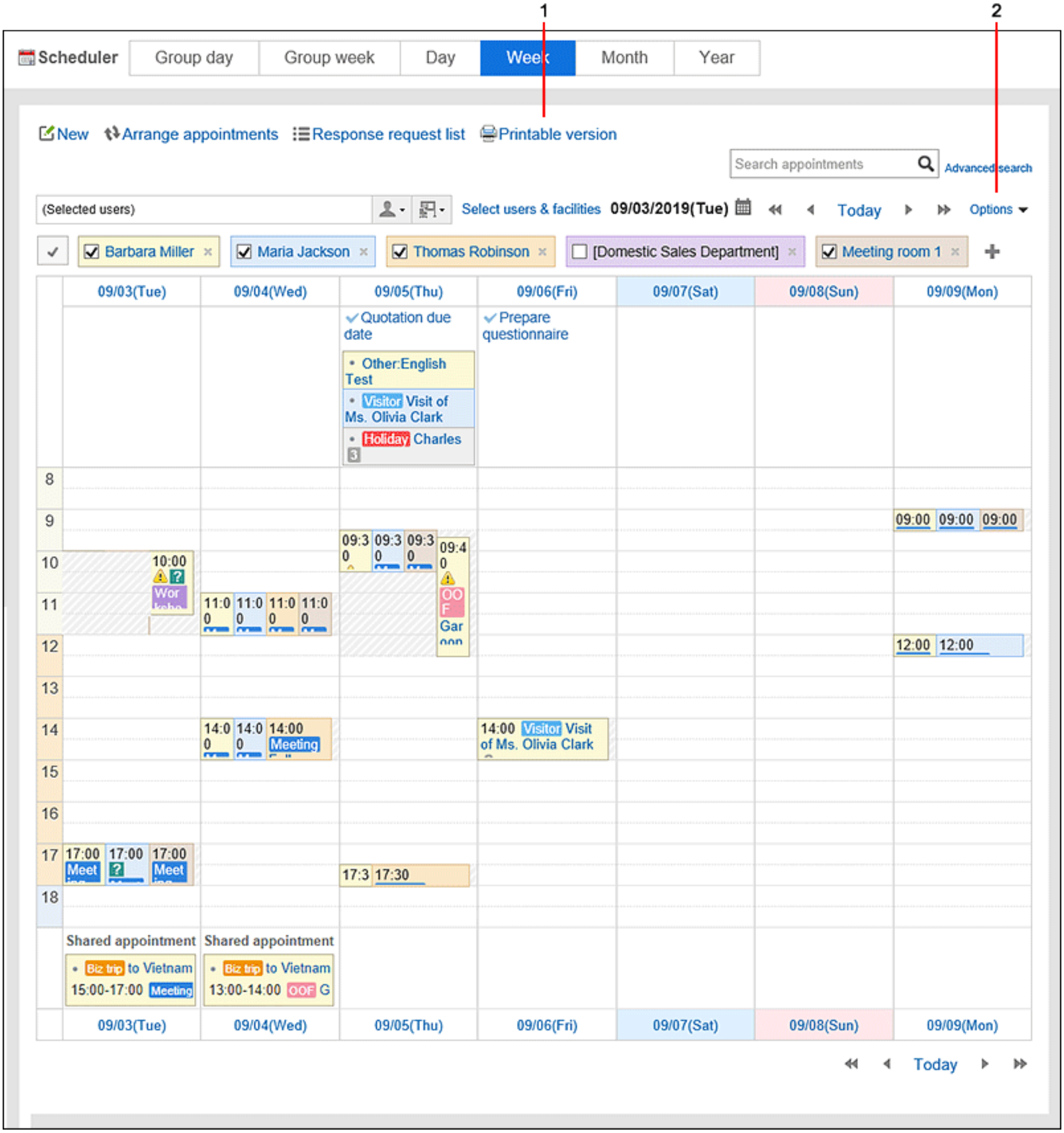
Number	Description
	• × **icon**: Deletes users, organizations, and facilities that are displayed. • ➕ **icon**: Adds a user, organization, or facility for which you want to view appointments. You can specify up to 20 users, organizations, and facilities.
2	**"Options" Link:** • **Showing the Uncompleted To-Dos**: Displays the To-Do tasks, both personal and shared, that are uncompleted on the due date. • **Show overdue To-Dos**: The titles of the uncompleted private To-Dos and shared To-Dos are displayed in the field of today. However, To-Dos passed the due dates for longer than 91 days are not displayed.
3	**Whole day appointment**: Whole day appointments of users, organizations, and facilities are respectively displayed by color codes. Displays a number indicating how many users are included as attendees of the appointment. 

Number	Description
4	**All day appointment**: All day appointments of users, organizations, and facilities are displayed. Displays a number indicating how many users are included as attendees of the appointment. 
5	**Regular appointments**: Appointments of the selected users, groups, organizations, and facilities are displayed. When any of the displayed users, organizations, or facilities have appointments, those slots are shaded. The following functions are available: • Add a new appointment of the selected users, groups, organizations, and facilities by double clicking anywhere where you want to add it or dragging the time period. By dragging, you can adjust the time range of the appointment. • Change the date and time of an appointment by dragging and dropping the appointment or dragging the top or bottom of the appointment.

Week View Screen

The week view screen displays the appointments for the selected organizations, users, or facilities for a week.

The description of other items which are also used in other screens are omitted.



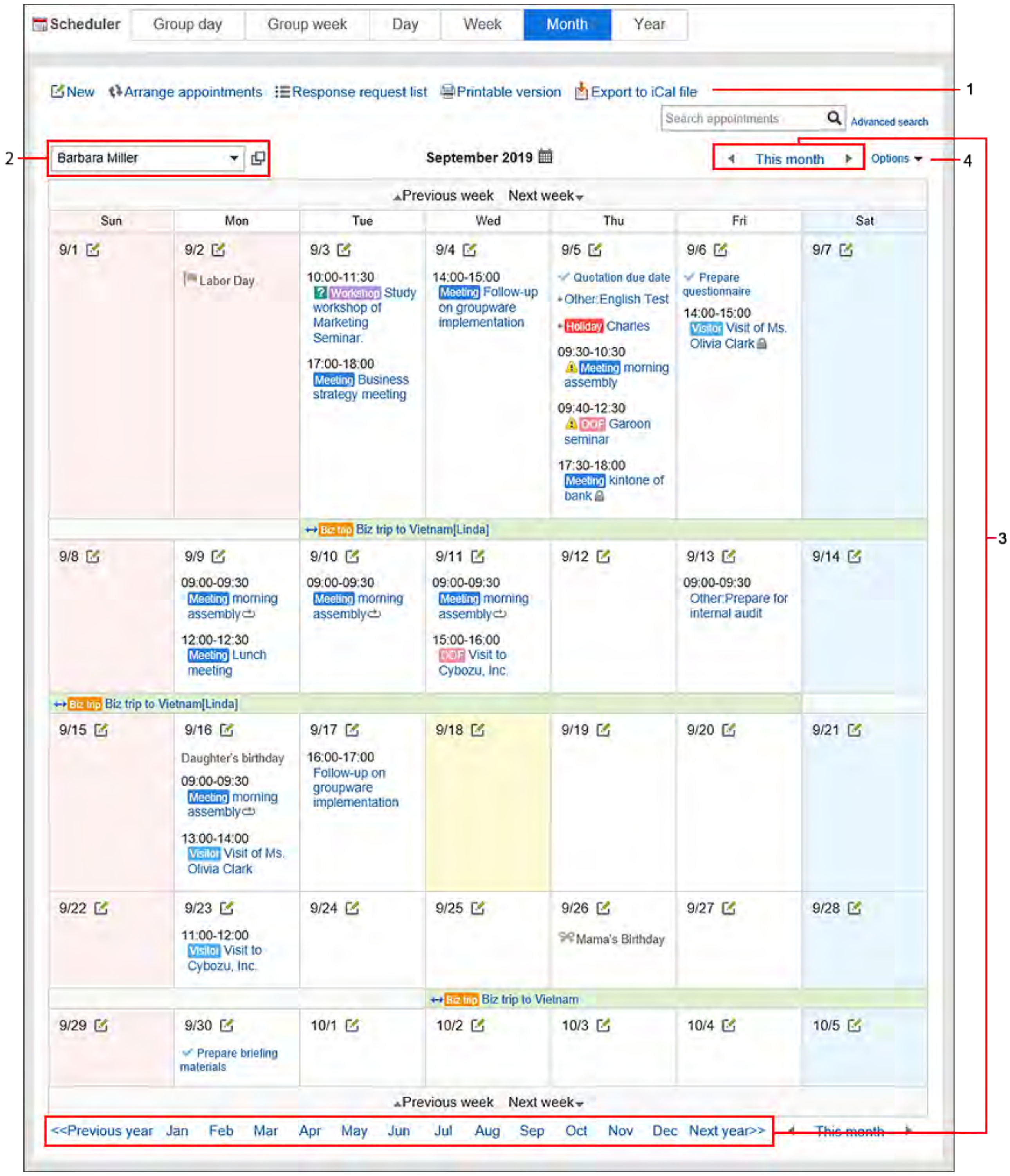
Description of the items

Number	Description
1	**"Printable version" Link**: The print settings screen of the appointment is displayed.
2	

Number	Description
	"Options" Link: • **Showing the Uncompleted To-Dos**: Displays the To-Do tasks, both personal and shared, that are uncompleted on the due date.

Month View Screen

The month view screen displays the appointments for the selected organizations, users, or facilities for a month.
The description of other items which are also used in other screens are omitted.



Description of the items

Number	Description
1	**Link to "Export to iCal file"**: Export the appointments for a month to the iCalendar file.
2	

Number	Description
	Item to toggle view: • **User, organization, or facility whose appointments are currently displayed**: This is a name of a user, organization, or facility whose appointments are currently displayed. Users, organizations, or facilities you can select vary depending on the actions you have taken in the previous screen. ◦ When you select a group in the screen other than the Month view screen, then move to the Month view screen: You can select users, organizations, or facilities which have been selected in the previous screen. For details on groups, refer to "Groups that you can select" in Appointment Format(300Page). ◦ When you directly access the Month view screen or do not select any groups in the previous screen: You can select the login user only. For details on groups, refer to "Groups that you can select" in Appointment Format(300Page). • **Icon:** The "User selection" screen appears. You can select a user to view their appointments.
3	**Items for switching months**: • **icon**: Displays appointments for the previous month. • **This month link**: Displays appointments for this month. • **icon**: Displays appointments for the next month. • **Links to switch months**: You can also move to the desired month by using the previous year link, links for each month, or next year link.

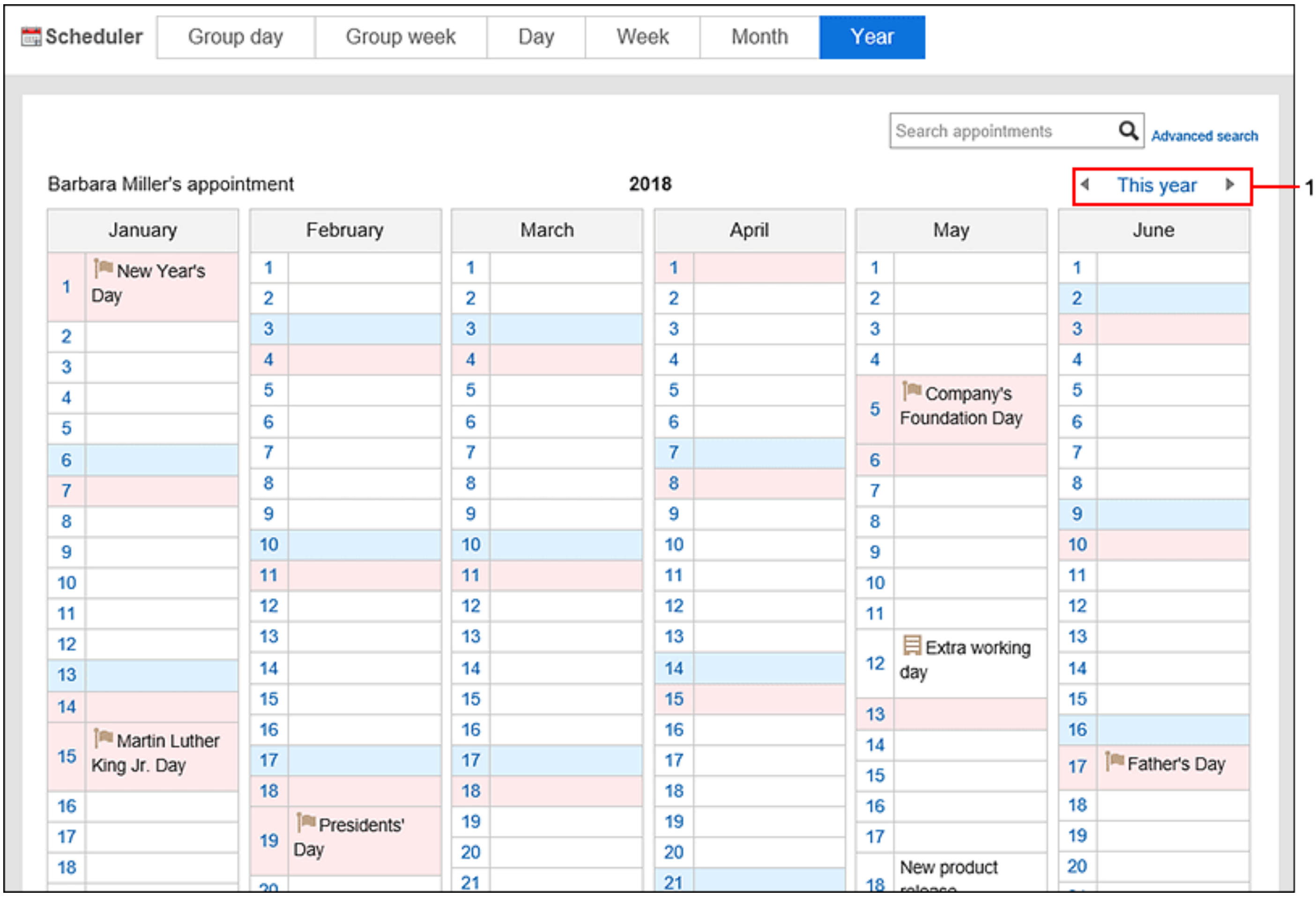
Number	Description
4	**"Options" Link:** • **Show all titles**: Displays the omitted appointment titles, the user information icon, and links. • **Showing the Uncompleted To-Dos**: Displays the To-Do tasks, both personal and shared, that are uncompleted on the due date.

Year View Screen

In the year view, your events in a year will be displayed.

By clicking the date link, you can check the appointment of the day you selected.

The description of other items which are also used in other screens are omitted.

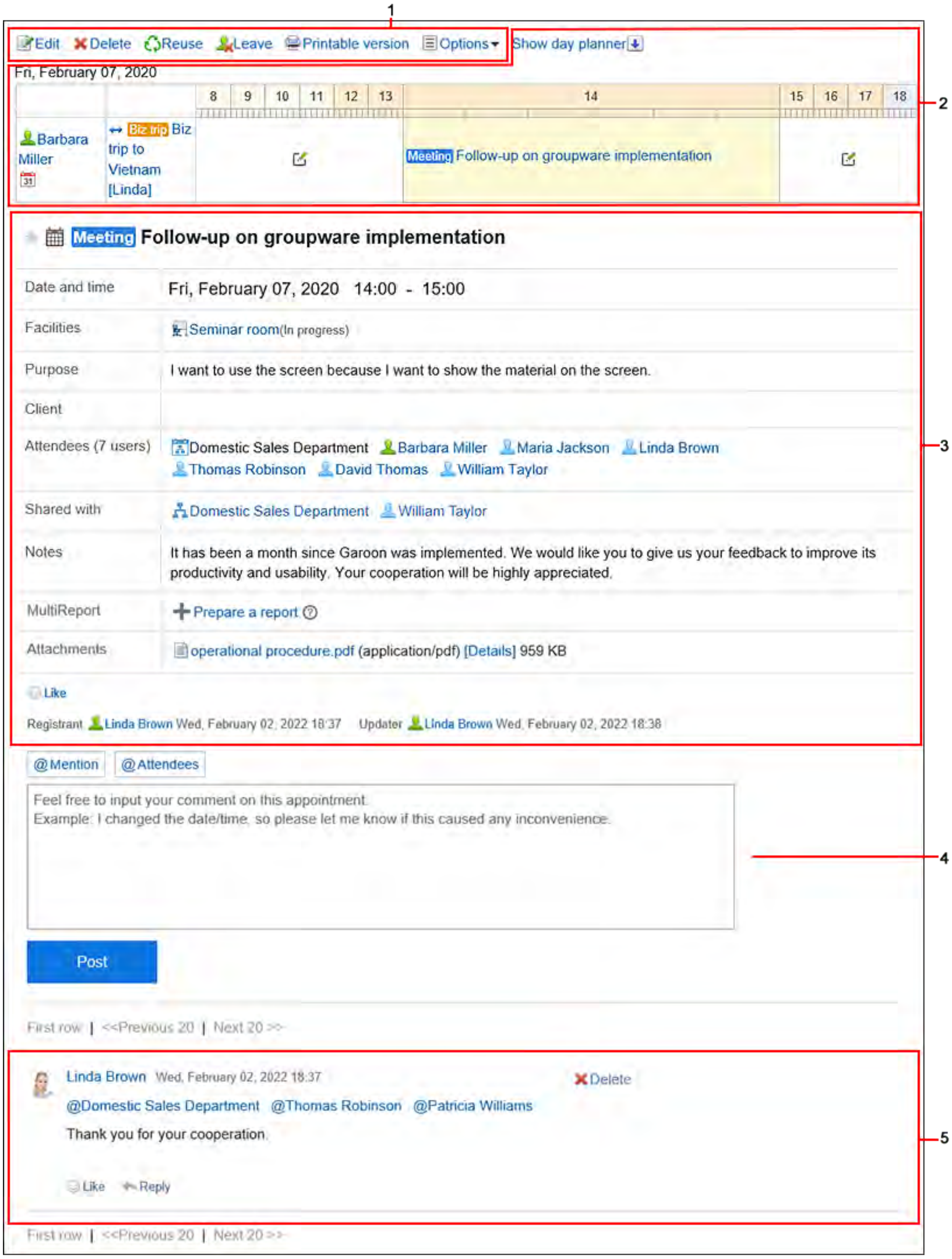


Description of the items

Number	Description
1	**Items for switching years**: • ◀ **icon**: Displays appointments for the previous year. • **This year link**: Displays appointments for this year. • ▶ **icon**: Displays appointments for next year.

Appointment Details Screen

This section describes how to view the appointment details screen.



Description of the items

Number	Description
1	• **"Change" Link**: You can change the appointment. • **"Delete" Link**: You can delete an appointment.

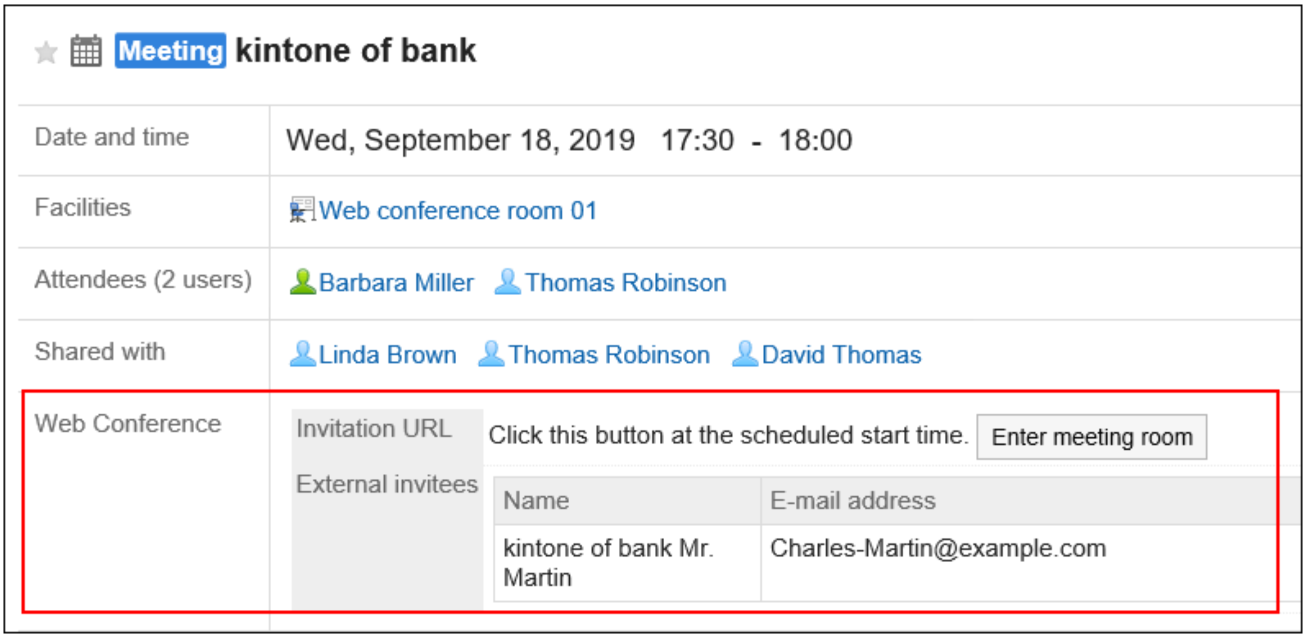
Number	Description
	• **Reuse Link**: You can reuse an appointment to create a new appointment. The tentative appointment cannot be reused. • **Leave this appointment link**: Leave the appointment. You cannot leave the tentative appointment. • **"Printable version" Link**: The print settings screen of the appointment is displayed. • **"Options" Link:** ◦ **View planner of attendees / facilities**: Displays the planner of the attendees and facilities of the appointment. You can use group day view, group week view, day view and week view. ◦ **New Space**: Create a space(203Page) where the attendee of an appointment has been assigned as a member. ◦ **Associate with a report**: Associates a report created using MultiReport with an appointment. For details, refer to Associating existing reports with appointments(989Page). In Garoon version 5.15.0 and later, they are displayed only in the appointment where you are participating. They may not be displayed depending on the system administrator settings. In the earlier version of Garoon 5.15.0, they are displayed in the **Reports** link.
2	**Items for day appointments**: • **Hide day appointments link**: Hides the day view screen items. • **Show day appointments link**: Displays the day view screen items. • **User Name Link**: User details screen is displayed. • **Month appointment icon**: Switches to the Month view screen.

Number	Description
	• **icon**: "New appointment" screen appears. • **Appointment Title Link**: Appointment details screen appears.
3	• **Body of appointments**: Information about the appointment is displayed. The contents is different depending on the appointment you add. • **MultiReport**: Click **Prepare a report** link to create a report in MultiReport which can be associated with an appointment. For details, refer to Create a Report Related to an Appointment(987Page). It is displayed only in the appointment where you are participating. It may not be displayed depending on the system administrator settings. MultiReport items are displayed in Garoon version 5.15.0 or later. • **Attachment**: The file attached to the appointment. • **"Respond" Link**: You can easily respond to the body of the schedule. Depending on your system administrator settings, the links may not be displayed or the wording will be different.
4	• **Comment Field**: Enter a comment for the appointment. • **Post button**: You can post comments.
5	• **"Delete" Link**: Deletes the comment. It is displayed only for the comments that the login user has written.

Number	Description
	• **"Respond" Link**: You can quickly respond to comments. Depending on your system administrator settings, the links may not be displayed or the wording will be different. • **"Reply" Link**: You can reply to a comment. By clicking **Reply**, the sender of the original comment is displayed in the recipient area of your reply. • **"Reply all" Link**: Send a reply to all recipients (except yourself) specified in the original comment. Appears when you hover the cursor over the comment. By clicking **Reply all**, the sender of the original comment, and users (except yourself), departments, and roles specified as recipients in the original comment are displayed in the recipient area of your reply. • **Permalink:** Displays the URL of the comment. Appears when you hover the cursor over a comment. Accessing Permalink allows you to directly access the designated comment. For details, refer to Permalink(380Page).

Note

- For conference rooms for Web conference systems, the items for Web conference system are displayed in "Appointment Details" screen.



3.4.3. New appointment

Update Information

- With Garoon version 5.15.0, the following features become available.
  - When you add or edit an appointment, a warning icon indicating a double-booking is displayed for facilities that have already been booked on the date and time you specified.
  - You can now select facilities to reserve on the "Check available times" screen.
    - **Check availability of attendees and facilities** has changed to **Select facility and date/time from available time slots**.
  - You can now configure whether to automatically populate the "Shared with" field with the default value of the "shared with" users when you add an appointment.
    - If the "Auto-adding default "Shared with"" option is enabled in system administration:
      The "Shared with" field is populated automatically with the default values of the targets to share the appointment.

- If the "Auto-adding default "Shared with"" option is disabled in system administration:
  The "Shared with" field is not automatically populated even though you configured the default value of the target to share the appointment.
  The default value you configured is displayed in the list as a choice of target to share the appointment. The user must add the Shared with users manually.

For details on the default "Shared with" values, refer to the following pages:
System administration: Adding Default "Shared with" Automatically
System administration: Setting up Default Shared with Users in Appointments
Personal settings: Setting Default Shared with Users(431Page)

Create an appointment for users or facilities. However, the facilities cannot be set for the following appointments.

- Overlapping appointments
- All day appointments
- Appointments without start time and end time

Note

- The actions might be restricted by system administrators.
  If you cannot perform any action, ask your administrator to allow you to perform it.
  For details, refer to Setting Up Access Permissions for Scheduler.

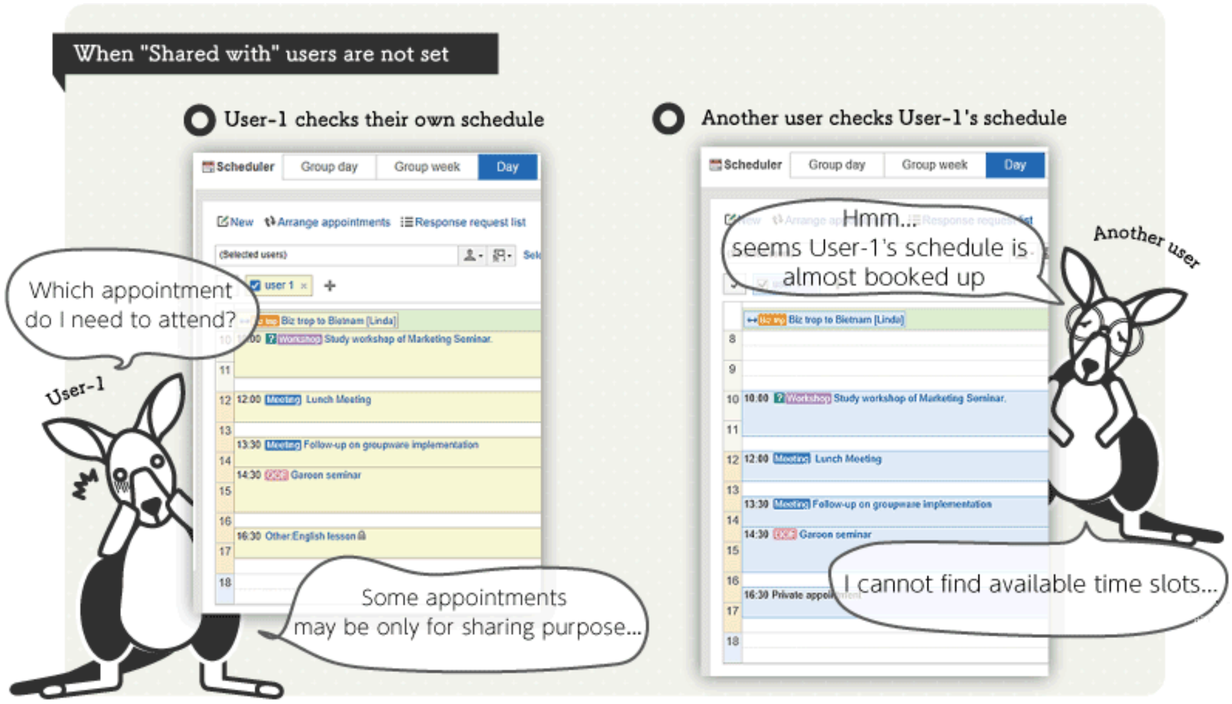
Shared Appointments

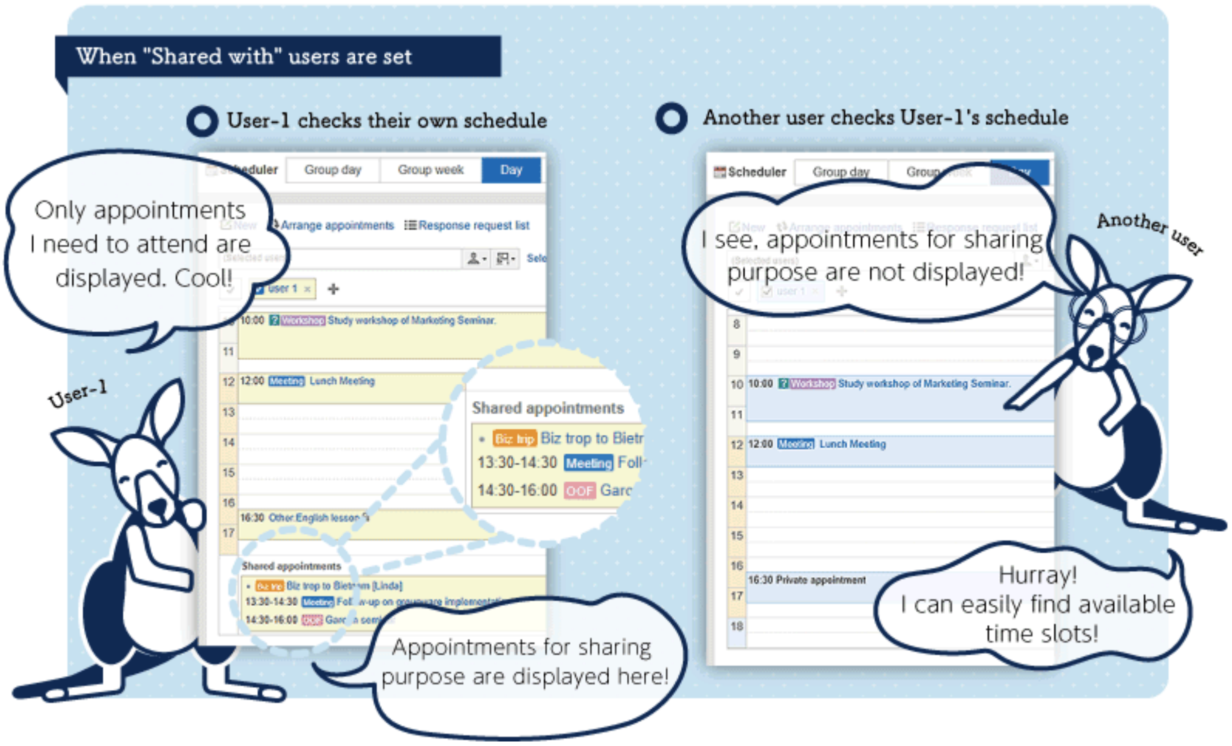
The shared appointment is a useful feature to share your appointment information with users other than attendees. You can share appointments in Garoon version 5.9.0 or later.
For example, you can use the shared appointment in the following cases.

- Share the business meeting information with you manager without asking them to attend the meeting

- Share the communication in the comment field of an appointment with users who do not attend the appointment

Shared appointments and appointments in which you are registered as an attendee are displayed in the different areas, so you can easily track your appointments that you need to attend. It is easy to find available time slots to adjust an appointment, because other users' shared appointments are not displayed.
Shared appointments are displayed only in users' Scheduler screen.
However, if the total number of organizations and roles the users belong to is 51 or more, they cannot see the shared appointments on the Scheduler screen.





Watch Video

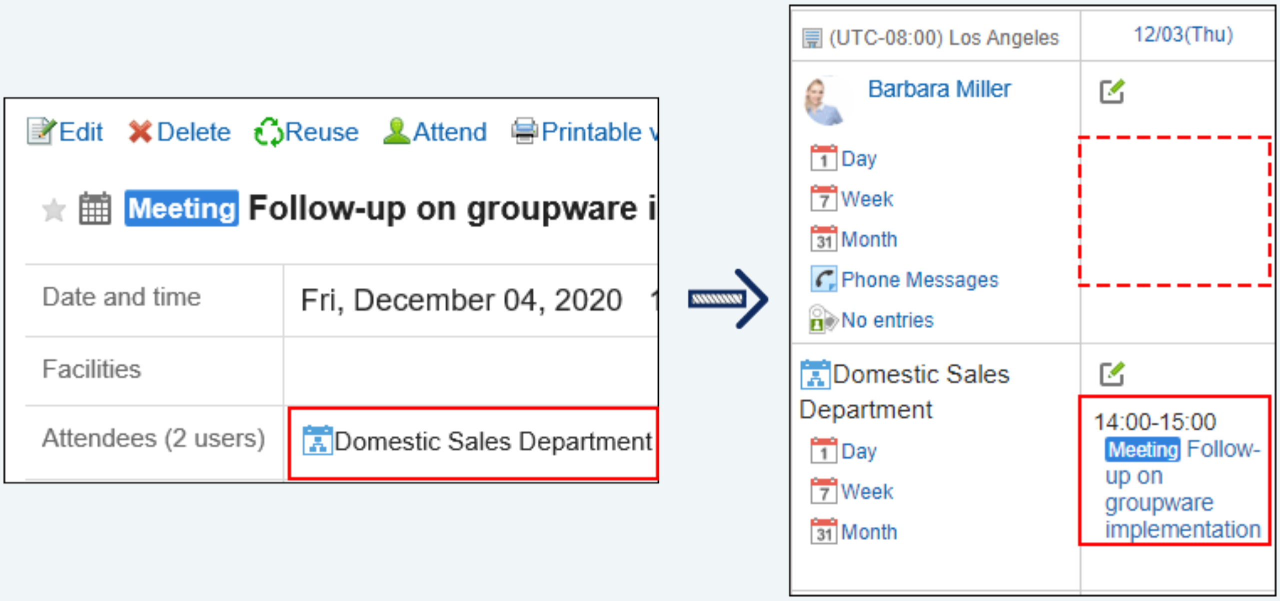
- For steps to add a shared appointment, also refer to the Configuring "Shared with" Users for an Appointment(294Page) video.

Note

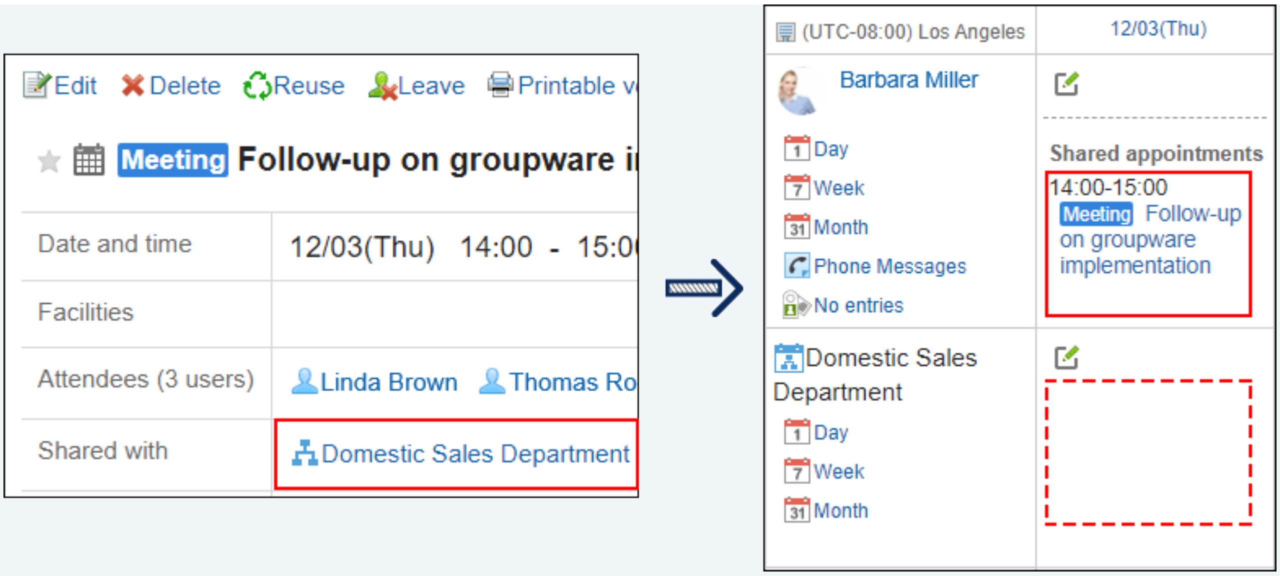
- In Garoon version 5.9.0 and later, "Watchers" is renamed to "Shared with".
  Private appointments, in which watchers have been set before the update, will be private shared appointments.
- Depending on your system administrator's settings, the shared appointment may not appear in the Scheduler screen.
  For details, refer to displaying shared appointments
- An appointments in which you are registered as both an attendee and a "Shared with" user is displayed as a regular appointment. It is not displayed in the Shared appointment area.
- "Shared with" users cannot be set in all day appointments.

What will happen if organizations are registered in attendees and Shared with?

- Attendees:
  If you register an organization as an attendee of an appointment, it is registered as an appointment of the organization.



- Shared with:
  Even if you set an organization as a "Shared with" user of an appointment, the appointment will not be an appointment of the organization. The appointment is shared with users who belong to the organization.

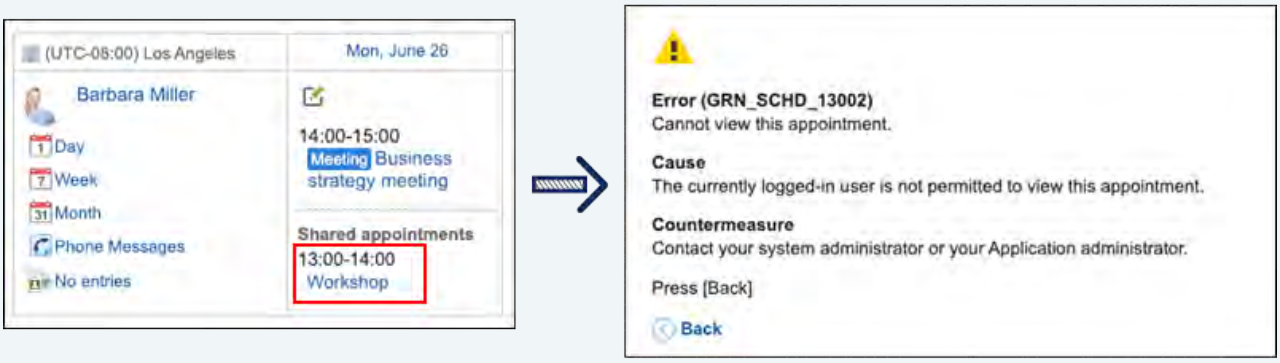


If an appointment is shared to an organization/role, users who belong to the "Shared with" organization/role cannot leave the appointment individually. If you want to allow each user to leave an appointment, specify users as "Shared with" instead of organizations/roles.

What if I am added as a "Shared with" user to the appointment of another user whose schedule I cannot access?

- Even if you are set as a "Shared with" user for the appointment of another user whose schedule you cannot access, you can still see the title of the appointment in the list on Scheduler.

  However, if you go to the "Appointment details" screen, you receive an error (GRN_SCHD_13002) and cannot view the appointment.



Adding Regular Appointments

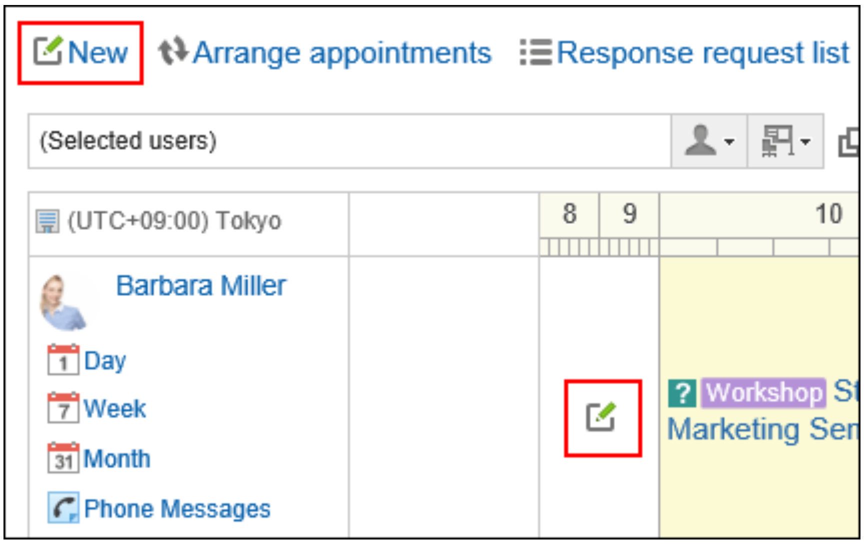
Add a regular appointment.

Watch Video

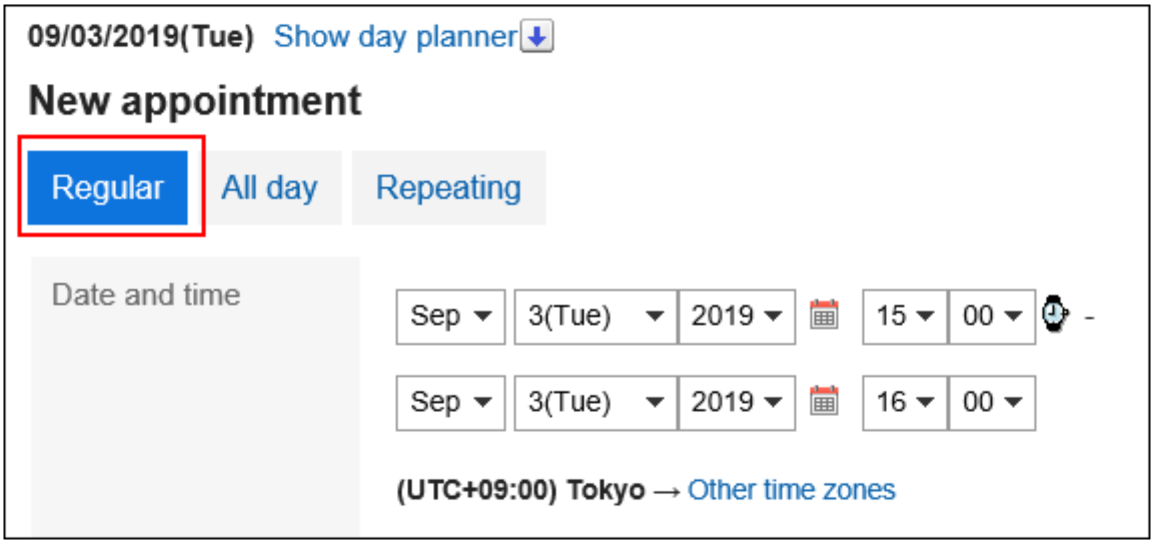
- For steps to register a regular appointment, also refer to Adding Appointments(298Page) video.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the item to add appointments or the icon.**



4. **On the "New appointment" screen, click Regular.**



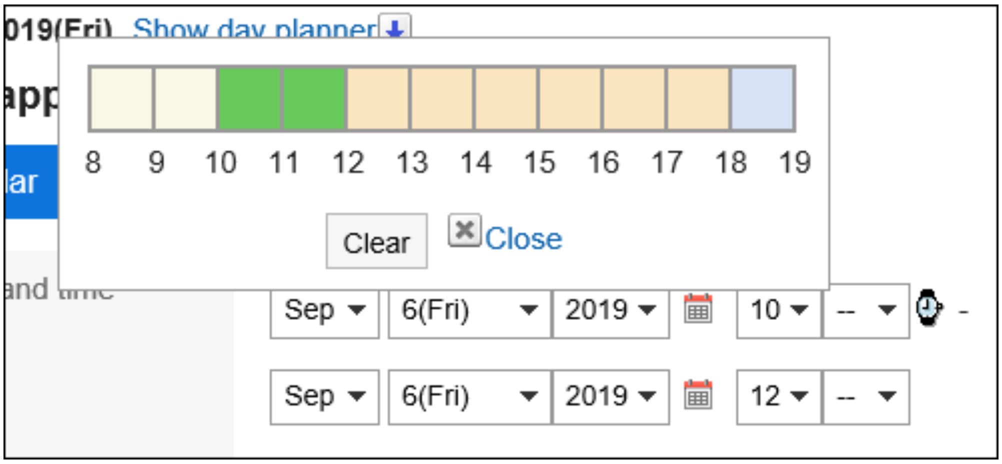
5. **In the "Date and Time" field, set the date and time to add an appointment.**

Appointments spanning multiple days can be added.

When you click the , a cell to specify the time of the appointment appears. The start and end times can be easily set.

Click the start time cell and the end time cell. You can only select hours. You cannot specify minutes.

The time period to be displayed is set on the "Personal settings" screen. For details, refer to Setting up Appointments Display(425Page).



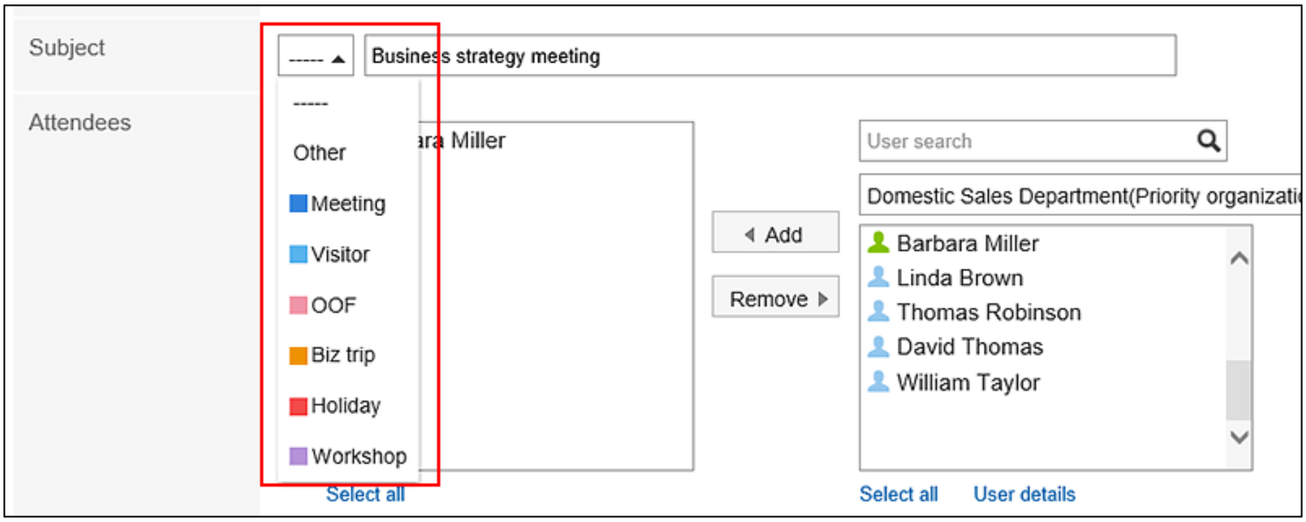
If you want to display the date and time of an appointment in a different time zone, click "Other time zones".

6. **In the "Title" field, set the appointment type and the title.**

You can select the appointment type from the dropdown list next to the title field.

The displayed menus vary by user.

For details, refer to Setting up Appointment Types(426Page).



7. Set the "Attendees" field.

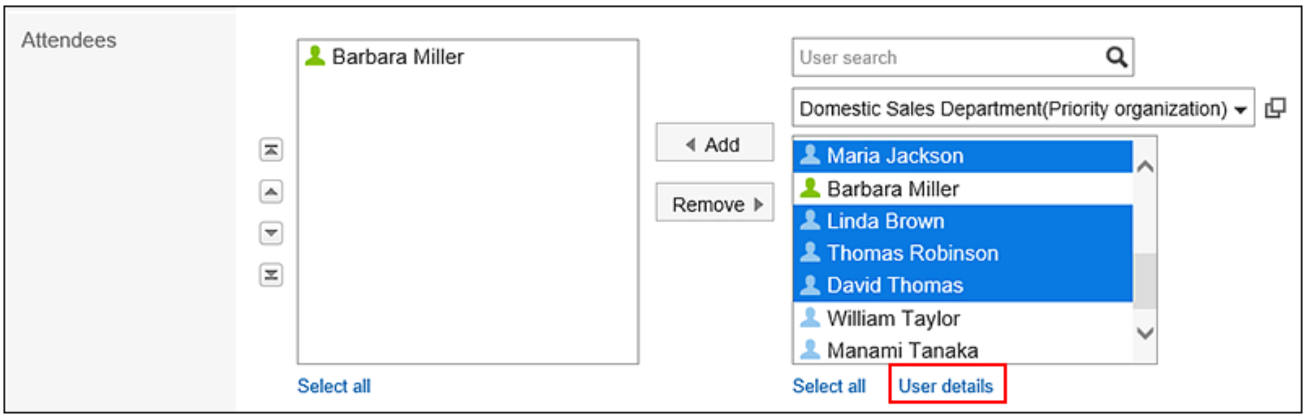
Attendees can be set in one of the following ways.

However, depending on your system administrator settings, you may not be able to select organizations for the attendees.

For details, refer to how to display the appointments of organizations.

- Search users by entering keywords.
- Select organizations or My groups from the drop-down list, and select attendees or organizations in the list.
- Click the icon for all the organizations to select users or organizations.
  You cannot set a role as an attendee.

When you select a user and click "User details", the screen for user details list is displayed and you can check the details of the user information.



8. If you need to set "Shared with" users, click Add of "Shared with" items.

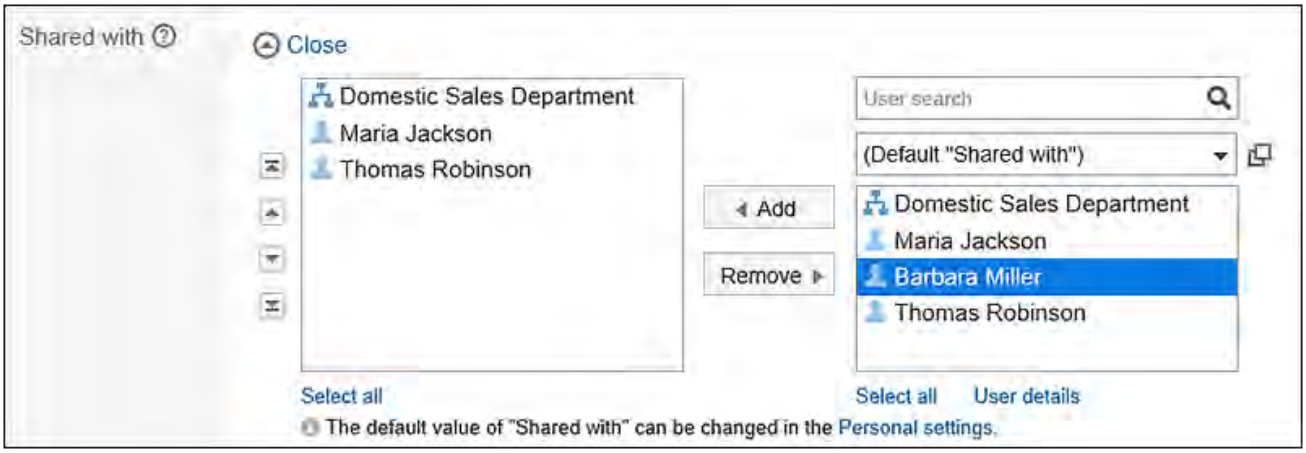
"Shared with" users can be set in either of the following ways:

However, depending on your system administrator settings, you may not be able to select organizations or roles as "Shared with".

For details, refer to Allowing Users to Specify Organizations/Roles for "Shared with" Users.

- Search users by entering keywords.
- Select a default "Shared with" value, an organization, or a My group from the dropdown list, and select users or organizations in the list for "Shared with".
- Click the icon of all the organizations, and select users, organizations, or roles.

When you select a user and click "User details", the screen for user details list is displayed and you can check the details of the user information.



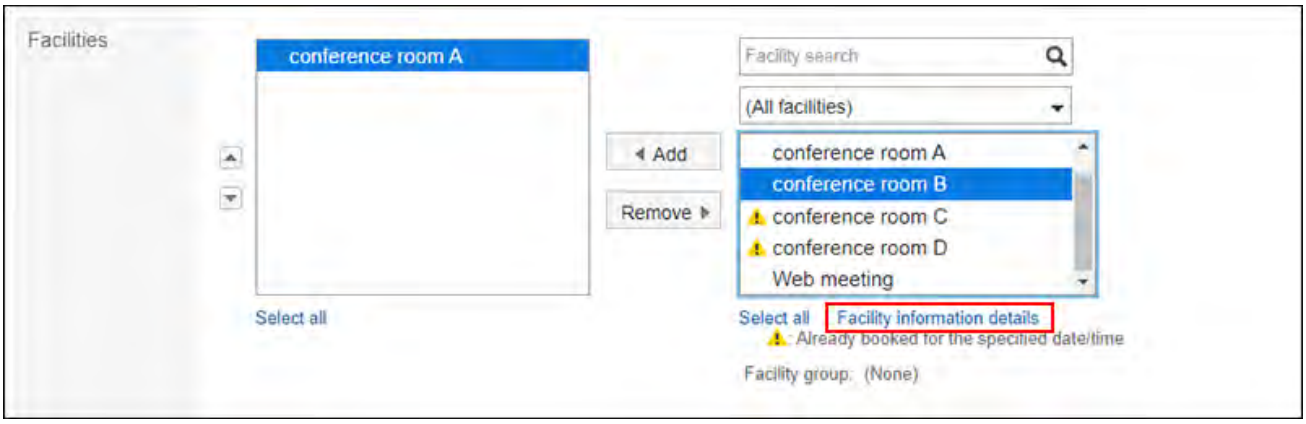
9. Select the "Facilities" field.

Facilities can be set in one of the following ways.

- Search facilities by entering keywords.
- Select a facility group or My group from the drop-down list, and select facilities in the list.

In Garoon version 5.15.0 and later, for a facility that has already been booked on the date and time you specified, a warning icon indicating a double-booking is displayed at the beginning of the facility name.

When you select a facility and click the item for facility information details, the screen for facility details list is displayed and you can check the details of the facility information.



If you select a facility that requires a usage request, the item to enter the purpose of facility is displayed. Be sure to enter the purpose of usage.

Once an appointment has been added, the operational administrators of the facility will automatically be notified of the facility usage requests. The operational administrators of the facility can check the processing status of the facility usage request on the "Appointment details" screen.

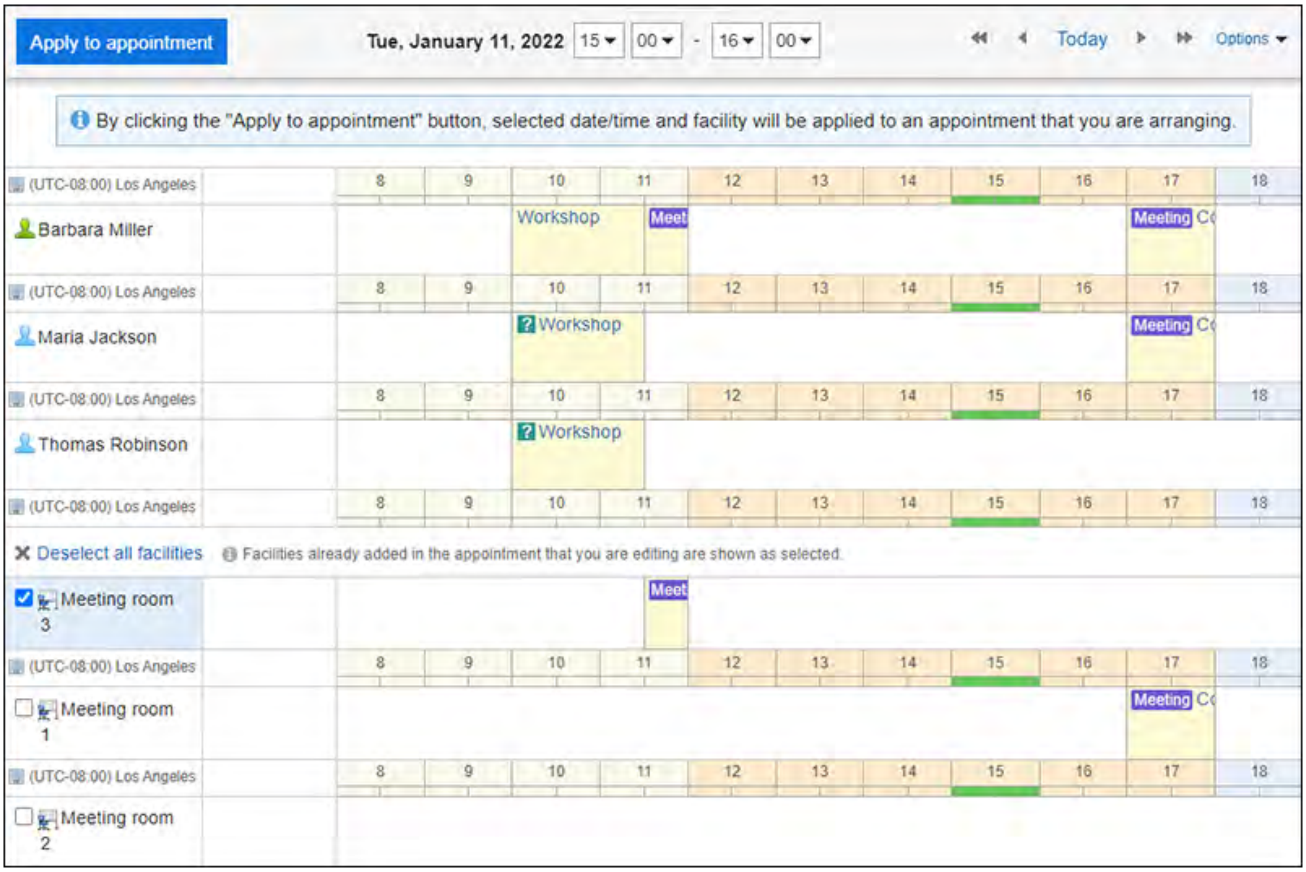
For details, refer to Checking the Status of Facility Usage Requests(413Page).

10. To check the availability of attendees and facilities, click Select facility and date/time from available time slots in the "Availability" section.

The screen for confirming appointments is displayed. You can check the availability of attendees and facilities and change the time of the appointment to be planned in the available time slots.

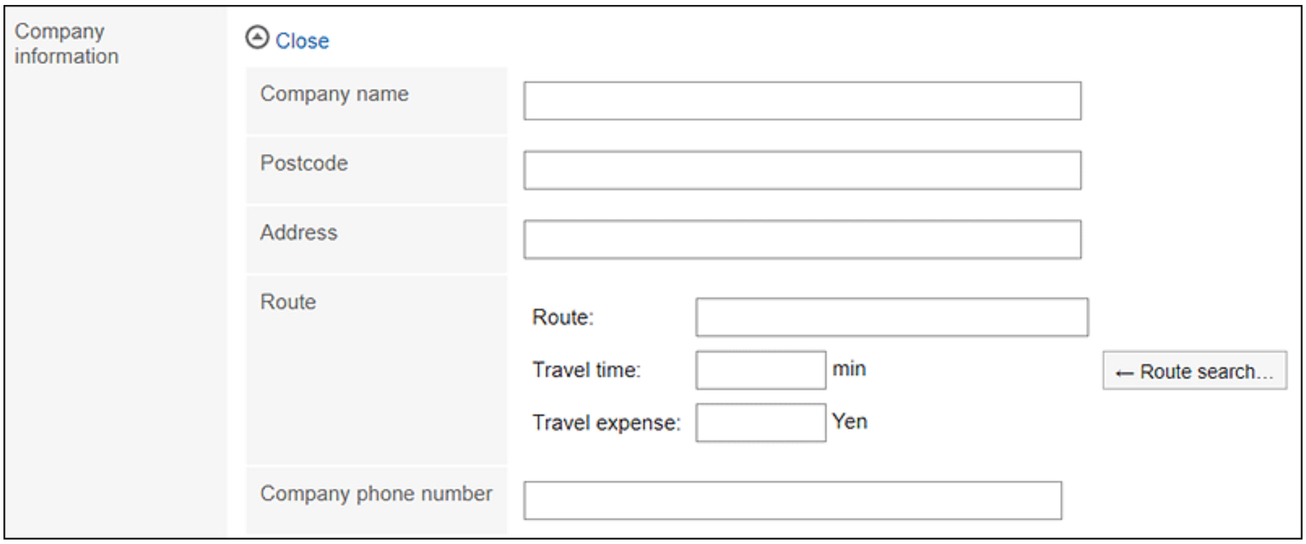
In Garoon version 5.15.0 and later, you can also select the facility you want to use and include it in your appointment.

For details, refer to Checking Availability on "New Appointment" or "Change Appointment" Screen(354Page).



11. **If you want to set up company information, click the item to add the information of the other parties in the "Company Information" field and enter the required information.**

When you click **Route search**, you can search for the route information for Japanese public transportation and find the information. The **Route search** field may not be displayed, depending on the setting configured by your system administrator.

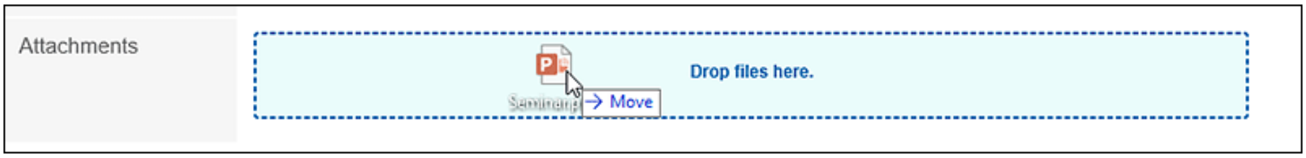


12. Set the Memo field as necessary.

13. If necessary, attach files to the "File" field.

You can also attach files by drag and drop.

For details, refer to Using Drag and drop feature(33Page).



14. Set the "Visibility" field.

The following items can be set.

- Public:

  Make the appointment visible to all users.
- Private:

  Only the attendees and "Shared with" users can view the appointment.

15. Set the "Attendance" field.

Depending on your system administrator settings, the "Attendance" field may not be displayed.

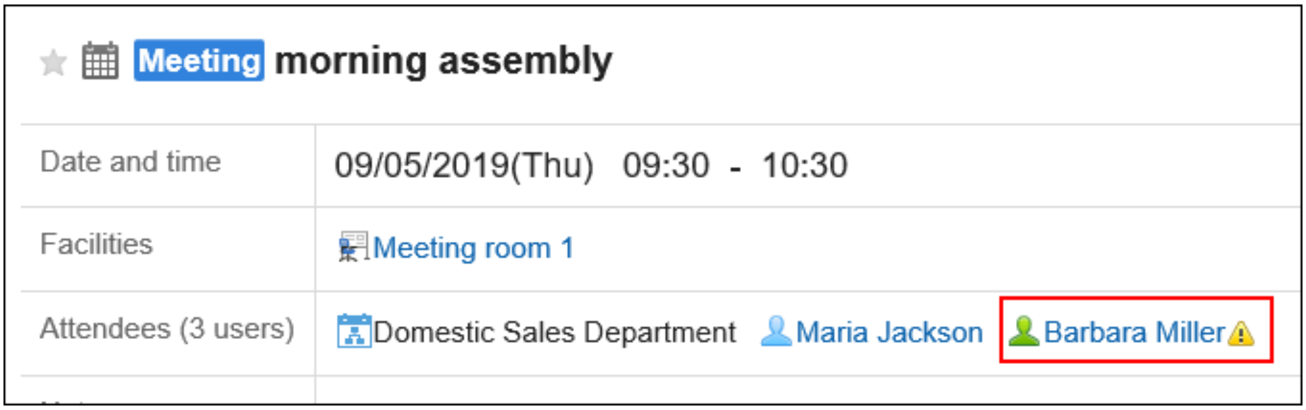
When you select the "Request responses" checkbox for the attendance and add an appointment, you can ask the attendees to response for the appointment whether to accept it or not.

For details, refer to Responding to attendance request(387Page).

16. Confirm your settings and click Add.

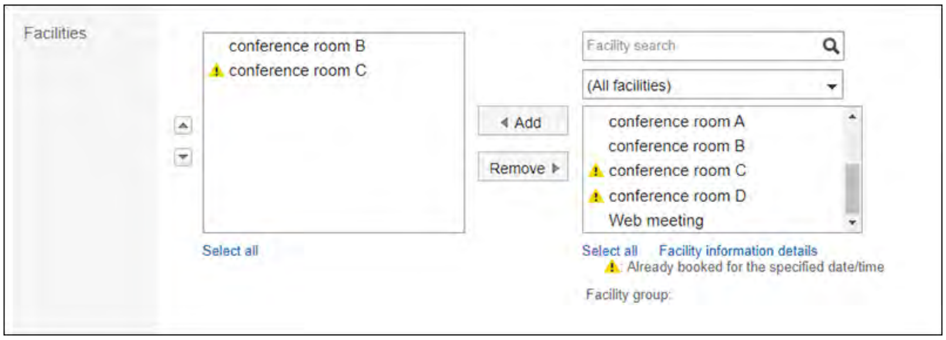
Note

- To use the facilities that require usage requests for your private appointments, you need the approval of operational administrators of the facility group.
  However, the items visible to the operational administrators of the facility group are the applicant, the date and time of the appointment, the facility, and the purpose.
- If the specified date/time overlaps with an existing appointment of an attendee, is displayed at the end of the attendee's user name on the "Appointment Details" screen.



Items on The "New Appointment" Screen

Items	Description
On	Set the date and time of the appointment.
Subject	Set the appointment type and the title of the appointment. For details on the appointment type, refer to Setting up Appointment Types(426Page).
Attendees	Select attendees. However, depending on your system administrator settings, you may not be able to add organizations for the attendees. For details, refer to how to display the appointments of organizations.
Shared with	Select "Shared with" users of an appointment. "Shared with" users cannot be set in all day appointments. Depending on your system administrator settings, you may not be

Items	Description
	able to add organizations or roles as "Shared with". For details, refer to Allowing Users to Specify Organizations/Roles for "Shared with" Users.
Facilities	Select facilities. The facility cannot be set for All day appointments. In Garoon version 5.15.0 and later, for a facility that has already been booked on the date and time you specified, a warning icon indicating a double-booking is displayed at the beginning of the facility name. 
Purpose	This field is displayed when you have selected any facilities requiring usage requests. Facilities with the usage requests are available only for regular appointments. Be sure to enter the purpose of usage.
Availability	You can check the availability of attendees and facilities and change the time of the appointment to be planned in the available time slots. For details, refer to Checking Availability on "New Appointment" or "Change Appointment" Screen(354Page). Clicking **Arrange appointments** enables you to search available times based on attendees, facilities, and duration for an appointment.

Items	Description
	You can also add multiple tentative dates for an appointment. For details, refer to Arranging Appointments(359Page).
Company information	Enter company details such as company name and address.
Memo	Enter notes for the appointment.
Attachments	Attach a file to an appointment. For details, refer to Attaching Files(32Page). Depending on your system administrator settings, you may not be able to attach files. You cannot attach files to repeating appointments.
Visibility	Select whether to make the appointment public. It may not be displayed depending on the system administrator settings. Only creators, attendees, and "Shared with" users can view, edit, or delete private appointments. All day appointments cannot be set to private. **Watch Video** • You can also refer to How Private Appointments Are Displayed(296Page) video.
Attendance	You can select whether to request responses for attendance to attendees of an appointment. For details, refer to Responding to attendance request(387Page). The attendance can only be used for regular appointments.

Adding Regular Appointments Quickly

On the "Scheduler" screen, you can display a pop-up window and quickly add regular appointments.

Note

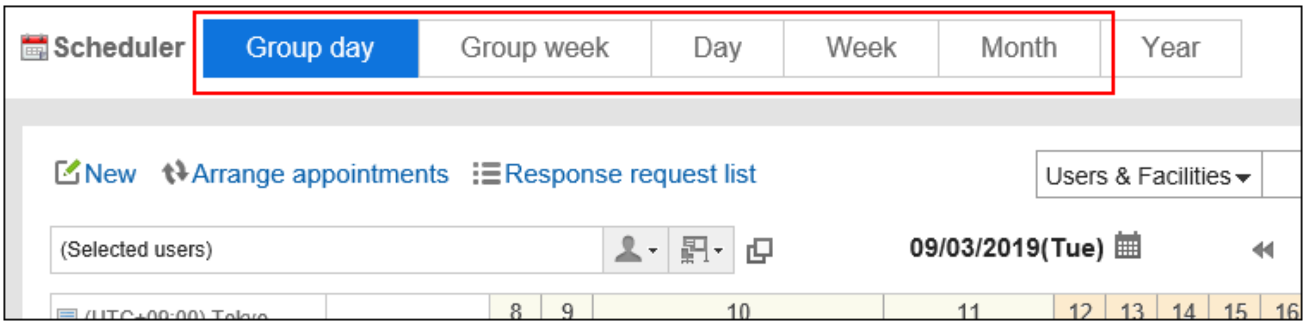
- This pop up window is not available on smartphones and tablets.

Watch Video

- For steps to register a regular appointment quickly, also refer to Adding an Appointment Quickly Using Double-Click(298Page) video.

Steps:

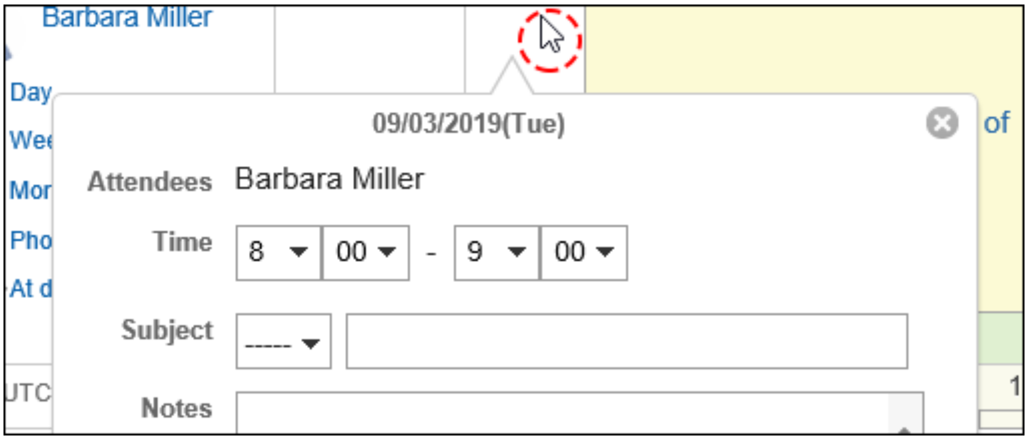
1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **In the "Scheduler" screen, select one of the following screens.**
    - Group Day View Screen
    - Group Week View screen
    - Day View Screen
    - Week View Screen
    - Month View Screen



4. To display the pop-up window, perform the following actions, depending on the screen that you have selected in step 3.

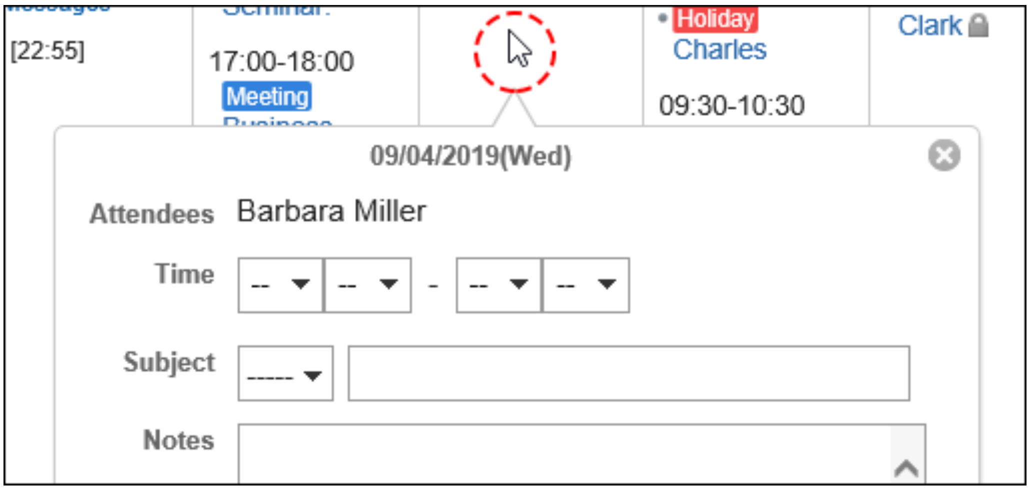
- When the Group Day view screen is selected:

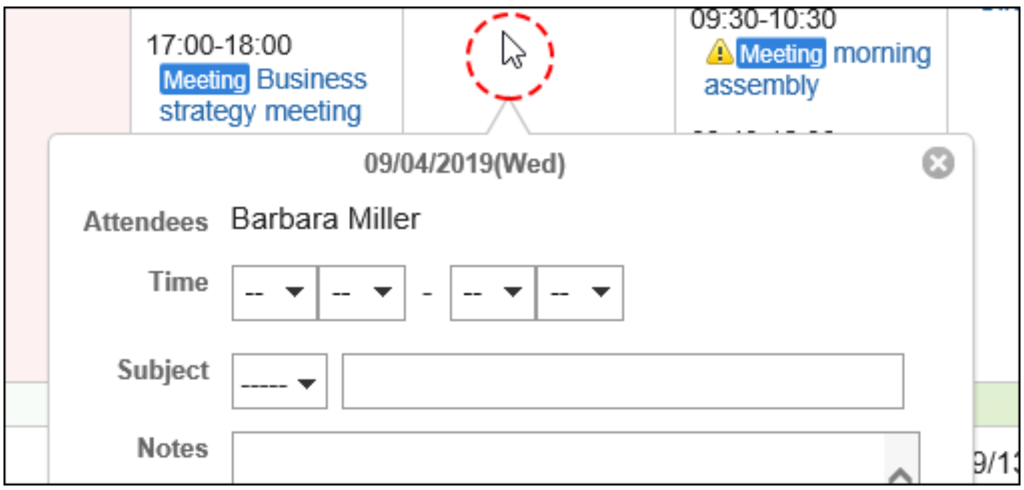
  Double-click the free time slot or the time period without any appointments.



- When the Group Week view and Month view screens are selected:

  Double-click the empty area of the appointment field.



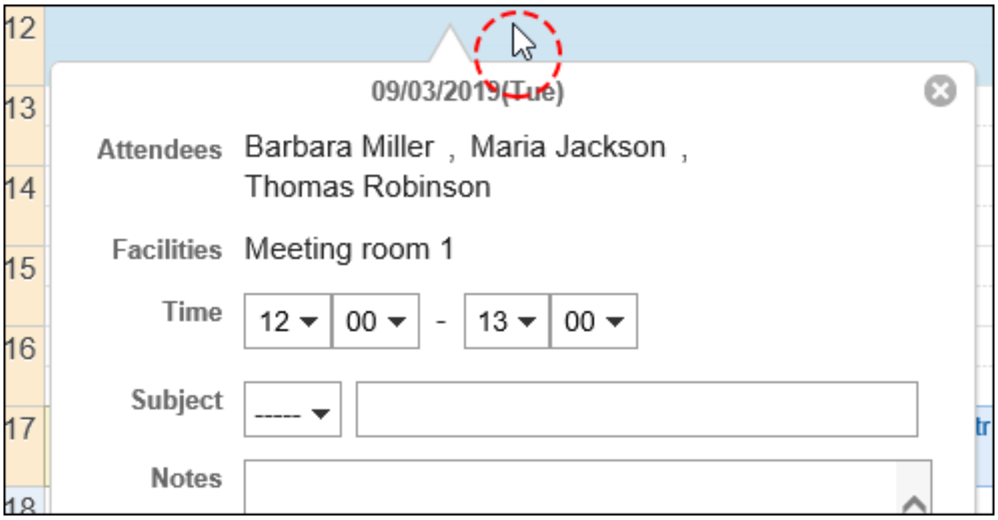


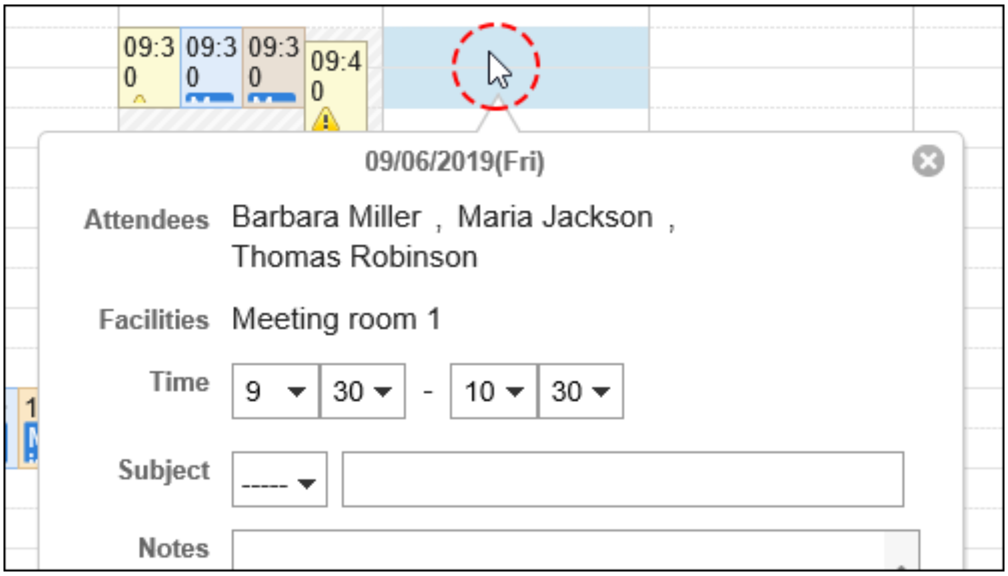
- When the Day view and Week view screens are selected:

  Drag or double-click the empty area of the appointment field.

  The start and end times of an appointment can be specified in 30-minutes by dragging them.

  Selected users, organizations, and facilities are prefilled in the "Attendees" and the "Facilities" fields.





5. Set the required items.

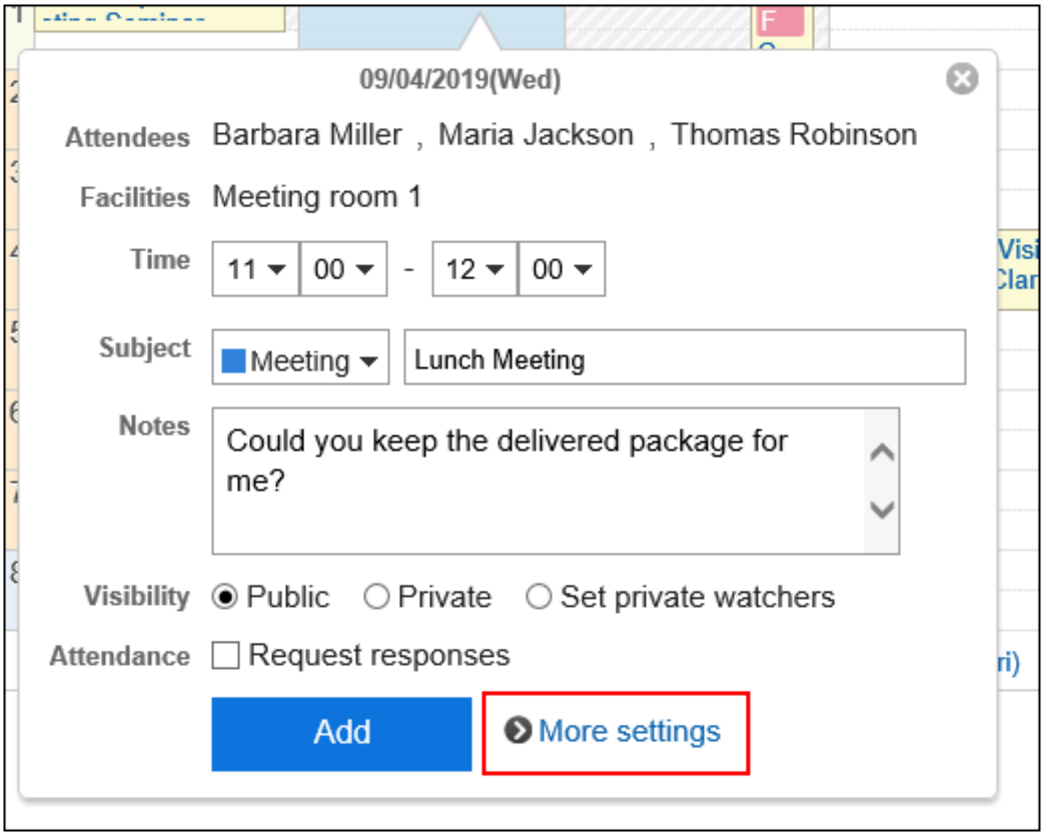
You can set the following items on the popup window:

- Start and end times of the appointment

- Appointment type and Appointment title
- Memo
- Visibility
- Attendance

  If you are the only attendee for the appointment, the "Attendance" field will not be displayed.

To set other items such as attendees and facilities or to check availability of attendees and facilities, click "More settings" on the popup window.



6. **Confirm your settings and click Add.**

Adding All Day Appointments

Create an appointment with only the start and end dates of an appointment.

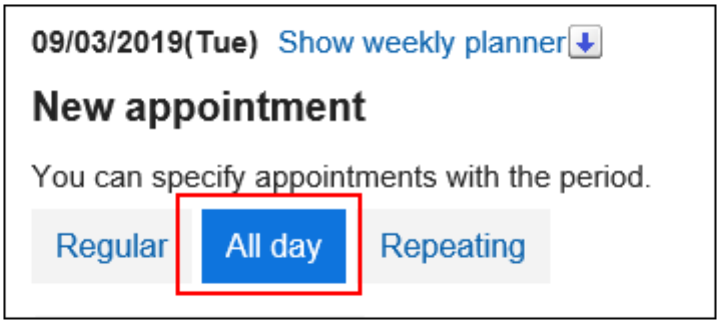
The facility cannot be set for All day appointments.

Watch Video

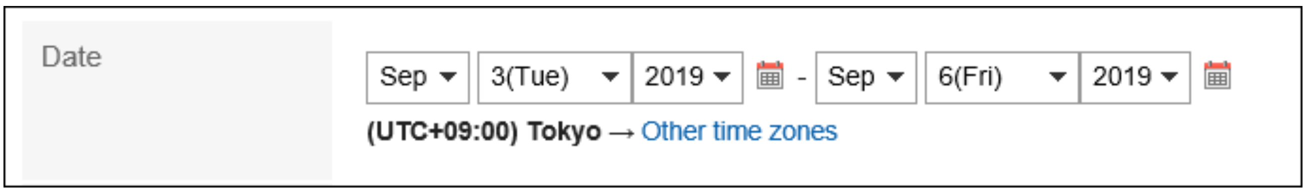
- For steps to register an all day appointment, also refer to Adding All Day Appointments(299Page) video.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the item to add appointments or the icon.**
4. **On the "New appointment" screen, click All day.**



5. **In the "Date" field, set the start and end dates of the appointment.**



6. **Set the required items.**
   For details on the settings, refer to Items on the "New appointment" screen(340Page).
7. **Confirm your settings and click Add.**

Adding Repeating Appointments

Create repeating appointments.

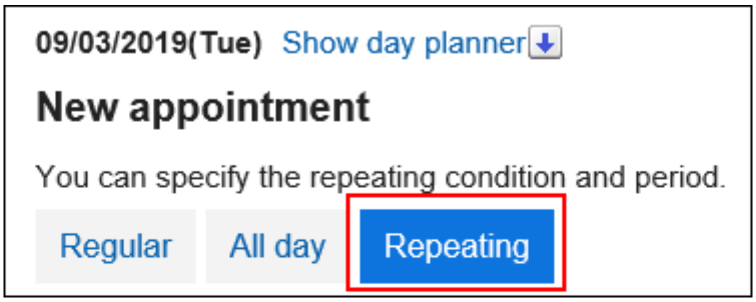
Depending on your system administrator settings, the facilities that can be added to the appointment may be limited.

Watch Video

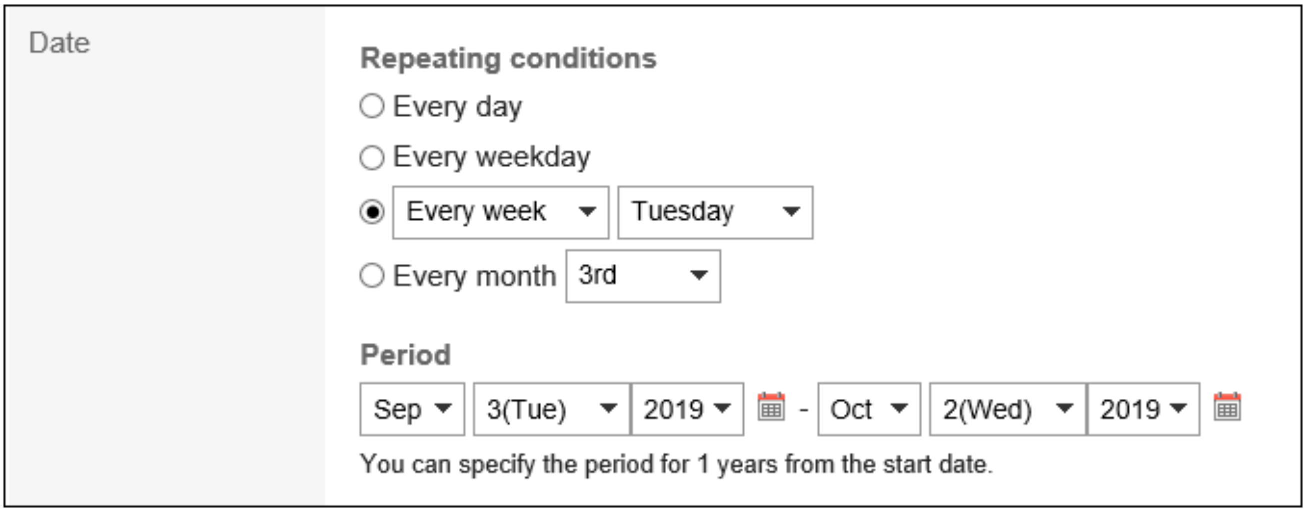
- For steps to register a repeating appointment, also refer to Adding/Changing Repeating Appointments(299Page) video.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the item to add appointments or the icon.**
4. **On the "New appointment" screen, select Repeating.**



5. **In the "Date" field, configure the repeating conditions and periods.**



Items for Repeating Conditions

- Every day
- Every weekday
- Days of the week:
  You can specify the day of the week to configure a weekly or monthly repeating appointment (for example, every Tuesday, or the second Thursday of every month).
  - Every week
  - Every first
  - Every second
  - Every third
  - Every fourth
  - Every last
- Every month:
  Specify a day to configure monthly repeating appointments (for example, the 5th day of every month).

Period for Repeating Appointments

The maximum time period for repeating appointments varies depending on your system administrator settings. For details, refer to Setting up Repeating Appointment Periods.

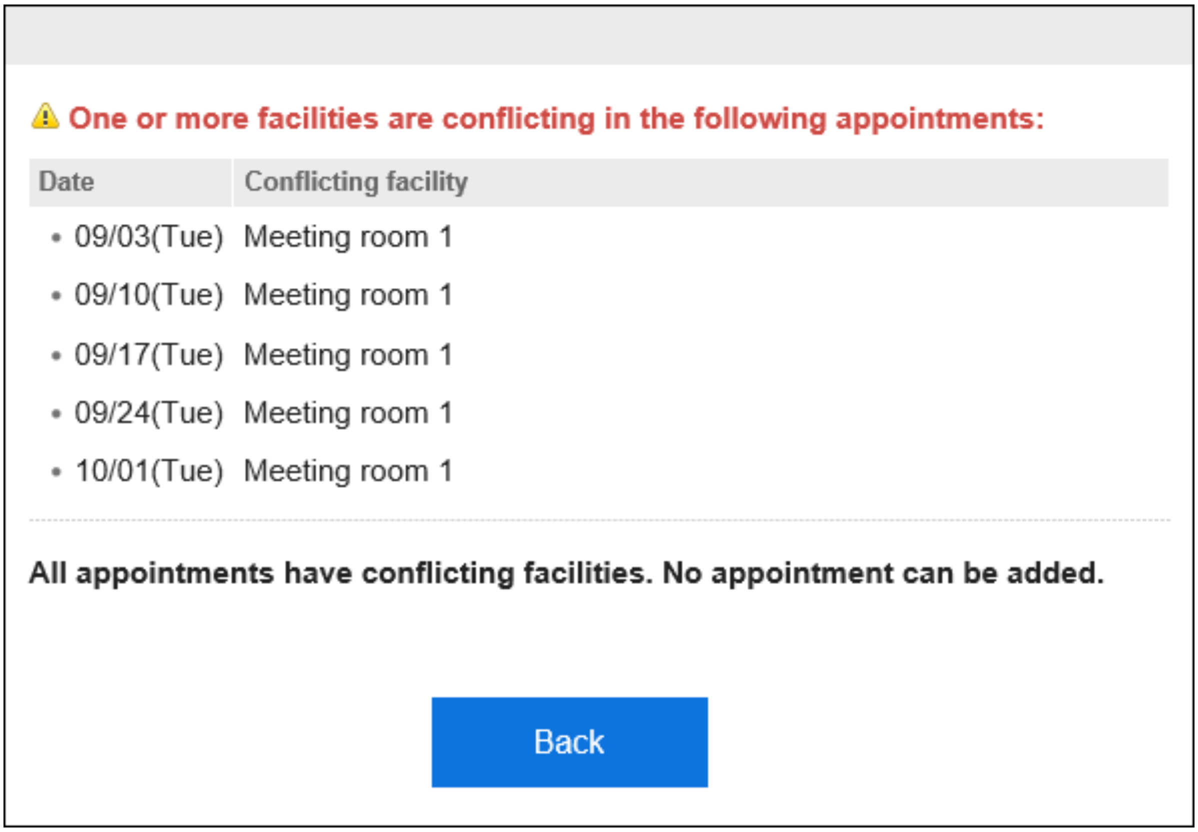
6. Set the required items.

For details on the settings, refer to Items on the "New appointment" screen(340Page).

7. Confirm your settings and click Add.

Note

- When a repeating appointment is added, a dialog box indicating that facility appointments on some dates and times are duplicated may appear.
  Click **Yes** to add an appointment with no duplicated facilities.
  To re-configure the repeating appointments without adding an appointment, click "No".



- When a repeating appointment is added, conditions and periods are displayed in the item for repeating appointments on the Appointment details screen.
- For the last entry in repeating appointments, the message "The repeating period will be expired after this appointment." is displayed.

Reusing Appointments

You can reuse an existing appointment to create a new appointment.
The tentative appointment cannot be reused.

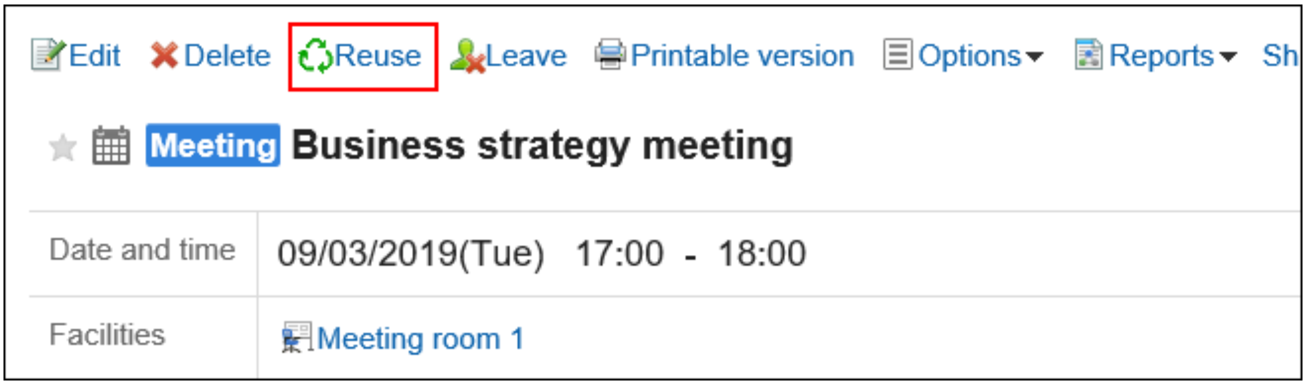
Steps:

1. **Click the app icon in the header.**

2. **Click Scheduler.**

3. **Click the title of the appointment you want to reuse on Scheduler.**

4. **Click "Reuse" on the appointment details screen.**



5. **Set the required items.**
   For details on the settings, refer to Items on the "New appointment" screen(340Page).

6. **Confirm your settings and click Add.**

3.4.4. Adjusting Appointments

You can check the availability of the attendees and facilities before the appointment is added or when the appointment is added.
On the Day View and Week View pages of an appointment, you can view the appointments of

selected users, organizations, and facilities.

You can add an appointment while checking the availability of users and facilities.

Checking Availability

You can add an appointment by checking the availability of the attendees and facilities.

Checking Availability on Day View or Week View Screen

On the Day View and Week View pages of an appointment, you can view the appointments of multiple users, organizations, and facilities together. You can easily find the available time.

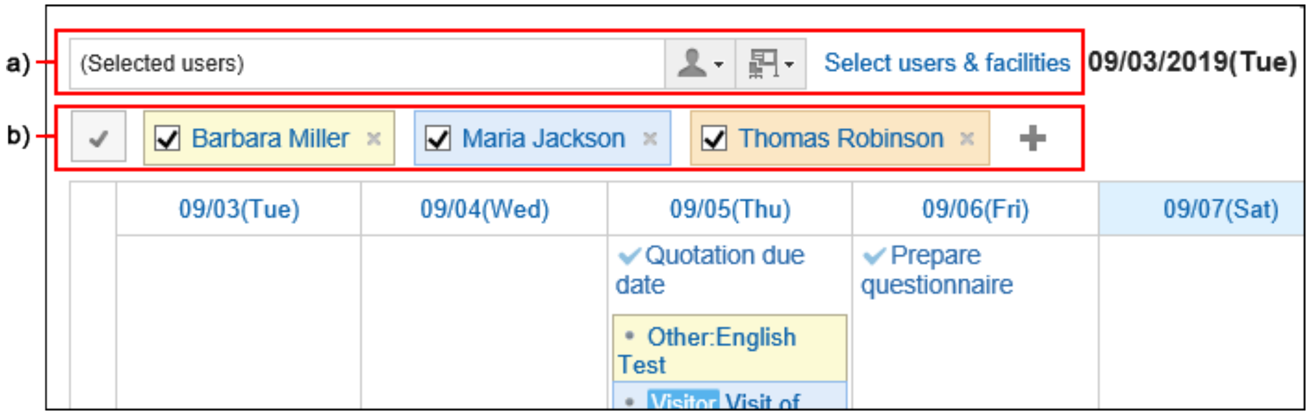
Watch Video

- For steps to confirm availabilities in the "Week view" screen, also refer to Spotting Available Hours of Multiple Users Easily(296Page) video.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, select Day view or Week view.**
4. **Specify the user, organization, or facility whose appointments you want to display.**

   You can set up to 20 users, organizations, and facilities.



a): You can select a user, organization, group, or facility group to display an appointment.

b): Click the "+" icon to search for users, organizations, or facilities for which you want to display appointments.

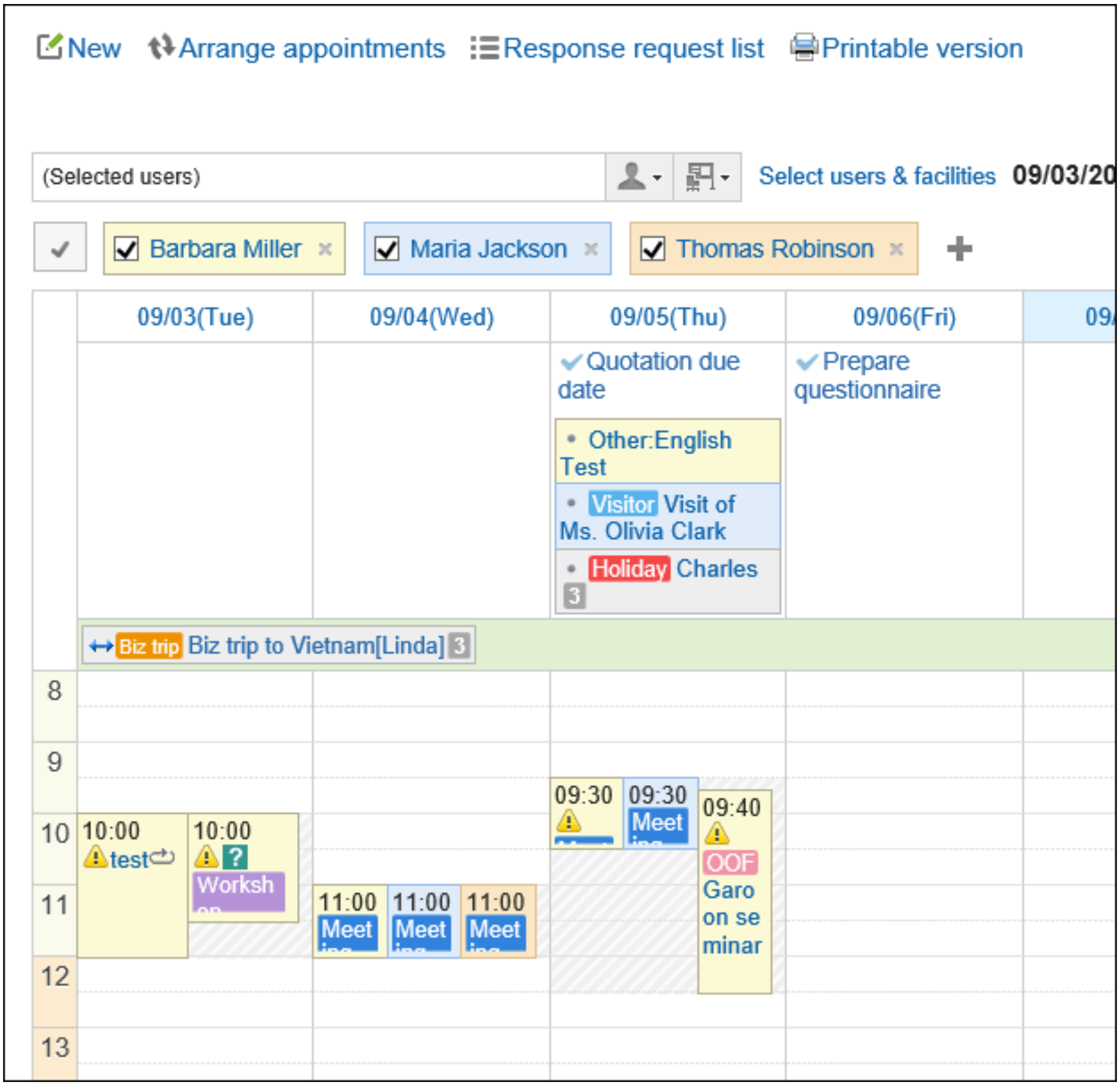
5. Check the availability.

The regular appointments of users, organizations, and facilities are displayed using colors for each user.

The color of the user helps you to distinguish the user the appointments belong.

When any of the specified users, organizations, or facilities have appointments, those slots are shaded.

You can add a new appointment of the selected users, organizations, and facilities by dragging the time period. For details, refer to Quickly Adding Regular Appointments(342Page).



Checking Availability on "New Appointment" or "Change Appointment" Screen

You can check the availability of attendees and facilities on the "New appointment" screen or the change appointment screen.

Update Information

- With Garoon version 5.15.0 and later, you can select a facility to reserve on the "Check available times" screen.
    - **Check availability of attendees and facilities** has changed to **Select facility and date/time from available time slots**.

Watch Video

- For steps to confirm availabilities in the "New appointment" screen, also refer to Checking Multiple Available Facilities(296Page) video.

Steps:

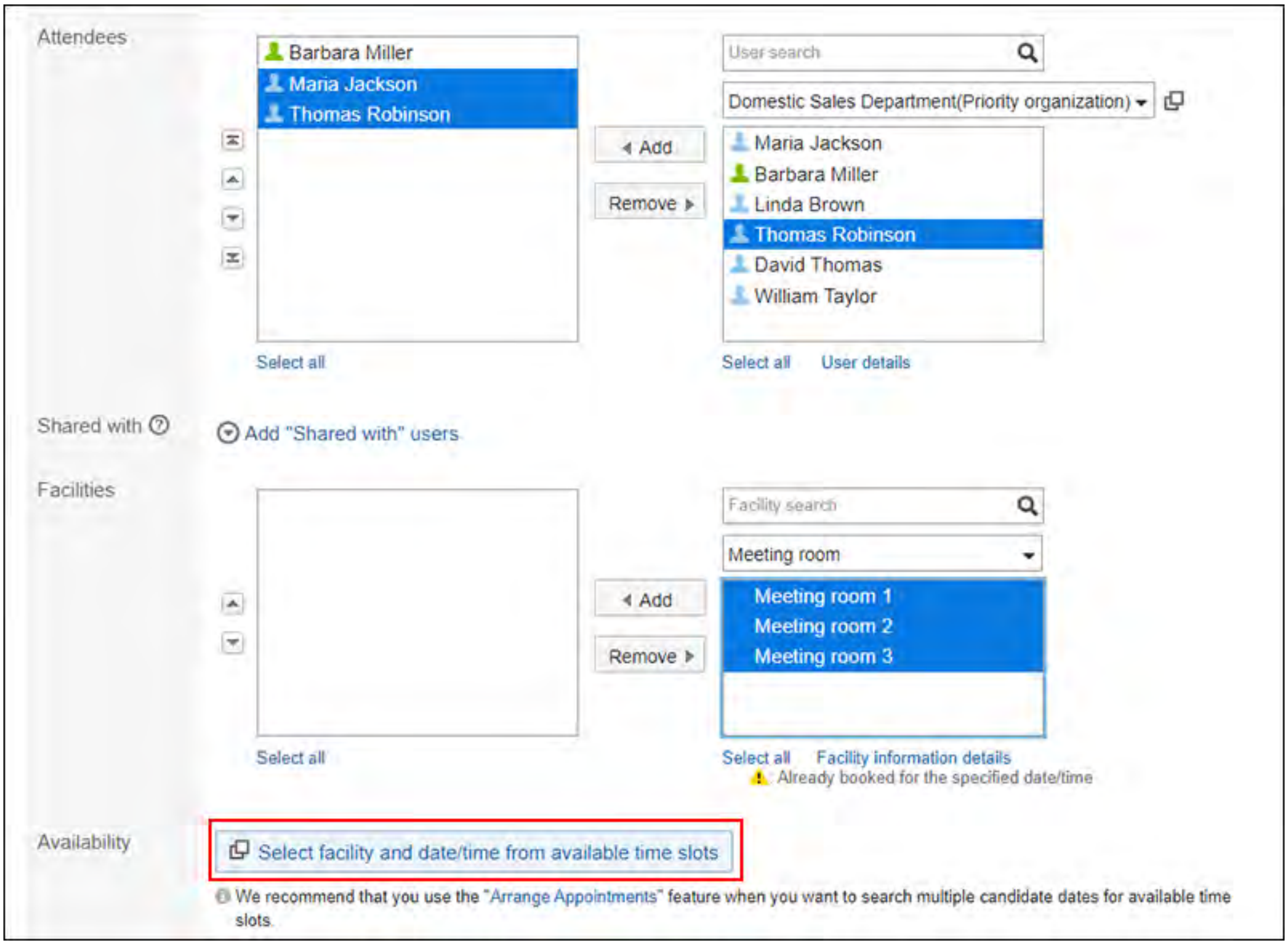
1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **Displays the "New appointment" or change appointment screen.**

   For details, refer to the following page:

   - New appointment(327Page)
   - Changing Appointments(363Page)

4. **Select attendees and facilities.**
5. **Click Select facility and date/time from available time slots.**

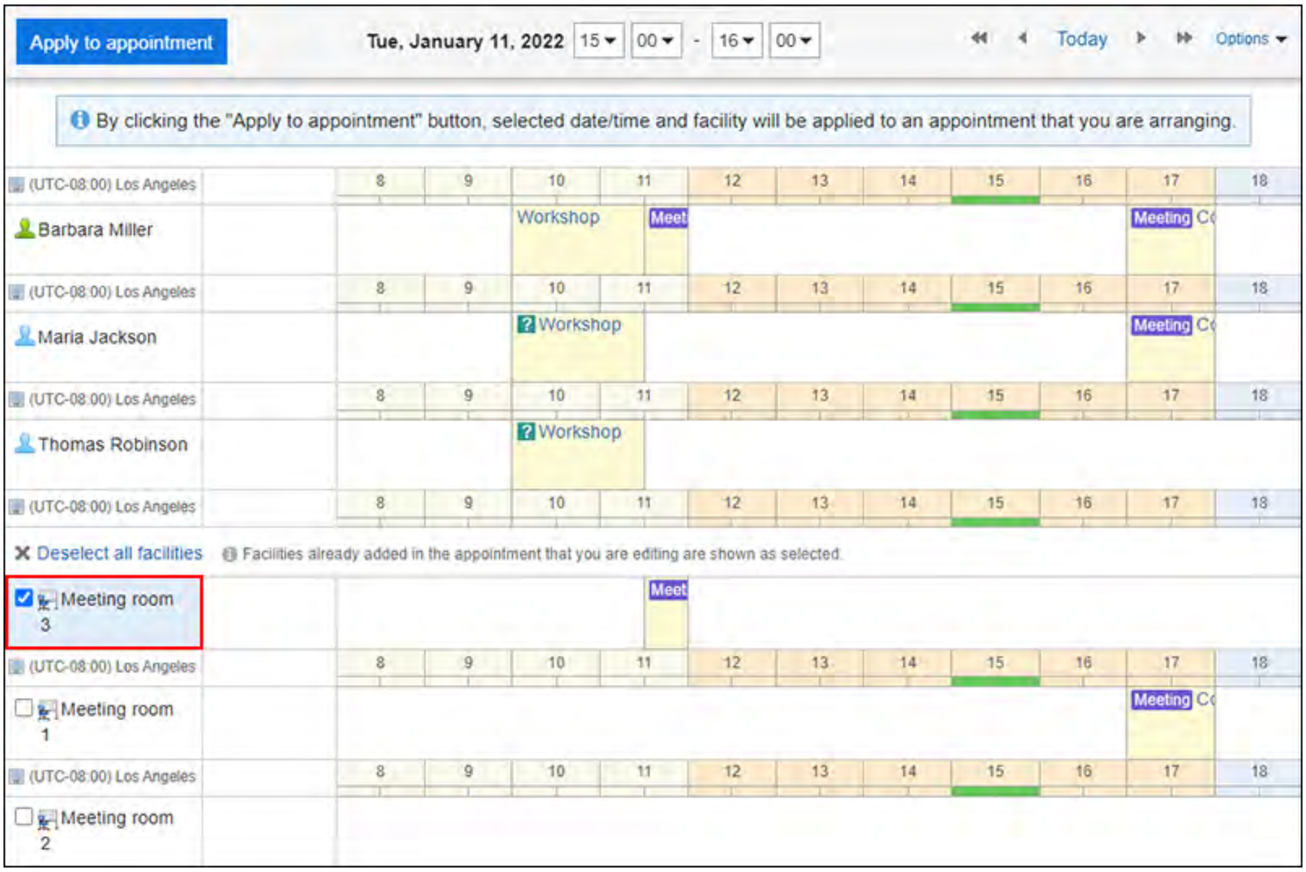
   The screen for confirming appointments is displayed in a new window.



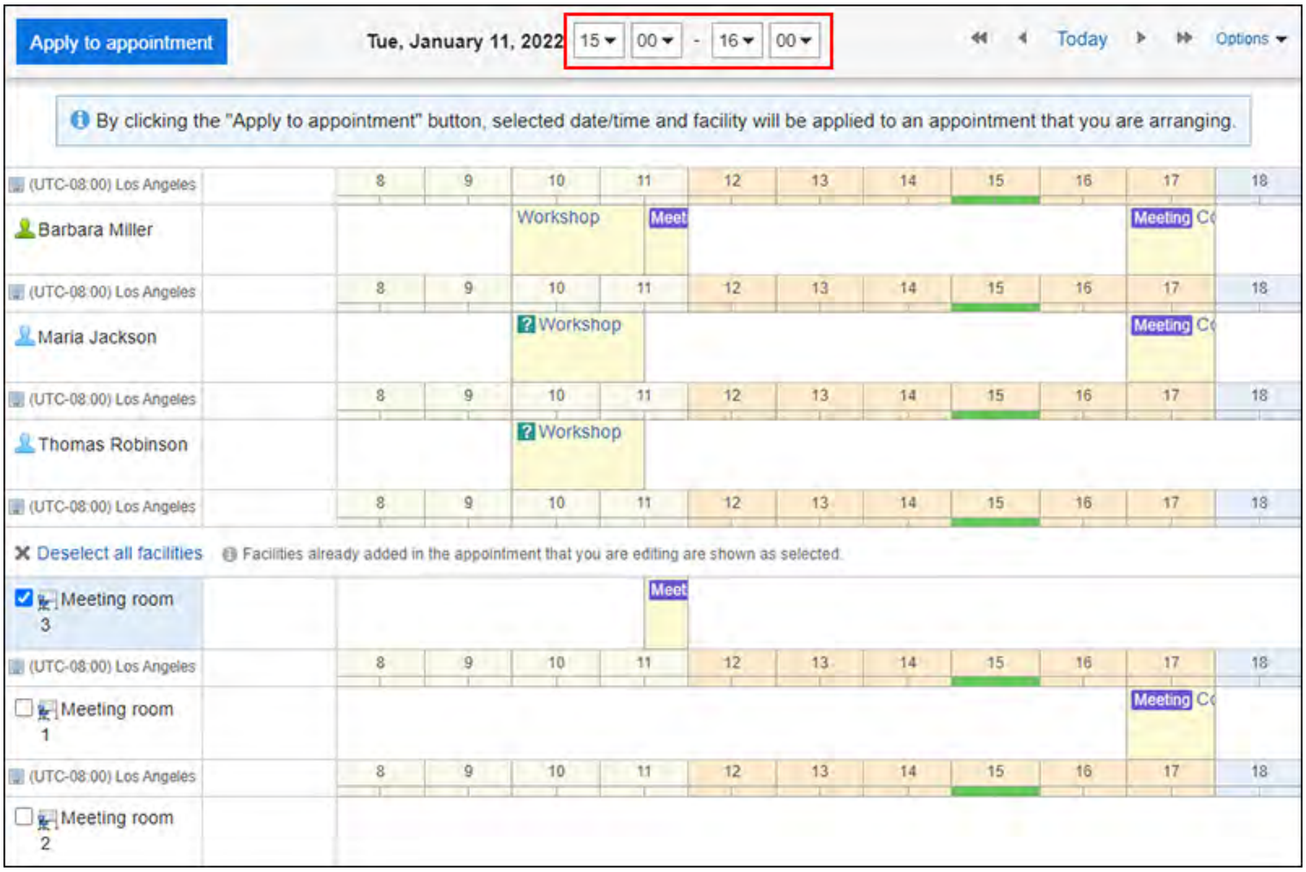
6. On the screen for confirming appointments, check the availability of the attendees and facilities of the appointment.

The non-working hours of users are grayed out.

7. Select a checkbox for the facility you want to use.

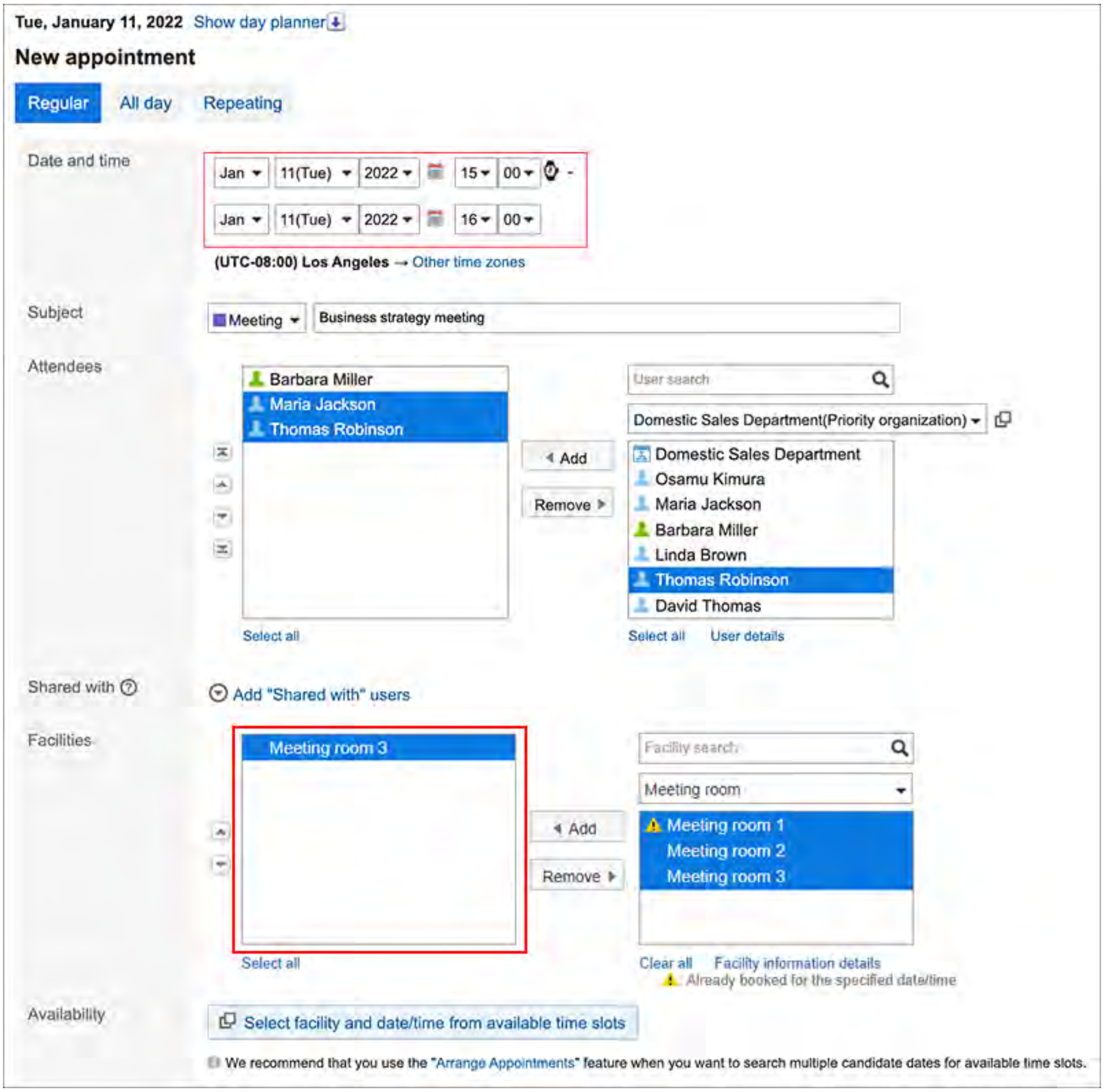


8. Select the time to add for an appointment from the dropdown list, as necessary.



9. Click Apply to appointment.

The "Check available times" screen is closed and the selected date/time and facility are applied to the "New appointment" screen or the "Edit appointment" screen.



10. Configure necessary fields on the "New appointment" or "Edit appointment" screens.

For details on the items, refer to Items on the "New appointment" screen(340Page).

11. **Confirm the settings and click Add on the "New appointment" screen, or click Save on the "Edit appointment" screen.**

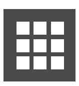
Arranging Appointments

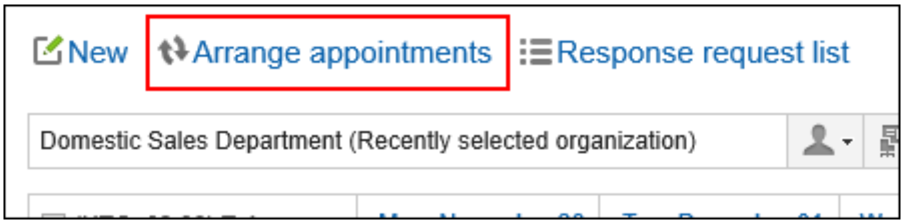
You can set conditions such as attendee, facility, and duration of an appointment, and search the available time based on those conditions.
You can add an appointment to the most convenient date and time in the search results.
When a tentative appointment is added, the subscribers can present multiple suggestions and the attendees can fix the date and time.

Note

- You cannot create new appointments involving users and facilities that are not allowed to add new appointments by the system administrator.
- When searching for available time, the appointments without time specified are also shown as date and time suggestions.
  The following appointments are shown as date and time suggestions even when they have already been registered.
  - Whole day appointment
    Whole day appointments are regular appointments without time specified.
  - Repeating appointments without time specified
  - All day

Steps:

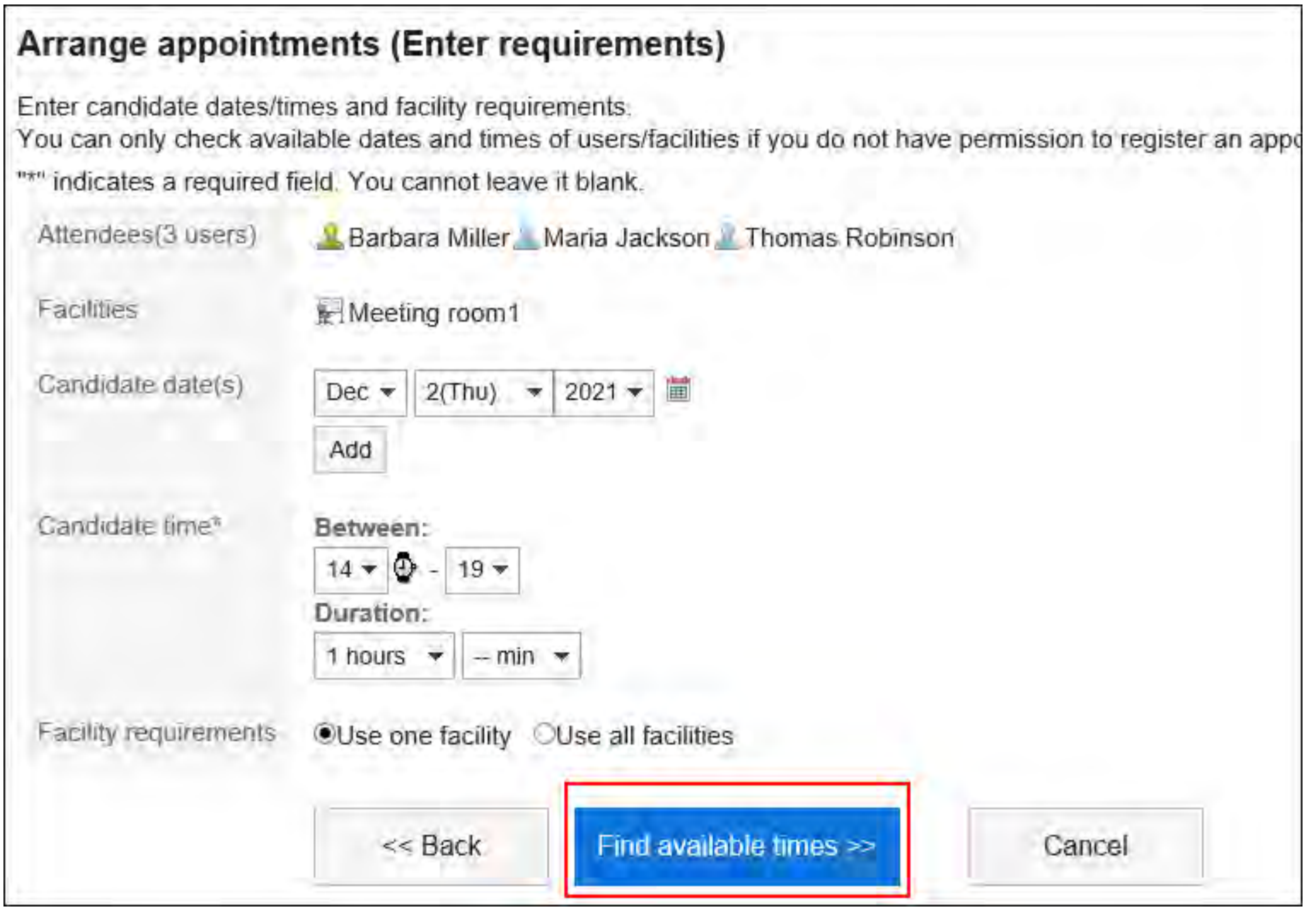
1. **Click the app icon  in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click Arrange appointments.**



4. **On the screen for adjusting appointments (select users/facilities), select attendees and facilities, and then click the item to enter conditions.**

   You can also select users and facilities who are allowed to view the appointment by the system administrator.

5. **On the screen for adjusting appointments (enter conditions), set the required items, and then click "the item to search for available time.**



- Date Suggestions:

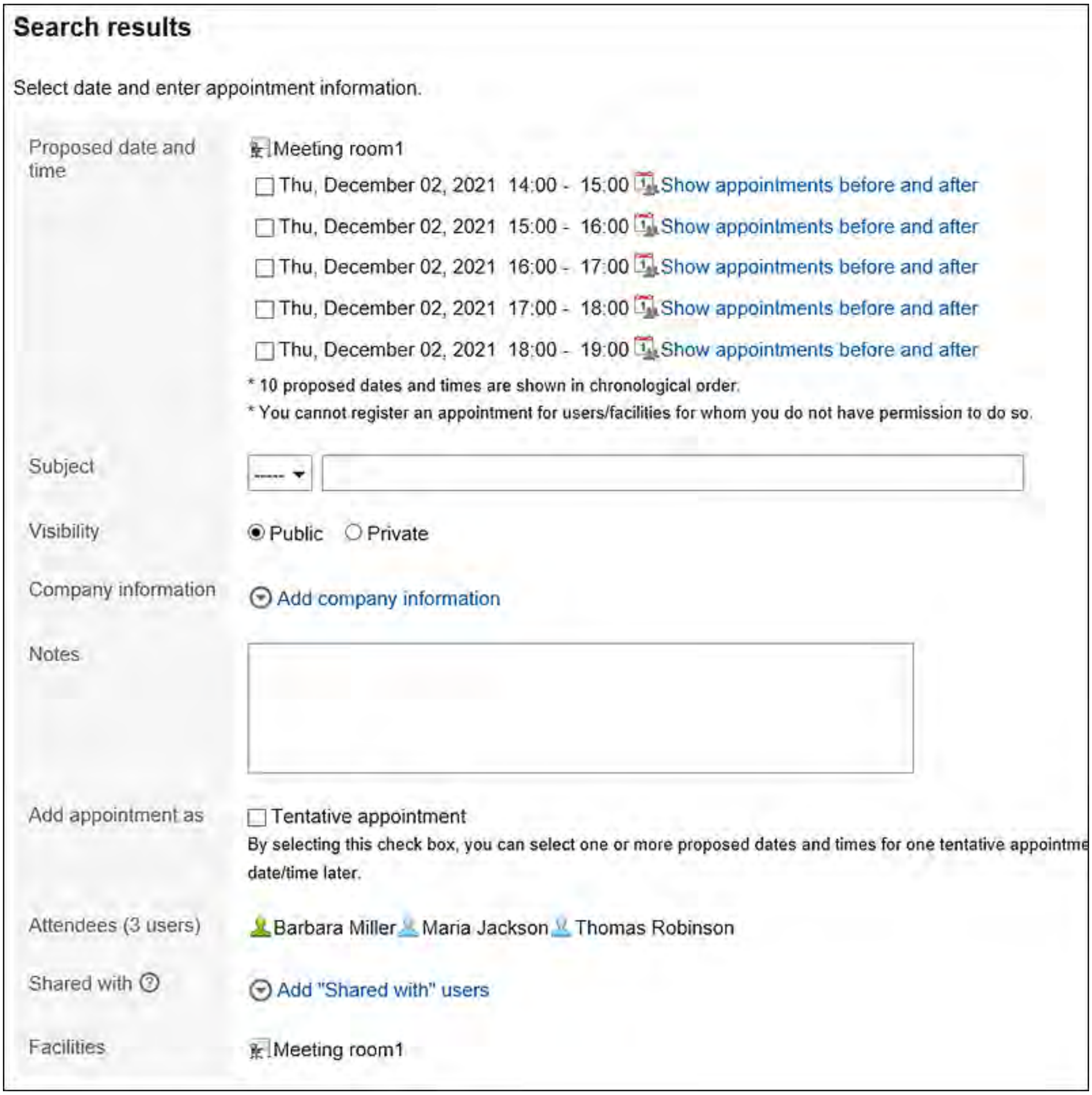
  Select the candidates of dates for the appointment. You can set up to five suggestions.

- Time Suggestions:

  Set the time period and the duration of the appointment for availability search.
- Facility conditions:

  Select whether to use only one of the facilities selected in step 4, or use all facilities.

6. On the "Search Results" screen, set the required items.



- Date and time suggestions:

  Select the date and time you want to add an appointment. Clicking **Show**

appointments before and after displays the appointments planned before and after the specified time for attendees and facilities selected in step 4.

- Title:
  Set the title of the appointment.
- Visibility:
  Select whether to make the appointment public.
- Company information:
  You can add company information, such as destinations for visiting and a business trip.
- How to add:
  When the checkbox to add as a tentative appointment is selected, a tentative appointment is created for the selected time period.
  When you clear the checkbox to add as a tentative appointment, a regular appointment is created for the selected time period instead of a tentative appointment.
- Shared with:
  Available in Garoon version 5.9.0 or later.
  If you want to share your appointments with users other than attendees, click **Add** to set "Shared with" users. To change the conditions again, click "Back to Previous Page".

7. Confirm your settings and click Add.

Finalizing Tentative Appointments

Confirm the date and time of the tentative appointment.
The fixed appointment cannot be reverted to be a tentative appointment.

Steps:

1. Click the app icon in the header.

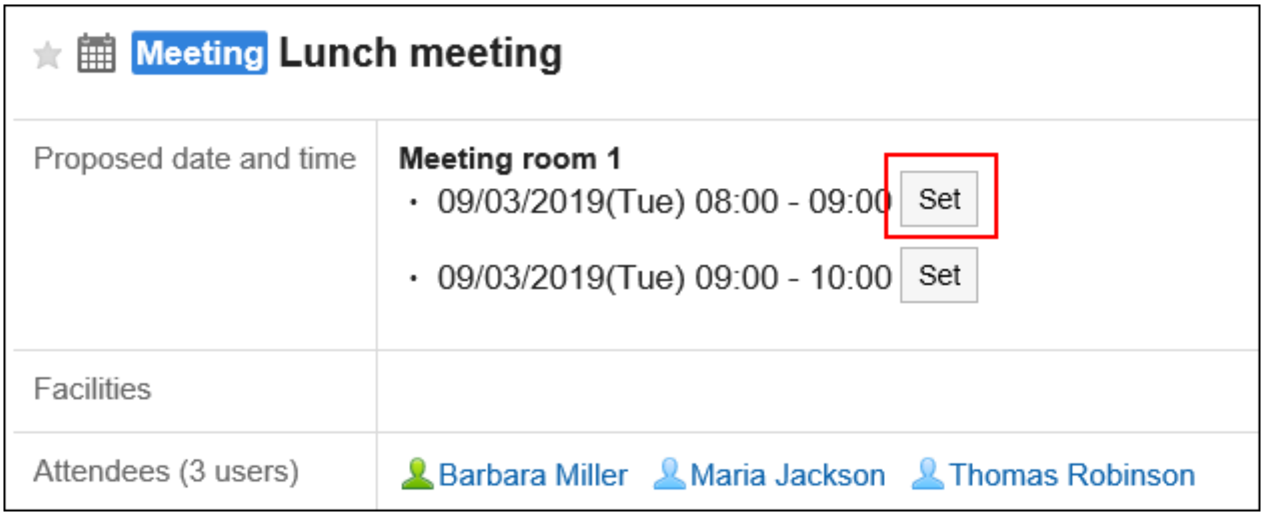
2. Click Scheduler.

3. On the "Scheduler" screen, click the title of the tentative appointment you want to confirm.

The title of the tentative appointment is displayed in green characters.

4. On the Appointment details screen, click "Set" for the date and time suggestions you want to confirm.

This is reflected in all attendees' appointments.



3.4.5. Editing Appointments

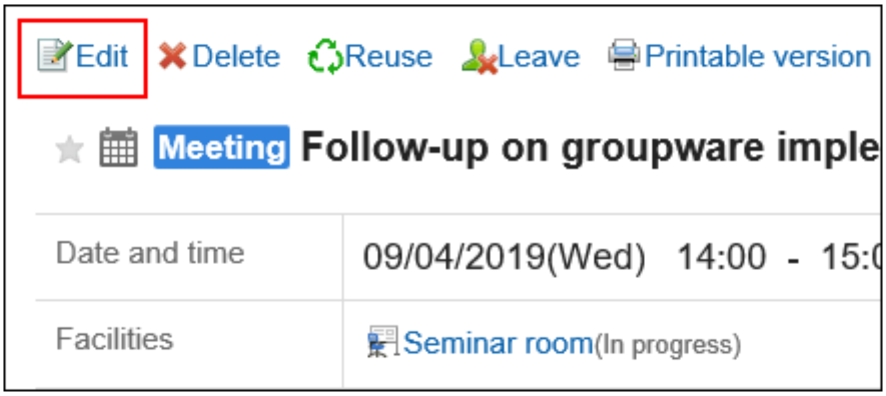
Change the appointments of users and facilities.

Note

- If you change an appointment which has already started, the changes will not be applied to the WEB conference system.
- The actions might be restricted by system administrators.
  If you cannot perform any action, ask your administrator to allow you to perform it.
  For details, refer to Setting Up Access Permissions for Scheduler.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the appointment you want to change.**
4. **On the "Appointment details" screen, click Edit.**



5. **On the change appointment screen, set the required items.**
   For details on the settings, refer to Items on the "New appointment" screen(340Page).
6. **Confirm your settings and click Save.**

Changing Repeating Appointments

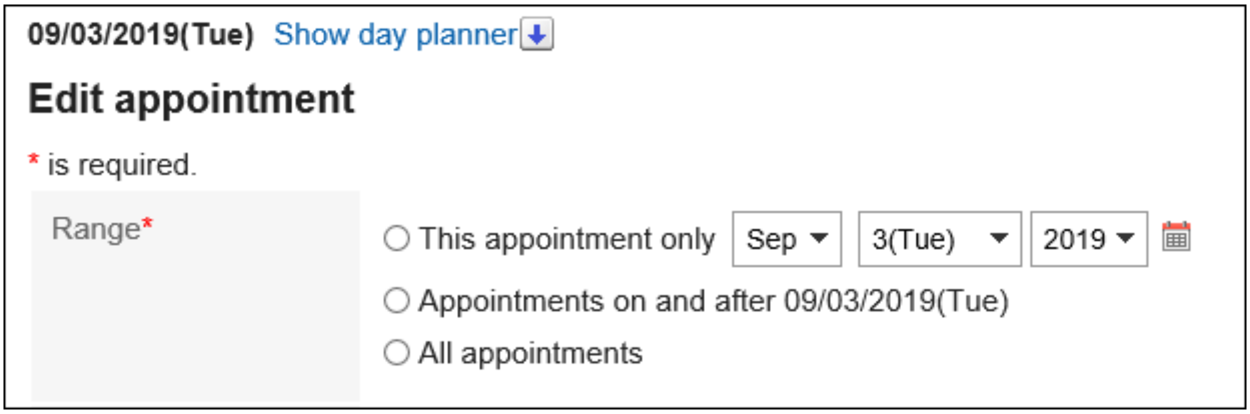
Change the period and date/time of the repeating appointments.

Watch Video

- For steps to change a repeating appointment, also refer to Adding/Changing Repeating Appointments(299Page) video.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the repeating appointment you want to change.**
4. **On the "Appointment details" screen, click Edit.**
5. **On the change appointment screen, set the field for setting up a period.**
    - If you want to change only the appointment you have selected in step 3:
      Select the item for this appointment only (YYYY/MM/DD (Day of the week)).
    - If you want to change all repeating appointments after the specified date:
      Select the item for appointments after YYYY/MM/DD (Day of the week).
    - If you want to change all repeating appointments:
      Select all appointments.



6. Set the required items.

For details on the items, refer to Items on the "New appointment" screen(340Page).

If you try to change an appointment by selecting "All appointments" or Appointment after YYYY/MM/DD (Day of the Week), a dialog may appear indicating that a facility appointment is duplicated on some date and time.

When you click **Yes**, an appointment is created only when a facility does not have a conflict.

7. Confirm your settings and click Save.

Changing Tentative Appointments

Change the tentative appointment.

On tentative appointments, you cannot change the date and time suggestions, attendees, or facilities.

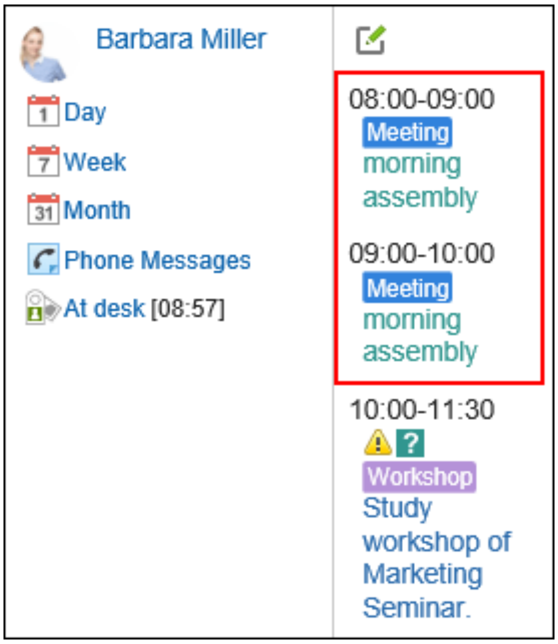
Steps:

1. Click the app icon  **in the header.**

2. Click Scheduler.

3. On the "Scheduler" screen, click the title of the tentative appointment you want to change.

The title of the tentative appointment is displayed in green characters.



4. **On the "Appointment details" screen, click Edit.**

5. **On the change appointment screen, set the required items.**

   For details on the settings, refer to Items on the "New appointment" screen(340Page).

6. **Confirm your settings and click Save.**

Actions on Attachments

You can update files attached to an appointment or change the file information.

You can do this procedure only when the edit permission has been granted for the appointment.

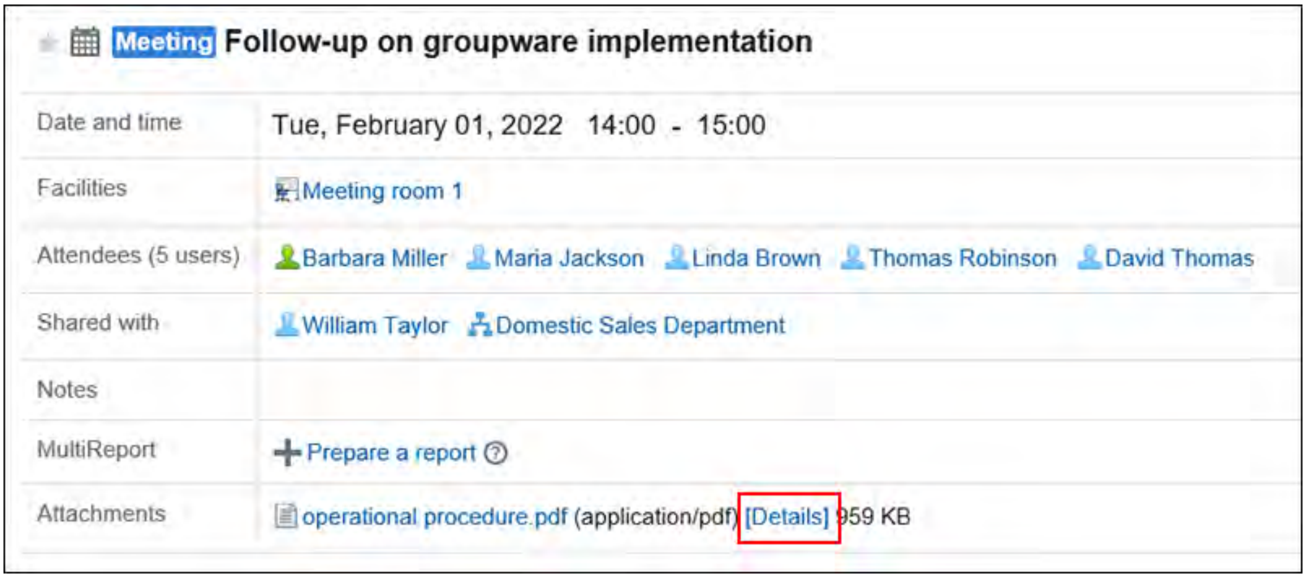
Steps:

1. **Click the app icon  in the header.**

2. **Click Scheduler.**

3. **On the "Scheduler" screen, click the title of the schedule for which you want to edit the attachments.**

4. On the "Appointment Details" screen, click Details for the attachment you want to work with.



For details of managing attachments, refer to the following pages about "Cabinet":

Changing File Information(585Page)

Updating Files(587Page)

Deleting Files(596Page)

Note

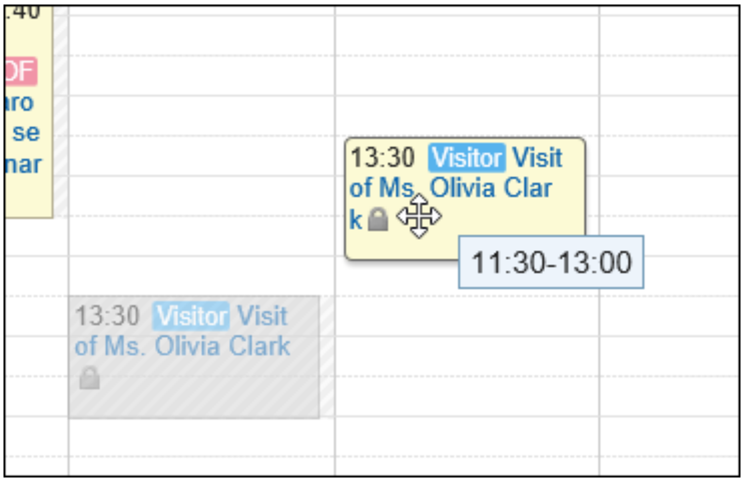
- The feature to temporarily restrict the file editing (file locking feature) set in Garoon settings is not applicable to Scheduler. For details of this feature, refer to how to enable the locking feature.

Changing Date and Time of Appointments by Drag and Drop

If you have enabled drag and drop on the "Personal settings" screen, you can change the date and time of your appointment directly on the day view or week view screen.

You can change the date and time of an appointment by grabbing the target appointment and moving it vertically and horizontally.

You cannot change the title or contents of an appointment by drag and drop.



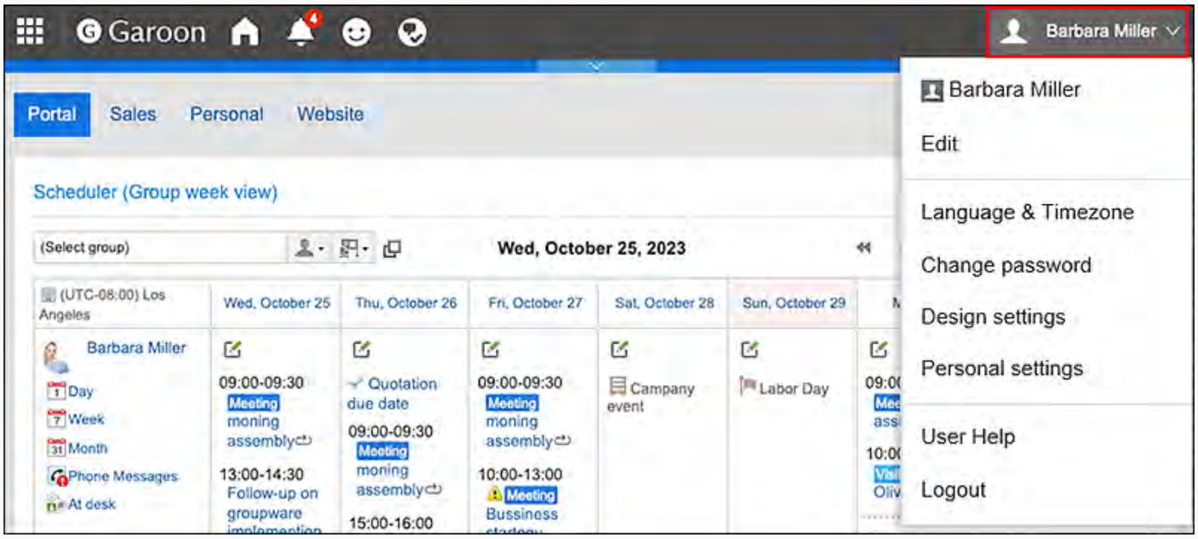
The system administrator settings may prevent you from using drag and drop appointment changes.

Steps:

1. **On the "Personal settings" screen, confirm that you have enabled the drag and drop feature.**

   To enable the drag and drop feature, follow these steps.

   1. Click the "User name" in the header.

   2. Click **Personal Settings**.
   3. Click **Setting of each application**.
   4. Click **Scheduler**.
   5. Click "Display settings".

6. In the "Drag and drop" field on the "Display settings" screen, select the checkbox for moving appointments by drag and drop.
7. Confirm your settings and click **Save**.

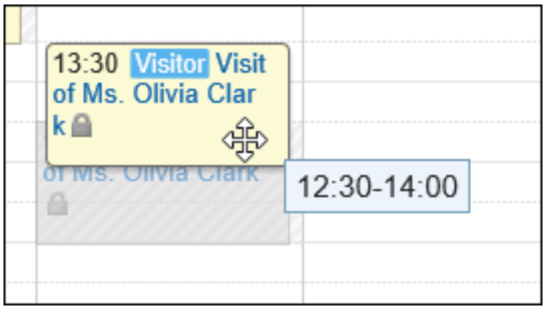
2. Click the app icon in the header.

3. Click Scheduler.

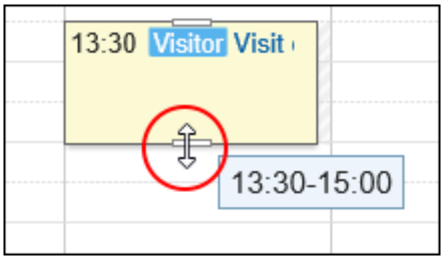
4. On the "Scheduler" screen, select "Day view" or "Week view".

5. Hover the cursor over the appointment you want to change.

- To revise an appointment without changing the time required for it (for example, 1 hour):
  Grab the entire appointment and move it to the desired time.
  The start and end times can be moved by 30 minutes (for example, from 08:00 - 09:00 to 08:30 - 09:30).

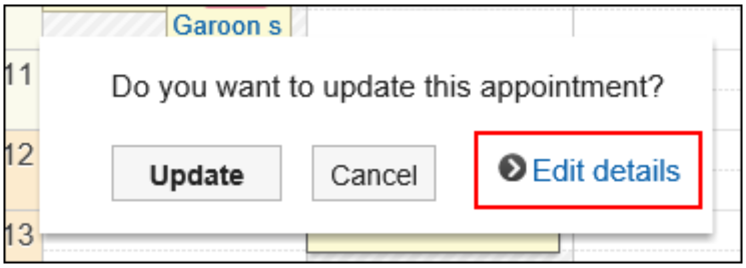


- To change the start time and end time of an appointment:
  Grabs the top or bottom of an appointment and adjusts the width of the appointment to the time that you want to change.
  You can change the start time or end time by 30 minutes (for example, from 08:00 to 09:30).
  - Top: Grab it to change the start time of the appointment.
  - Bottom: Grab it to change the end time of the appointment.



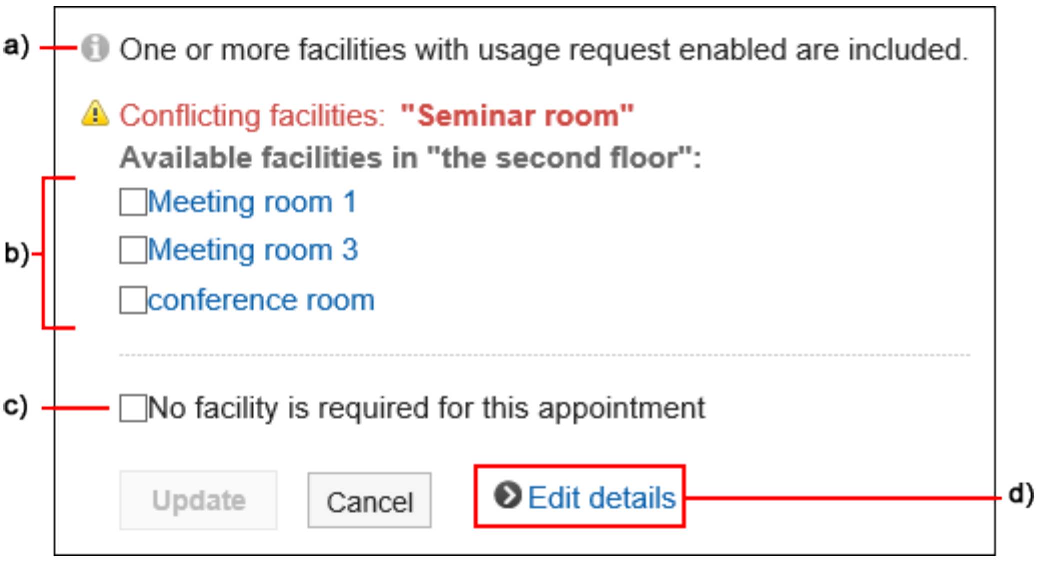
6. On the confirmation screen, click Edit.

If you want to change the title and contents of an appointment, click the item to edit details and change it on the change appointment screen.



If You Do Not Have Any Available Facilities for the Date and Time You Are Attempting to Change by Drag and Drop

If you are attempting to change the date and time of an appointment and the desired facility is not available during the specified times, a list of other vacant facilities will be displayed.



a): Displayed only when you change the repeating appointments.

b): A list of available facilities during the specified time period. Facilities in the same facility group as the selected facilities are displayed.

c): Specify whether to use the facility for this appointment.

d): Click to show the change appointment screen.

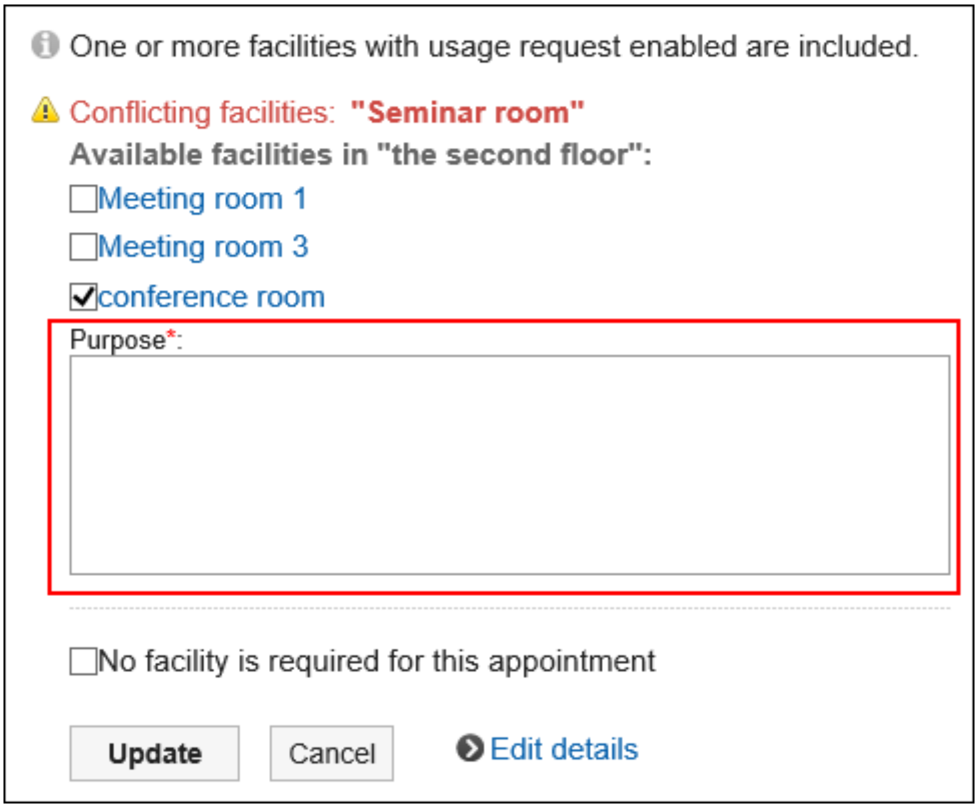
- If you want to select another vacant facility:

  Select a facility and click **Edit**.

  If you do not want to use the facility, select the "No facility is required for this appointment checkbox, and then click **Save**. An appointment without any facilities created with the specified time period.
- When you select a facility that requires a usage request:

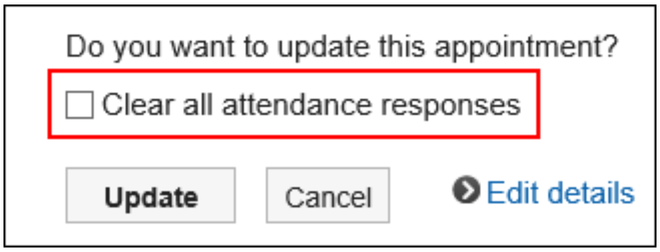
  The "Purpose" field is displayed.

  Enter a purpose for the facility, then click **Update**.



Changing Date and Time of an Appointment with the Attendance Request by Drag and Drop

After changing the date and time of an appointment with the attendance request by drag and drop, a confirmation dialog box appears whether to initialize the attendance responses.



Select the checkbox for "Clear all attendance responses" and click **Edit**.

The response statuses of all attendees will become "Pending".

If the checkbox is cleared, all attendees' responses will be kept and only the date and time will be changed.

For details, refer to Responding to attendance request(387Page).

3.4.6. Scheduler Comment Feature

Update Information

- With Garoon version 5.15.0, you can use "@Attendees" in the comments.
- With Garoon version 5.9.0, the following features become available.
  - Reply to the comment
  - Permalink
  - Respond to comments
- With Garoon version 5.5.0, update notifications are sent even when you write comments to the appointments in the past.

Garoon has a feature that enables you to write a comment for Scheduler.

The followings are some examples of using the comment field.

- Notify all attendees of a schedule change in the comment field.
- Use the comment field to tell others that you might be late for the next meeting because it seems that the previous meeting will not end on time.

- To have a smooth discussion in the meeting, use the comment field in advance to collect topics and information to be shared before the meeting.

The comment with the latest updated date and time comes on the top.

You can notify those who do not attend the appointment of your message by posting a comment using "@Mention".

If you use "@Attendees", you can notify all appointment attendees of your message as "@To me".

The following actions are not allowed for the scheduler comment.

- Attaching Files
- Using the anchor feature

  The anchor feature is a feature that creates a link to any comment by adding a ">> (single-byte less-than sign)" followed by the comment number.

Posting a Comment

You can post a comment to the schedule.

When you post a comment to a repeating appointment, only the appointment that you have placed a comment will be changed to a regular appointment.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the appointment you want to post a comment.**
4. **If you want to specify all appointment attendees as recipients, click "@Attendees" in the comment field on the "Appointment details" screen.**

   You can use "@Attendees" in Garoon version 5.15.0 or later.

   You can specify all appointment attendees as recipients with one action, not by specifying one by one.

   - Notifications:

     All appointment attendees will receive "@To me" notification.

     However, if an organization is included in the appointment attendees, users who belong to the organizations will not receive notifications.
   - Attendance:

     In the case of appointments with attendance response request feature enabled, attendees will be included in the "@Attendees" recipients even if they already chose not to attend or they have not answered.
   - Shared with:

     The "Shared with" users are not included in the "@Attendees" recipients.

5. **If a comment is for specific users, click "@Mention" in the comment field on the "Appointment details" screen.**

You can use "@Mention" in Garoon version 5.5.0 or later.

In the recipient, you can specify users, departments, and roles.

When the system administrator allows users to configure the role, you can specify roles as recipients.

Recipients which can be specified vary according to the types of recipients.

Type of Recipient	Recipient which can be specified
Users	• For public appointments: Users who satisfy all the conditions can be specified as recipients. • For private appointments: Following users can be specified as recipients. ◦ Users who have the view privileges for the appointments ◦ Users who have been set as attendees or "Shared with" of the appointments
Organization	All organizations can be specified as recipients. However, if a department is specified as a recipient in a private schedule, only users who are specified as attendees or "Shared with" of the appointment will receive the notifications.
Role	All roles can be specified as recipients. However, if a role is specified as a recipient in a private schedule, only users who are specified as attendees or "Shared with" of the appointment will receive the notifications.

6. **Enter your comment.**
7. **Click "Post".**

Note

- For details on the Mention feature, refer to the How to Use Mentions(44Page).
- Regardless of the time zone of the user who wrote the comment, the time of the comment is displayed based on the settings of the viewer's time zone.

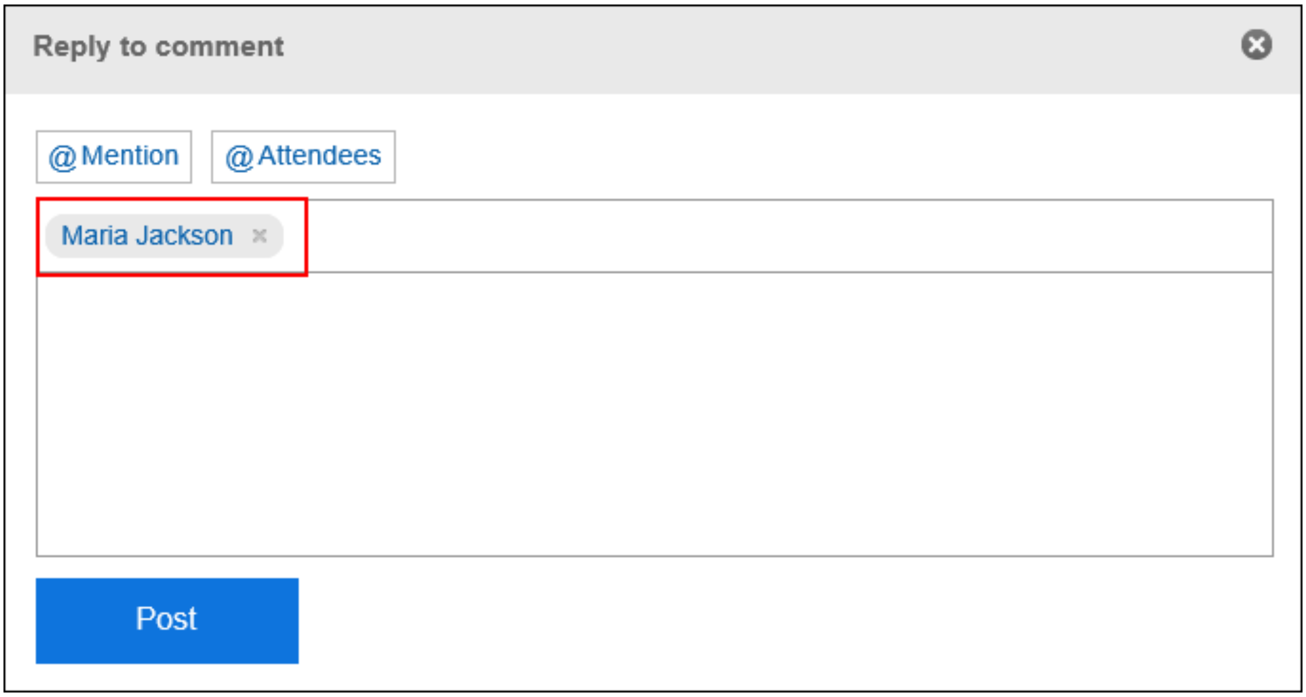
Replying to a Comment

You can reply to a comment.

Steps:

1. **Click the app icon  in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the appointment you want to post a reply comment.**
4. **In the "Appointment details" screen, click Reply of the comment to which you would like to post a reply.**

   The recipients of the reply are set automatically.

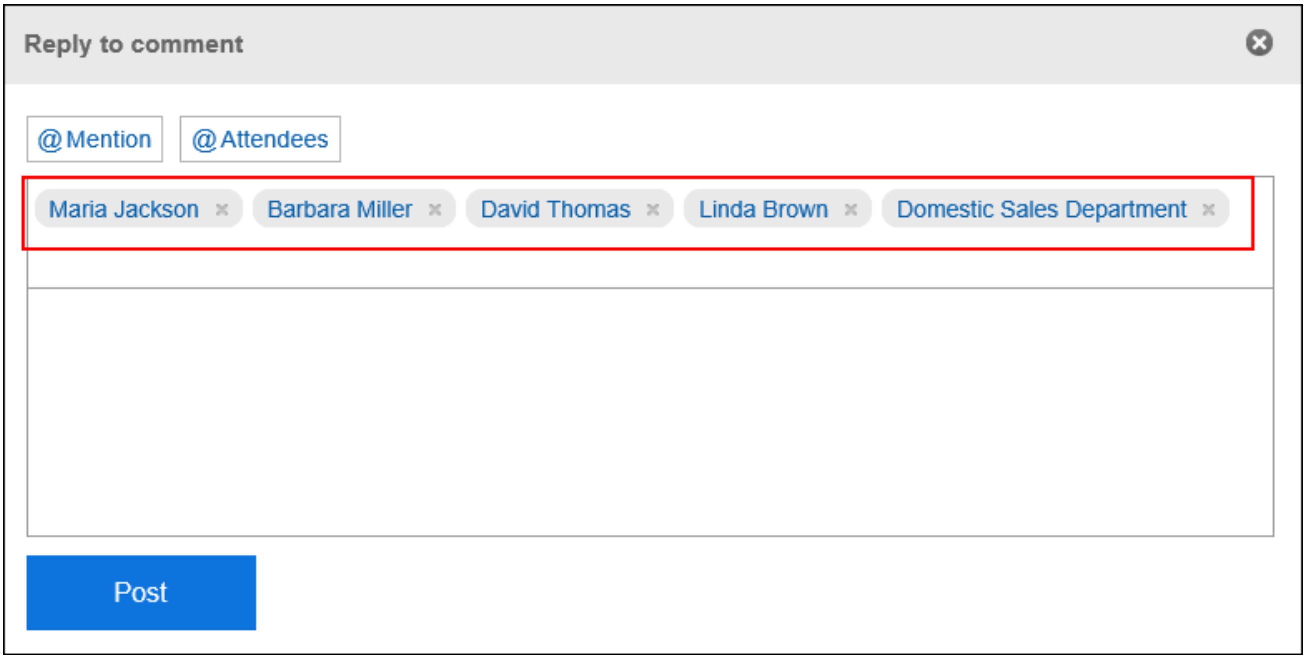
5. **Enter your comment.**
6. **Click "Post".**

Reply All

Send a reply to all recipients (except yourself) specified in the original comment.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the appointment you want to post a reply comment.**
4. **In the "Appointment details" screen, hover the mouse cursor over the comment to which you want to post a reply, and click Reply all.**
   Sender of the original comment, and users (except yourself), organizations, and roles specified as recipients in the original comment are set automatically.



5. **Enter your comment.**
6. **Click "Post".**

Deleting a Comment

You can delete a posted comment.

Only the user who posted the comment can delete it.

No notification is sent even though you delete the comment.

Caution

- The deleted comment cannot be restored.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the appointment you want to delete the comment.**
4. **On the "Appointment details" screen, click "Delete" for the comment you want to delete.**
5. **Click Yes in the "Delete comments" screen.**

Useful Features of the Comment

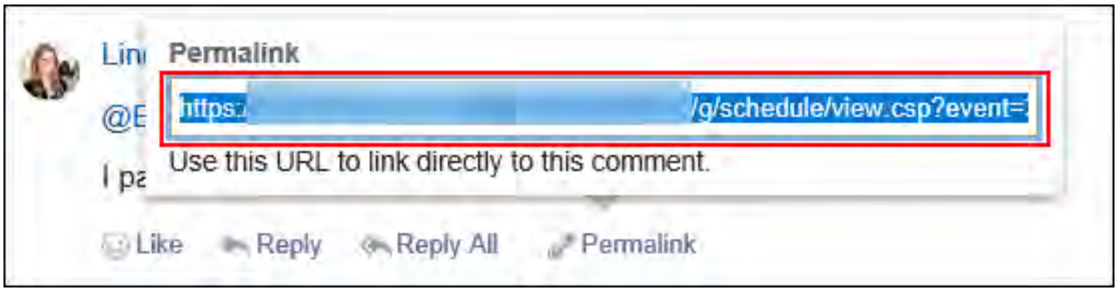
This section describes useful features of the comment.

Permalink

The permalink is the URL assigned to each comment. Accessing Permalink allows you to directly access the designated comment.
This Permalink is useful when you want to create a link to refer to the specific comment in the message.
However, if the target comment is for a private appointment, you cannot access it even if you click the provided URL unless you are either an attendee of the appointment or a "Shared with" user.

Steps:

1. **Display the comment for the appointment to which you would like to refer.**
2. **Hover over the comment and click the permalink.**



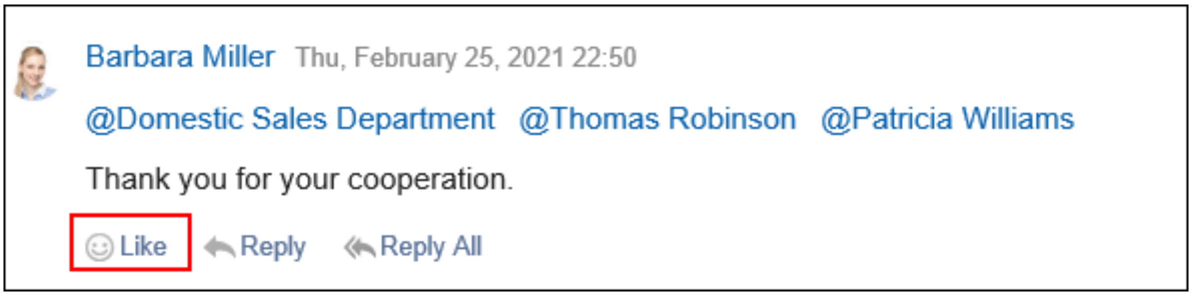
3. **Copy the URL displayed and paste it in Garoon where you want to create a link.**

Respond ("Like") Feature

Respond is the feature to express your sympathy or acknowledgement for the other user's comment and body text, without posting any comment.
This respond feature may not be available depending on the settings by the system administrator.
The label of the respond feature ("Like") can be changed only by system administrators.
For details, refer to Working with Respond Feature(42Page).

Steps:

1. **Display the comment in Scheduler.**
2. **On the comment, click a link to respond such as "Like" and "Acknowledged".**



To cancel your response, click a link such as "Not Like" and "Not Acknowledged".

3.4.7. Attending/Leaving Appointments

Attendees can join or leave the appointments.

In Garoon version 5.5.0 or later, you can set whether to notify other attendees that you join or leave the appointment.

Attending Appointments

Join an appointment where you are not participating.

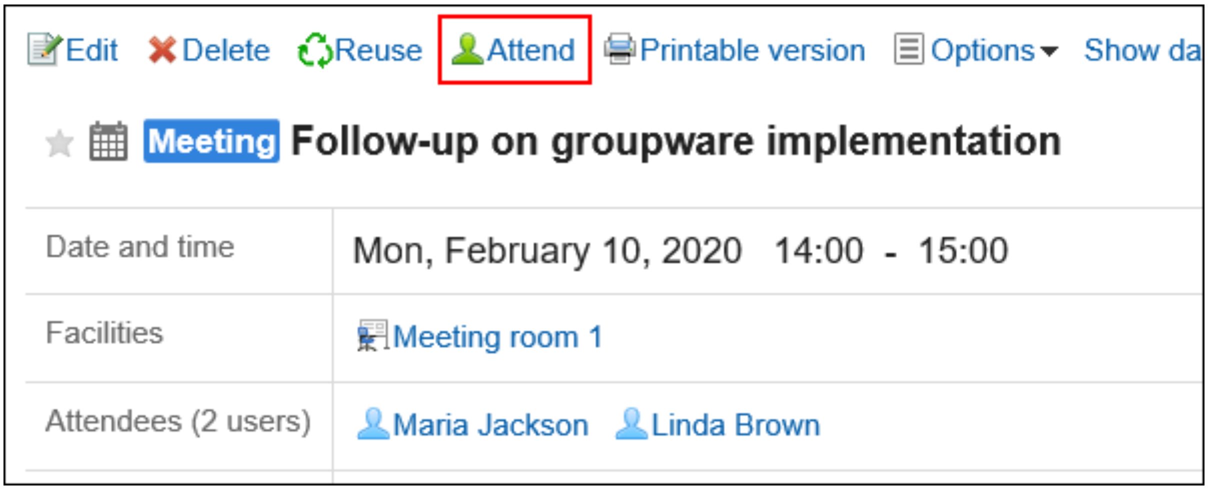
You cannot join a tentative appointment.

Note

- The actions might be restricted by system administrators.
  If you cannot perform any action, ask your administrator to allow you to perform it.
  For details, refer to Setting Up Access Permissions for Scheduler.

Steps:

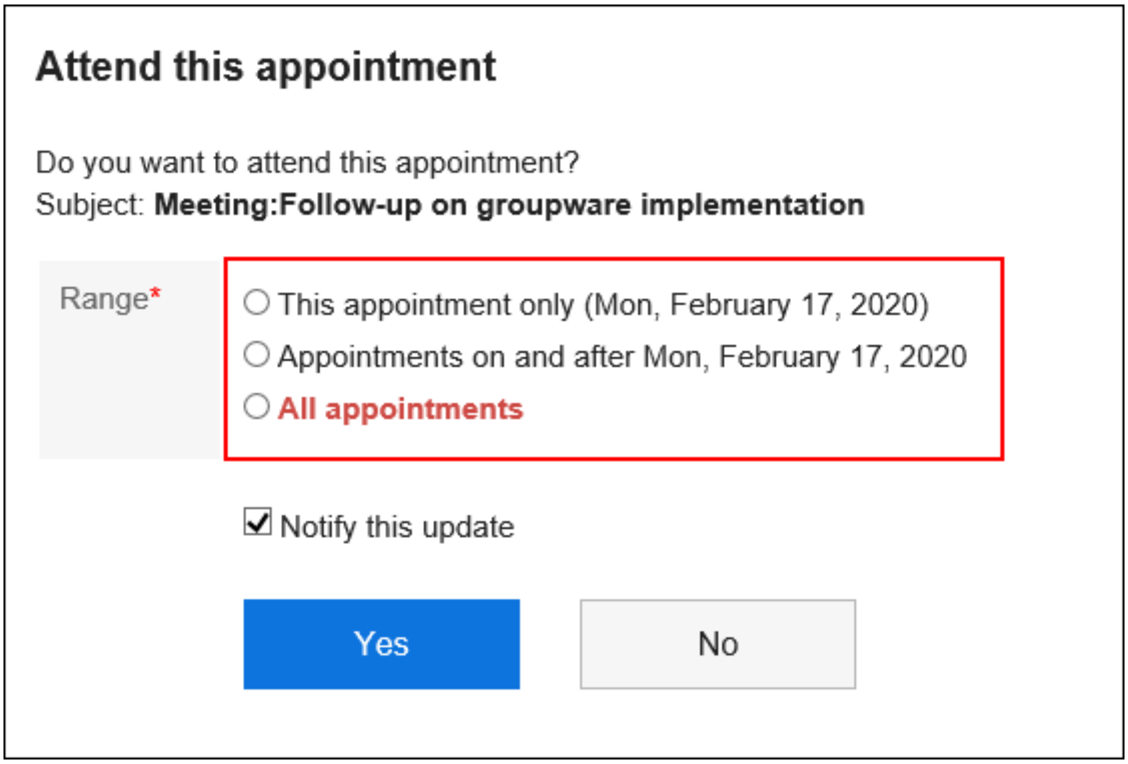
1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the appointment you want to join.**
4. **Click Join on the appointment details screen.**



5. **To join repeating appointments, set the range of the appointments to join in "Attend this appointment" screen.**

   The following range can be set:

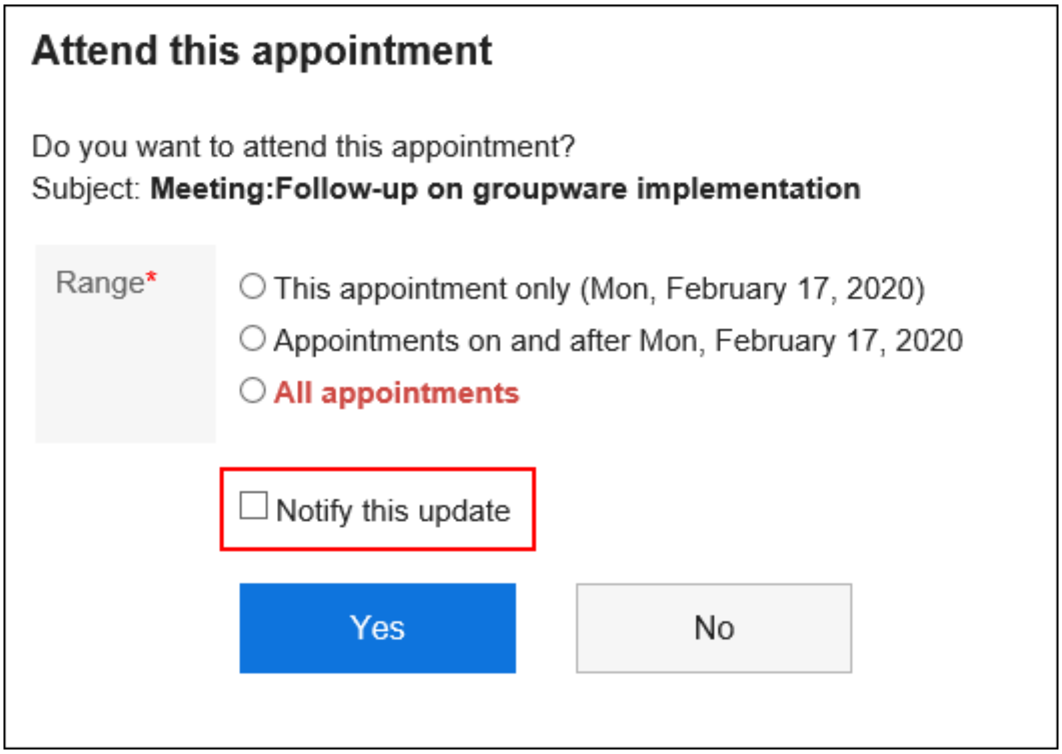
   - Only this appointment (Year **** Month ** Day **)
   - Appointments on and after: Year **** Month ** Day **
   - All appointments



6. Set whether to notify other attendees that you join the appointment.

"Notify this update" checkbox is selected by default.

If you do not want to notify other attendees that you join the appointment, clear the "Notify this update" checkbox.



7. **Confirm your settings and click Yes.**

Leave Appointments

Leave the appointment.

You cannot leave the tentative appointment.

Watch Video

- Refer to Difference between 'leaving appointments' and 'deleting appointments'(295Page) video.

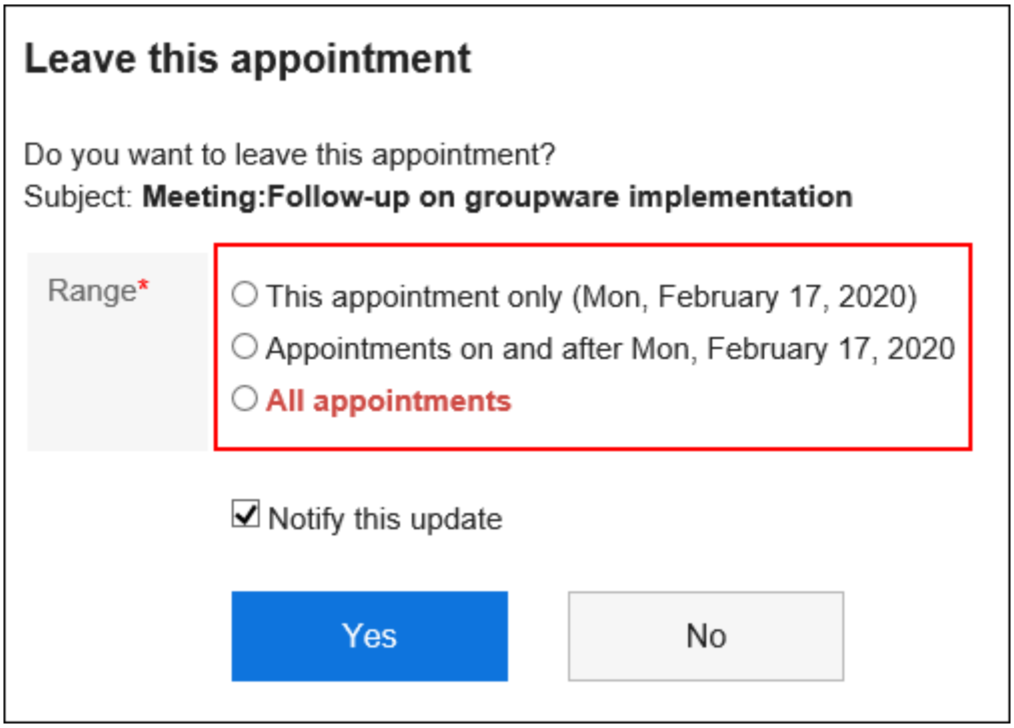
Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the appointment you want to leave.**
4. **Click Leave on the appointment details screen.**

5. **To leave repeating appointments, set the range of the appointments to leave in "Leave appointments" screen.**

The following range can be set:

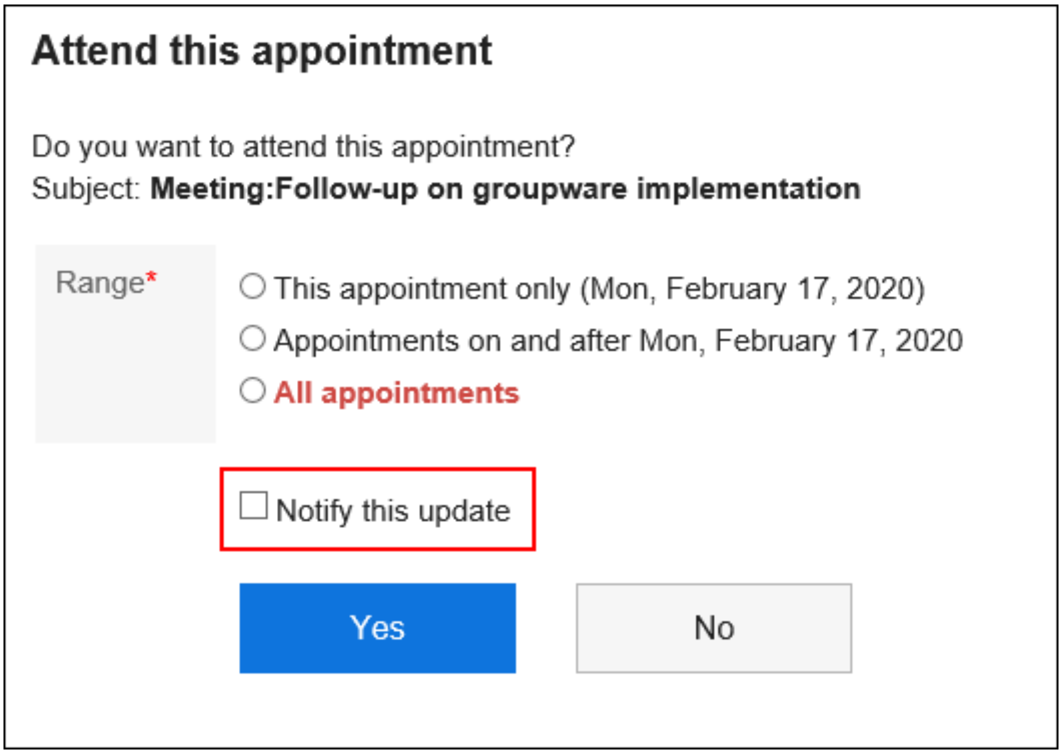
- Only this appointment (Year **** Month ** Day **)
- Appointments on and after: Year **** Month ** Day **
- All appointments



6. **Set whether to notify other attendees that you leave the appointment.**

"Notify this update" checkbox is selected by default.

If you do not want to notify other attendees that you leave the appointment, clear the "Notify this update" checkbox.



7. **Confirm your settings and click Yes.**

3.4.8. Responding to Attendance Request

When you create an appointment with the attendance request feature, you can ask attendees to respond whether they will attend the appointment or not.
When attendees reply to the attendance request, only the creator of the appointment receives the notifications.

You may not be able to use the attendance request feature, depending on the settings configured by your system administrator. For details, refer to Allowing Users to Use the Attendance Feature.

Note

- If you are set both as an attendee and "Shared with" user of an appointment and respond with "Decline", the appointment is displayed in the Shared appointment area.

Watch Video

- For steps to use the attendance response request feature in appointments, also refer to Attendance Response Request Feature in Appointments(297Page) video.

Responding to Attendance Response Requests

You can respond to an appointment with the attendance request.

Note

- After responding to your attendance, you can change your response and message by clicking **Change** of "My response" in the "Attendance responses" screen.

Responding from the "Appointment Details" Screen

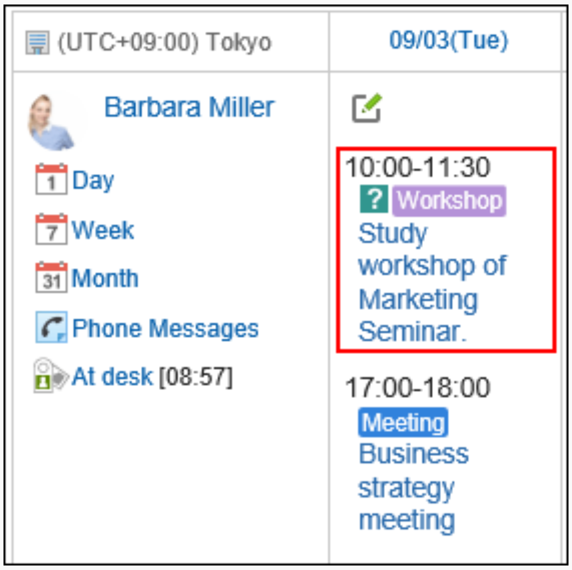
From the "Appointment details" screen, you can respond to the attendance request.

Steps:

1. Display an appointment to respond to the attendance request.

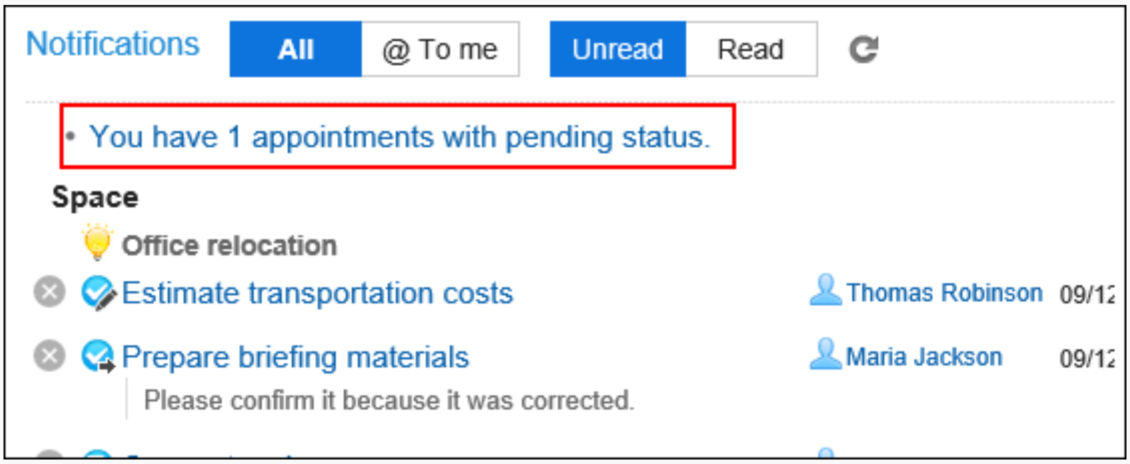
- **To view from the scheduler**:

1. Click the app icon in the header.
2. Click **Scheduler**.
3. On the "Scheduler" screen, click the title of the appointment with the icon of .

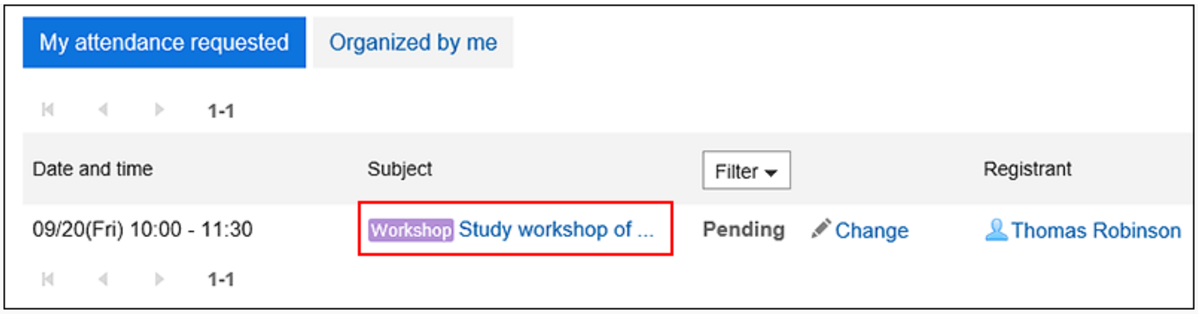


- **To display from the "Notifications" portlet**:

1. In the "Notifications" portlet, click "You have X appointments with pending status".



2. In the "My attendance requested" on the "Response request list" screen, click the title for the appointment you want to respond.

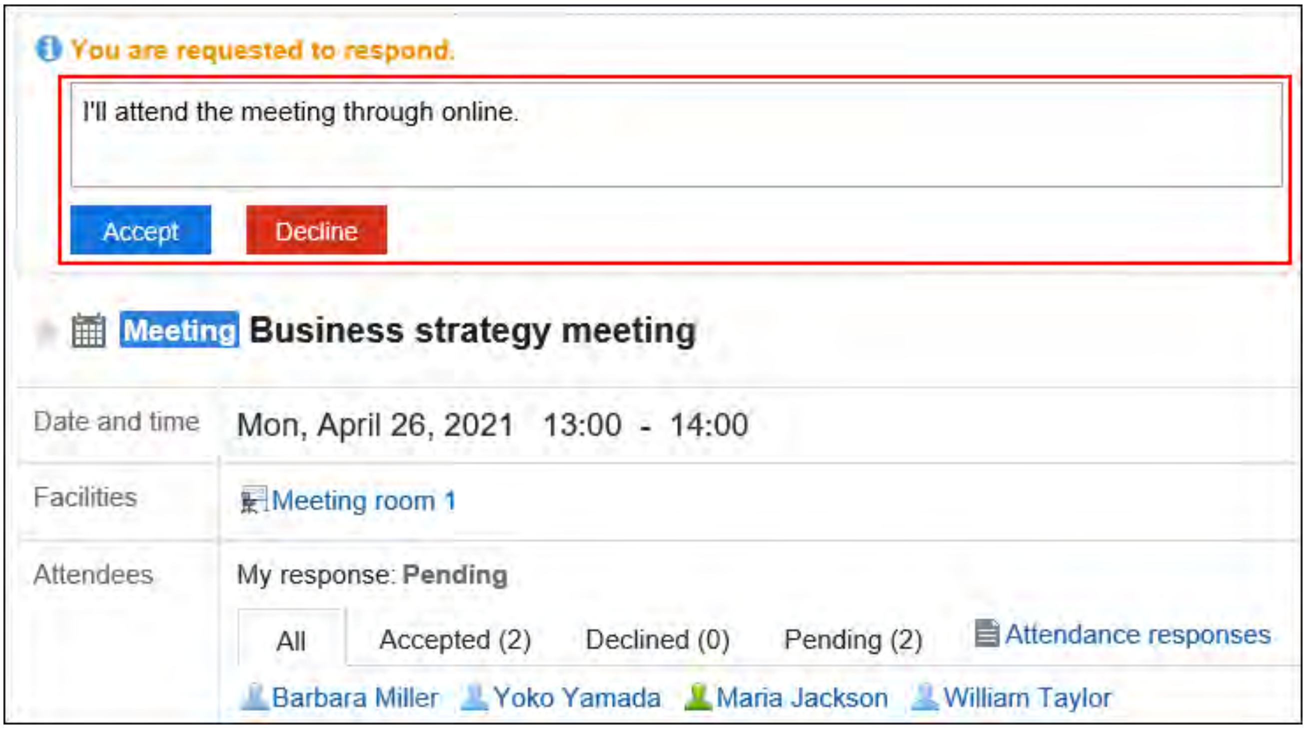


The "Response request list" screen displays the appointments with response requests that you are invited as an attendee, which you haven't answered yet.
It only displays the appointments whose end times are scheduled after the current time. If the appointments do not have end times configured, it only displays appointments whose start times are later than the current time.

2. On the "Appointment details" screen, enter your message then click Accept or Decline.

You can click **Accept** or **Decline** without entering your message.

If you select "Decline", the appointment will not appear on your "Scheduler" screen.



Responding Through the "Response request list" Screen

Through the "Response request list" screen, you can respond to attendance requests.

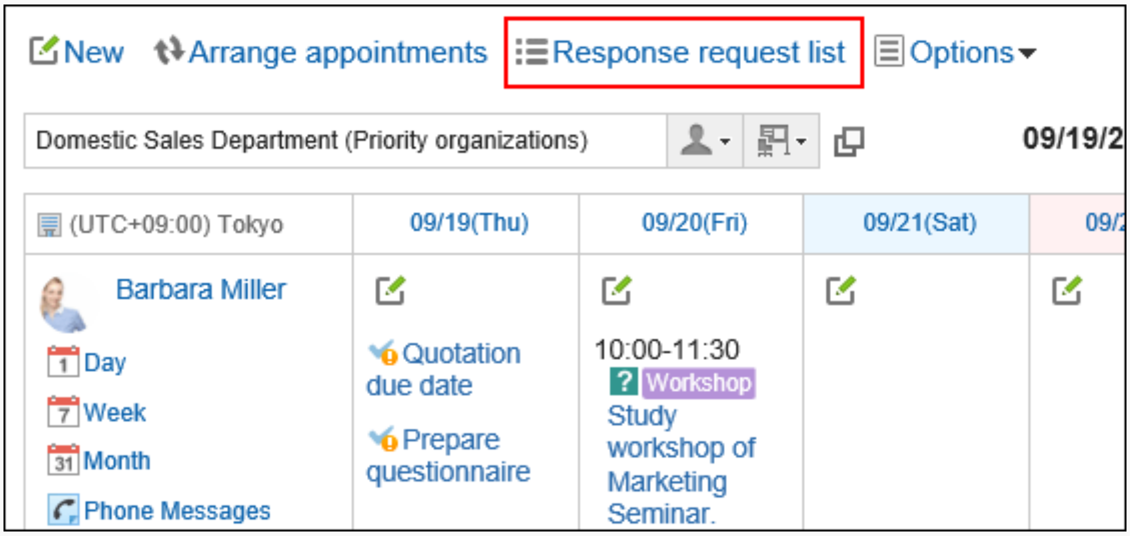
You can respond to all attendance requests that you have not yet responded to.

Steps:

1. Display the "Response request list" screen.

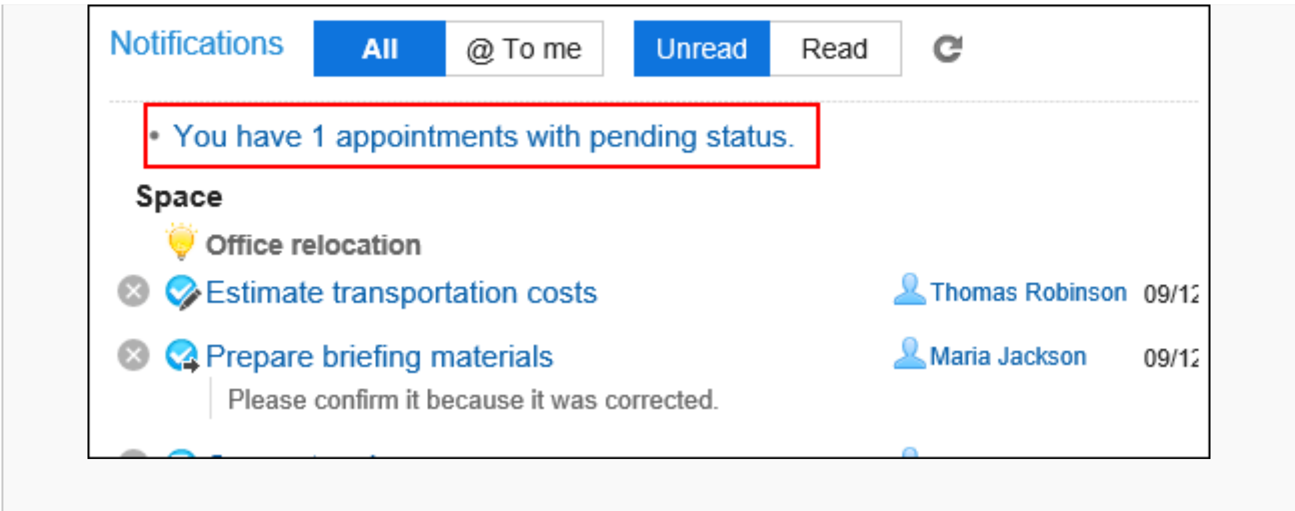
- **To view from the scheduler**:

1. Click the app icon  in the header.
2. Click **Scheduler**.
3. On the "Scheduler" screen, click **Response request list**.

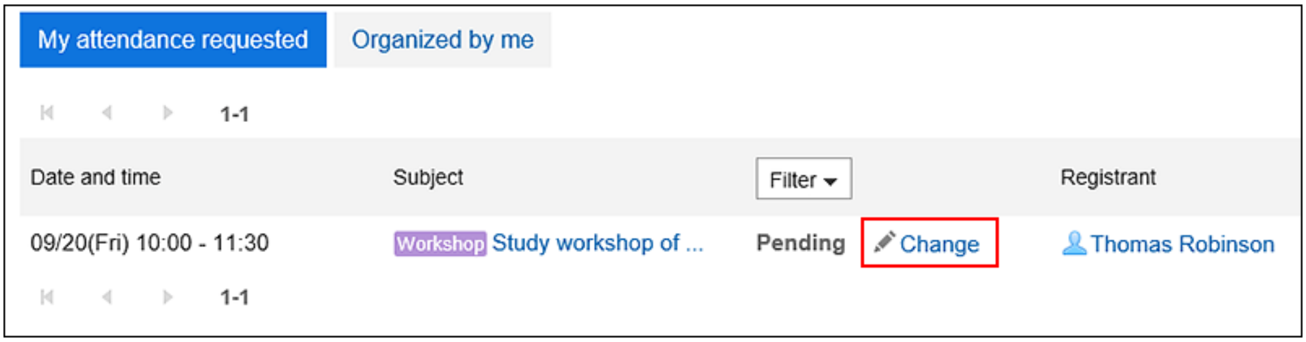


- **To display from the "Notifications" portlet**:

1. In the "Notifications" portlet, click "You have X appointments with pending status".



2. In the "My attendance requested" on the "Response request list" screen, click Change for the appointment you want to respond.



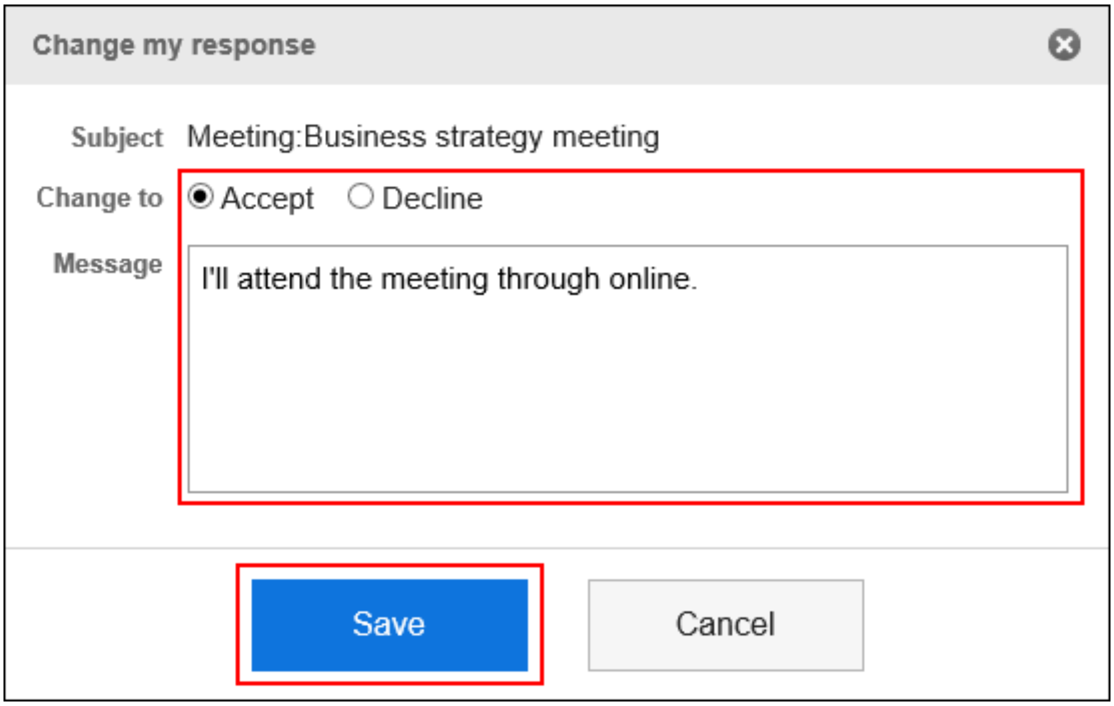
- If you view from the Scheduler:
  Displays a list of all appointments with attendance requests that you are invited as an attendee.
- If you view from "Notifications" portlet:
  Displays a list of appointments with attendance requests that you are invited as an attendee, which you haven't answered yet.

The "Response request list" screen only displays the appointments whose end times are scheduled after the current time. If the appointments do not have end times configured, it only displays appointments whose start times are later than the current time.

3. Select Accept or Decline, enter your message, then click Save.

You can click **Accept** or **Decline** without entering your message.

If you select "Decline", the appointment will not appear on your "Scheduler" screen.



Confirming Attendance Responses

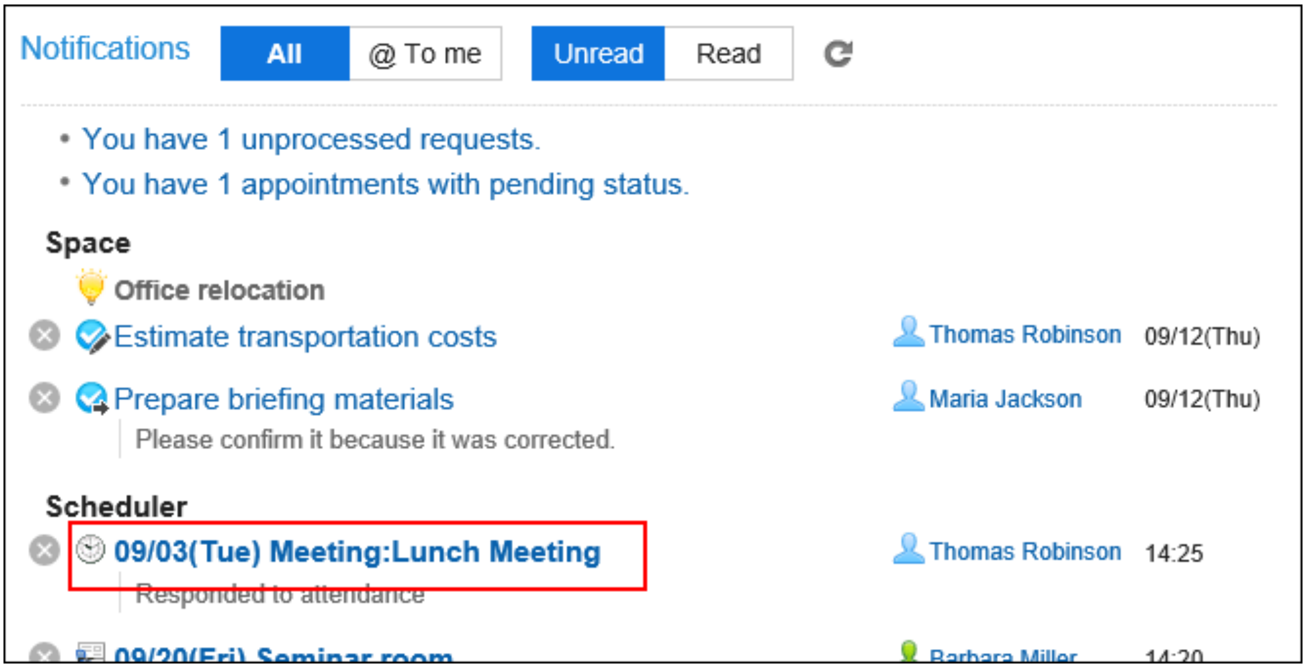
Check the appointments with attendance requests that you are invited as an attendee, or the response status for the appointments with attendance requests you have created.

Confirming from the "Appointment Details" Screen

Check the status of attendee responses for attendance requests on the "Appointment Details" screen.

Steps:

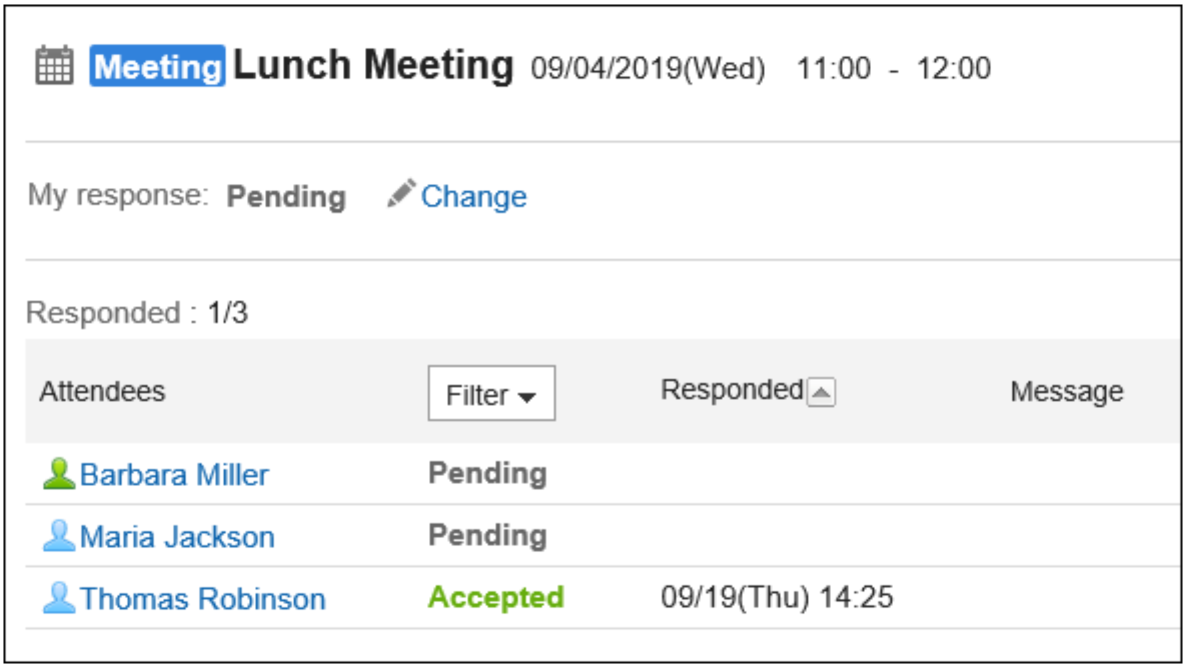
1. **In the "Notifications" Portlet, click the title of the appointment where the "Responded to attendance" is displayed.**



2. **On the "Appointment details" screen, click "Attendance responses" in the "Attendees" field.**

If a new response has been added, "(Updated)" is displayed on the right of "Attendance responses".

3. **On the "Attendance responses" screen, check the status and messages of the attendees of the appointment.**

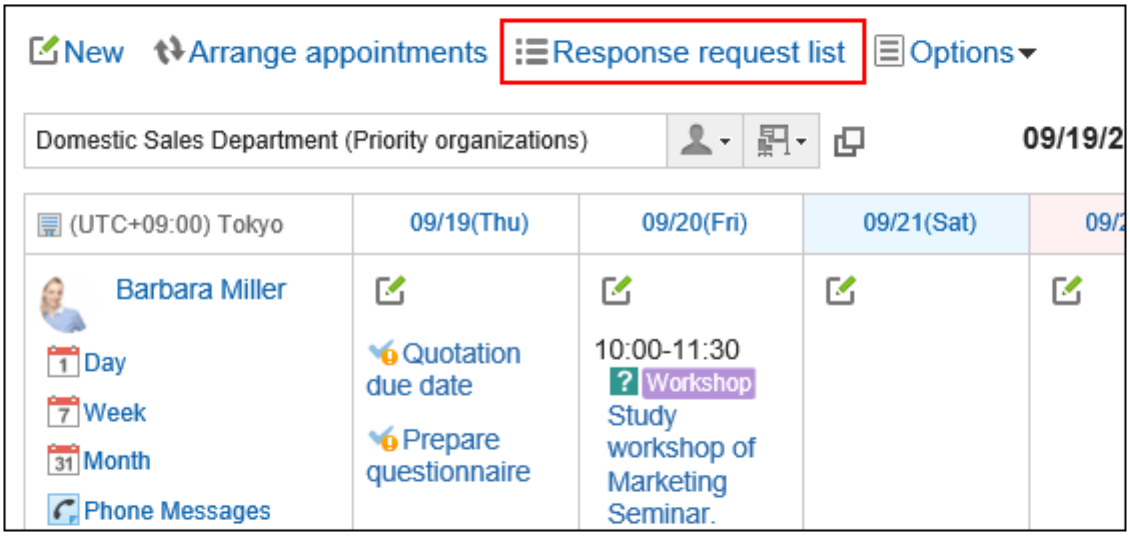


Confirming from the "Response request list" Screen

Check the status of all attendee responses for response requests on the "Response request list" screen.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click Response request list.**



4. **Confirm the status on the "Response request list" screen.**

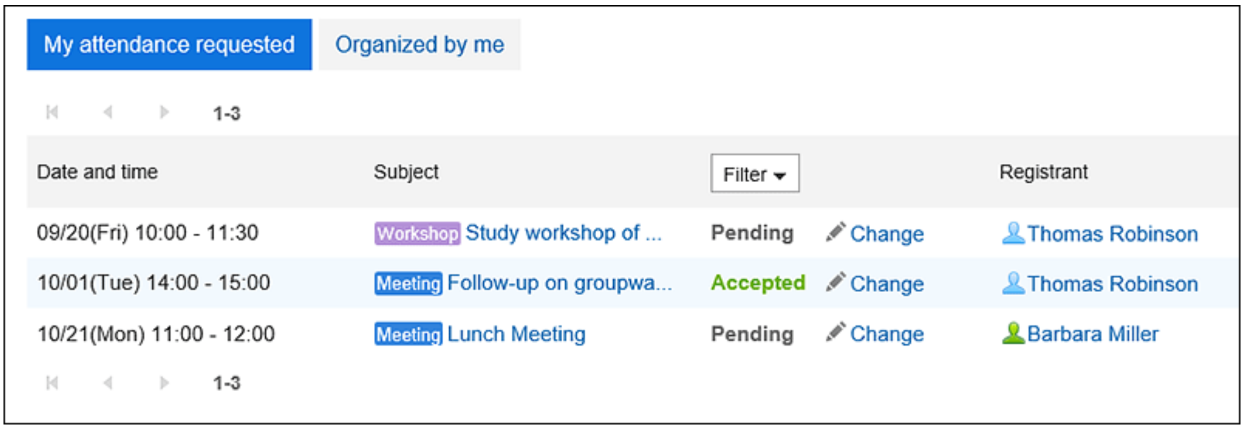
The "Response request list" screen only displays the appointments whose end times are scheduled after the current time. If the appointments do not have end times configured, it only displays appointments whose start times are later than the current time.

By clicking "Filter", you can filter the appointments using your responses.

- **To check the status of your responses for attendance requests**:

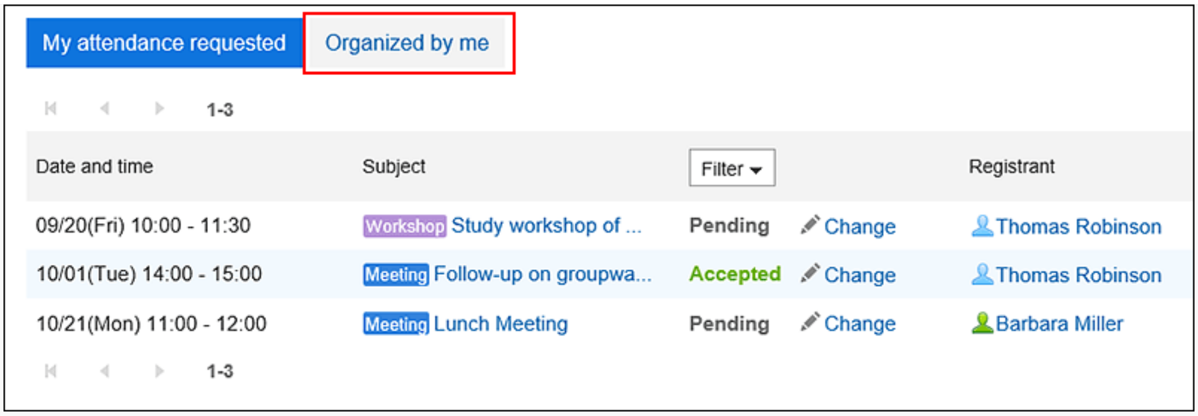
  In the "My attendance requested", check the status of your responses.

  Displays all appointments with attendance requests that you are invited as an attendee.

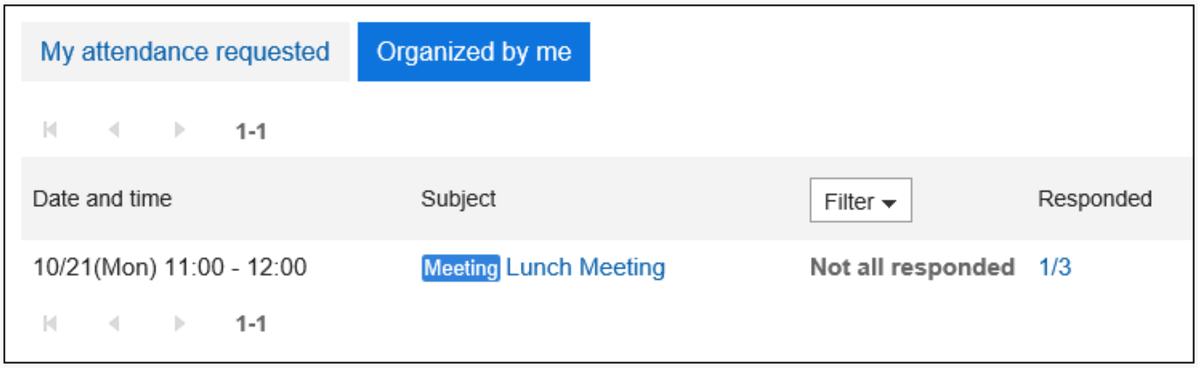


- **To check the status of attendee responses to appointments you have created:**

1. Click **Organized by me**.



2. In "Organized by me", confirm the status of attendance.
The number in the "Responded" is "The number of users who have responded/The number of all attendees".
By clicking the link of the number in the "Responded" column, you can check the status of attendee responses and messages in the "Attendance responses" screen.



Changing the Date and Time of an Appointment with the Attendance Request

Change the date and time of an appointment with attendance request.

Steps:

1. **Click the app icon in the header.**

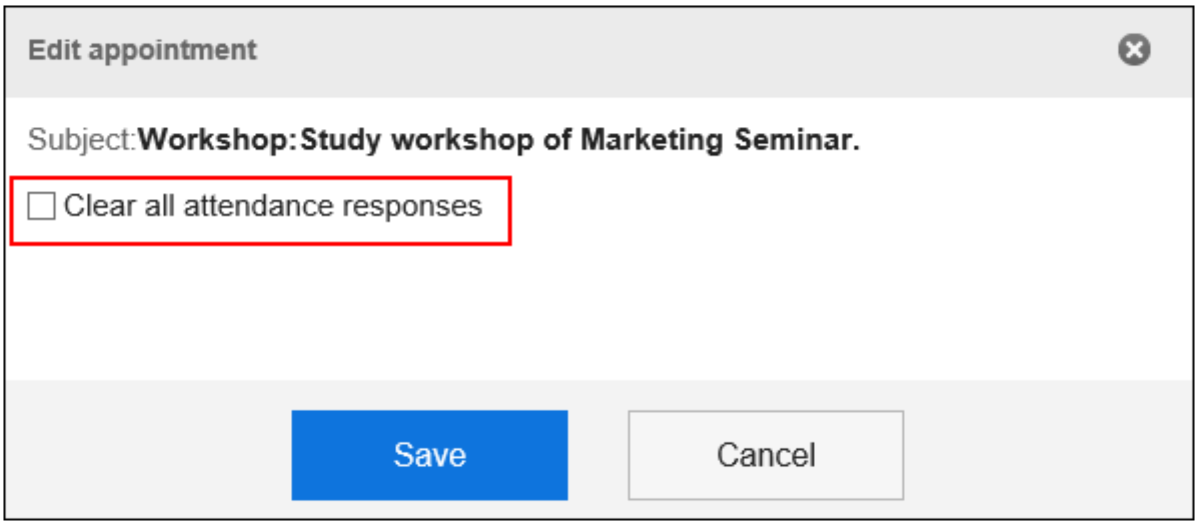
2. **Click Scheduler.**

3. **On the "Scheduler" screen, click the title of the appointment with attendance request for which you want to change the date and time of the appointment.**

4. **On the "Edit appointment" screen, change the "Date and time" field.**

5. **Confirm your changes and click Save.**

6. **On the "Edit appointment" dialog, you can set whether to reset all attendance responses.**
   - **When you want to keep the attendance responses**:
     Clear the checkbox for "Clear all attendance responses" and click **Save**. The attendees' attendance responses are taken over and only the date and time of the appointment will be changed.
   - **When you want to reset the attendance responses**:
     Select the checkbox for "Clear all attendance responses" and click **Save**. If you reset the attendance responses, responses from all attendees will become "Pending". The attendees need to check the new date and time and respond to the attendance requests.



3.4.9. Deleted Appointments

You can delete an appointment.

Depending on the type of appointment and the number of attendees, the items you select when you delete are different.

When an appointment is deleted, the added comments and attachments are also deleted.

Caution

- Once you delete appointments, they cannot be restored.

Note

- If you delete a Web conference appointment, the notification e-mail will not be sent to the external invitees.
- When you delete a Web conference appointment while any users are logged in to the Web conference room, that WEB conference is terminated.
- The actions might be restricted by system administrators.
  If you cannot perform any action, ask your administrator to allow you to perform it.
  For details, refer to Setting Up Access Permissions for Scheduler.

Watch Video

- Refer to Difference between 'leaving appointments' and 'deleting appointments'(295Page) video.

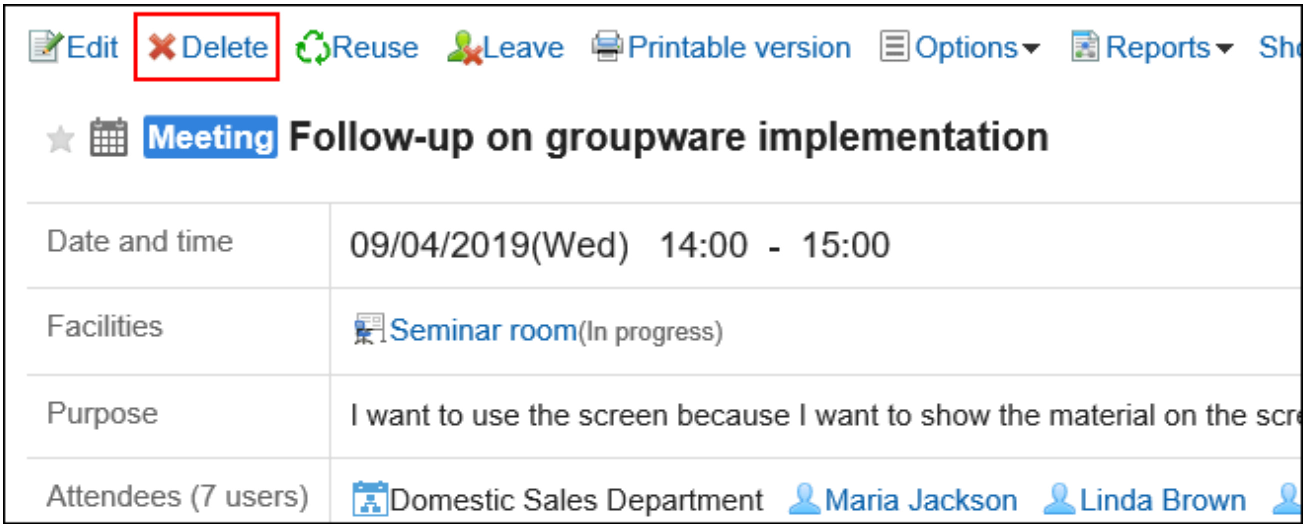
Steps:

1. **Click the app icon in the header.**

2. **Click Scheduler.**

3. **On the "Scheduler" screen, click the title of the appointment you want to delete.**

4. **On the appointment details screen, click Delete.**



5. **On the "Delete" screen, select one of the following items depending on the type of appointment.**
   - Appointment with multiple attendees:
     Select whether you want to delete the appointment only from your schedule or from the schedule of all the attendees.
   - Repeating appointments:
     Select the range of appointments you want to delete from the following:
     - This appointment only (YYYY/MM/DD (Day of the week))
     - Appointments after YYYY/MM/DD (Day of the week)
     - All appointments
   - Repeating appointments involving multiple attendees:
     - Participants:
       Select whether you want to delete the appointment only from your schedule or from the schedule of all the attendees.
     - Range:
       Select the period of appointments you want to delete from the following:
       - This appointment only (YYYY/MM/DD (Day of the week))

- Appointments after YYYY/MM/DD (Day of the week)
- All appointments

- Tentative appointments:
  Select the candidate date you want to delete.

6. **Click Yes.**

3.4.10. Searching in Scheduler

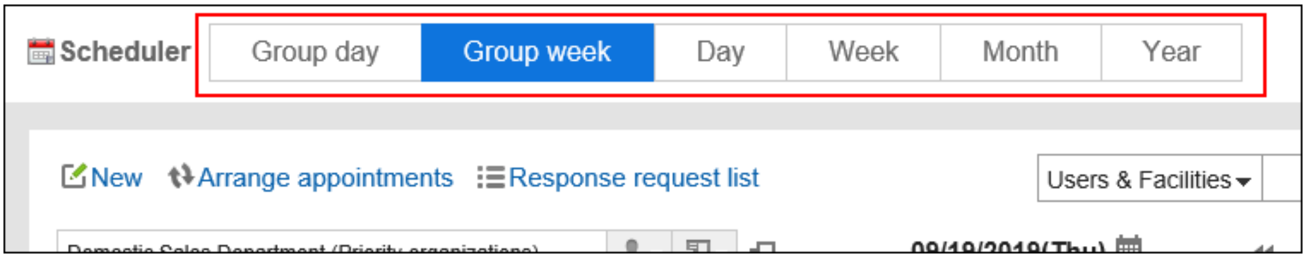
Searches for the schedule by specifying keywords and conditions.
When you click the item for advanced search, you can set detailed search conditions.

Searching for Appointments

Added appointments can be searched using keywords.
When you search for private appointments, you can search only for appointments that you have registered or that you attend.
You cannot search for appointments, even public or private, that you have been registered as a "Shared with" user.

Steps:

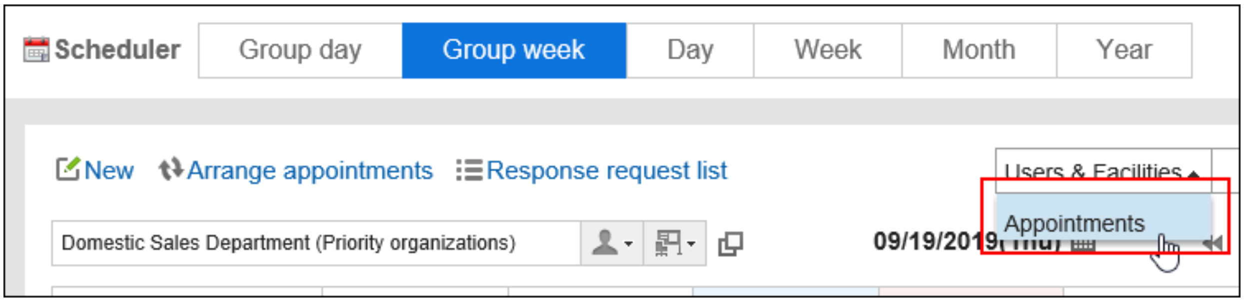
1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, select the target view screen.**



4. Perform the following actions, depending on the screen that you have selected in step 3

- **For group day view and group week view:**

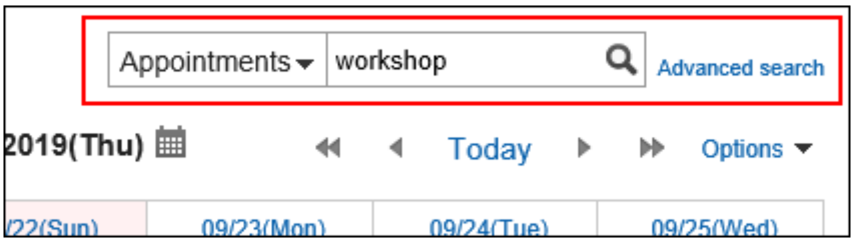
  Select "Appointments" from the dropdown list on the left side of the search box.



- **For day view, week view, month view, or year view screen:**

  Proceed to step 5.

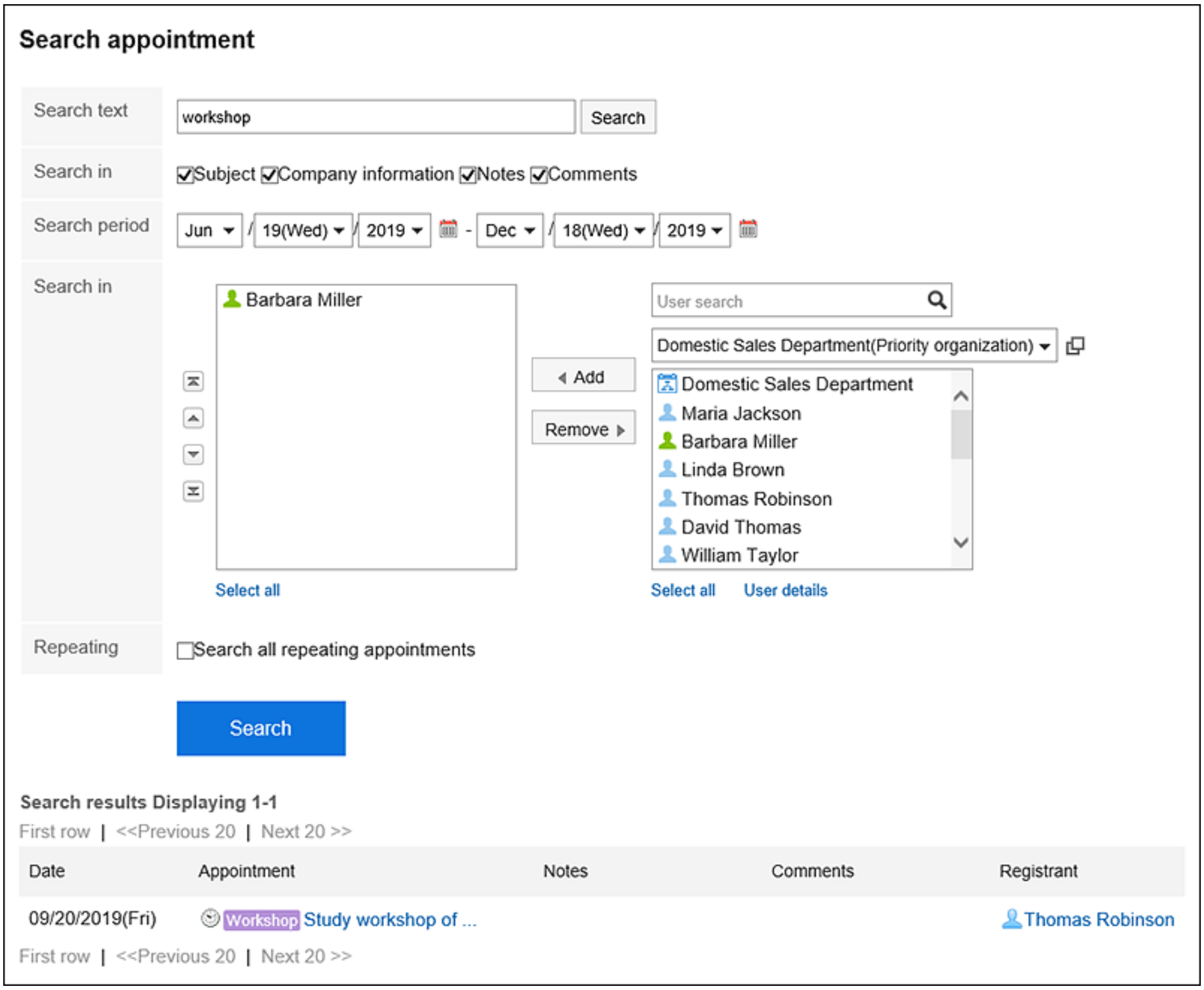
5. Type keywords in the search box, and then click the icon to search.



Search for a schedule that contains keywords in one of the following fields.

- Subject
- Company information
- Memo
- Comment

6. On the screen for appointment search, confirm the search results.



7. If you want to search again, set the search conditions and click "Search".

The following search conditions can be set. For details on search conditions, refer to options available for searching schedules in search specifications.

- Search string:

  Enter the keywords you want to search.
- Search Items:

  Select an item to search. You can select multiple items.
- Search Period:

  Set the period to search.
- Search in:

  Specify the users and organizations you want to search.

- Repeating appointments:

  Select to search all repeating appointments.

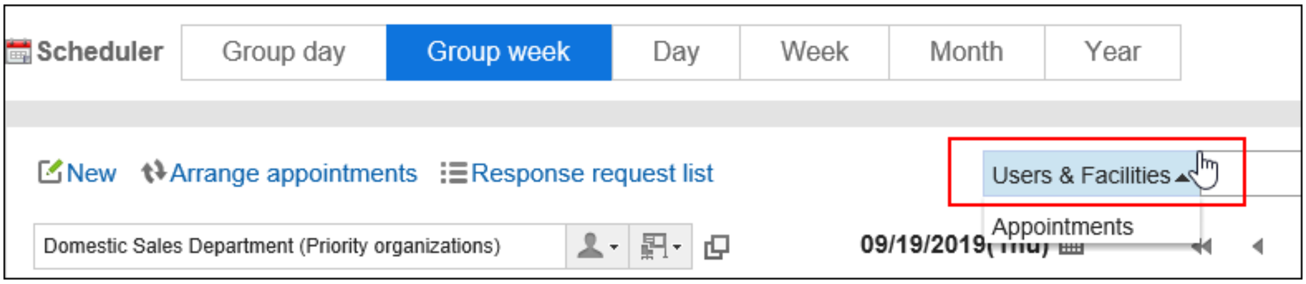
Searching for Users and Facilities

Search users and facilities by using keywords.

You can search on the group day view or the group week view screen.

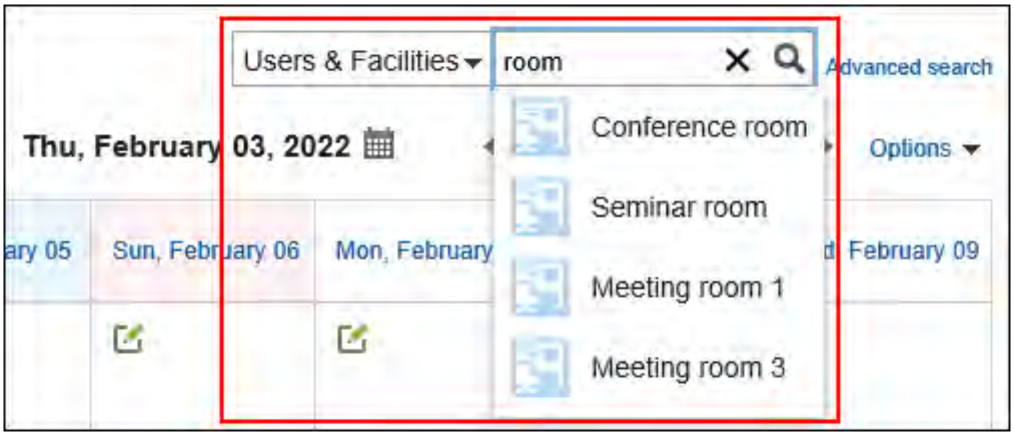
Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, select group day view or group week view screen.**
4. **Select "User/facility" from the drop-down list on the left side of the search box.**



5. **Type keywords in the search box, then click the search icon or click a user or facility from the possible choices shown.**

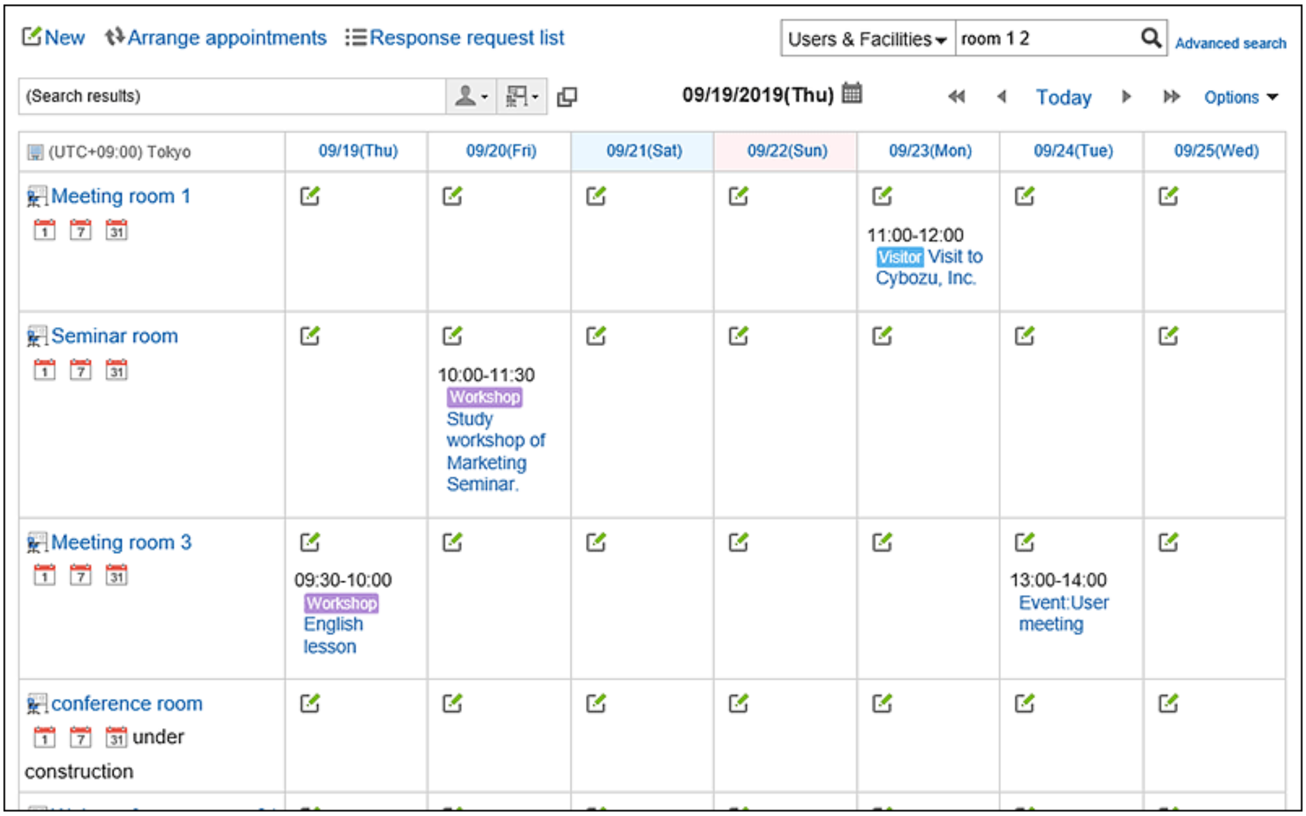
   Suggestions are displayed in Garoon version 5.15.0 or later.



Search for a schedule that contains keywords in one of the following fields.

- To search users:
  - Name (Standard)
  - English spelling
  - Login name
  - Pronunciation
  - E-mail
  - Job title
  - Custom items
- To search for facilities:
  - Facility Name

6. Confirm the search results.



If search result contains both users and facilities, the facilities are displayed after the users.

3.4.11. Printing Appointments

This section describes how to print appointments.

You cannot print the comments for an appointment.

Printing an Individual Appointment

Print an individual appointment.

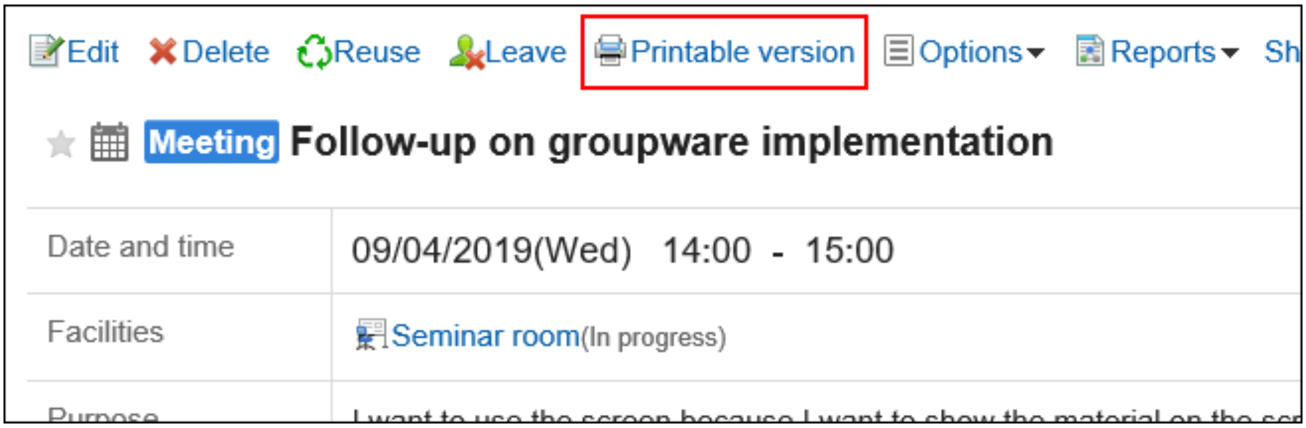
Steps:

1. **Click the app icon  in the header.**

2. **Click Scheduler.**

3. **Click the title of the appointment you want to print.**

4. **Click "Printable Version" on the "Appointment details" screen.**



5. **On the print settings screen, set the required items.**
   - Character Size:

     Select the text size you want to print.
   - Locale:

     Set the format for displaying date and time.

     Select either of the locale for the user or the locale for printing.

     The locale for printing is set by your system administrator.

6. **Click "Print" and print the schedule using the print feature of the Web browser.**

Printing Appointments for One Week

Print appointments for one week.

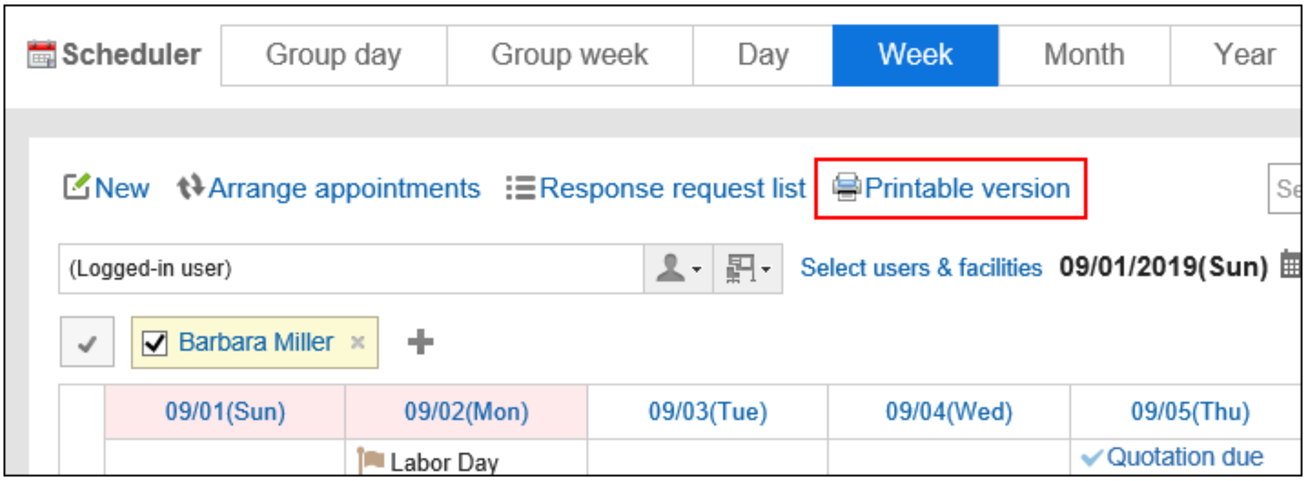
Steps:

1. Click the app icon  in the header.

2. Click Scheduler.

3. Click Week in the "Scheduler" screen.

4. On the week view screen, click "Printable Version".



5. On the print settings screen, set the required items.

- Width for week view:

  Specify the width for which you want to print the week view screen. Change the value and click **Save**.
- Character Size:

  Select the text size you want to print.
- Title Display:

  Select whether to print all titles, print only the appointment type, or print up to the specified number of characters.
- Appointment time:

  You can set whether to print only the start time or both the start time and end time.
- Display settings:

  Configure whether to print items such as appointment icons and holidays.

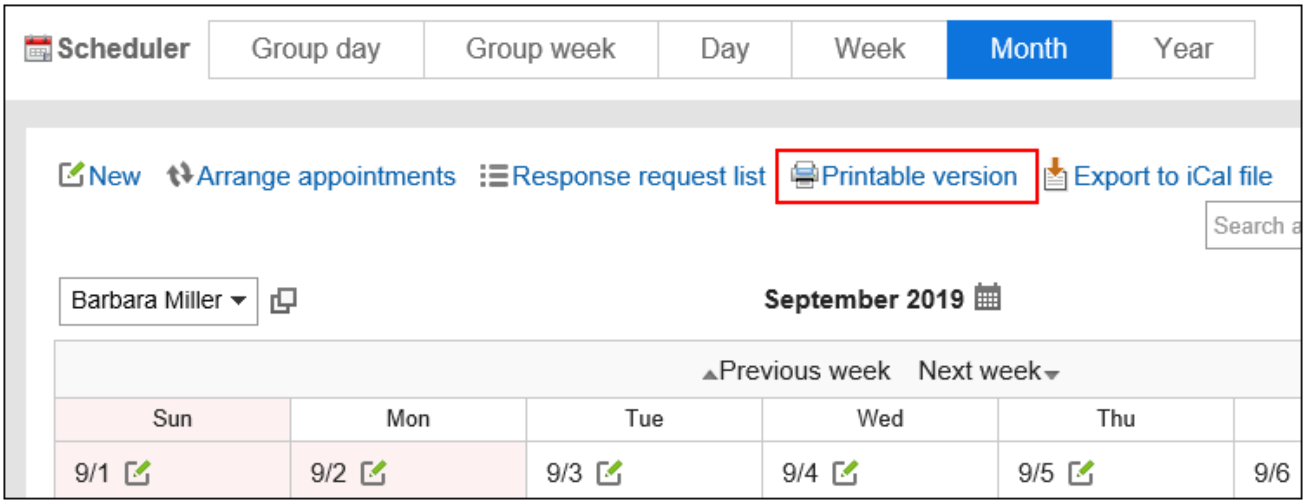
6. **Click "Print" and print the schedule using the print feature of the Web browser.**

Printing Appointments for One Month

Print appointments for one month.

Steps:

1. **Click the app icon  in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click Month.**
4. **On the month view screen, click "Printable Version".**



5. **On the print settings screen, set the required items.**
   - Width for month view:
     Specify the width for which you want to print the month view screen. Change the value and click **Save**.
   - Character Size:
     Select the text size you want to print.

- Title Display:
  Select whether to print all titles, print only the appointment type, or print up to the specified number of characters.
- Appointment time:
  Select to print only the start time or print both the start and end times of the appointment.
- Display settings:
  Configure whether to print items such as appointment icons and holidays.
- Locale:
  Set the format for displaying date and time.
  Select either of the locale for the user or the locale for printing.
  The locale for printing is set by your system administrator.

6. Click "Print" and print the schedule using the print feature of the Web browser.

3.4.12. Facility Usage Request

In Garoon, you can add an appointment by using the facility usage request. By using this feature, you need an approval to use facilities.
This section describes how to request approval for using facilities and how to approve requests.

Watch Video

- For details on how to submit the facility usage request, also refer to the Using Facilities Based on the Approval-Based Rule(295Page) video.

Note

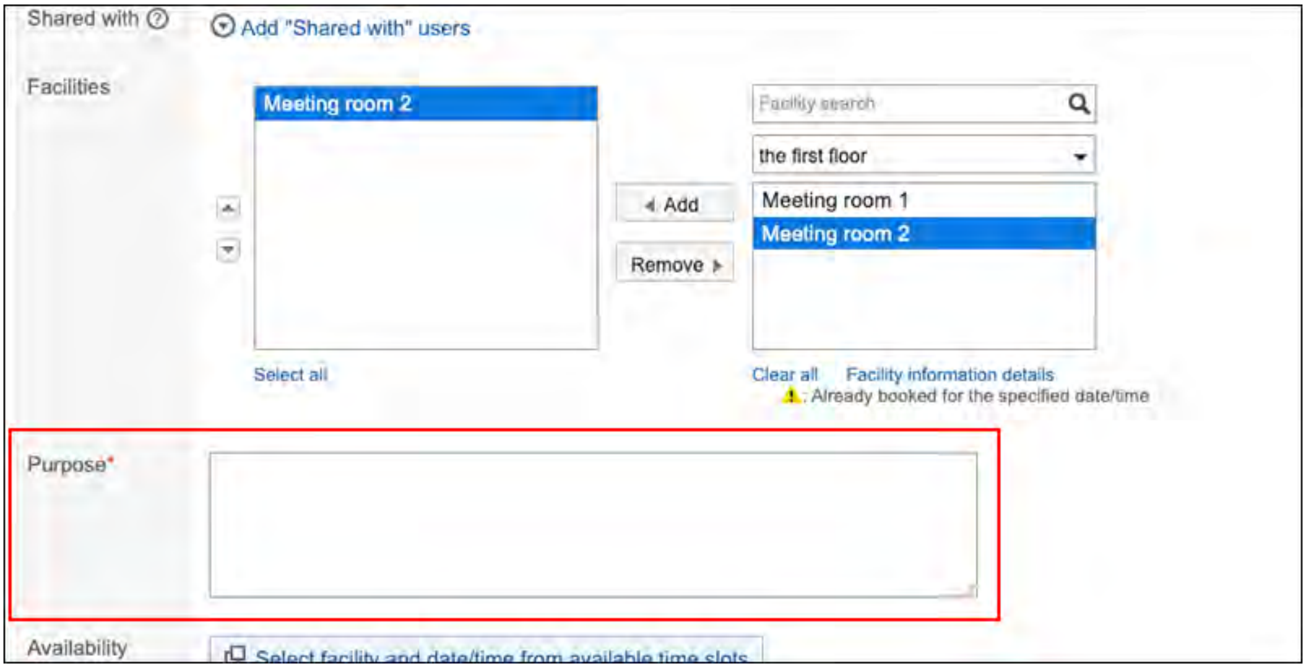
- To use the facility usage request feature, it must be enabled by your system administrator. For details, refer to Changing Facility Reservation Settings in Administrator Help.
- If the facility usage request feature is enabled after you add an appointment, your request is submitted with the "Purpose" field blank.
- Only the operational administrators of the facility group configured by the system administrator can approve or reject the facility usage requests. For details, refer to Setting Up Operational Administrative Privileges for Facility Groups in Administrator Help.

Creating Request to Use Facility

When you add an appointment, select a facility that requires you to submit a facility usage request. By adding a new appointment, a facility usage request is automatically submitted to the operational administrator of the facility group.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the item to add appointments or the icon.**
4. **On the "New appointment" screen, configure the required fields.**
5. **In the "Facilities" field, select the facilities you want to use and click Add.**
   If the selected facility requires approval, a "Purpose" field is displayed.



6. **Provide information in the "Purpose" field.**

"Purpose" is a required field. You cannot add your appointment without providing a purpose to use.

7. **Check the information you provided and click Add.**

Changing the Request Details

You can change or cancel the data you provided in a facility usage request. Use the "Edit appointment" screen to make changes.

When you make changes to the selected facility, a notification will be sent to the operational administrator of the facility group.

Steps:

1. **Click the app icon**  **in the header.**

2. **Click Scheduler.**

3. **On the "Scheduler" screen, click the title of the appointment in which you want to change the request.**
4. **Make changes to the "Facilities" or the "Purpose" field.**
5. **Check the information you provided and click Save.**

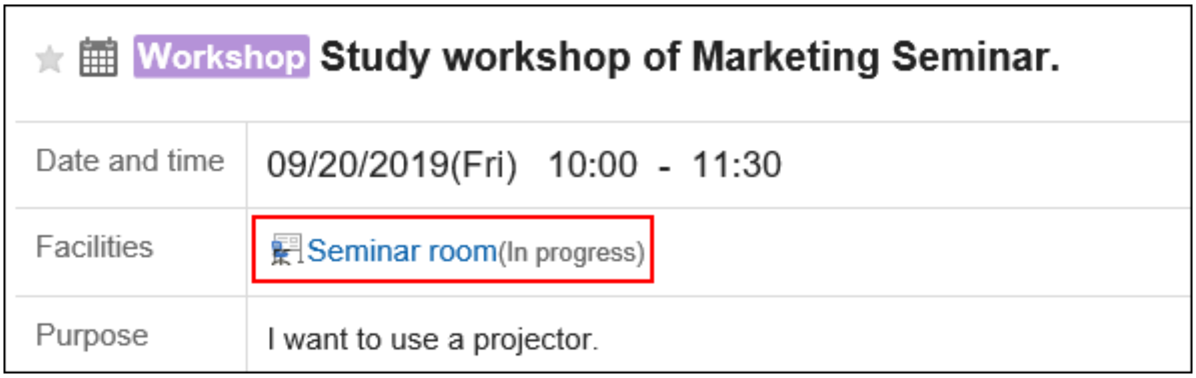
Check if the Facility Usage Request Is Approved

Check whether the facility usage request has been approved or not.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the appointment for which you want to check the approval status of the facility usage request.**
4. **On the "Appointment Details" screen, confirm the "Facilities" field.**
   - **When the request is unprocessed:**

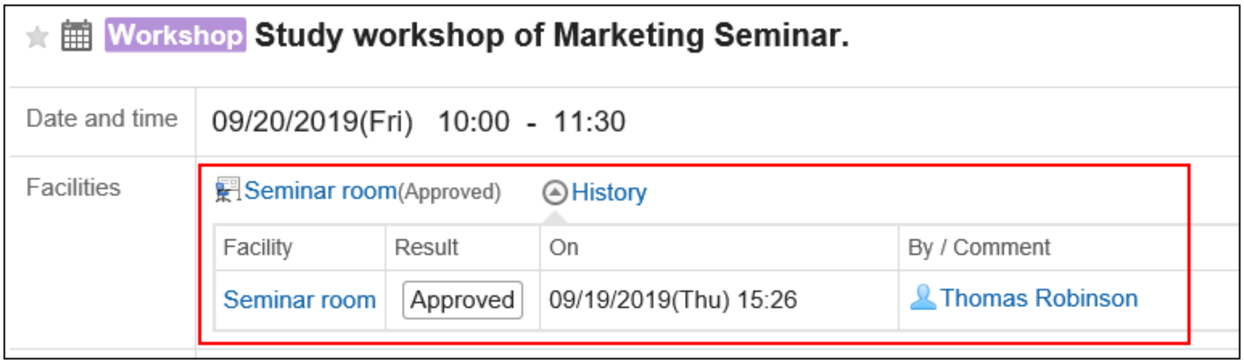
     "(In progress)" is displayed next to the facility name.



   - **When the request is approved:**

     A notification of "Approved" is sent to the user who created the appointment.

     Clicking "History" displays the details of the process.

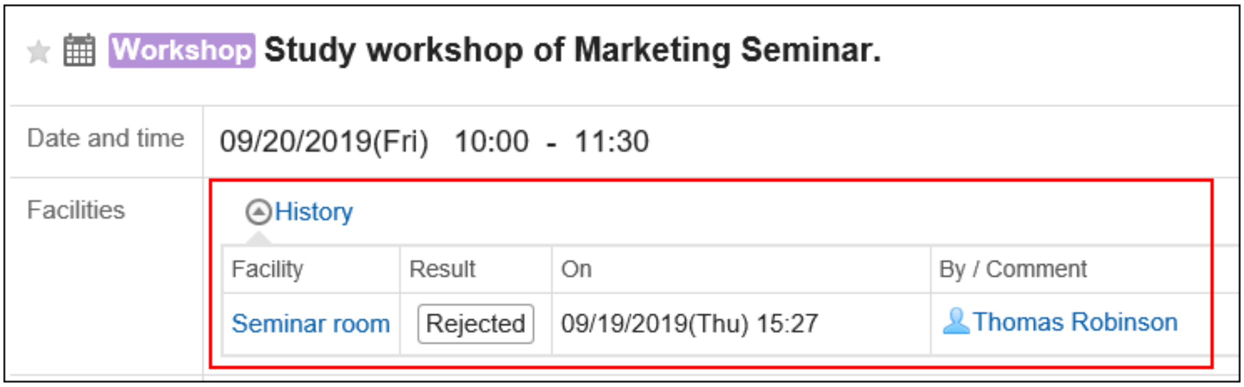


- **When the request is rejected:**

  A notification of "Rejected" is sent to the user who created the appointment.

  The facility is removed from the appointment.

  Clicking "History" displays the details of the process.



(For Operational Administrator) Processing the Facility Usage Requests

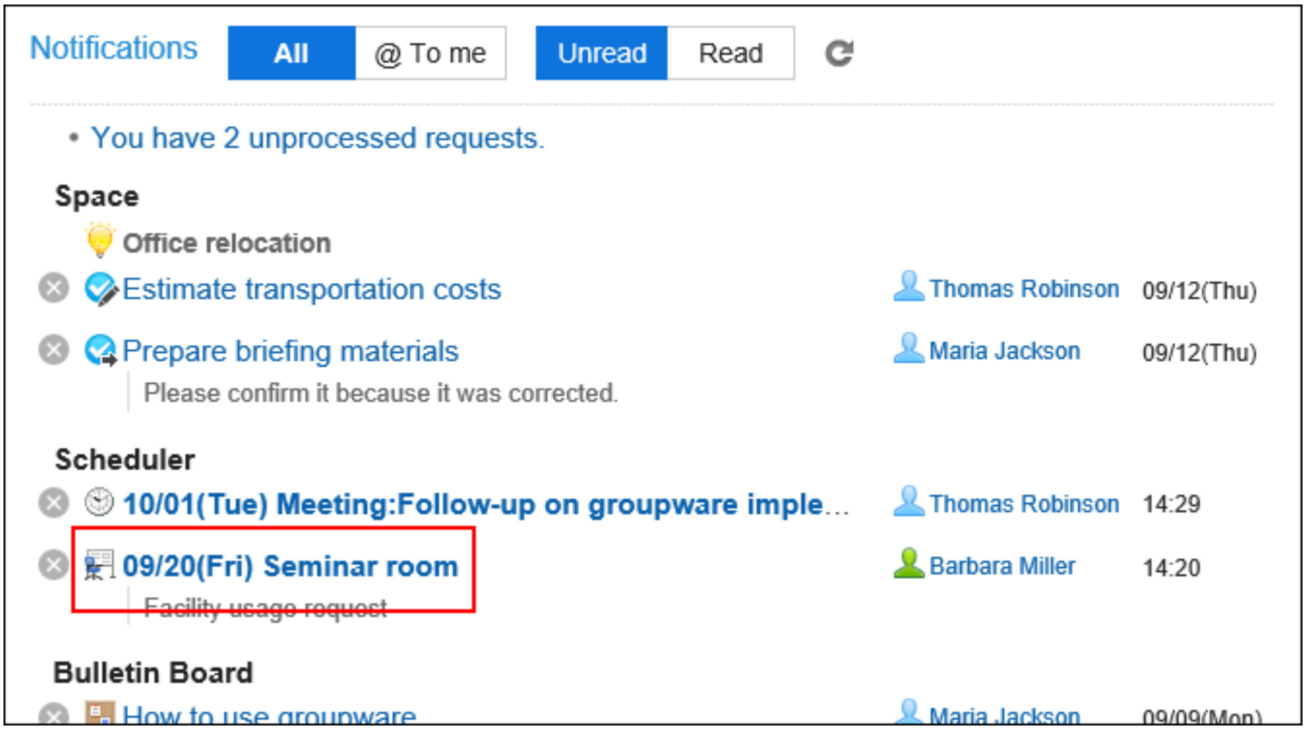
You can approve or reject the facility usage requests created by users.

Processing from The "Facility Usage Requests" Screen

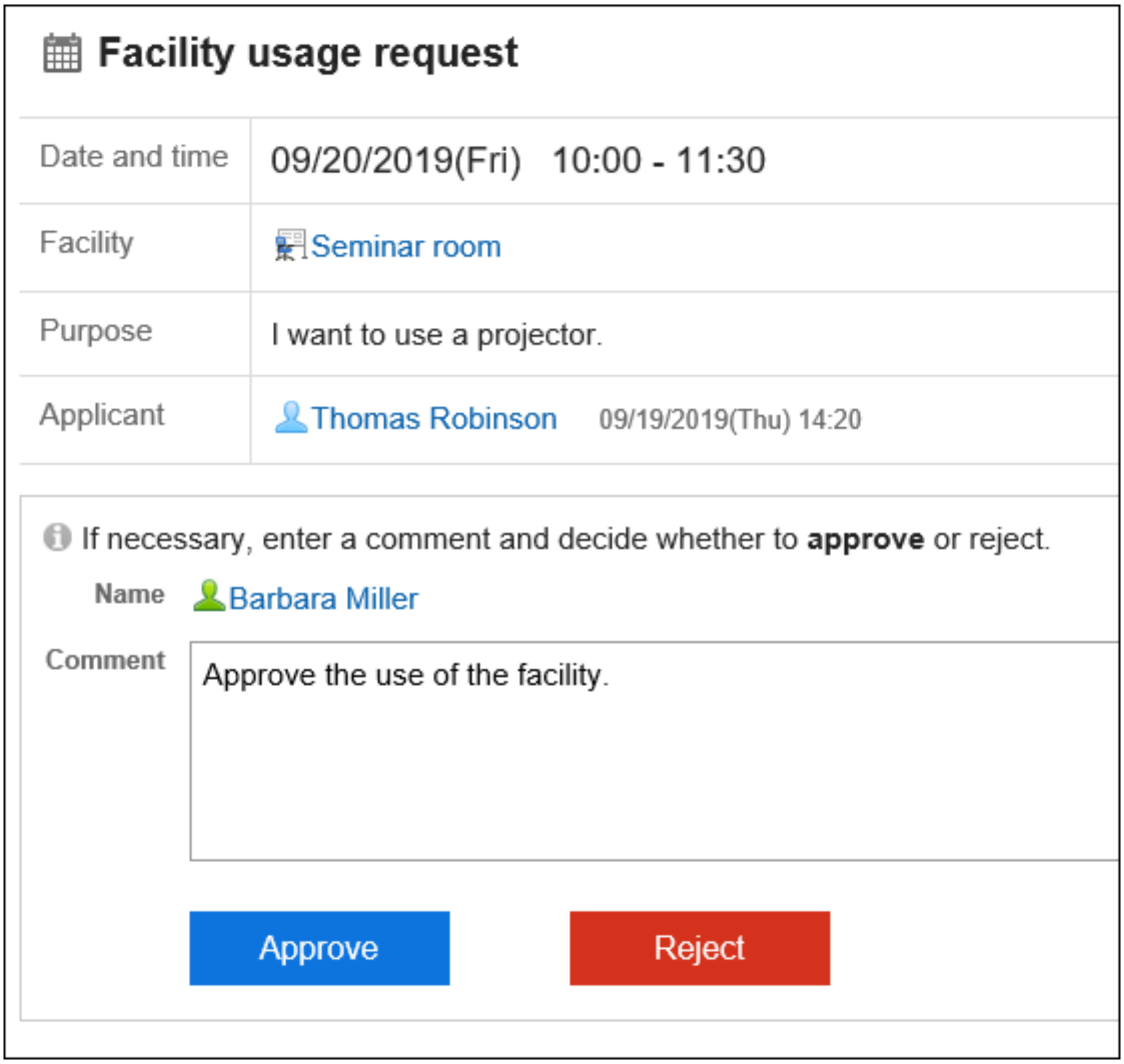
From the "Facility usage requests" screen, you can process the facility usage requests.

Steps:

1. **In the "Notifications" Portlet, click the title of the appointment where the facility usage request is displayed.**



2. **On the screen for facility usage request, enter a comment if necessary, and click "Approve" or "Reject".**



Processing from the "Facility Usage Requests" Screen

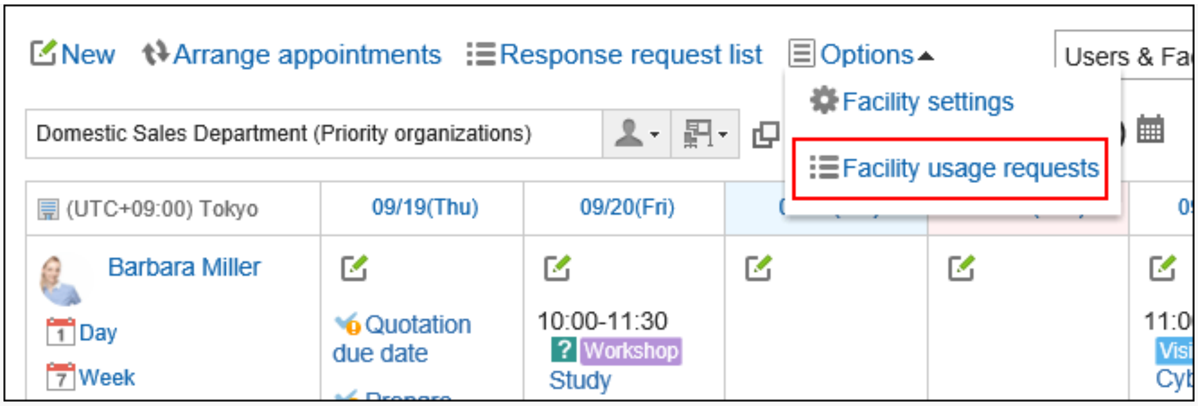
From the facility usage requests screen, you can process the requests.

Steps:

1. Displays the facility usage requests screen.

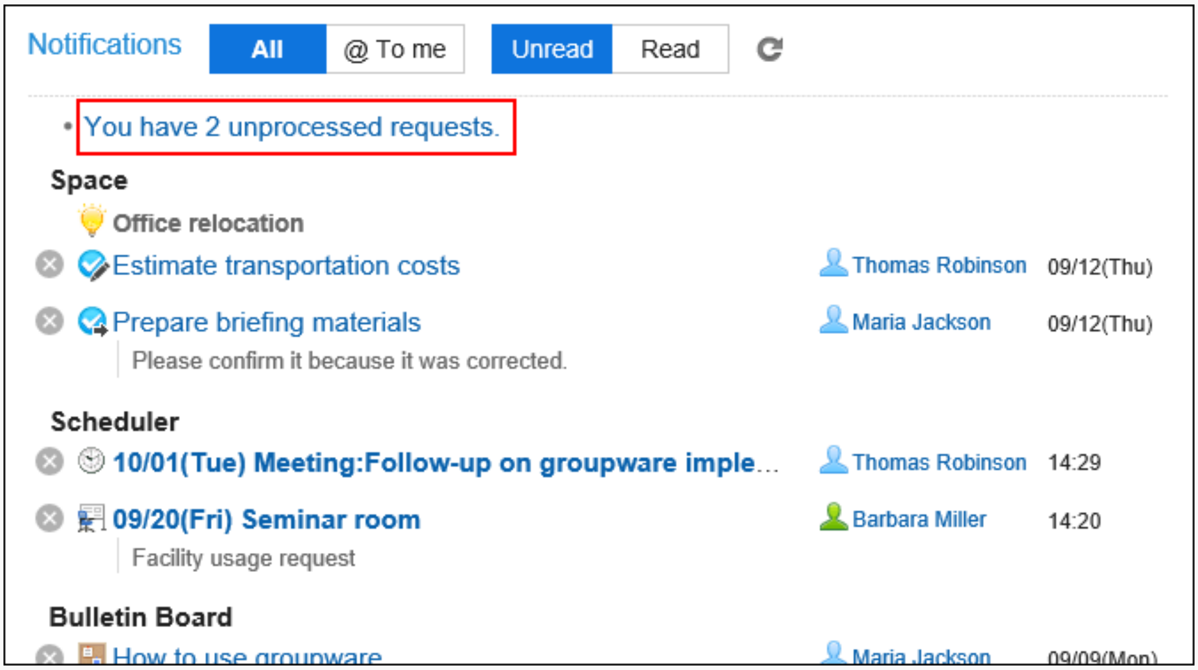
- **To view from the Scheduler:**

1. Click the app icon in the header.
2. Click **Scheduler**.
3. On the "Scheduler" screen, click "Facility usage requests" under "Options".



- **To display from the "Notifications" portlet:**

1. In the "Notifications" portlet, click "You have N unprocessed requests".



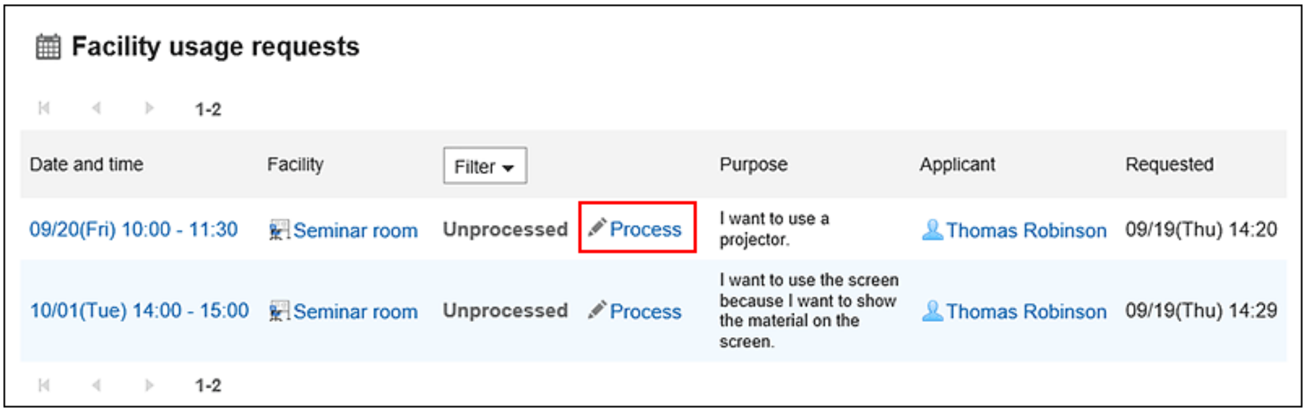
2. **On the "Facility usage requests" screen, check the purpose of the target request and then click "Process".**

If you click "Facility usage requests" on the "Scheduler" screen, a list of all usage requests is displayed.

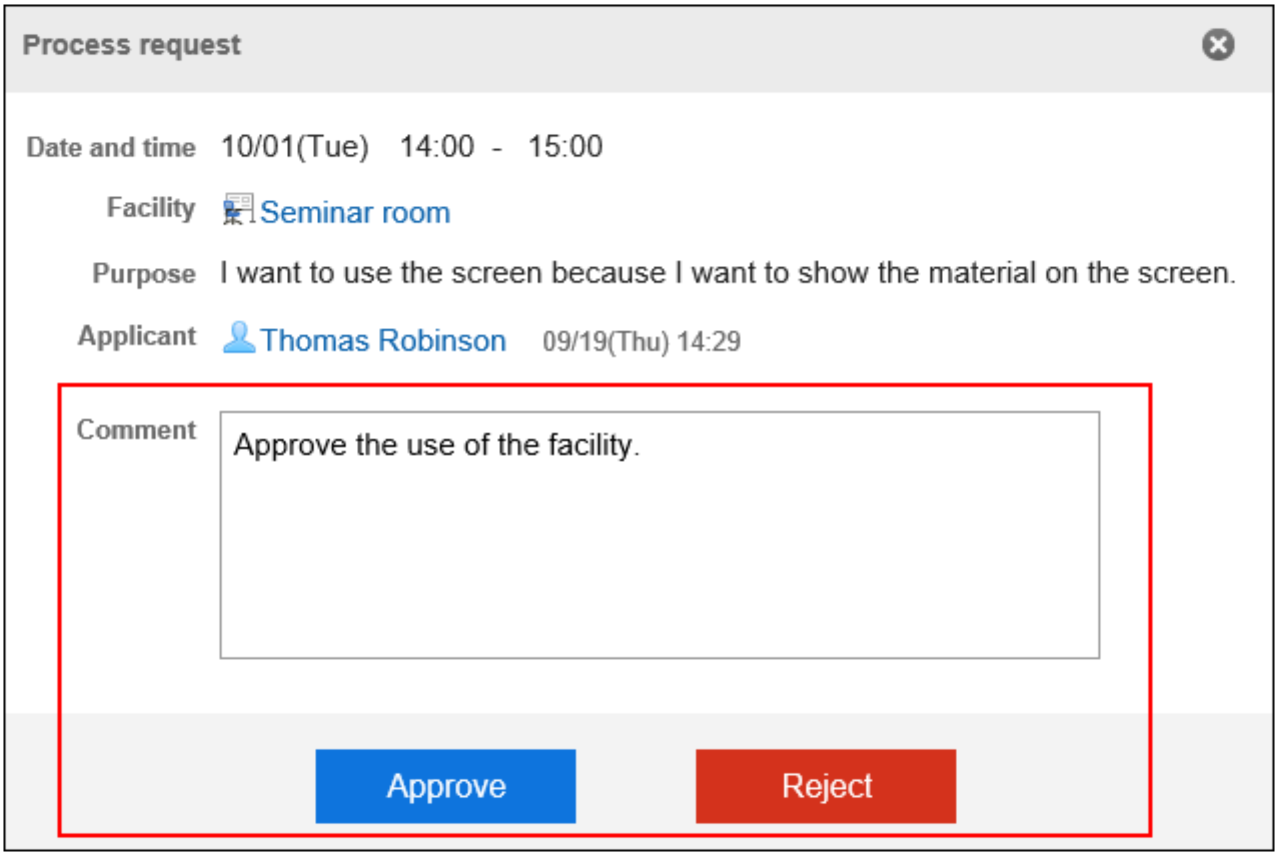
If you click "You have N unprocessed requests" in the "Notifications" portlet, a list of the unprocessed facility usage requests is displayed.

Only the facility usage requests having future end time are displayed on the "Facility usage requests" page.

A facility usage request is created per facility. For example, if three facilities with usage requests exist in one appointment, three usage requests are created.



3. **On the screen for processing facility usage requests, enter a comment if necessary, and click "Approve" or "Reject".**

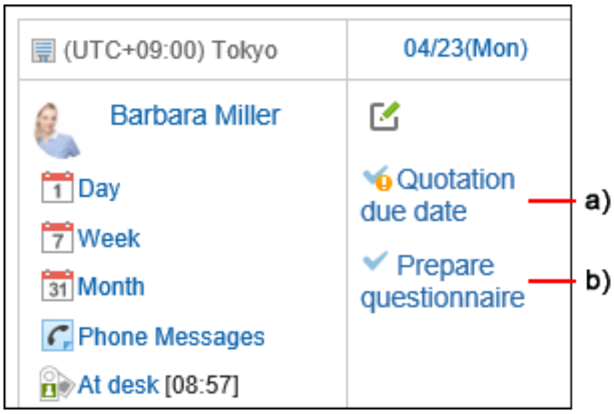


3.4.13. Working with Other Applications

You can integrate Scheduler with other applications to display the due date for to-do tasks on the "Scheduler" screen, or to associate a report that you have created in MultiReport.
Depending on your system administrator settings, icons and links for working with other applications may not be displayed.

Showing the Due Dates for To-Dos

When you set due dates for To-Dos, the uncompleted To-Dos are displayed on the "Scheduler" screen. The completed To-Dos are not displayed.
For details on To-Dos, refer to To-Do list(661Page).



a): The uncompleted To-Dos that are overdue. These items will no longer be displayed after 91 days have passed from the due date.
b): Uncompleted To-Dos with the due date of April 23rd.

Note

- If the uncompleted To-Dos are not displayed after setting the due date, select the **Show uncompleted to-do** checkbox in **Options** of the "Scheduler" screen.
  For details on the "Scheduler" screen, refer to how to view(300Page) the Scheduler screen.

Associating MultiReport Reports

The appointment attendees can create meeting minutes they attended or associate the created reports to appointments.

When you associate an appointment with a report, you can view the minutes of the meeting from the appointment details screen and check the details screen of the appointment from the report details screen.

If You Do Not Have a Report Yet

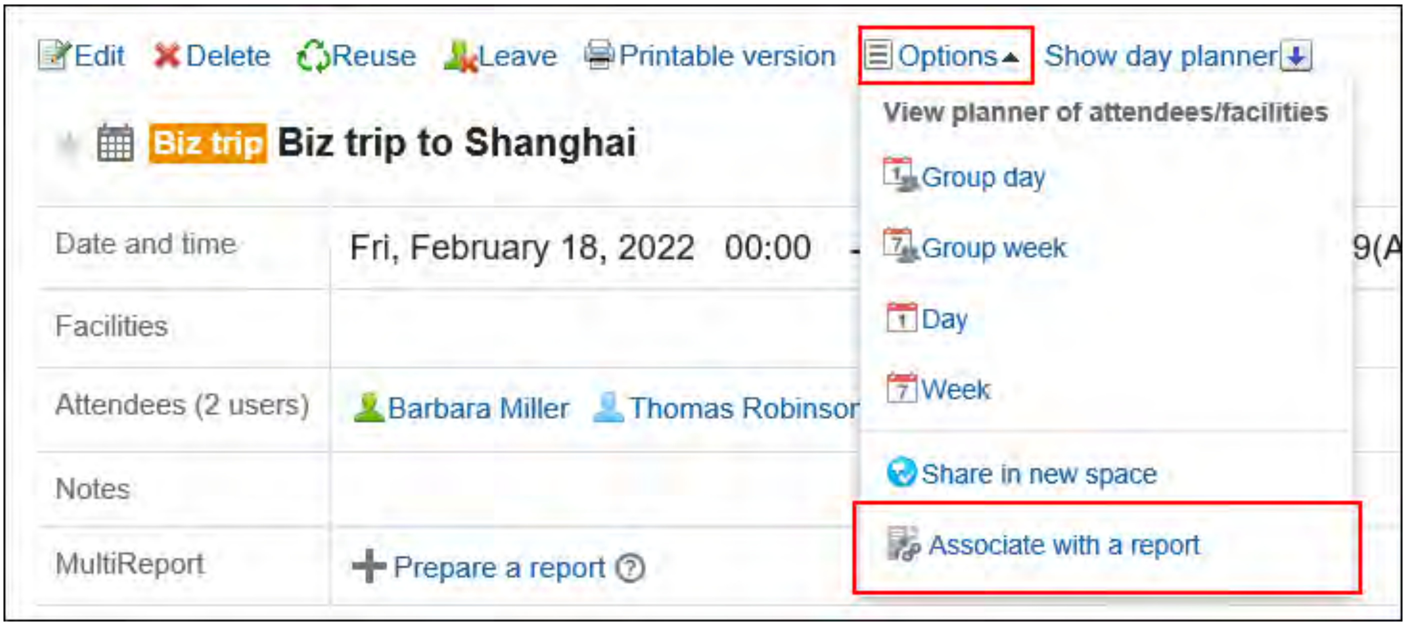
On the "Appointment details" screen, click **Prepare a report** to create a report and associate it with the appointment.

The steps are different for those using Garoon earlier than version 5.15.0. For details, refer to Create a Report Related to an Appointment(987Page).

If You Already Have a Report

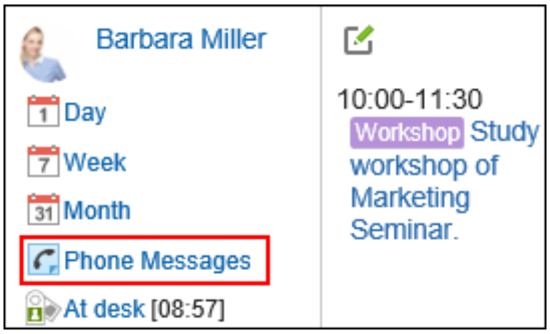
On the "Appointment details" screen, click **Associate with a report** from "Options" to associate the created report to an appointment.

The steps are different for those using Garoon earlier than version 5.15.0. For details, refer to Associating existing reports with appointments(989Page).



Adding Phone Messages

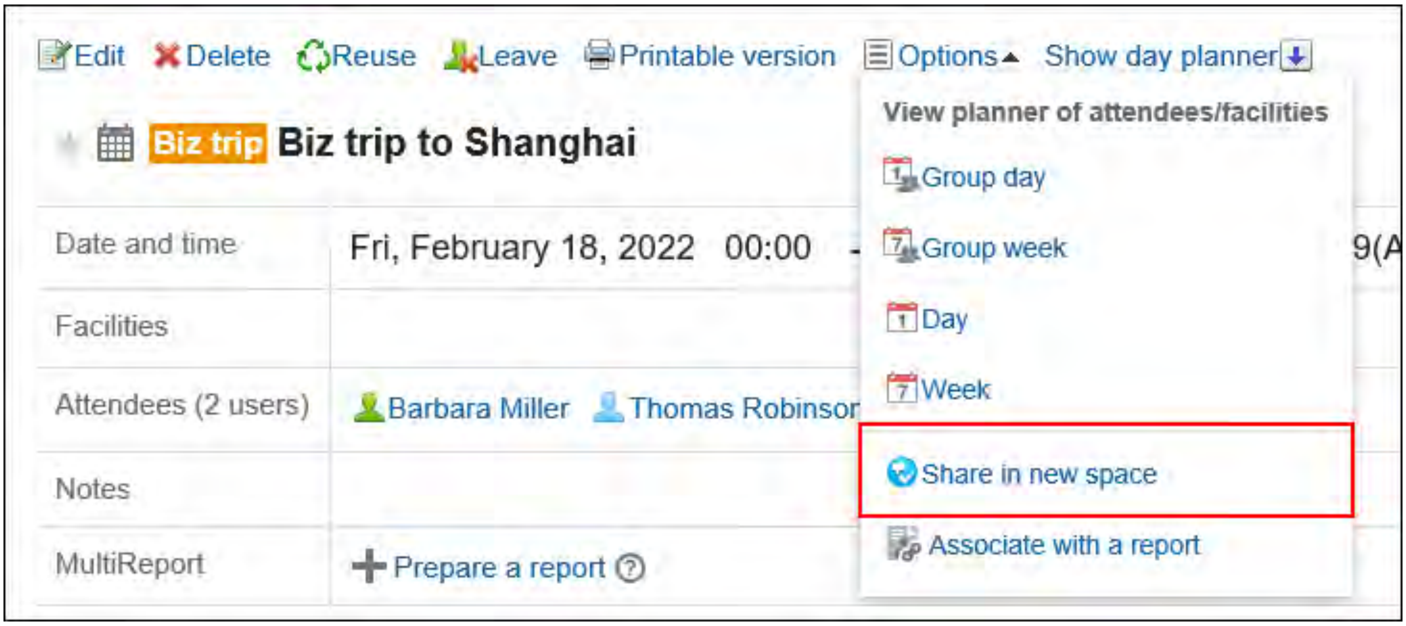
On the Group Day View or Group Week View page, when you click the item to add Phone Messages in the appointment of a user, you can add a phone message to the user.



For details, refer to Adding Phone Messages(641Page).

Creating New Space for Attendees of Appointments

You can easily create a space adding attendees of an appointment as the members.
On the "Appointment Details" screen, clicking "New Space" under "Options" displays the "Create Spaces" screen.
Regardless of the attendance status to the appointment, you can create a space where all the attendees of the appointment are set as members.



For details, refer to Creating Spaces(203Page).

3.4.14. Using Web Conference System

A Web conference system is a system that uses a Web browser to hold meetings.

Users who work in different locations and external invitees (who are not using Garoon) can also join the Web conference.

To use the Web conference system, the system administrator must set up the V Cube Meeting.

Web conference systems can only be used for regular appointments.

One facility supporting the WEB conference system can be added to one appointment.

You can add an appointment to use the Web conference system in the following steps.

Steps:

1. **Click the app icon in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the item to add appointments or the icon.**

4. **On the "New appointment" screen, click Regular.**

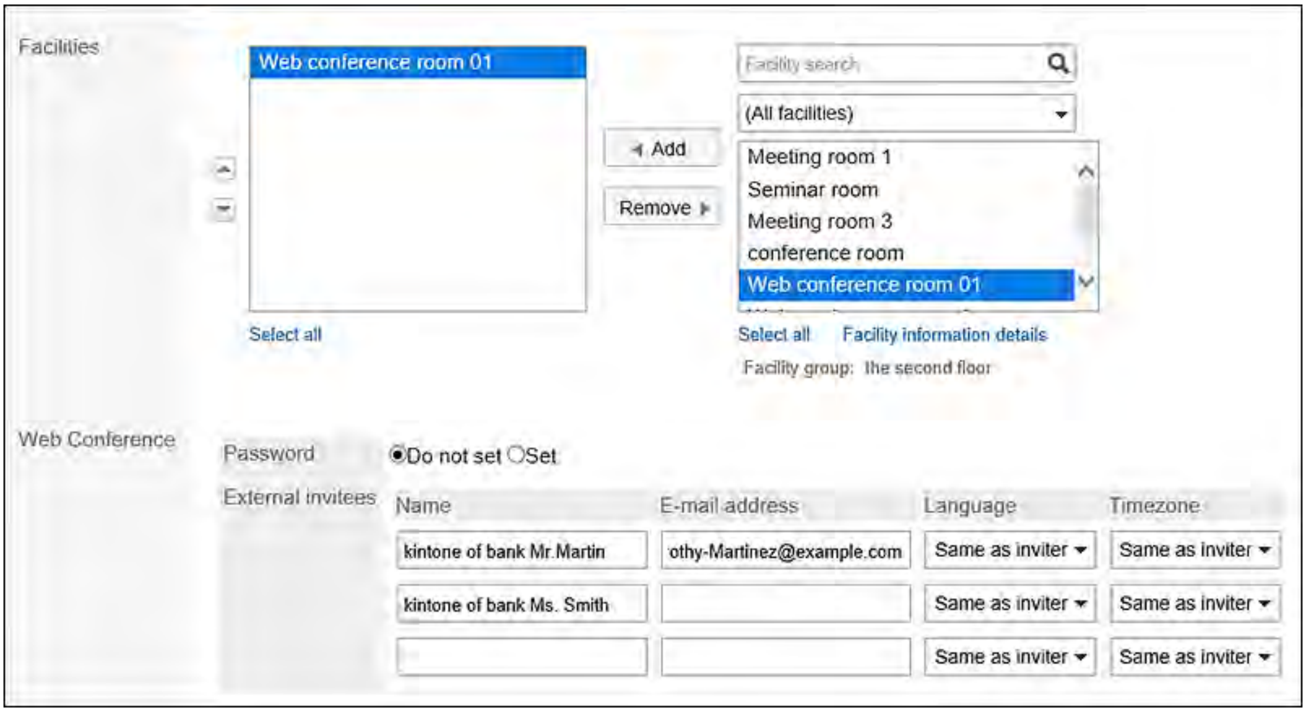
5. **If necessary, set the date/time and the attendees.**

For details on the settings, refer to Items on the "New appointment" screen(340Page).

6. **In the facilities field, select a facility which supports the WEB conference system.**

You will see a form for setting up e-mail addresses and languages used by external invitees.

7. **In the field for configuring the Web conference, set the required items.**



- Password:
  Select whether to set a password for entering the conference room. Configured password will be noted in the invitation e-mail.
- Name:
  Enter the name of an external invitee.
- E-mail:
  Enter the e-mail address of an external invitee. A Web conference invitation e-mail will be sent to the e-mail address that you entered.

- Language:
  Select the language that is used by external invitees.
- Time zone:
  Select the time zone that is used by external invitees.

8. Confirm your settings and click Add.

Users who have added the appointment will receive an e-mail stating that the invitation has been sent to external invitees.

Joining a Web Conference

External invitees enter the conference room by clicking the link in the invitation e-mail upon scheduled start time.
Attendees enter the conference room by clicking the item to join the conference on the appointment details screen upon scheduled start time.

Note

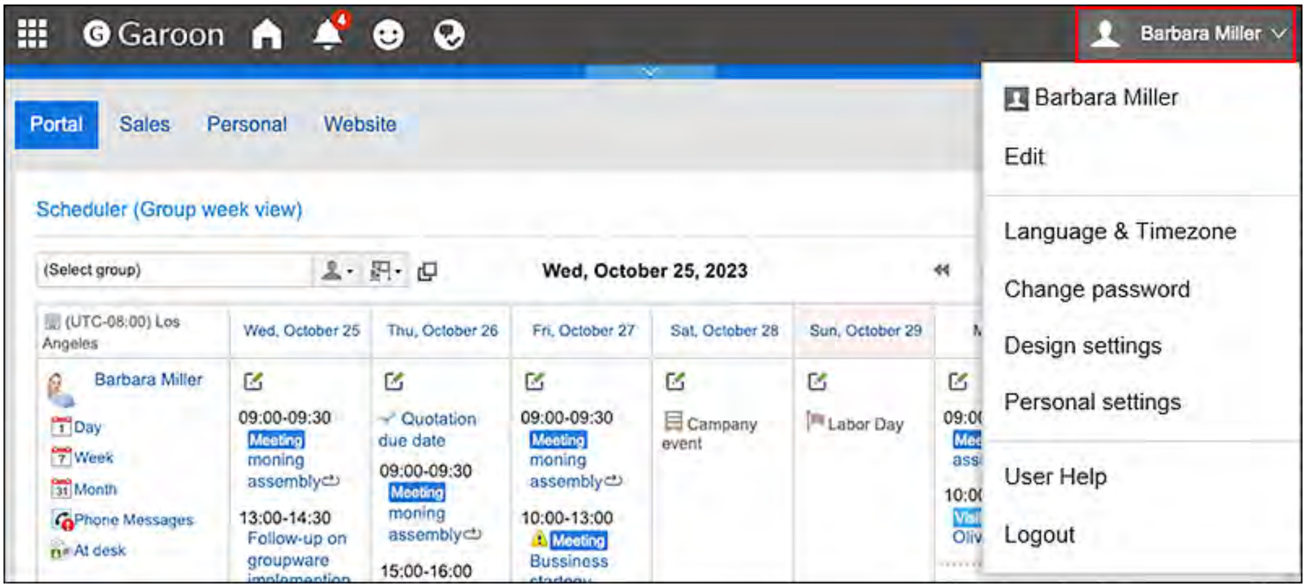
- The maximum number of attendees of Web conferences have its limitation. Confirm with your system administrator how many attendees you can set.
- For details on the V-CUBE meeting operations after joining a Web conference, refer to V-CUBE meeting support site provided by V-cube, Inc.

3.4.15. Setting up Appointments Display

Set the time period that is displayed on the "Scheduler" screen.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Scheduler.**
5. **Click "Display settings".**
6. **On the "Display settings" screen, set the time period field.**

   Set the start and end times of the time period to be displayed on the following screens. The start and end times cannot be the same.

   - Group Day view
   - Day view
   - Week view

7. **Set the start day of week field.**

To set Mondays to be the start date of the week, select the "Set the first day of the week to Monday" checkbox. The setting will be applied to the "Month" view.

8. Set the end time field.

To display the end time, select the checkbox to show the end time of the appointment in the group week view and the month view.

9. Confirm your settings and click Save.

3.4.16. Setting up Appointment Types

The appointment type is a feature that allows you to view the appointment types concisely.
Even if the title is difficult to determine the contents of an appointment, the appointment type can be used to simplify the appointment. In addition, you can quickly add an appointment because you can save time of entering the title of the appointment.
The appointment type items can be configured not only by the system administrator but also by users. Added appointment menus are available only to users who have added them.
It is convenient to set up an appointment type that is frequently used, such as business trips and meetings.

a): This appointment has been added by using the appointment type set by your system administrator. The appointment type is color coded.

b): This appointment has been added using the appointment type that has been set by the user. The appointment type is not color coded.

Note

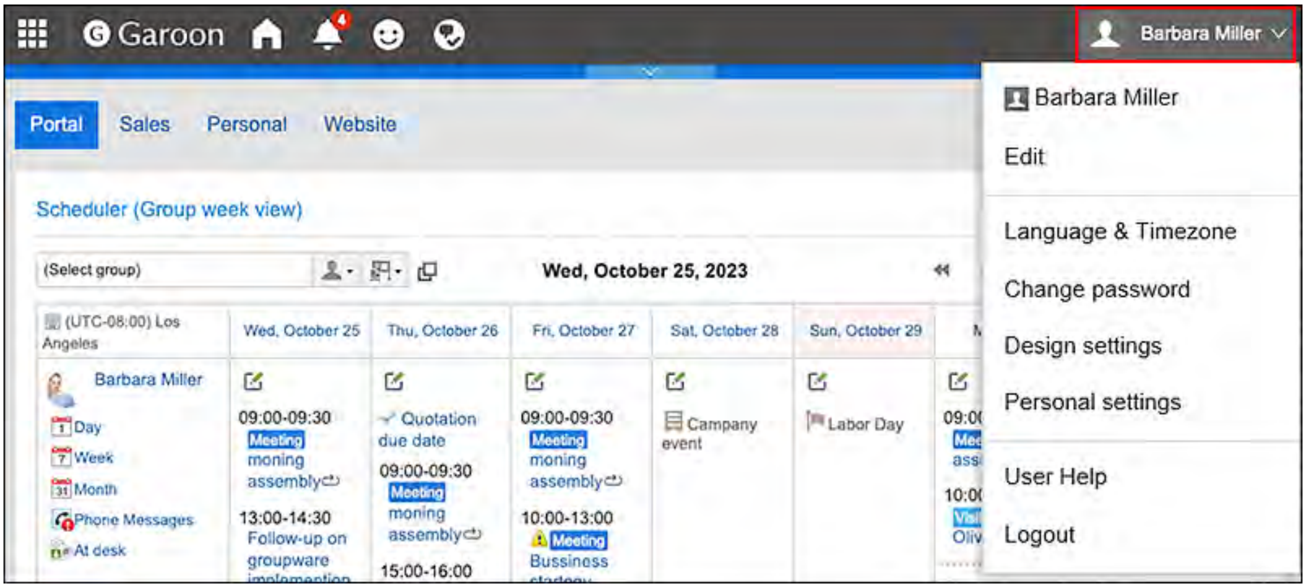
- When you add an appointment by importing a CSV file on the "Personal settings" screen, the appointment type will not be color coded.

Watch Video

- For the steps to configure appointment types, also refer to the How to Configure Appointment Types video.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Scheduler.**

5. **Click Appointment types.**

6. **On the appointment type settings screen, enter an appointment type.**
   Enter one appointment type in one line.

7. **Confirm your settings and click Save.**

3.4.17. Setting Up E-mail Notifications for Appointments

If you configure the e-mail notification feature for appointments, you will receive notifications via e-mails when:

- An appointment in which you are specified as an attendee is added, edited, or deleted
  In Garoon version 5.5.0 and later, update notifications are sent even for the actions on the appointments in the past.
- A facility usage request you submitted is approved or denied
- A usage request for the facility for which you have been configured as an approver is submitted

There is no feature to send e-mails when the appointment start time approaches.
To use e-mail notifications for appointments, your system administrator must set up a system e-mail account.

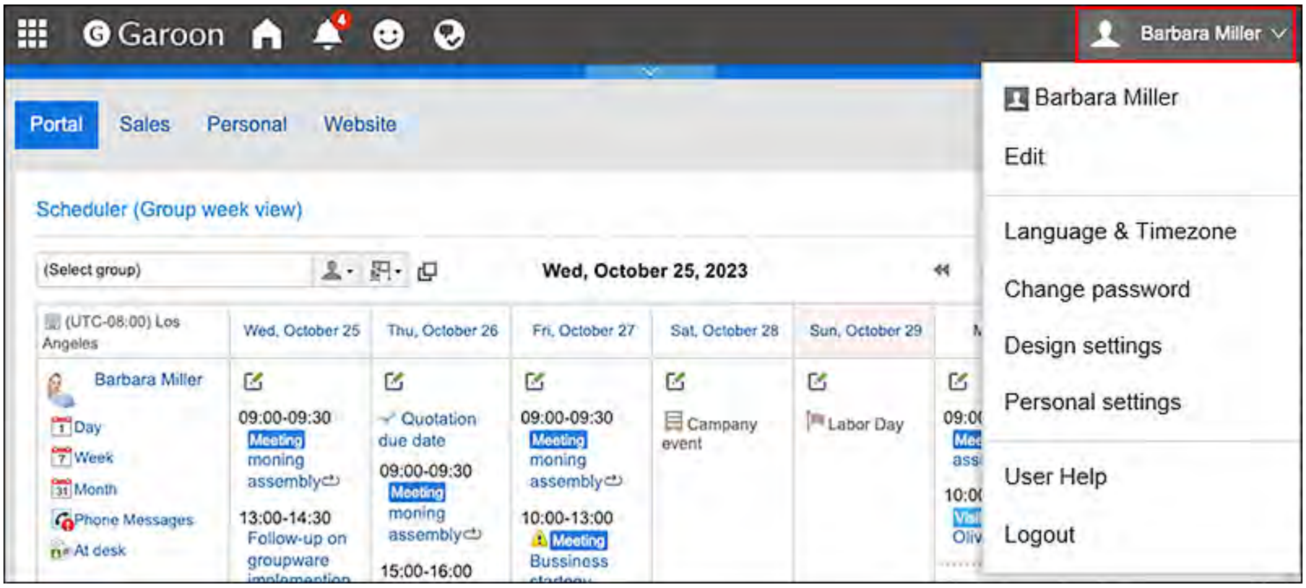
Note

- You can change the character encoding of e-mail of update notifications.
  For details, refer to Display Language Settings for User Names and Character Encoding Settings for E-Mail Notifications(125Page).

- By using the "Garoon mobile" app dedicated to smartphones, you can receive a reminder notification before the start time of an appointment.
  For details, refer to the following manuals.
  - Appointment Reminder Feature of Garoon Mobile for iOS(1051Page)
  - Appointment Reminder Feature of Garoon Mobile for Android(1069Page)

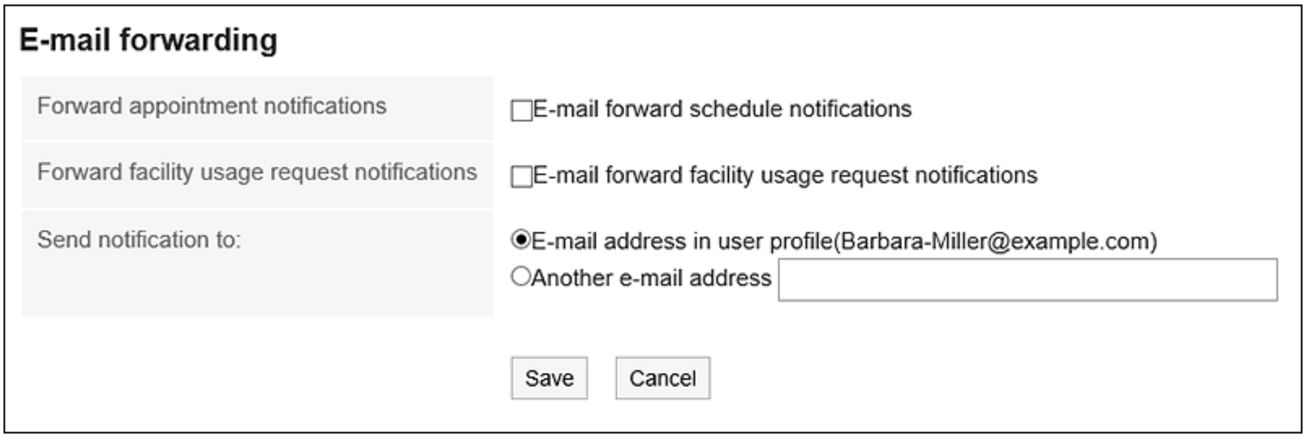
Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Scheduler.**
5. **Click E-mail forwarding.**
6. **On the "E-maul forwarding" screen, set the required items.**
   The setting fields are as follows:
   - Forwarding appointment notifications:
     To forward an appointment update notification, select the checkbox to forward e-mail notifications.

- Forwarding facility usage request notifications:
  This item is displayed only for the users who are assigned as operational administrators for facilities by the system administrator.
  To forward an update notification of a facility usage request, select the "E-mail forward facility usage request notifications" checkbox.
- Send notification to:
  Select the e-mail address to which you want to receive update notifications.
  If you want to receive update notifications other than the e-mail address that you have added to your user details, select "Another e-mail address" and enter the e-mail address to which you want to receive notifications. You can also set multiple e-mail addresses, separated by commas.



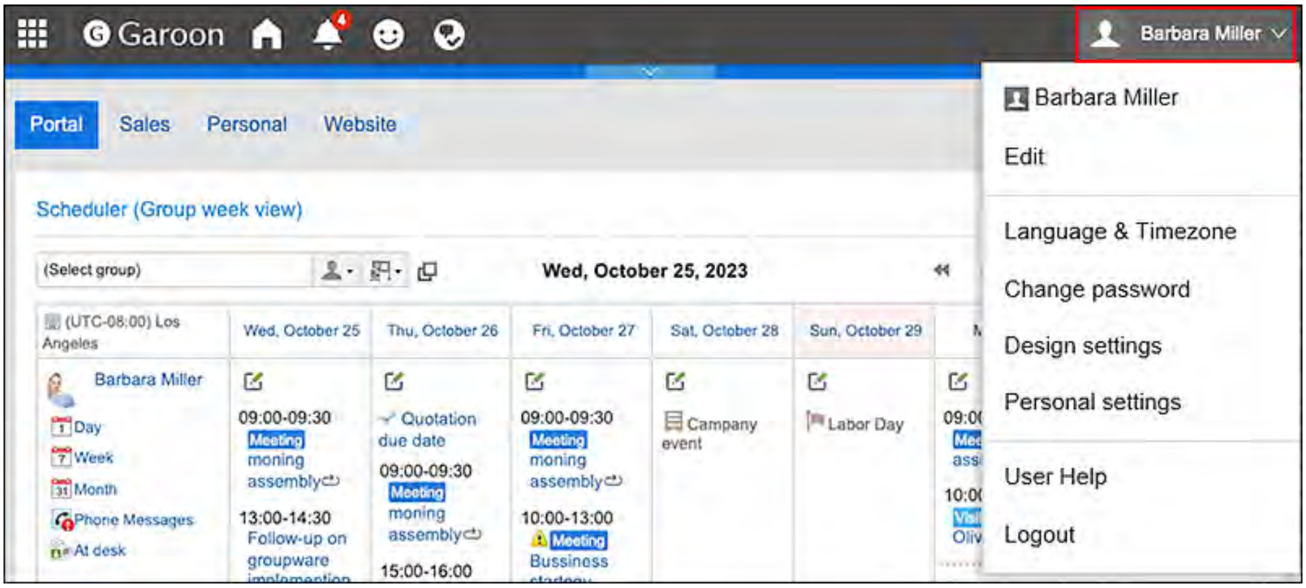
7. Confirm your settings and click Save.

Setting Up E-mail Notifications for Web Conference Systems

When a Web conference appointment has been added or changed, you can receive the update notifications by e-mails.
For details on Web meetings, refer to Using Web Conference System(422Page).

Steps:

1. Click User name in the header.



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Scheduler.**
5. **Click Web conference settings.**
6. **On the "Web conference settings" screen, select the e-mail address to which you want to receive notifications, and click Save.**
   If you want to receive update notifications other than the e-mail address that you have added to your user details, select "Another e-mail address" and enter the e-mail address to which you want to receive notifications.

3.4.18. Setting Default Shared with Users

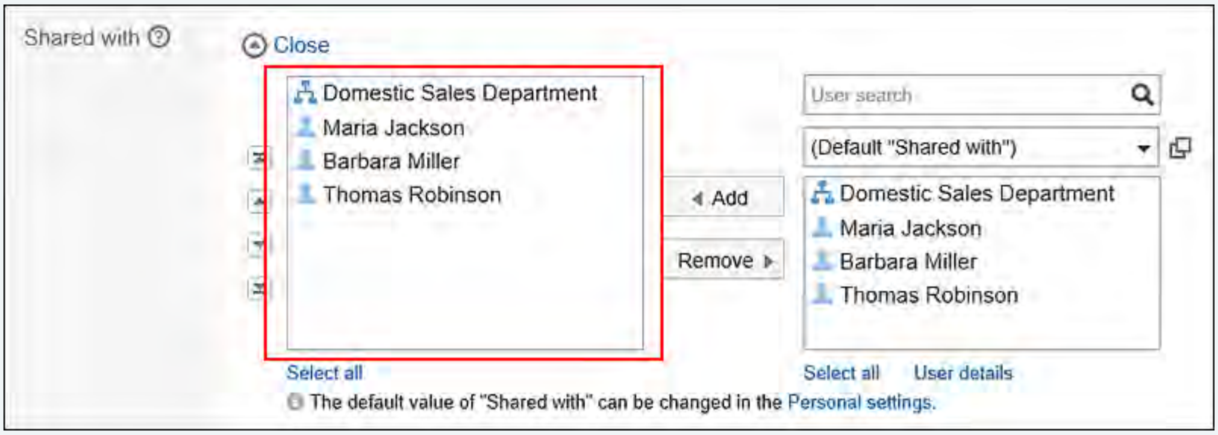
You can set default values for "Shared with" users.

By configuring users (such as members and managers of your division) as the default "Shared with" users, you can quickly and easily select the users to share your appointments.

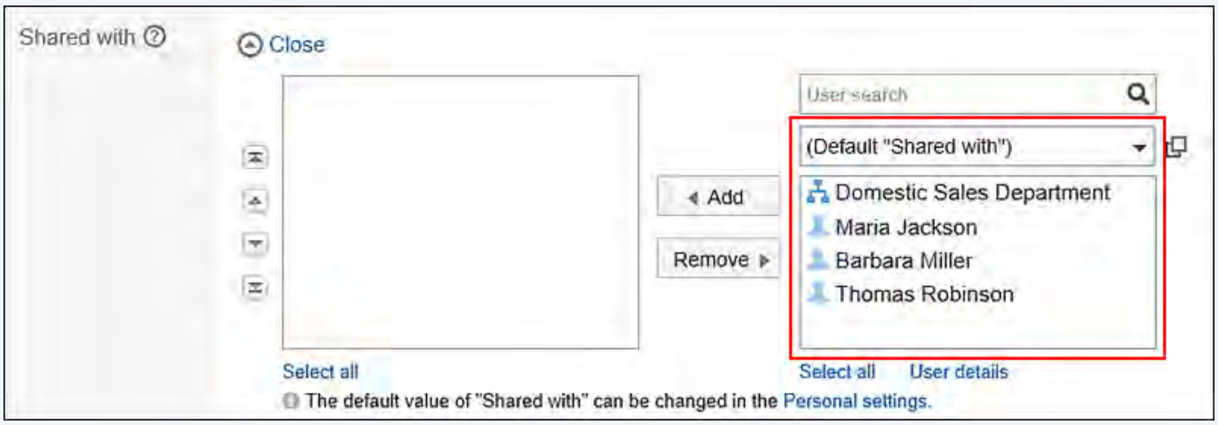
If the system administrator has set the default "Shared with" of your appointments, then you can change the "Shared with" as you like.

Update Information

- With Garoon version 5.15.0 and later, you can now configure whether to automatically populate the "Shared with" field with the default value of the "Shared with" users when you add an appointment.
  - If the "Auto-adding default "Shared with"" option is enabled in system administration: The "Shared with" field is populated automatically with the default values of the targets to share the appointment.



  - If the "Auto-adding default "Shared with"" option is disabled in system administration: The "Shared with" field is not automatically populated even though you configured the default value of the target to share the appointment.
    The default value you configured is displayed in the list as a choice of target to share the appointment.



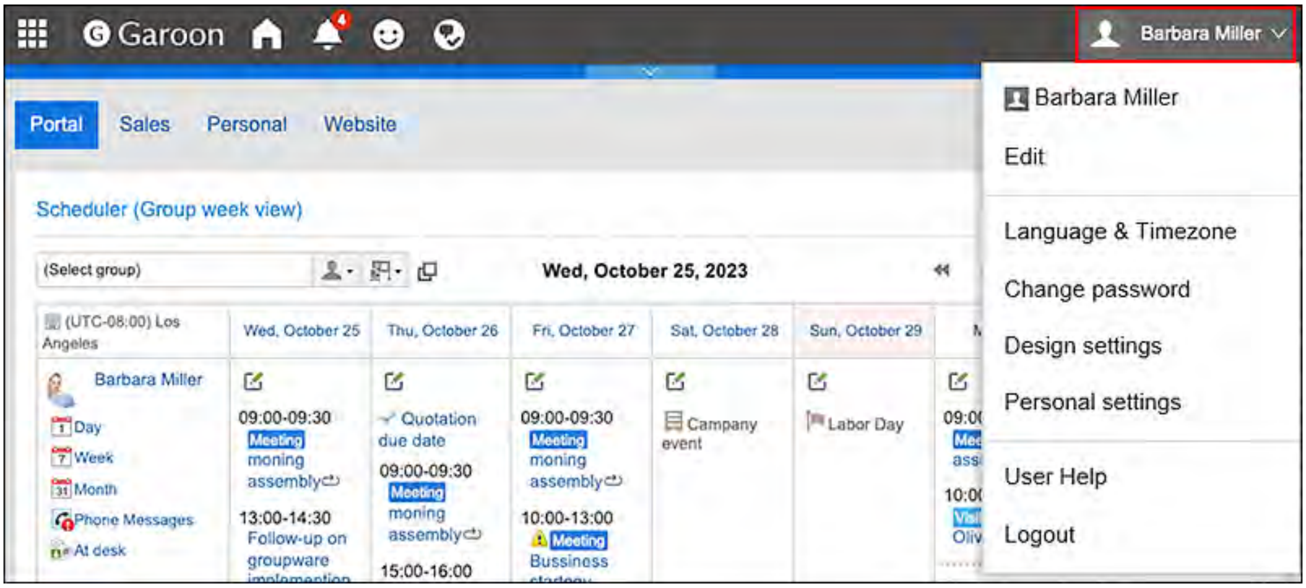
- In Garoon version 5.9.0 and later, "Watchers" is renamed to "Shared with" in Scheduler.

Adding Default "Shared with"

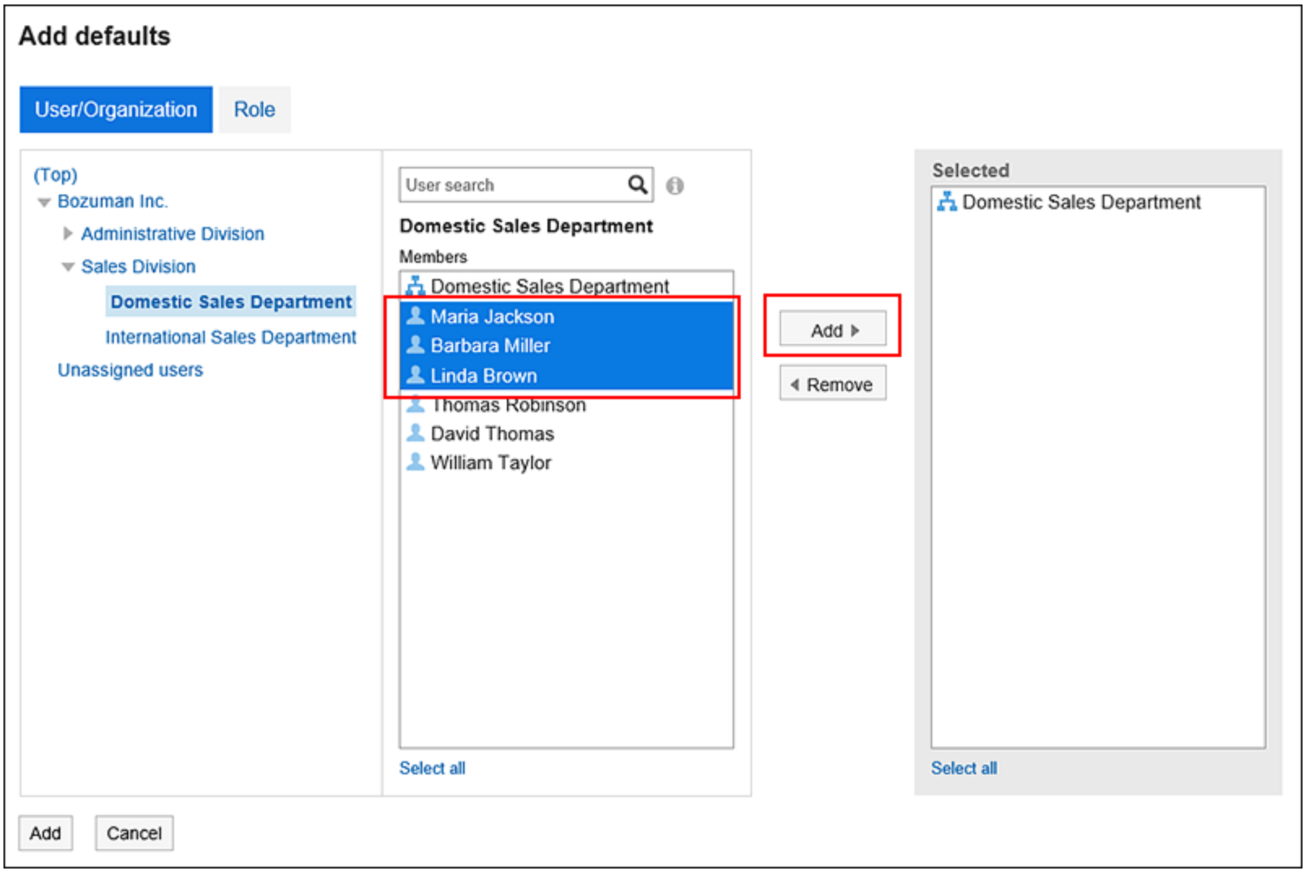
You can set the default "Shared with" users.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Scheduler.**
5. **Click Default "Shared with".**
6. **On the "Default Shared with list" screen, click Add.**
7. **On "Add defaults" screen, select the user, organization, or role to set as the default "Shared with", and then click Add.**



You can search users using keywords.

Depending on your system administrator settings, you may not be able to select organizations or roles as "Shared with".

For details, refer to Allowing Users to Specify Organizations/Roles for "Shared with" Users.

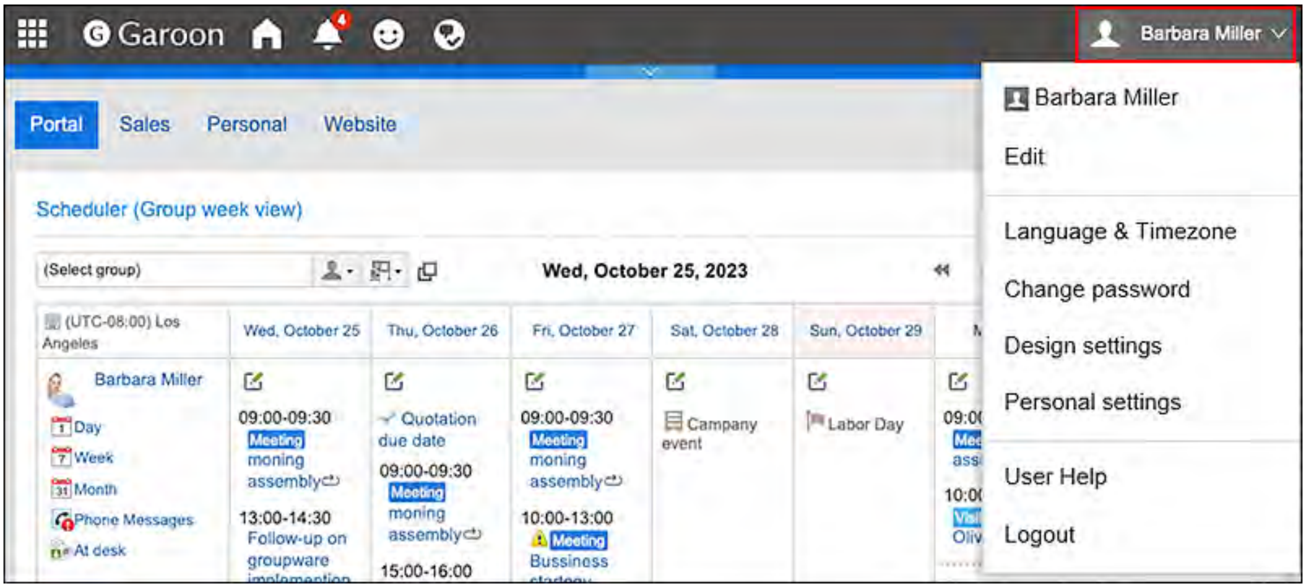
8. Check the selections and click Add.

Reordering Default "Shared with"

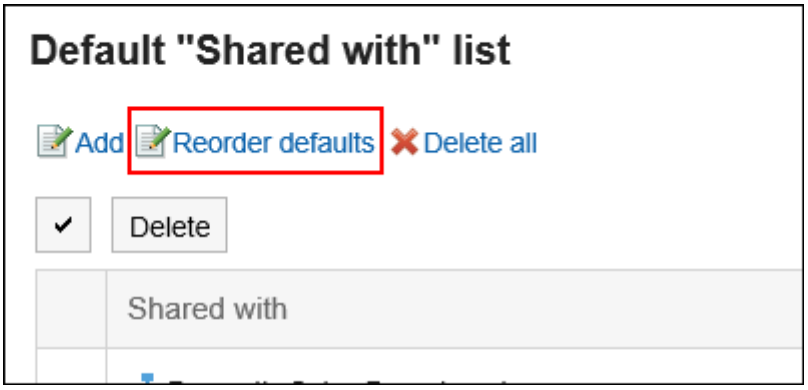
You can reorder the default "Shared with" users.

Steps:

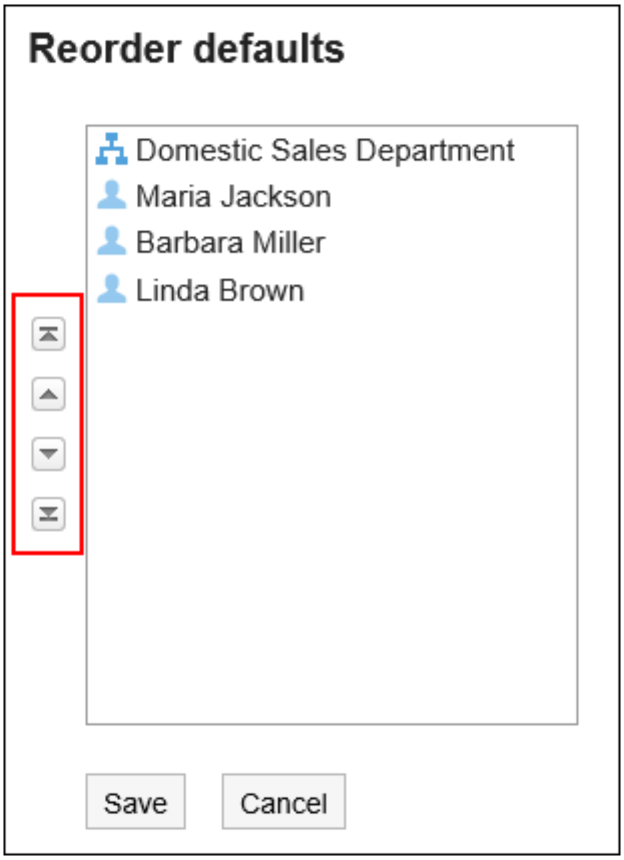
1. Click User name in the header.



2. Click Personal Settings.
3. Click Setting of each application.
4. Click Scheduler.
5. Click Default "Shared with".
6. On the "Default Shared with list" screen, click "Reorder defaults".



7. On "Reorder default Shared with" screen, reorder users, departments, or roles.



8. **Confirm your settings and click Save.**

Deleting Default "Shared with"

You can delete the default "Shared with" users.

Caution

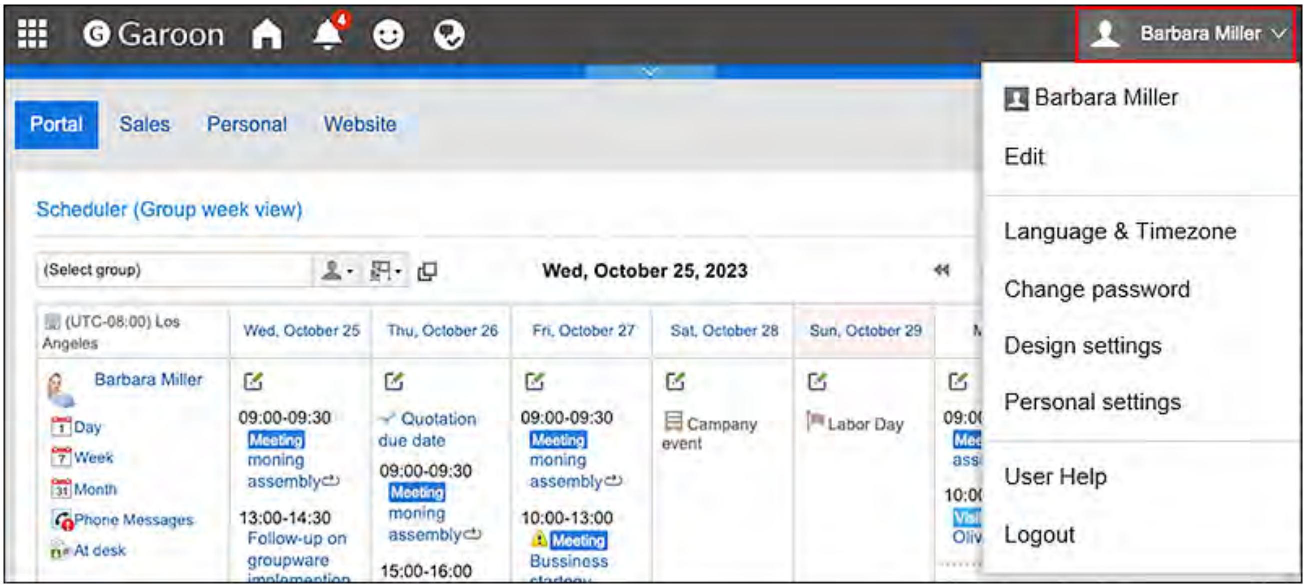
- After deleting default values, they cannot be restored.

Selecting Default "Shared with" to Delete

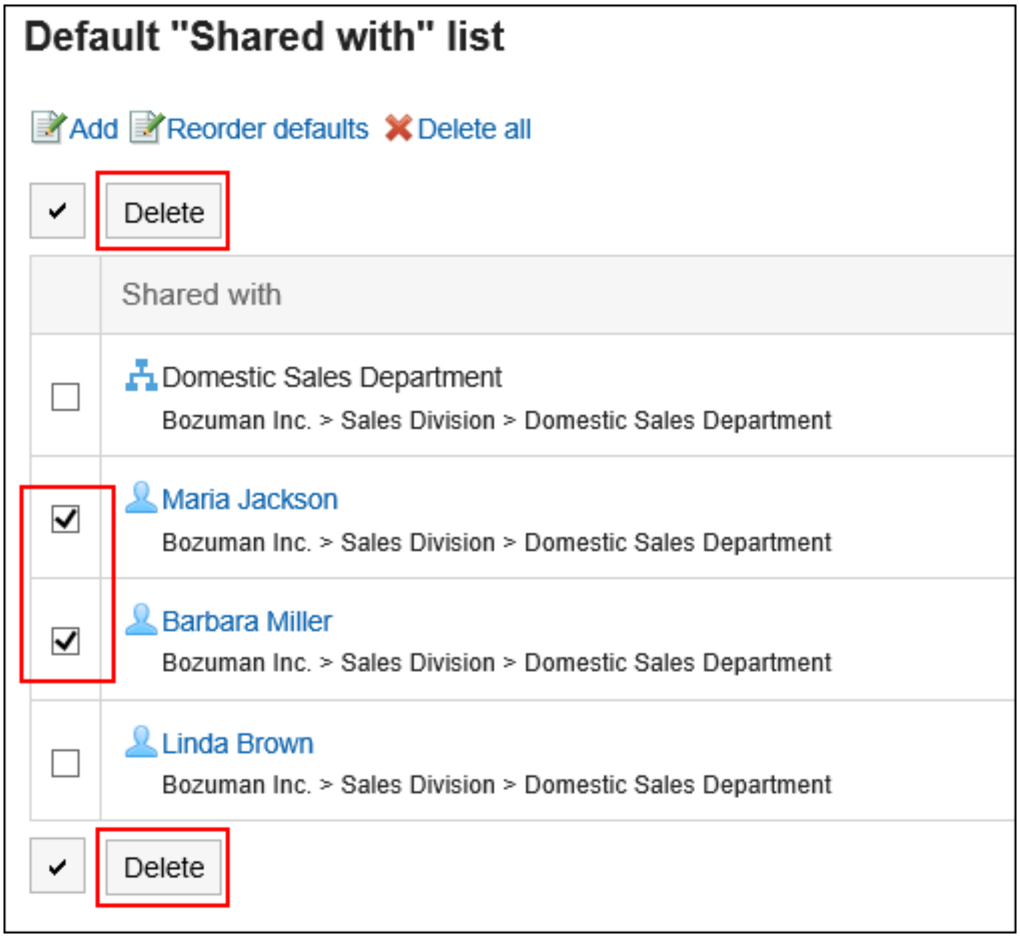
Select default "Shared with" users to delete.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Scheduler.**
5. **Click Default "Shared with".**
6. **On the "Default Shared with list" screen, select the checkboxes of default "Shared with" users, and then click Delete.**



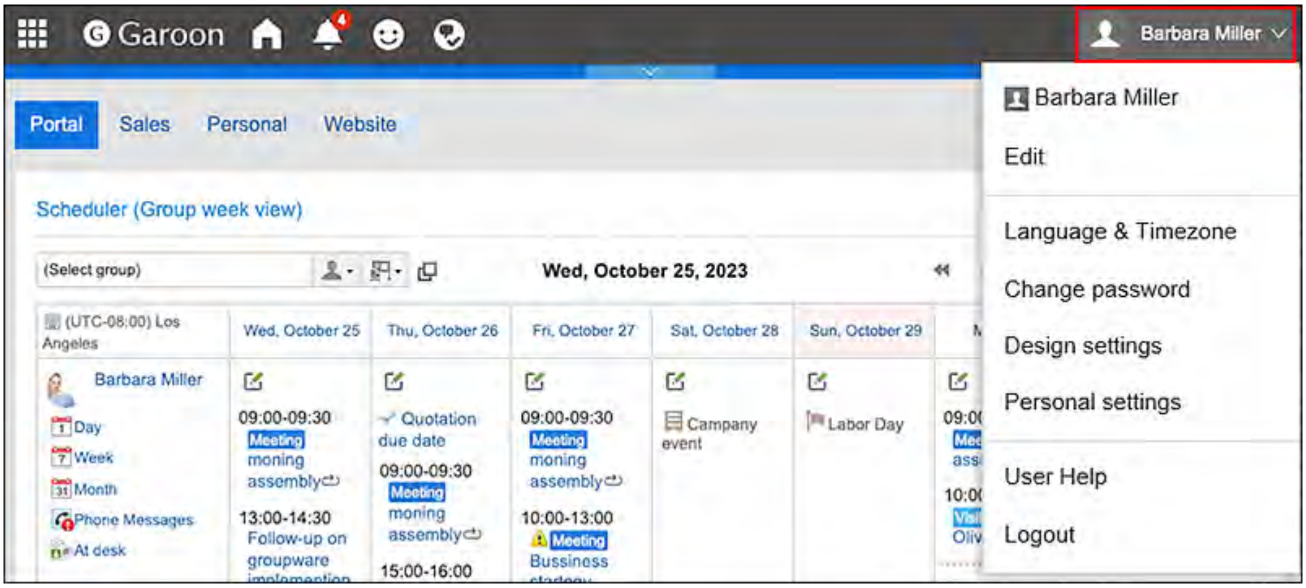
7. Click Yes on "Delete default watchers" screen.

Deleting All Default "Shared with"

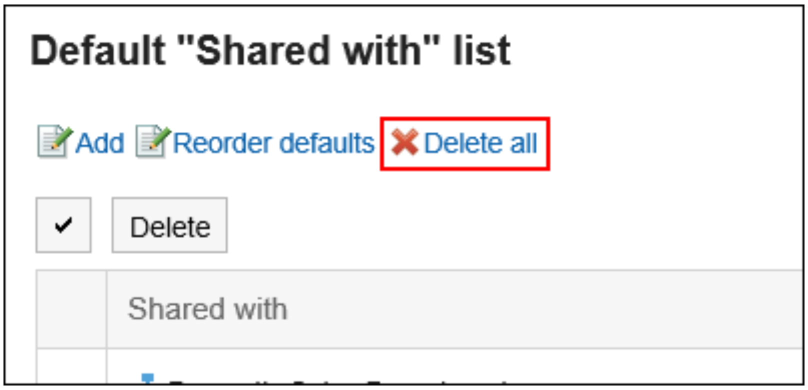
Delete all default "Shared with" users.

Steps:

1. Click User name in the header.



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Scheduler.**
5. **Click Default "Shared with".**
6. **On the "Default Shared with list" screen, click Delete all.**



7. **Click Yes on "Delete all default watchers" screen.**

3.4.19. Importing and Exporting Appointment Data Using CSV Files

You can use CSV files to import appointment data to Scheduler or export the appointment data added to Scheduler. You can also export statistical data.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

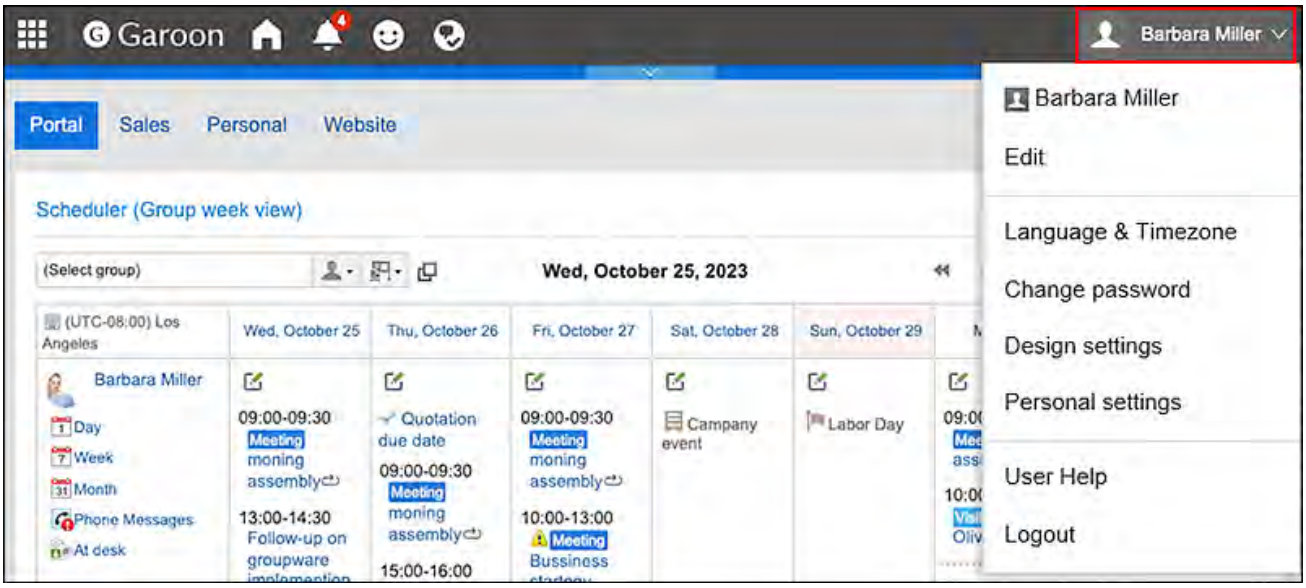
Importing Data from a CSV File

Import the appointment data from a CSV file.

Steps:

1. **Create a CSV file to import data.**
   For information on items that can be managed in CSV files, refer to the topic about Scheduler CSV format.

2. **Click the "User name" in the header.**



3. **Click Personal Settings.**
4. **Click Setting of each application.**
5. **Click Scheduler.**
6. **Click the item to import schedules.**
7. **On the screen to import schedules from CSV files step 1/2, select the CSV file created in step 1.**
8. **Set the data to import, and click Next.**

   The setting fields are as follows:

   - Character encoding:

     Encodes data from a CSV file with the selected character code.

     The following character encoding can be selected:

     - Unicode (UTF-8)
     - Japanese (Shift-JIS)
     - ASCII
     - English (Latin1)
     - Simplified Chinese (GBK/GB2312)
     - Thai (TIS-620)

   - Skip the first row:

     If the header row contains information other than data such as an item name and a comment, select "Yes".

9. **On the "Import appointment data - Step 1/2" screen, check the contents in the CSV file, and click Import.**

Exporting Data to a CSV File

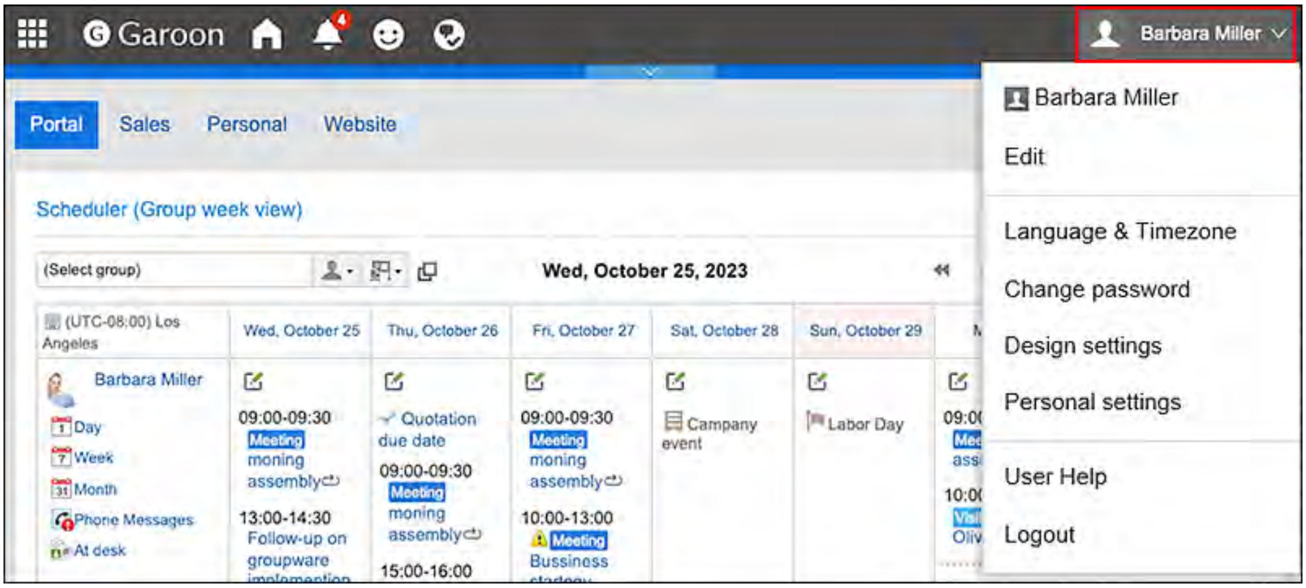
Export the appointment data to a CSV file.

Note

- Appointments whose start date is not in the specified period and all day appointments cannot be exported.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Scheduler.**
5. **Click the item to export schedules.**
6. **On the screen for exporting CSV files from Scheduler, set the data you want to export.**

   The setting fields are as follows:

   - Period to export:

     Select the period of time of appointments to export.

- Character encoding:
  Select the character code that you want to use for encoding.
  The following character encoding can be selected:
    - Unicode (UTF-8)
    - Japanese (Shift-JIS)
    - ASCII
    - English (Latin1)
    - Simplified Chinese (GBK/GB2312)
    - Thai (TIS-620)
- Include header row:
  To export an item name to the header row of a CSV file, select "Yes".

7. **Confirm your settings and click Export.**
8. **Save the file with a function provided by your Web browser.**

Exporting Statistical Data in Scheduler

Summarize the added appointments and export them to a CSV file.
In the summarized result, the total number of hours summarized by appointment type will be displayed. For details on the appointment type, refer to Setting up Appointment Types(426Page).

Note

- The following appointments are not included in the statistical data:
    - Appointments without any appointment type configured
    - Appointments with an appointment type which is added by a user
    - All day
    - Private appointments

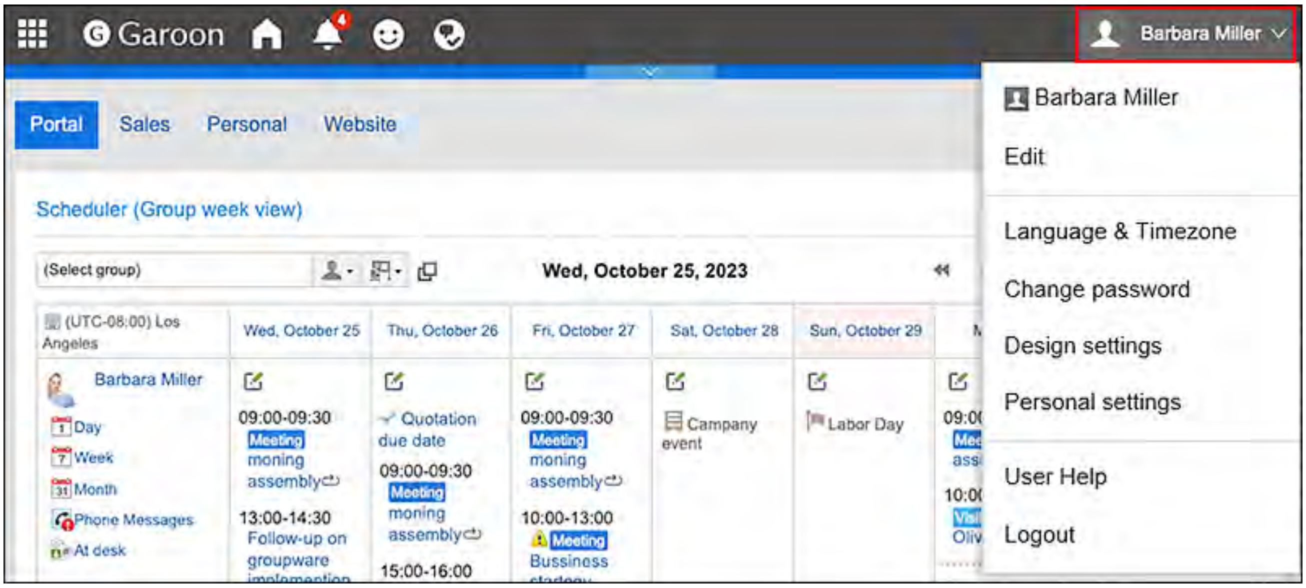
Usage example of statistical data

The followings are the use cases of using statistical data of Scheduler, which enable you to track who spent how many hours on what types of appointments.

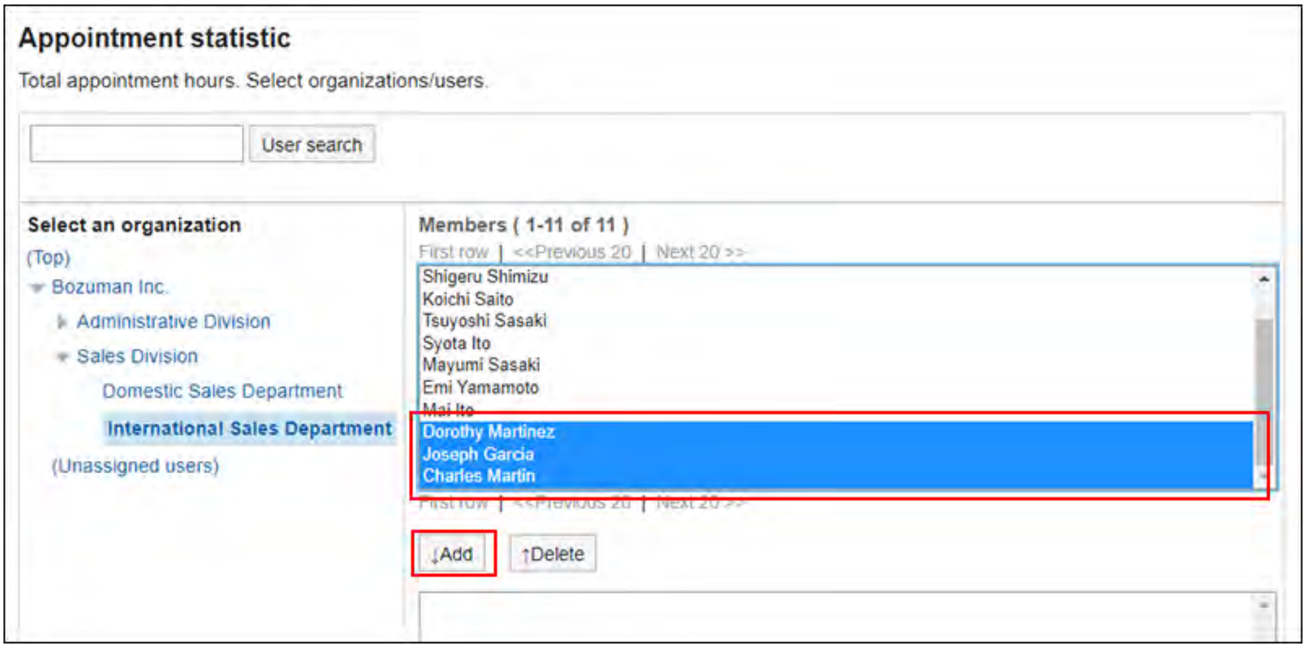
- I want to know the total number of hours of the "Meeting" appointments this week.
- I want to know the total number of hours of the "Visit" appointments of team members.

Steps:

1. **Click User name in the header.**

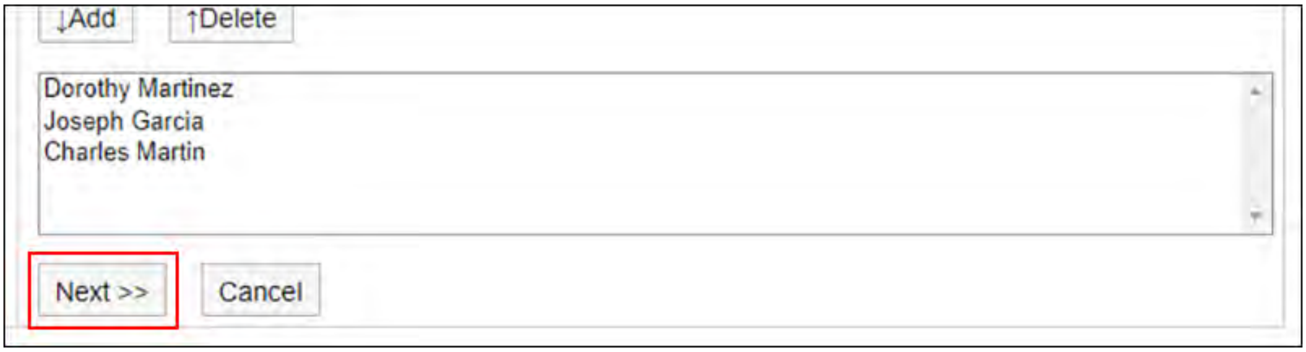


2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Scheduler.**
5. **Click the item for the Scheduler statistics.**
6. **On the "Appointment statistic" screen, select the organizations or users for whom you want to summarize the data, and click Add.**



For details on how to select organizations, refer to Selecting Organizations, Categories and Folders(21Page).

7. Click Next.



8. Set the required items for the data to export.

The setting fields are as follows:

- Date:

  Select the period of the appointment you want to summarize.
- Working hours:

  Select the working hours of the appointment you want to summarize.

- Character encoding:
  Select the character code that you want to use for encoding.
  The following character encoding can be selected:
  - Unicode (UTF-8)
    You can select with BOM as required.
  - Japanese (Shift-JIS)
  - ASCII
  - English (Latin1)
  - Simplified Chinese (GBK/GB2312)
  - Thai (TIS-620)
- Handling of weekends and holidays:
  Determines whether or not to include appointments for weekends and holidays in statistical data.

9. **Confirm your settings and click Export.**
10. **Save the file with a function provided by your Web browser.**

3.4.20. Export Appointment Data to iCalendar Files

Export the appointment data to a iCalendar file.
When you import exported files to a product that supports the iCalendar format, you can migrate the Garoon appointments to other products.
The following items are exported to the iCalendar file.

- Start date and time
- End date and time
- Appointment Title
- Memo

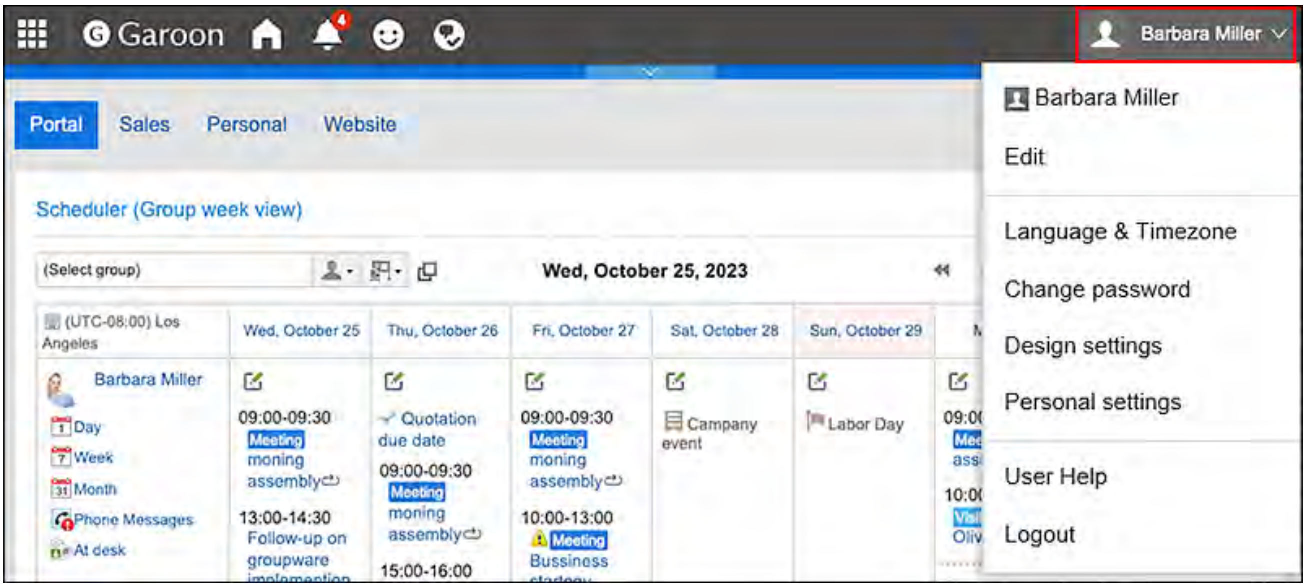
Note

- All day appointments are exported as whole day appointments.
- Tentative appointments are exported as regular appointments.
- Repeating appointments with one of the following repeating conditions are exported as regular appointments.
    - Every month first
    - Every second
    - Every third
    - Every fourth
    - Every last
- You cannot export appointments that you responded "Decline".

Exporting Appointments for a Specified Period

Steps:

1. Click User name in the header.



2. **Click Personal Settings.**

3. **Click Setting of each application.**

4. **Click Scheduler.**

5. **Click Export to iCal file.**

6. **On the "Export to iCal file" screen, specify the period you want to export, and click Export.**

7. **Save the file with a function provided by your Web browser.**

Exporting Appointments for One Month

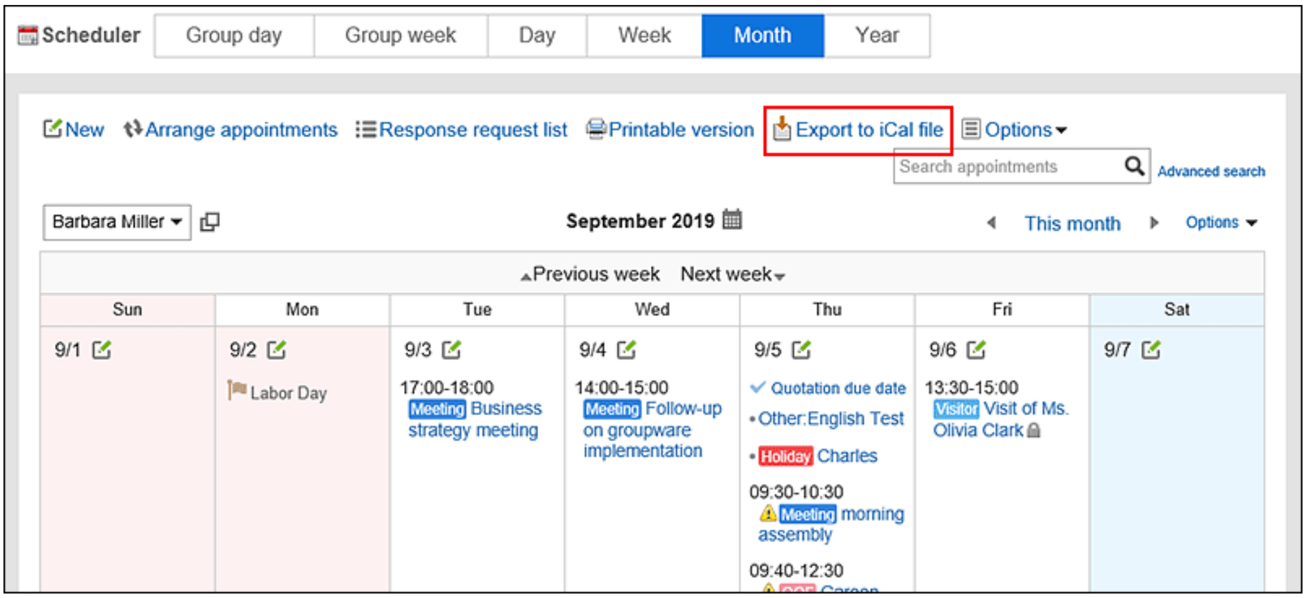
Steps:

1. **Click the app icon  in the header.**

2. **Click Scheduler.**

3. **On the "Scheduler" screen, click Month.**

4. **On the "Month View" screen, click Export to iCal file.**



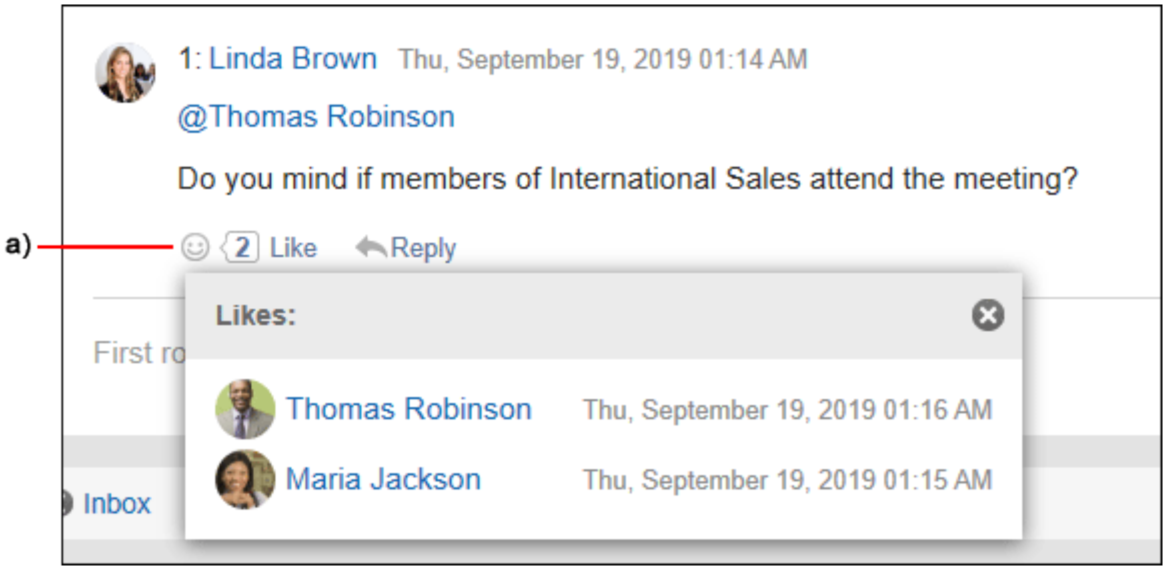
5. **Save the file with a function provided by your Web browser.**

3.5. Messages

Messages is an application for communicating among specific users.
For example, you can write an agenda and information in the body of the message and exchange opinions in the comment field.

Using Respond Feature

By using the respond feature, you can make a quick response to the message content or any comments.
Users can show their intention by clicking a link such as "Like" and "Acknowledged" without posting any comment.
This respond feature may not be available on the messages depending on the settings by the system administrator.



a): List of users who have responded is shown when you click it.

For details on the respond function, refer to Working with Respond Feature(42Page).

References

- How to Revert Messages from Read to Unread(459Page)
- Downloading Attachments of Messages(460Page)
- Sending Messages(466Page)

- Edit notifications(506Page)
- Trash settings(517Page)

3.5.1. Video: Tips for Messages

Short videos on this page provide tips that enable you to use Messages more effectively. (Videos are available only in Japanese.)

Note

- The videos were recorded using the cloud version of Garoon, so some user interface texts might look different from the ones in the on-premise version of Garoon 5.

Sending a Message

Videos are provided on the Web pages.

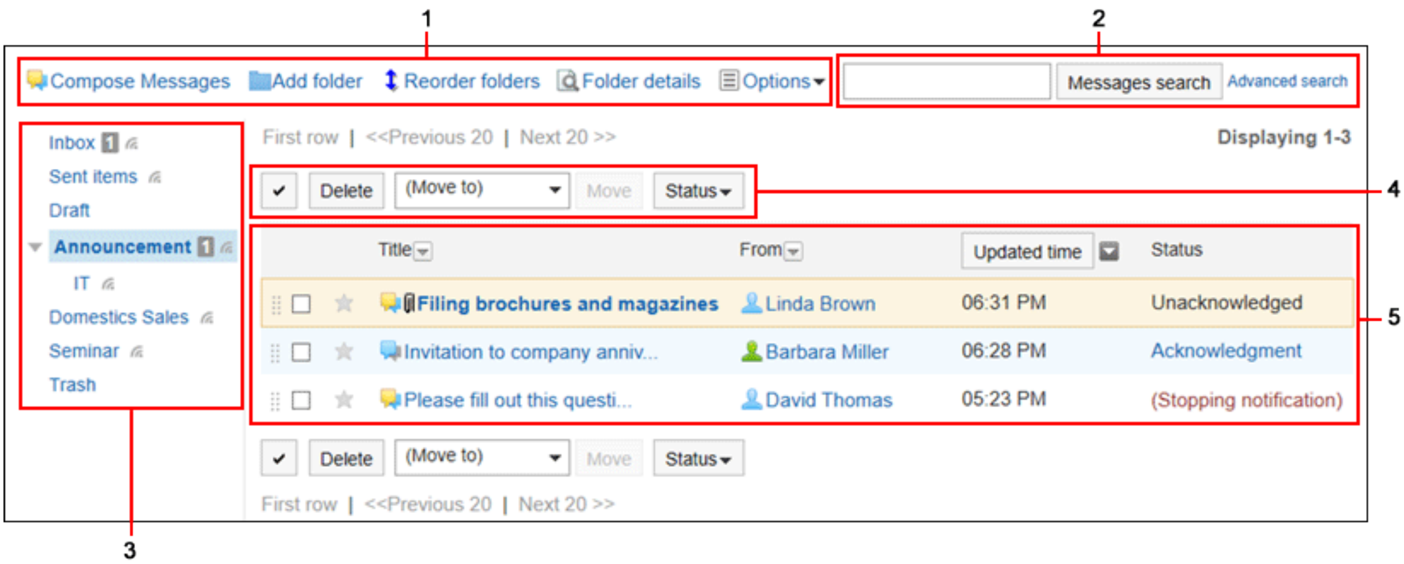
(Duration: 58 sec)

3.5.2. How to View the Screen

This section describes icons and buttons that are displayed on the "Messages" screen.

"Messages" Screen

Displays a list of messages saved in the folder.



Description of the items

Number	Description
1	• **Compose Messages link**: You can create messages. • **"Add folder" Link**: You can add folders.

Number	Description
	• **Link for reordering folders**: You can reorder subfolders. • **Folder Details Link**: The folder details screen appears. • **"Options" Link:** The following menus are displayed. ◦ **Link of messages list to be confirmed**: You can check a list of the unconfirmed acknowledgment status messages. If you click the item for confirmation on the "Messages details" screen, it will no longer appear in the list. ◦ **Link for deleting all data in a folder**: Deletes all messages in the selected folder.
2	**Items for Search**: • **Message Search button**: Searches messages using keywords. • **Advanced search link**: Search for messages by entering search conditions.
3	**Folder**: The folder in the Message screen. • **:** Indicates the folders for which update notifications are set.
4	• **Button for selecting checkboxes**: Click to select all checkboxes. The checkboxes are cleared when you click it again. • **"Delete" Button**: Deletes the selected messages. • **"Move" Button**: Moves the selected messages to the specified folder.

Number	Description
	• **Status dropdown list**: Change selected read messages back as unread.
5	**Messages list**: • **"Subject" Link**: The message details screen appears. • **"Updated time" button**: Click to toggle the button text to **Created time**, so that you can sort messages based on the created date/time. • **Notes**: Information displayed in Notes is as follows. ◦ **Unconfirmed**: The messages whose view status is unacknowledged. ◦ **Acknowledgment status link**: When clicked, the status screen is displayed. You can check whether the recipient has viewed the message. ◦ **(Unsubscribed)**: Messages configured not to receive the update notifications. For details on how to receive the update notifications again, refer to Stop Receiving Update Notifications of Messages(508Page). ◦ **nn KB**: The size of the file attached to the draft message.

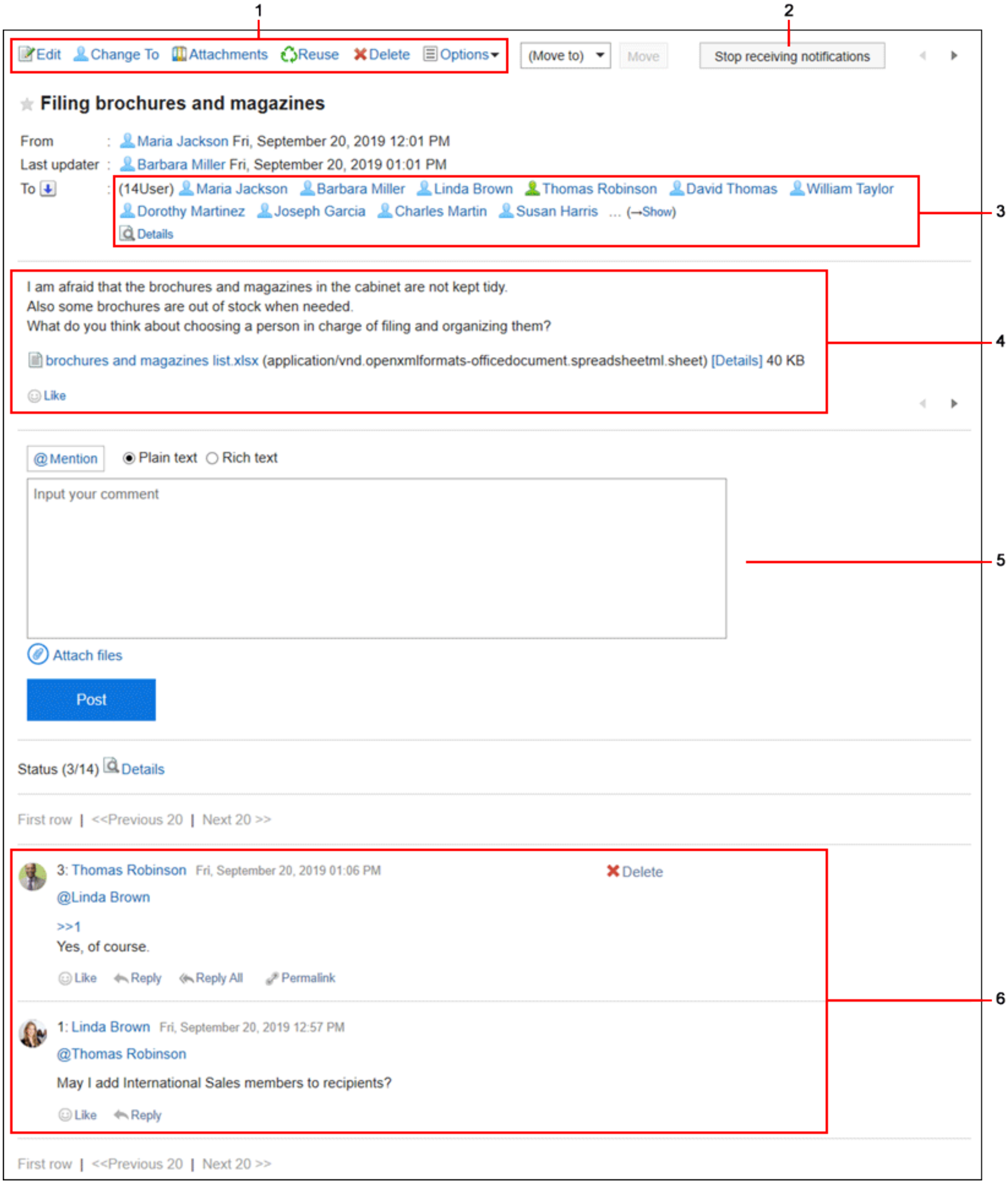
Message Icons

Icon	Description
	Received messages
	Sent Messages
	Changed messages

Icon	Description
	Messages with files attached

Message Details Screen

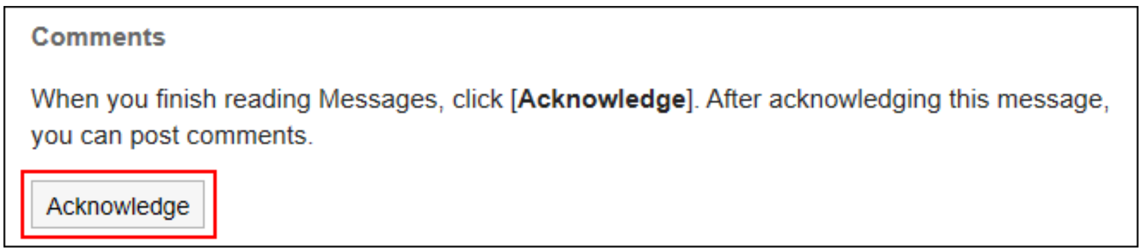
This section describes how to view the "Message details" screen.



Description of the items

Number	Description
1	• **"Change" Link**[1]: You can update the body of the message. • **"Change To" Link**[1]: You can change the recipients of the message.

2	• **Attachment List Link**: All files attached to the body and comment are displayed. • **Reuse Link**: Reuse the message body and recipients to create another message. The draft message cannot be reused. • **"Delete" Link**: You can delete messages. • **"Options" Link:** The following menus are displayed. ◦ **New Space link**: Adds a new space by setting the recipients of the current message to space members. The system administrator can choose not to display this link. ◦ **Compose more messages link**: Compose a new message reusing only the recipients and users who can edit the current message. ◦ **Forward by e-mail Links:**: Compose a new e-mail using the title, body, and attachments of the current message. The e-mail addresses of the users who are set as recipients of the message are automatically entered in the "To" field of the new e-mail. The body of the message in HTML format is stripped to plain text. This link does not appear in the following cases. ▪ The e-mail account has not been set. ▪ The e-mail account has been inactivated. ▪ E-mail function is disabled by your system administrator. For details on how to work with e-mails, refer to Sending E-mails(765Page). ◦ **"Save as file" Link**: Saves the message as a text file. The draft messages cannot be exported to a file.
2	

Number	Description
	Button to stop receiving update notifications: Stop receiving update notifications of messages. Click "Edit notifications" if you want to configure the update notifications.
3	**Address field**: Includes the number of recipients and recipients details. To display hidden recipients, click "(Show all recipients)". When you click **Details** in the recipient field, the recipient's details screen is displayed.
4	• **Body**: The body of the message. • **Attachment**: Click **Details** to view the details of files attached to the message. • **"Respond" Link**: You can easily respond to the message body using "Like". Depending on your system administrator settings, the links may not be displayed or the wording will be different.
5	• **Comment Field**: Enter your comment to post in the message. For the messages with acknowledgement status, clicking the item for confirmation will allow you to add comments.  For details, refer to Acknowledgment Status(471Page). • **Attachments Link**: Select the file you want to attach to the comment.

Number	Description
	• **Post button**: You can post comments to the topics.
6	• **"Delete" Link**: You can delete comments. It is displayed when you hover the mouse cursor over the comment. It is displayed only for the comments that you have written. • **"Respond" Link**: You can quickly respond to comments. Depending on your system administrator settings, the links may not be displayed or the wording will be different. • **"Reply" Link**: You can reply to a comment. An anchor link that consists of ">>" and the comment number is automatically set in the reply-all comment. By clicking "Reply", the sender of the original comment is displayed in the recipient area of your reply. • **"Reply all" Link**: Send a reply to all recipients (except yourself) specified in the original comment. Appears when you hover the cursor over the comment. An anchor link that consists of ">>" and the comment number is automatically set in the reply-all comment. By clicking **Reply all**, the sender of the original comment, and users (except yourself), departments, and roles specified as recipients in the original comment are displayed in the recipient area of your reply. • **Permalink:** Displays the URL of the comment. Appears when you hover the cursor over a comment. Pasting permalinks is useful for referring to this comment from other discussions or memos. For details, refer to Permalink(499Page).

[1]: This item is displayed only for the users who are selected as users who can edit/delete the message.

3.5.3. How to Revert Messages from Read to Unread

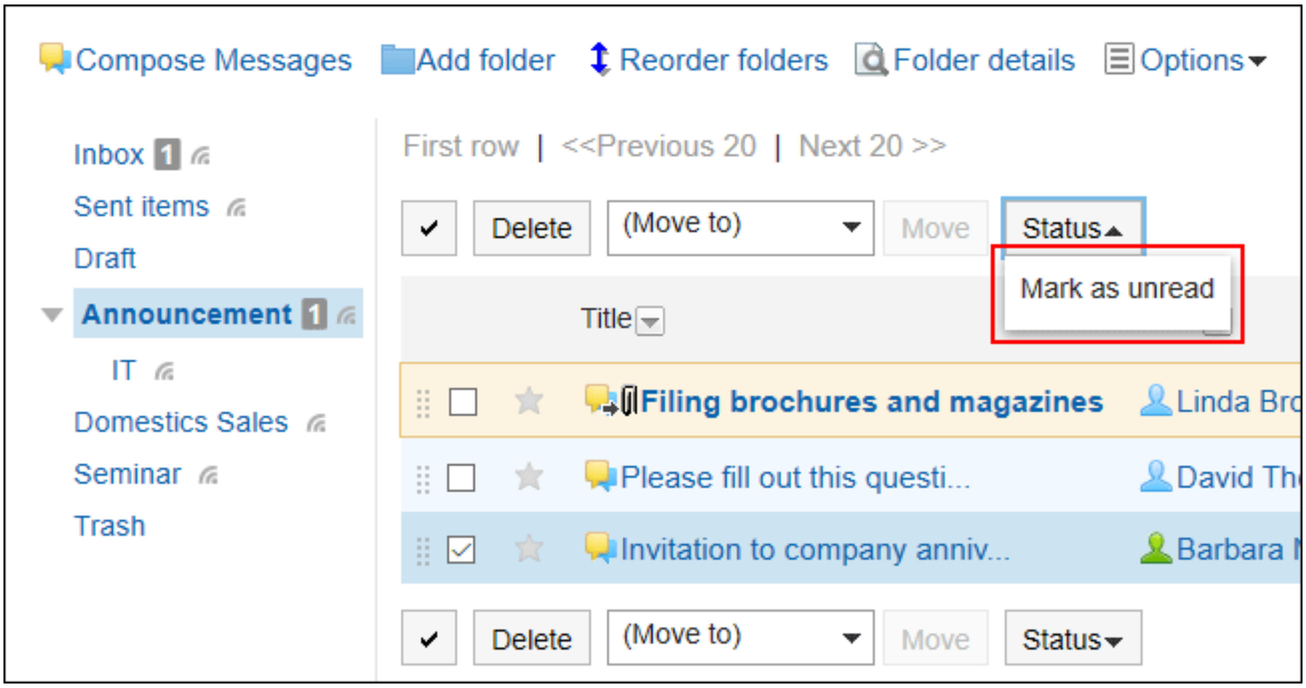
You can mark the status of already read messages as unread, such as messages you want to read again later and messages mistakenly marked as read.

Note

- Even if you mark read messages back as unread, notifications remain in read status.
- On the "Messages" screen, messages whose status is marked as unread have their titles in bold and yellow background. On the "Messages details" screen, on the other hand, data marked as unread does not have yellow background.
- If you mark the message of acknowledgment status back as unread, the status becomes unacknowledged. Comments posted before the message status is changed to unread remain undeleted.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder, and then select the checkbox of messages to revert to unread.**
4. **Click "Mark as unread" in the "Status".**



3.5.4. Downloading Attachments of Messages

You can download files that are attached to messages.

Downloading Attachments of Messages One by One

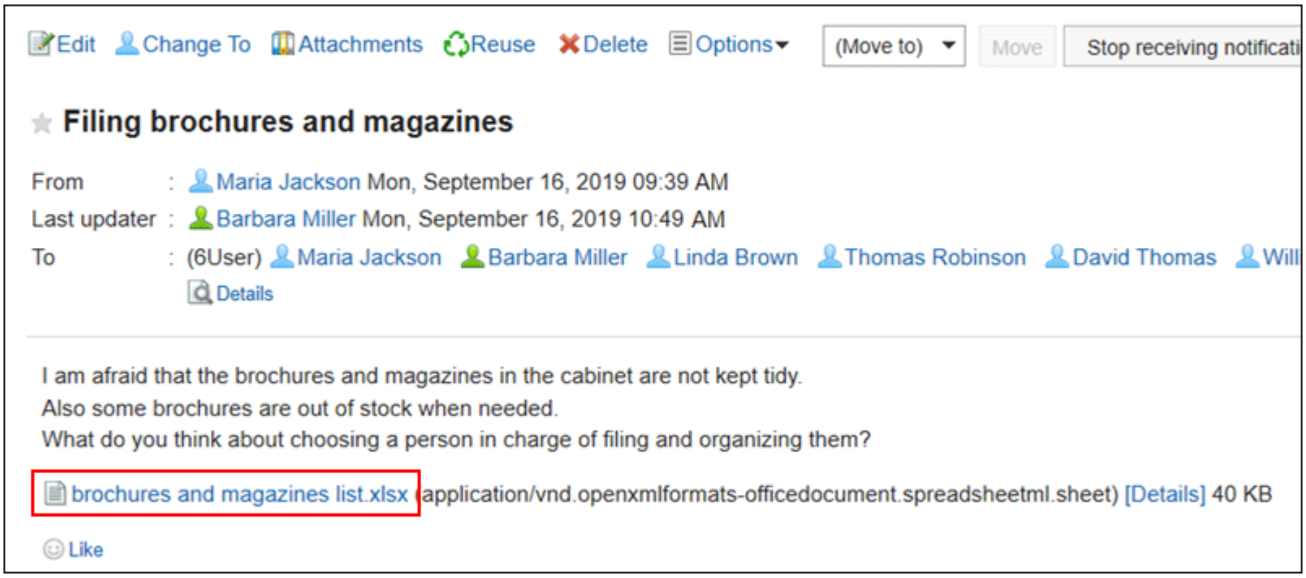
You can download files that are attached to messages one by one.

Downloading Attachments from "Messages Details" Screen

You can download attachments from "Messages details" screen.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message for which you want to download the attachment.**
4. **Click the file name in "Messages details" screen.**



5. **Save the file with a function provided by your Web browser.**

Downloading from "Attachments" Screen

You can download attachments from "Attachments" screen.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message for which you want to download the attachment.**

4. **Click "Attachments" in "Messages Details" screen.**

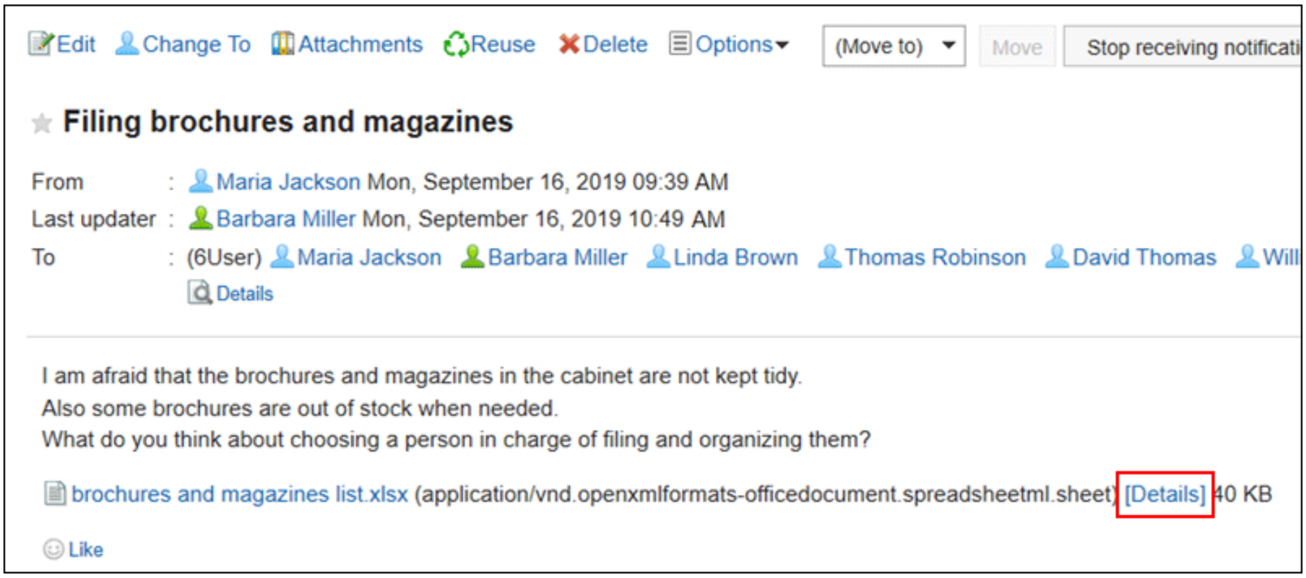
5. **In "Attachments" screen, click the attachment file name you want to download.**
6. **Save the file with a function provided by your Web browser.**

Downloading from "Attachment Details" Screen

You can download attachments from "Attachment details" screen.

Steps:

1. **Click the app icon  in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message for which you want to download the attachment.**
4. **In "Messages details" screen, click Details of the attachment you want to download.**



5. **On the details screen of attachments, click the file name of the attachment you want to download.**

6. **Save the file with a function provided by your Web browser.**

Downloading All Attachments of Messages in Bulk

You can download multiple files that are attached to messages in bulk.

Attachments you can download in bulk are files attached in body text of messages. Files attached to comments cannot be downloaded in bulk.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

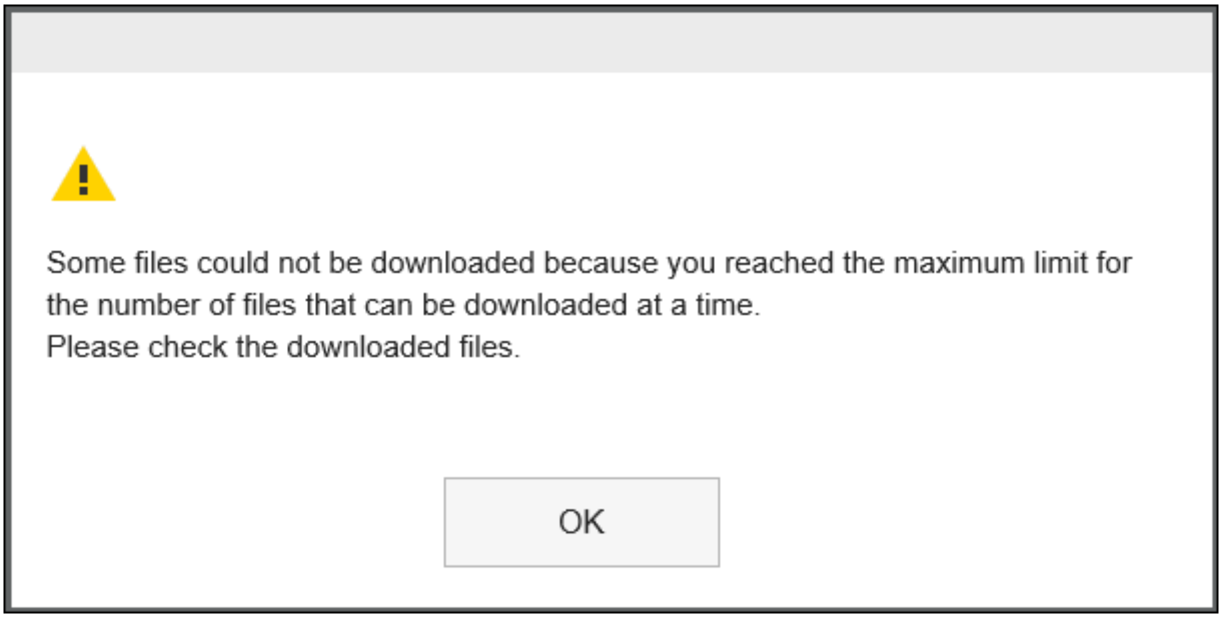
Total Size and Number of Attachments Which Can Be Downloaded at a Time

Total size and number of attachments which can be downloaded at a time are as follows:

- Number of attachments:

  You can download up to 200 attachments at a time.

  If you try to download more than 200 attachments, the following dialog is displayed.



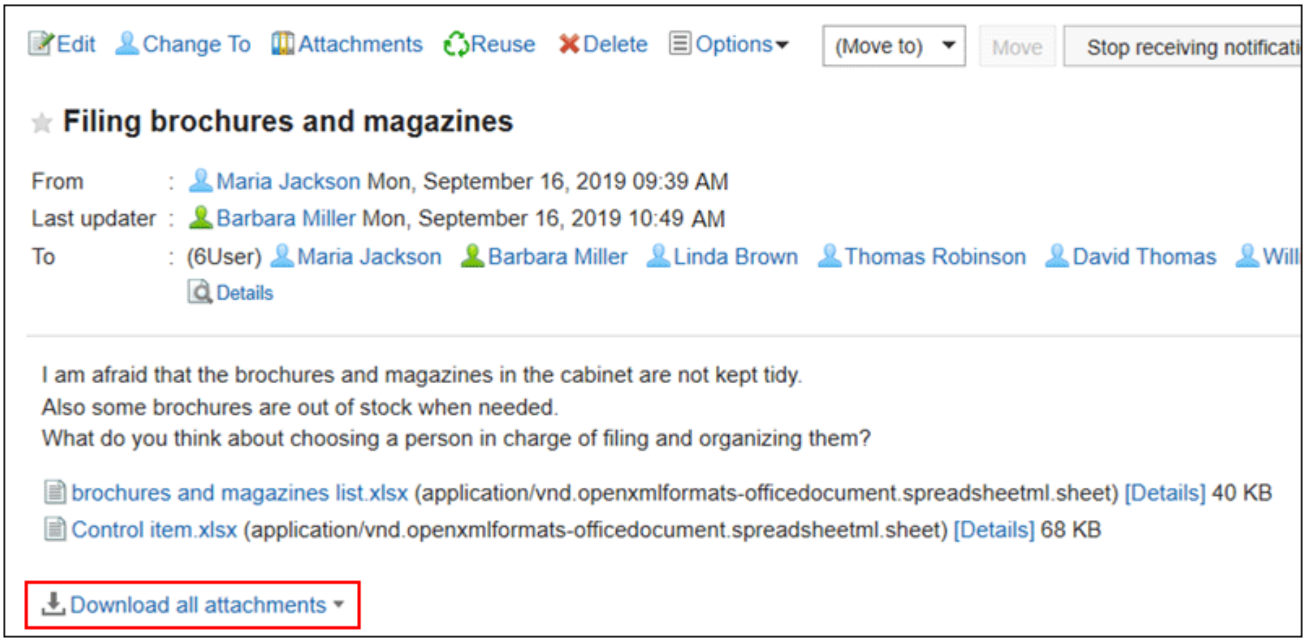
If you acknowledge that some files will not be downloaded and click **OK** to download files, check whether all necessary files are downloaded.

- Maximum total file size per user:

  The total file size you can download at a time is up to 100MB.Modify attachments(477Page) to make the total file size below 100MB, and try again to download all attachments.

Steps:

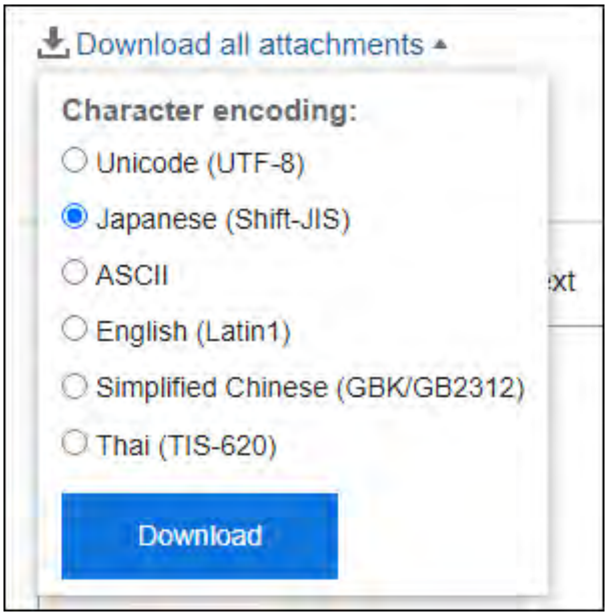
1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message for which you want to download all the attachment.**
4. **On the "Message Details" screen, click [Download all attachments "].**



5. **Select the character encoding of the file you want to download.**

The following character encoding can be selected:

- Unicode (UTF-8)
- Japanese (Shift-JIS)
- ASCII
- English (Latin1)
- Simplified Chinese (GBK/GB2312)
- Thai (TIS-620)



6. Confirm your settings and click "Download".

7. Save the file with a function provided by your Web browser.

Zip format file is downloaded.

The title of the message you selected is used for the file name.

If the same file name is already used as an attachment of the message, a sequence number is appended.

3.5.5. Sending Messages

You can send messages.

Watch Video

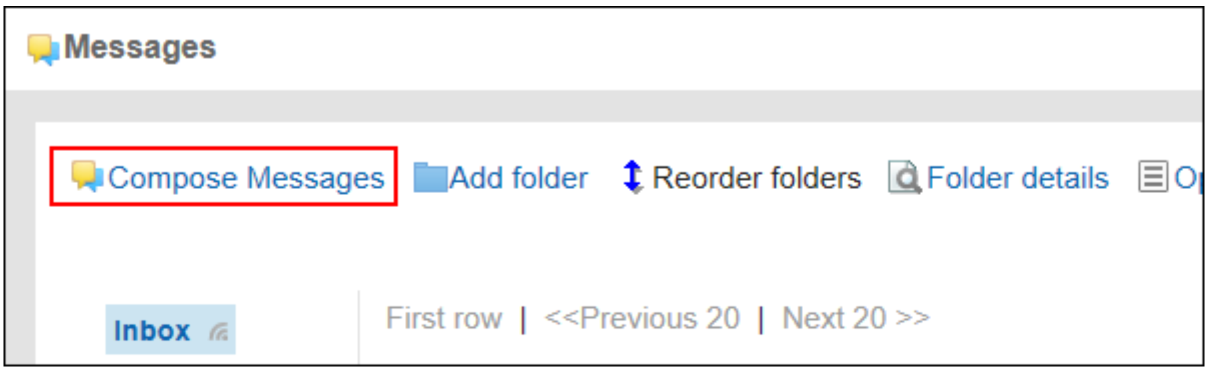
- For steps to send a message, also refer to Sending a Message(450Page) video.

Steps:

1. Click the app icon in the header.

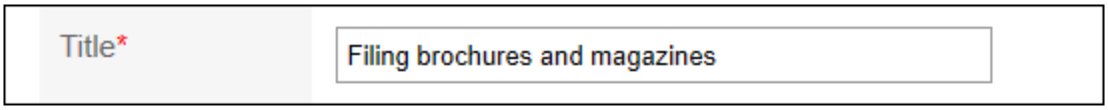
2. Click Messages.

3. On the "Messages" screen, click the item to send messages.



4. On the screen for creating messages, fill in the "Subject" field.

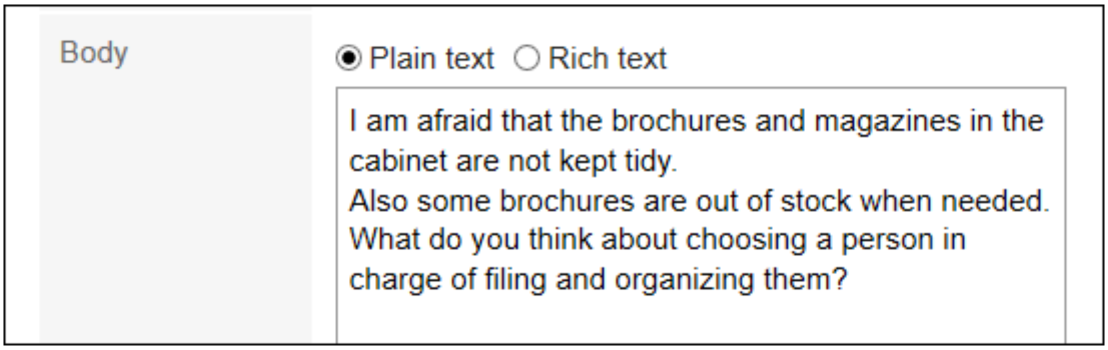
Subject is mandatory.



5. Enter the body field.

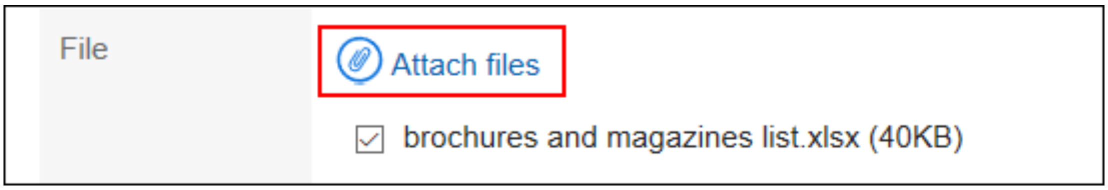
Enter the body of the message.

You can use Rich Text Formatting. For details, refer to Working with Rich Text Formatting(36Page).



6. If necessary, attach files to the "File" field.

You can also attach files by drag and drop. For details, refer to Using Drag and drop feature(33Page).

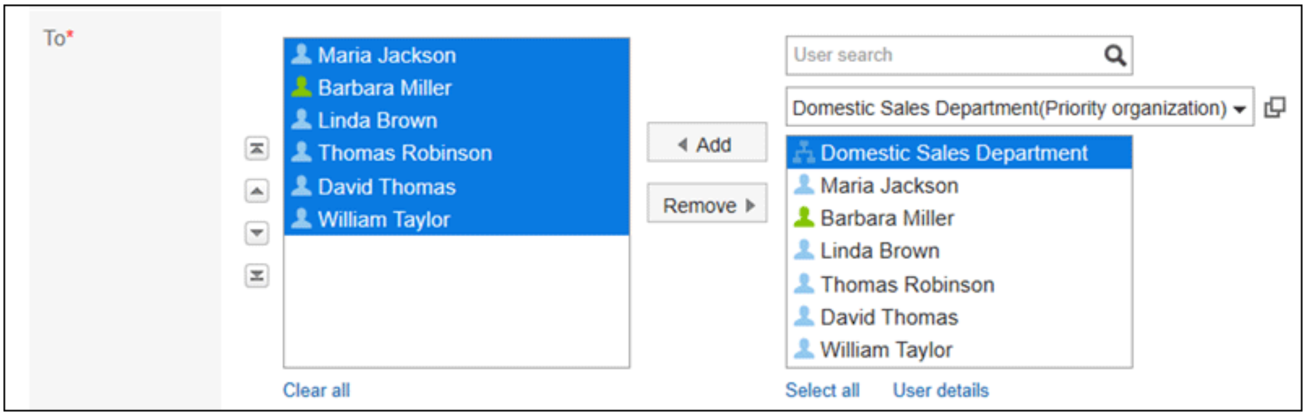


7. Set the recipient field.

The recipients must be set. You can use one of the following ways.

- Search users by entering keywords.
- Select organizations or My groups from the dropdown list, and select recipients or organizations in the list.
- Click to select users or organizations.

When you select a user and click "User details", the screen for user details list is displayed and you can check the details of the user information.

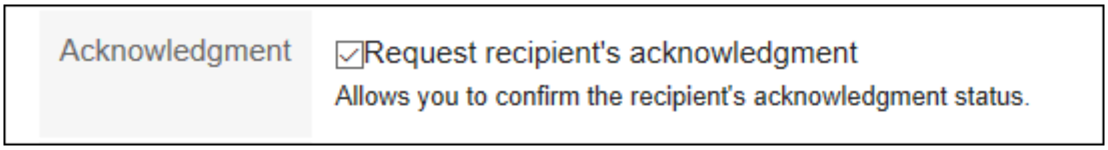


8. **Set the "Acknowledgment status" field.**

You cannot change the "Acknowledgement" setting after you have sent the message.

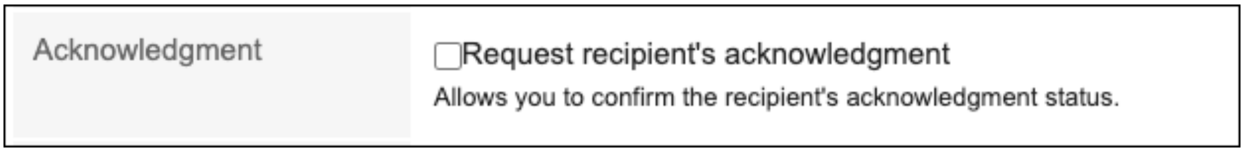
- If you select the "Request recipient's acknowledgment" checkbox:

  You can check the status of your message, whether the recipient users have viewed it or not. For details, refer to Acknowledgment Status(471Page).



- If you do not select the "Request recipient's acknowledgment" checkbox:

  You can check the writing status of your message, whether the recipient users have posted their comments. For details, refer to Checking the Writing Status(474Page).



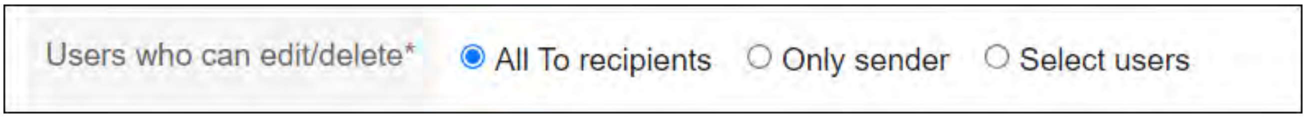
9. **Set the item to allow change/delete messages.**

Configure if you allow users other than the sender to edit or delete messages.

Users who are allowed to edit or delete the messages can now perform the following actions.

- Edit the message body or the recipients.
- Delete the messages stored in the other recipients' folders.

Select one of the following fields:



- All To recipients:
  All users designated as recipients can edit or delete messages.
  Available in Garoon version 5.15.0 or later.
- Only sender:
  Only senders can edit or delete messages.
- Select users:
  Select users to allow editing or deleting messages from those you configured as recipients.

10. **Confirm your settings and click Send.**
    To save the message as a draft, click the item to save it as draft. The messages are saved in the Drafts folder.

Reusing and Sending Messages

You can duplicate the message to create a new message. The draft message cannot be reused.

Steps:

1. **Click the app icon  in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message you want to reuse.**
4. **Click the item for reuse on the "Message details" screen.**

5. On the screen for reusing messages, set the fields as necessary.

The following items are copied to the new message.

- Title
- Body
- File
- To
- Acknowledgment status
- Users who can edit/delete

Note

- Senders are not included as recipients. You must explicitly specify the sender if necessary.

6. Confirm your settings and click Send.

To save the message as a draft, click the item to save it as draft. The messages are saved in the Drafts folder.

Sending New Messages to the Same Users

You can send a new message by reusing the settings of the recipients of the message and the users who are allowed to change.

The body cannot be reused.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message you want to reuse.**
4. **On the "Messages details" screen, click "Compose more Messages" under "Options".**

5. **On the screen for creating messages, set the required items and send messages.**

3.5.6. Acknowledgment Status

The acknowledgement status is a feature that allows you to check whether the user who received the message has viewed the contents.
On the screen for creating messages, if you select to request acknowledgement status when composing a message, you can send acknowledgement status messages.

- **If the system administrator has set the mode of acknowledgment status to be "manual":**

When the recipient opens the message, a confirmation button appears.

Users can add comments on the message by clicking the confirmation button.

The date and time when the recipient clicked the confirmation button is recorded as the view date and time.

- **If the system administrator has set the mode of acknowledgment status to be "automatic":**

Opening the message details page will make the message status as viewed.

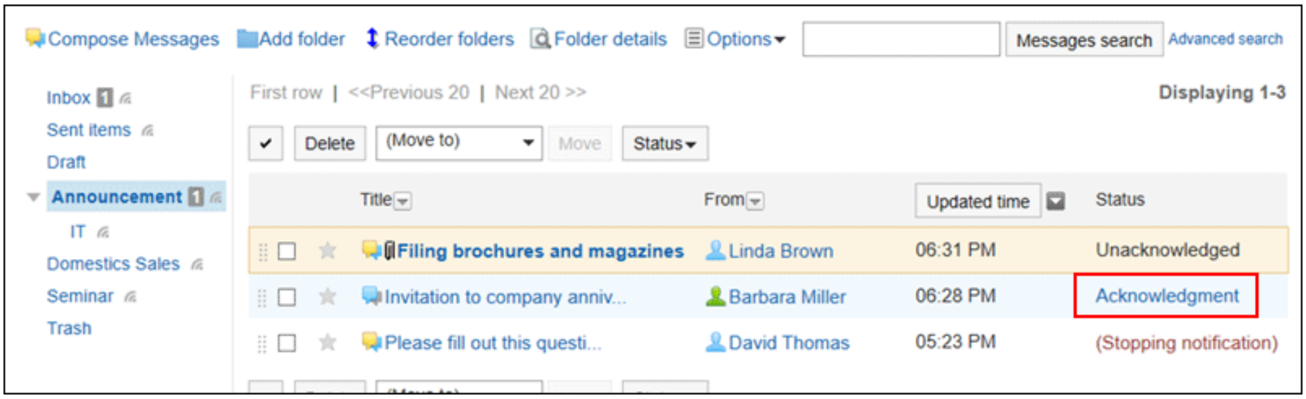
Steps:

1. **Click the app icon  in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select the "Sent items" folder and click the subject of the message you want to check the acknowledgement status.**
4. **On the "Messages details" screen, click Details for the acknowledgement status details.**

5. **On the "Acknowledgment status" screen, check the status and the date and time of the acknowledgment of users who are notified.**

Note

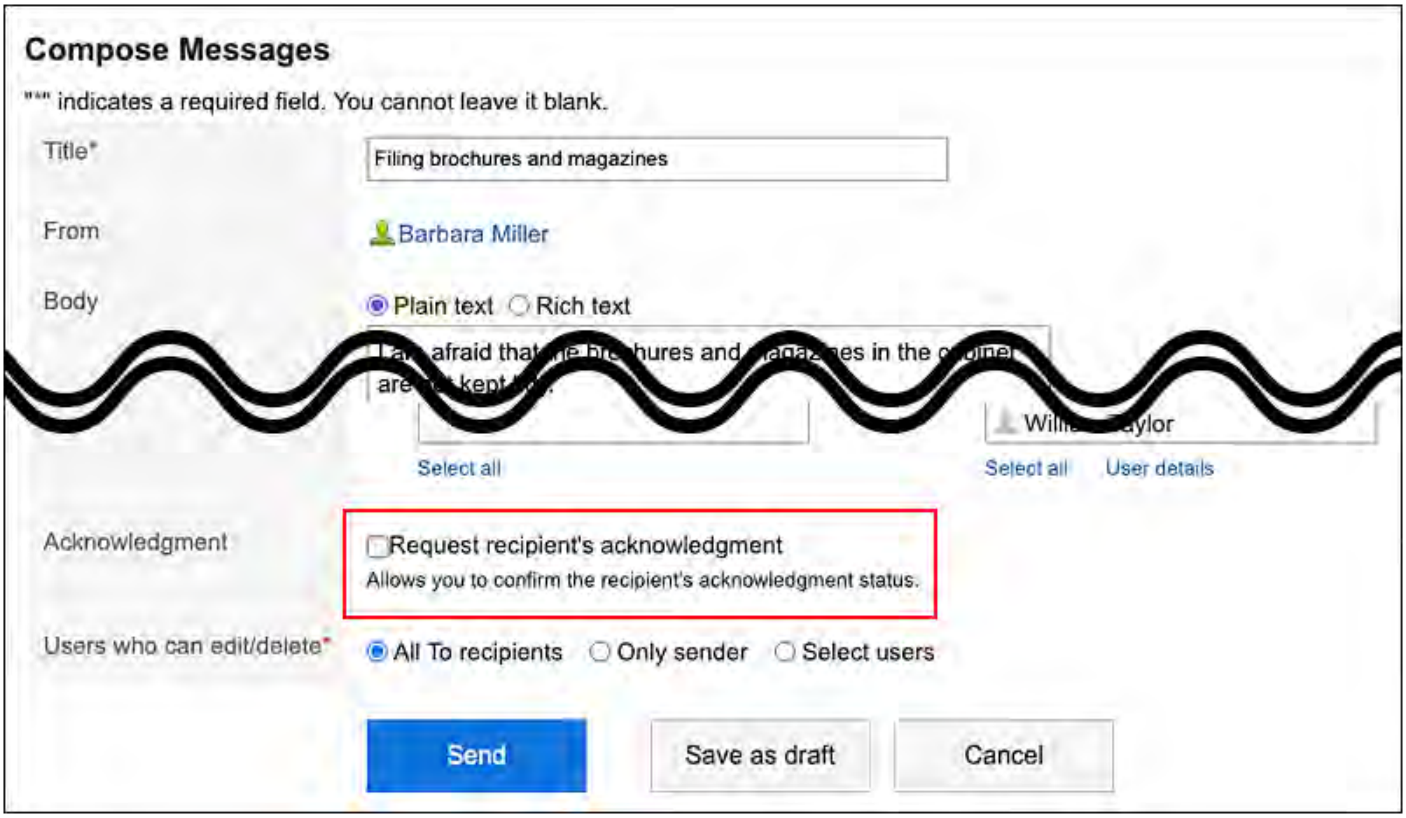
- On the "Messages" screen, you can check the status of the view by clicking the item for the view status in the notes field.



3.5.7. Checking the Writing Status

The "Writing status" is a feature that enables you to check the last date/time that the recipient users posted comments to your message and what they wrote.

If you send a message without selecting the "Request recipient's acknowledgment" checkbox on the "Compose Messages" screen, you will see "Writing status" instead of "Status" on the "Messages details" screen.



Note

- If you send a message with selecting the "Request recipient's acknowledgment" checkbox on the "Compose Messages" screen, you will see "Status" on the "Messages details" screen.
  Use the "Status" feature if you want to check the date and time that the recipient users viewed your message. For details, refer to Acknowledgment Status(471Page).

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message of which you want to check the writing status.**
4. **On the "Messages details" screen, click Details of the writing status.**

5. **On the "Writing status" screen, check the date and time when the recipient user posted a comment and what they wrote.**

3.5.8. Changing Messages

You can change messages.

Changing Body Text

You can update the body of the message.

The body can be updated only by the sender or by other users who are allowed to change them by the sender.

But you cannot change the setting of acknowledgment status.

Steps:

1. **Click the app icon  in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message you want to change.**
4. **On the "Message details" screen, click Edit.**

5. **On the screen to edit messages, change the subject, body, and attachment fields as necessary.**

   For details on the items, refer to Sending Messages(466Page).

6. **Confirm your settings and click Save.**

Actions on Attachments

You can revise the attachments only if they are added by you.

You can change file information, update files, and delete files you attached.

Steps:

1. **Click the app icon  in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message for which you want to revise the attachment.**
4. **Click the attachments list in the "Messages details" screen.**

5. **On the attachment list screen, click the title of the file to work with.**

For details of managing attachments, refer to the following page:

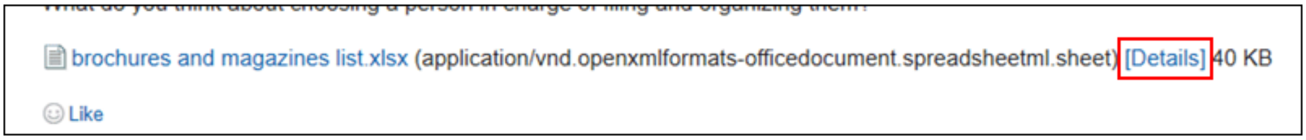
Changing File Information(585Page)

Updating Files(587Page)

Deleting Files(596Page)

Note

- You can also click **Details** of attachments on the "Messages details" screen to edit it.



Changing To (Recipients)

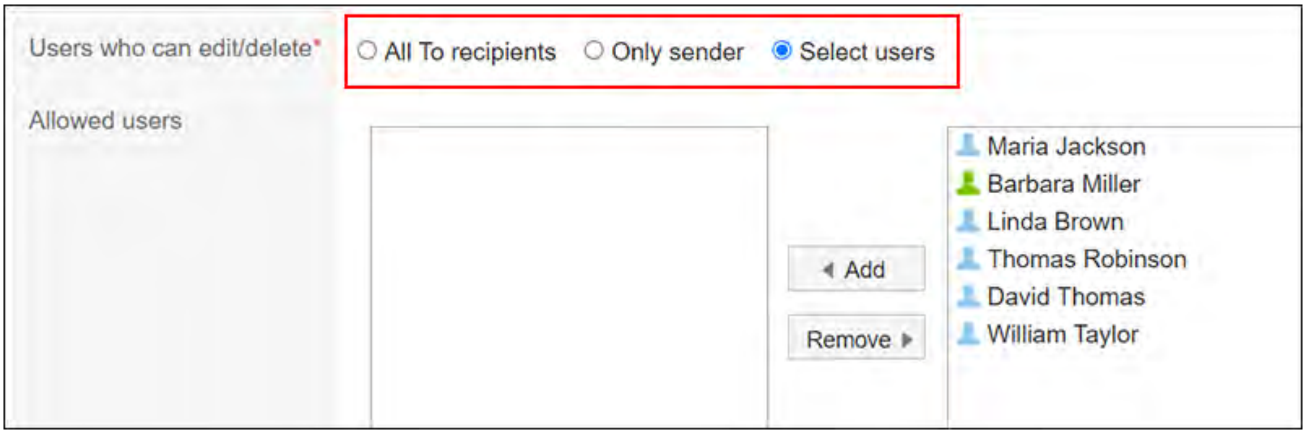
You can change the recipients of the message.

The recipients can be updated only by the sender or by other users who are allowed to change them by the sender.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message you want to change the recipients.**
4. **On the "Messages details" screen, click "Change To".**

5. **On the screen to change the recipients, select the recipients in the item to set the target.**
6. **If necessary, set the item to allow to change/delete the messages.**



"All To recipients" is available in Garoon version 5.15.0 and later.

7. Confirm your settings and click Save.

Note

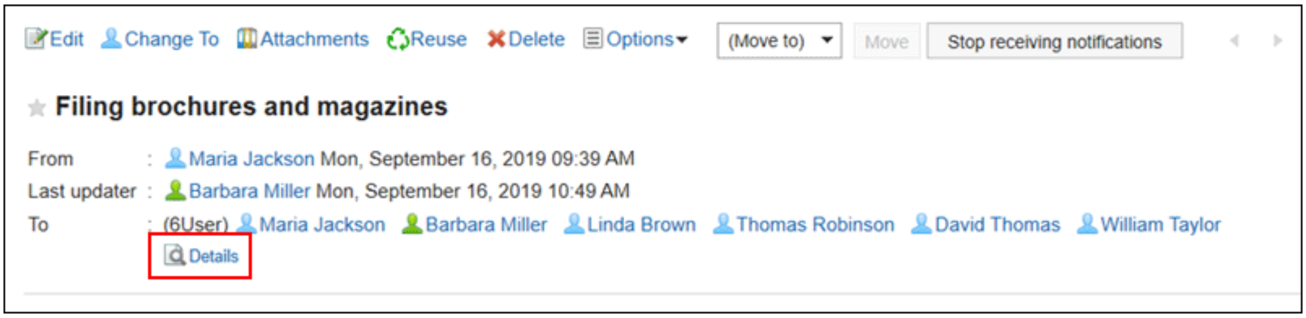
- You cannot delete the sender from the recipient if the sender is included in the recipients.
- Users not included in the recipients cannot view the message.
  However, in the following cases, users who have been deleted from the recipients can view the comments and files that have been written before they are deleted from the recipients.
  - When you migrate messages saved to a personal folder in Garoon version 2.5.4 or earlier

3.5.9. Confirming Recipient Details

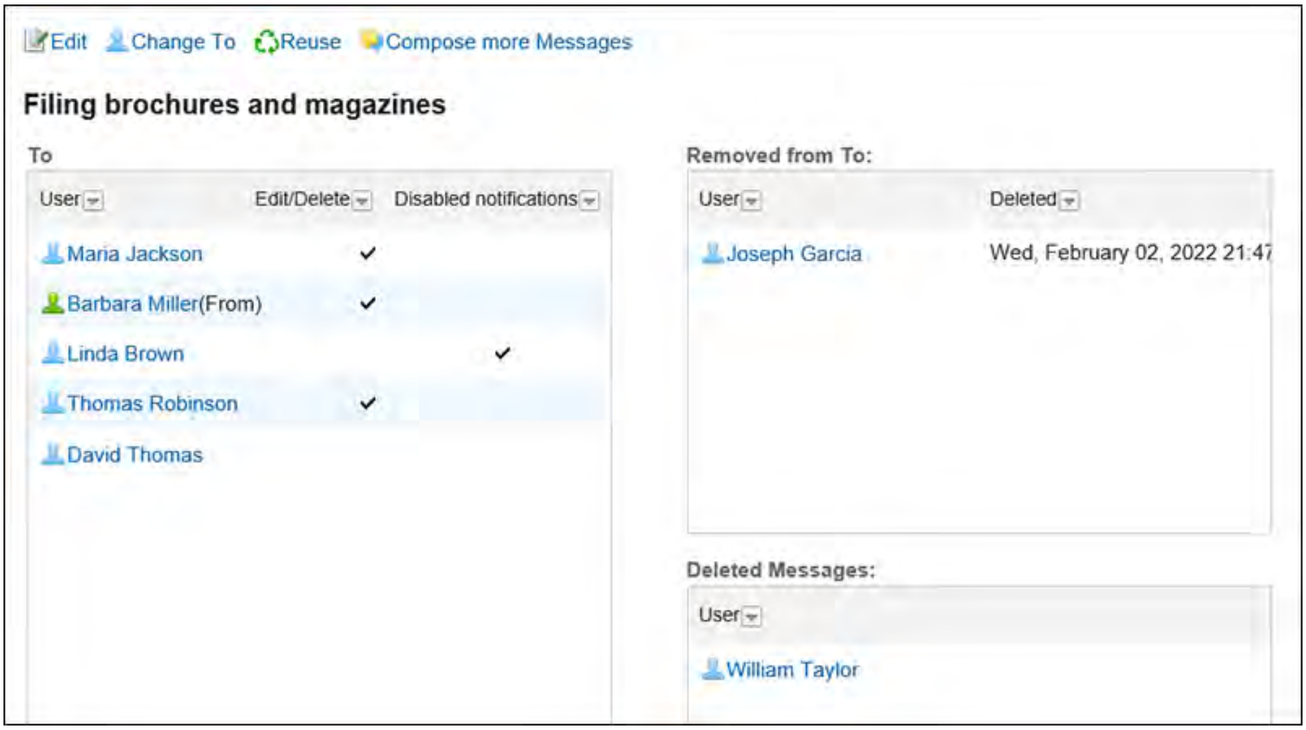
You can check the status of update notifications for recipients and the users who have been deleted from the recipients.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message for which you want to confirm the recipient details.**
4. **On the "Messages details" screen, click Details of the recipient.**



5. **On the recipient's details screen, confirm the status.**



- Recipients:
  The recipients users are displayed.
  - Allow to change or delete:
    Users whose checkmarks are on can change or delete messages.
  - Stop notifications:
    Users whose checkmarks are off will not receive the update notifications.

- Deleted users from recipients:
  Users who have been deleted from the recipients.
  These users cannot view the message.
- Users who have deleted messages:
  The user who deleted the message from the folder.

Note

- The following actions can be made from the recipient's details screen.
  - Changing messages:
    For details, refer to Changing Messages(476Page).
  - Changing recipients:
    For details, refer to how to change recipients(478Page).
  - Reusing messages:
    For details, refer to how to reuse and send messages(469Page).
  - Send another message:
    For details, refer to how to send a new message to the same recipients(470Page).

3.5.10. Moving Messages

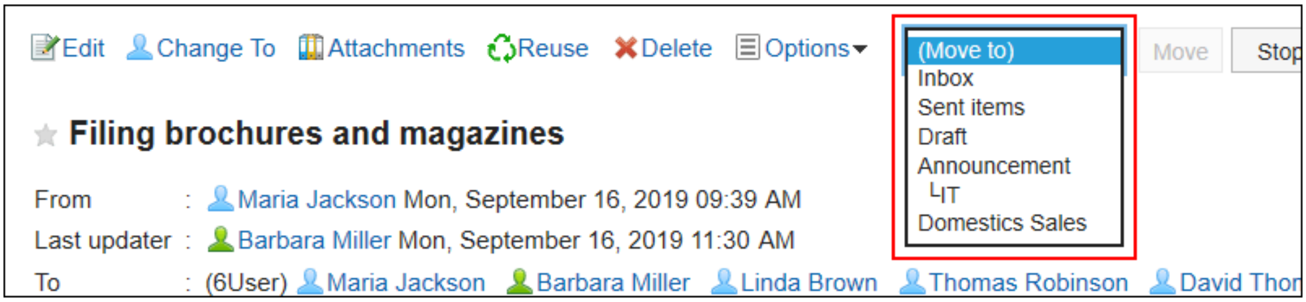
You can move messages to other folders.

Moving Messages One by One

You can move messages to other folders one by one.

Steps:

1. **Click the app icon  in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message you want to move.**
4. **On the "Messages details" screen, select the destination folder from the dropdown list of "(Move to)" and click "Move".**

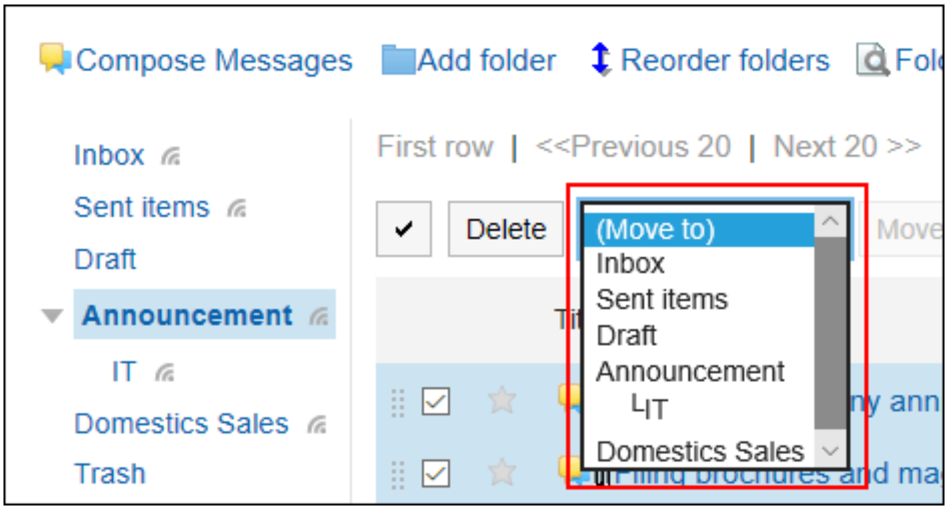


Moving Multiple Messages in Bulk

You can move multiple messages to other folders together.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder.**
4. **Select the checkboxes of the messages you want to move, select the destination folder from the dropdown list, and click "Move".**



Moving Messages by Drag and Drop

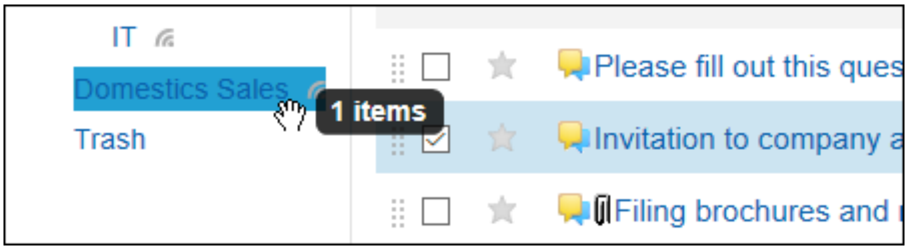
You can move messages to another folder by dragging and dropping them.

You can also move e-mails to trash.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and select the checkboxes of the messages you want to move and click to hold them.**

4. While holding the messages, move the cursor to the destination folder and drop the messages.



When you release the messages, the number of messages you have moved and the undo field are displayed.

To restore the moved messages to the original folder, click the item to undo the move action.

3.5.11. Delete Messages

You can delete messages.

If you use trash, the deleted messages are moved to trash.

You can recover deleted messages from the trash if they are within retention period.

However, the message is permanently deleted in the following cases.

- You are not using the Trash feature.
- The retention period has elapsed.

You can configure the Trash feature in the "Personal settings" screen.

For details, refer to Trash settings(517Page).

Note

- If a sender allows changing and deleting messages, you can delete messages that exist in other recipients' folders.
  For details on how to view the changing and deleting permissions, refer to Confirming Recipient Details(479Page).

Caution

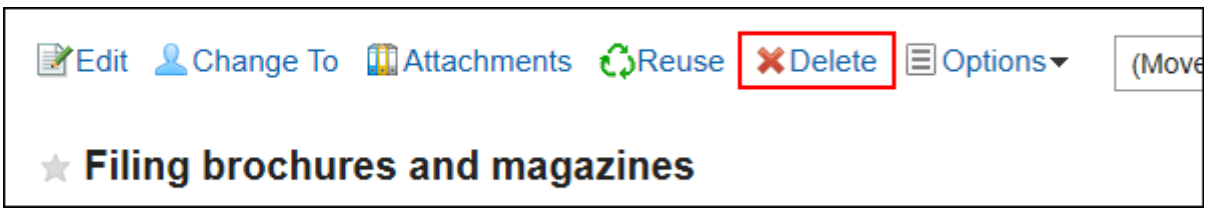
- Deleted messages cannot be restored.

Deleting Received Messages

You can delete received messages.
When you delete messages, the messages the recipients received are deleted. Messages saved by the sender or other recipients are not deleted.

Steps:

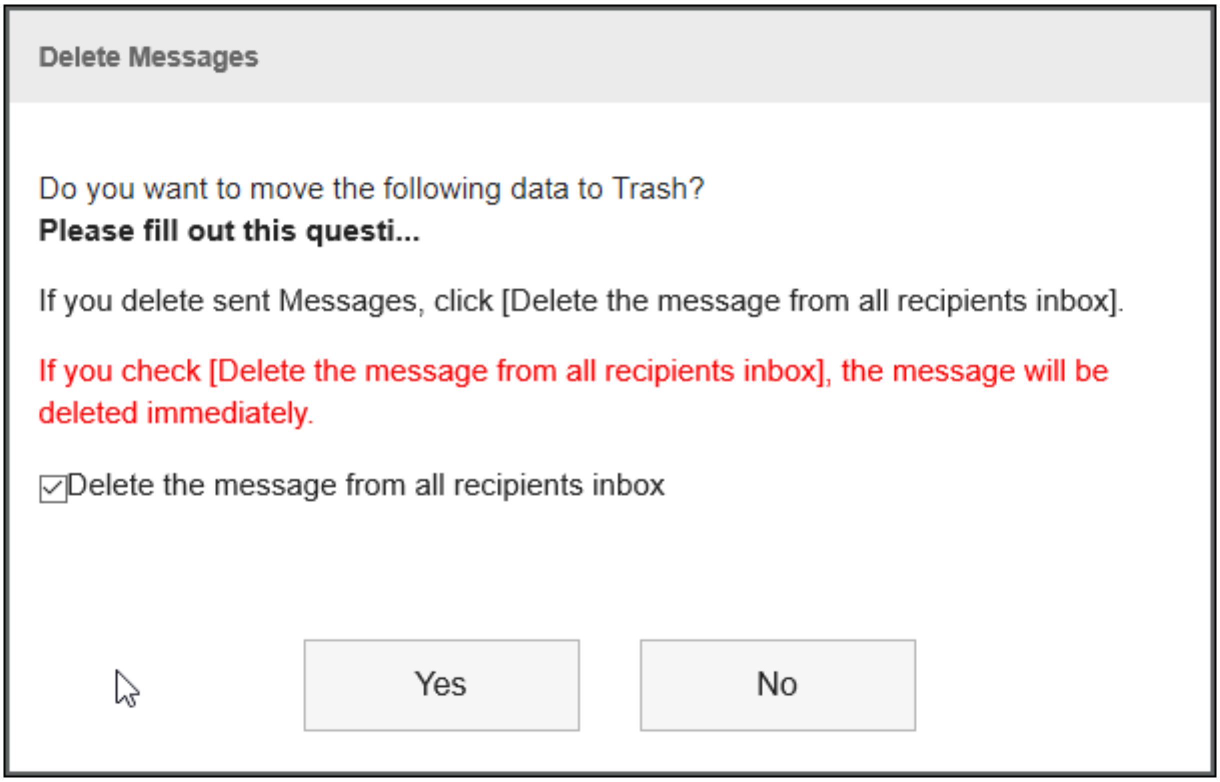
1. **Click the app icon  in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message you want to delete.**
4. **On the "Messages details" screen, click Delete.**



5. Click Yes on the "Delete message" screen.

- When users other than a sender are allowed to change/delete messages:

  On the delete screen of the message, select whether to delete messages from the folders of all recipients, and then click **Yes**.



To permanently delete messages from all recipients' folders, select the checkbox to permanently delete the messages from all recipients folders.
If you are using trash folder, selecting this checkbox will delete the messages immediately without moving them to the trash folder.

Deleting Sent Messages

You can delete messages that you have sent.

Steps:

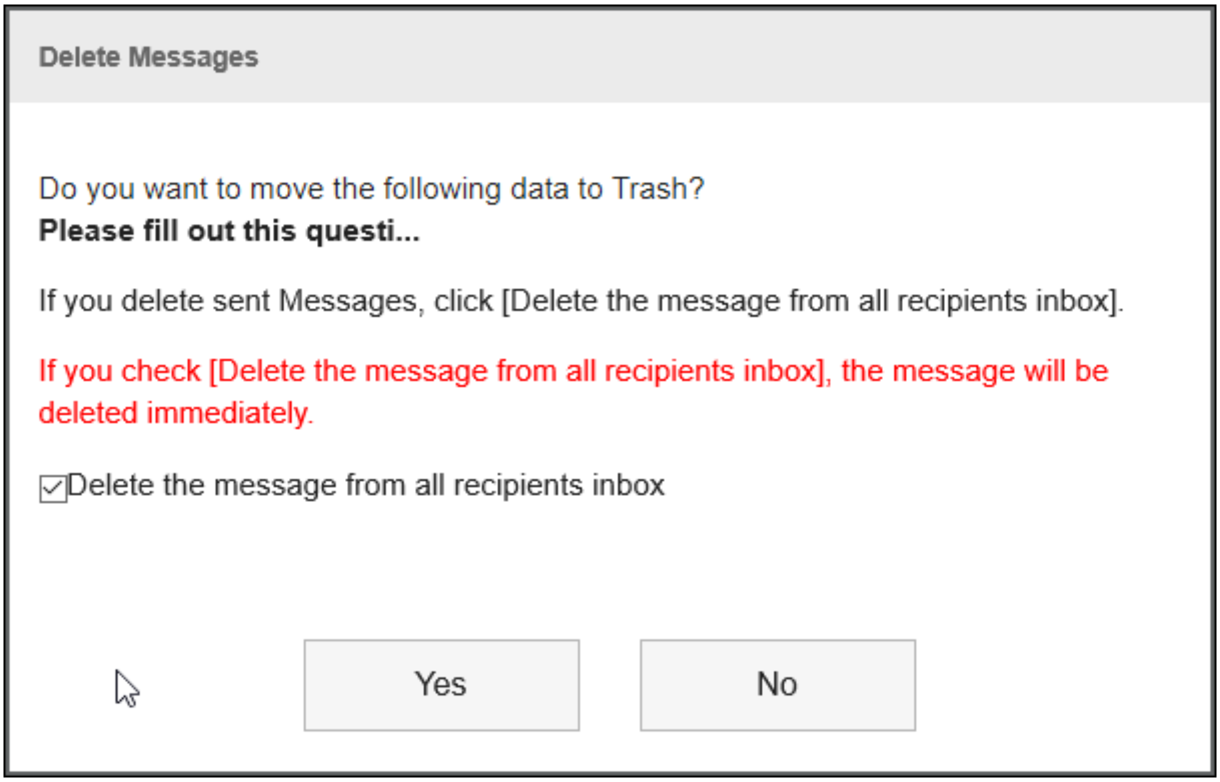
1. Click the app icon in the header.

2. **Click Messages.**

3. **On the "Messages" screen, select a folder and click the subject of the message you want to delete.**

4. **On the "Messages details" screen, click Delete.**

5. **On the delete screen of the message, select whether to delete messages from the folders of all recipients, and then click Yes.**



To permanently delete messages from all recipients' folders, select the checkbox to permanently delete the messages from all recipients folders.
If you are using trash folder, selecting this checkbox will delete the messages immediately without moving them to the trash folder.

Deleting Multiple Messages in Bulk

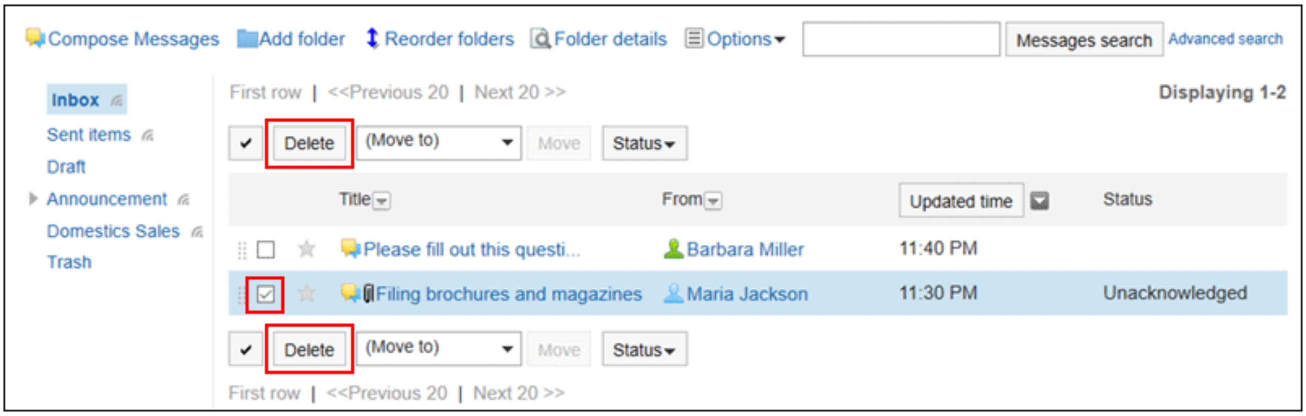
You can select messages you want to delete, and delete them all together.

Steps:

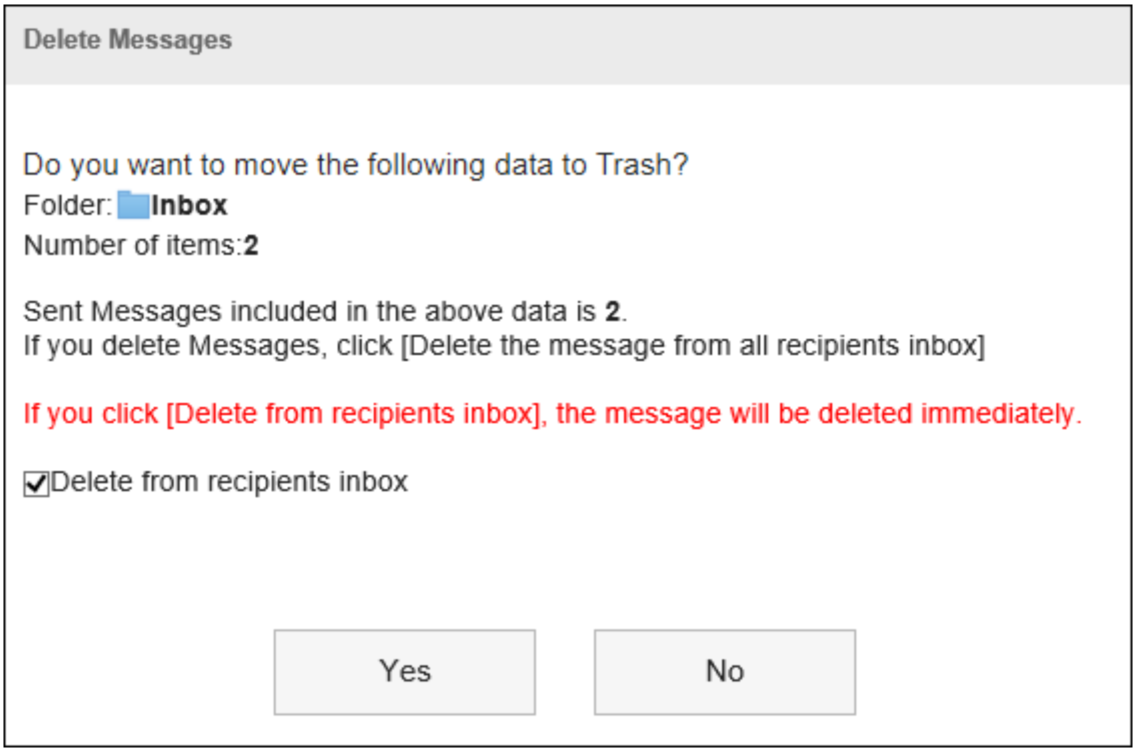
1. **Click the app icon  in the header.**

2. **Click Messages.**

3. **On the "Messages" screen, select a folder, select the checkboxes for the messages you want to delete, and then click Delete.**



4. **Click Yes in the "Delete Messages" screen.**
   - When sent messages are included in the messages that you want to delete:
     On the "Delete Messages" screen, select whether to delete messages from the folders of all recipients, and then click **Yes**.

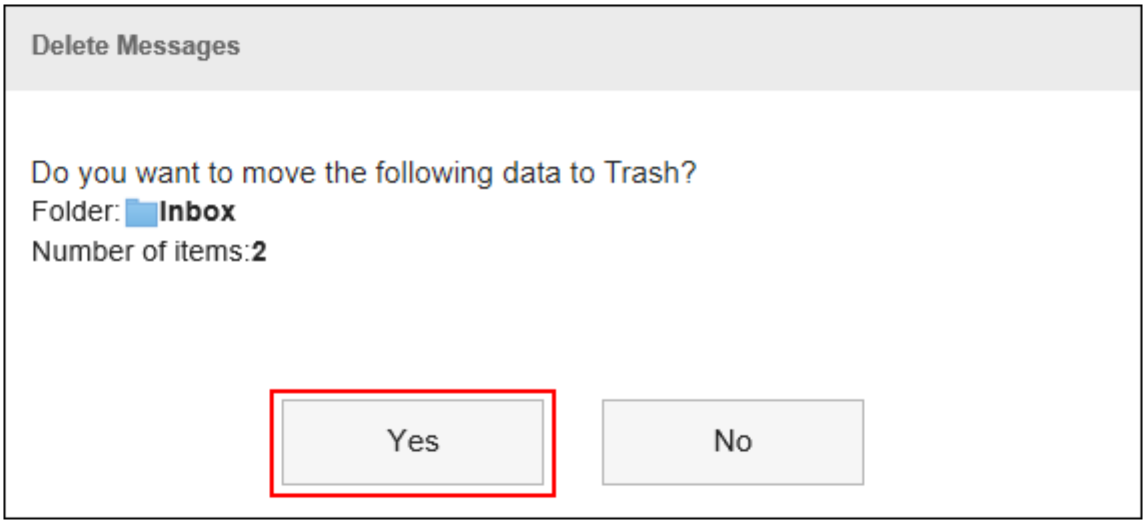


To permanently delete messages from all recipients' folders, select the checkbox to permanently delete the messages from all recipients folders.

If you are using trash folder, selecting this checkbox will delete the messages immediately without moving them to the trash folder.

- When users other than a sender are not allowed to change/delete messages:

  Click **Yes** in the "Delete Messages" screen.

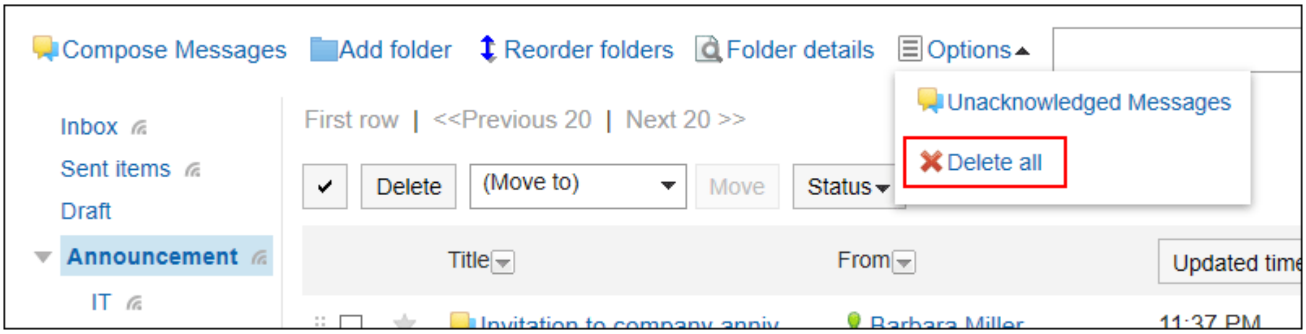


Delete All Messages in a Folder

You can delete all messages in each folder.

Steps:

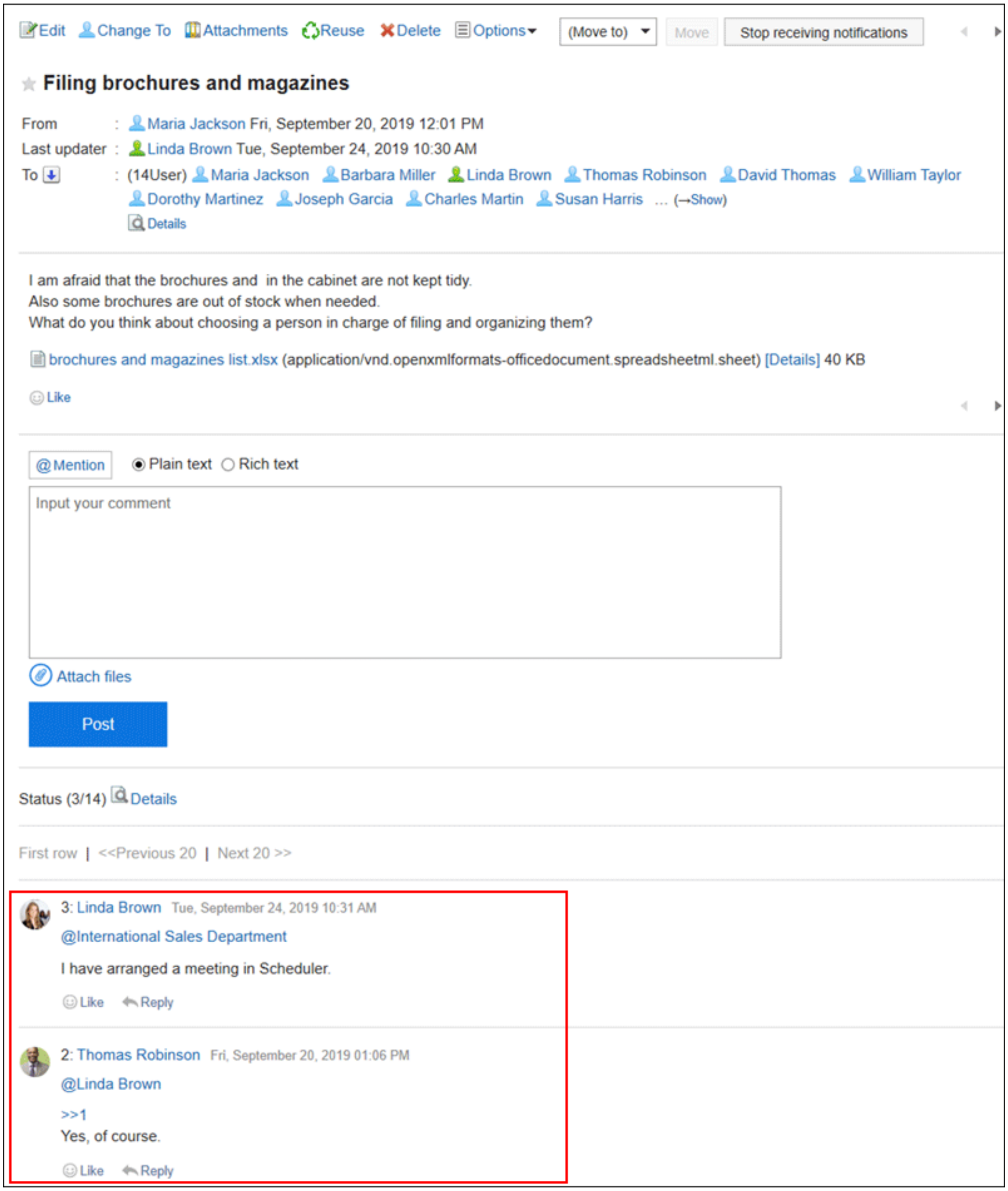
1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the item to delete all data in a folder.**



4. **Click Yes on the screen to delete all data in a folder.**

3.5.12. Comment Feature in Messages

In the comment field, you can write an opinion or a reply to the contents of the message.
The comment with latest updated date and time comes on the top.
If your system administrator has set the manual mode for the acknowledgment status, you can add a comment by clicking the item for confirmation on the "Messages details" screen.
When you specify a recipient and you post a comment, the update notification can also be sent to users who are not set as the recipients of the notification.



Posting a Comment

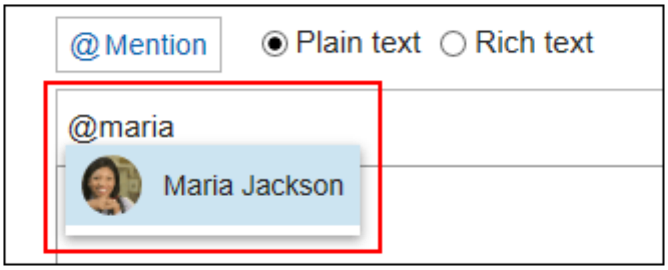
You can post a comment to the message.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message you want to add a comment.**

4. If a comment is for specific users, specify them as the recipients in the comment field of the "Messages details" screen.

When you click "@Mention", you can specify recipients. For details, refer to the Working with Mentions(44Page).



In the recipient, you can specify users, departments, and roles.

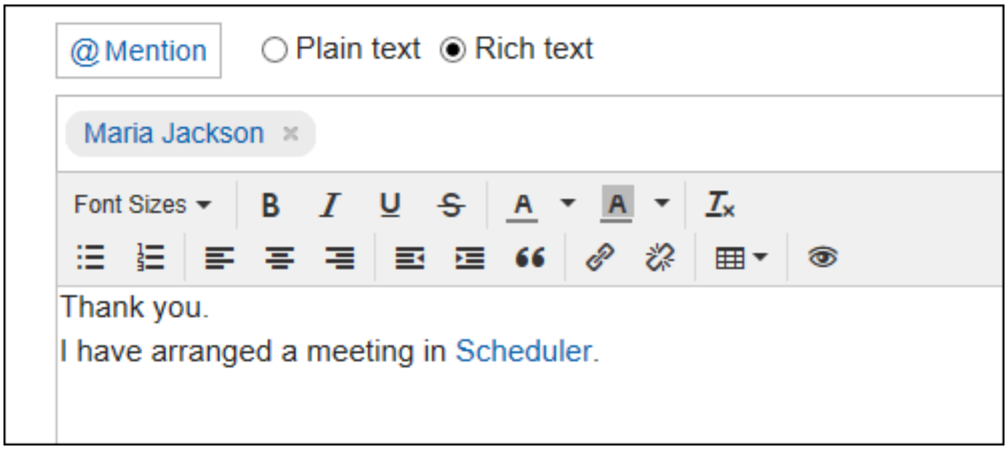
When the system administrator allows users to configure the role, you can specify roles as recipients.

Recipients which can be specified vary according to the types of recipients.

Type of Recipient	Recipient which can be specified
Users	Only users who are included in the message recipients can be specified.
Organization	All organizations can be specified as recipients. However, users who are in the specified department but not in the recipient list of the message do not receive the update notifications.
Role	All roles can be specified as recipients. However, users who are in the specified department but not in the recipient list of the message do not receive the update notifications.

5. Enter your comment.

You can use Rich Text Formatting. For details, refer to Working with Rich Text Formatting(36Page).



6. **Attach a file if necessary.**

   You can attach multiple files. For details, refer to Attaching Files(32Page).

7. **Click "Post".**

Replying to a Comment

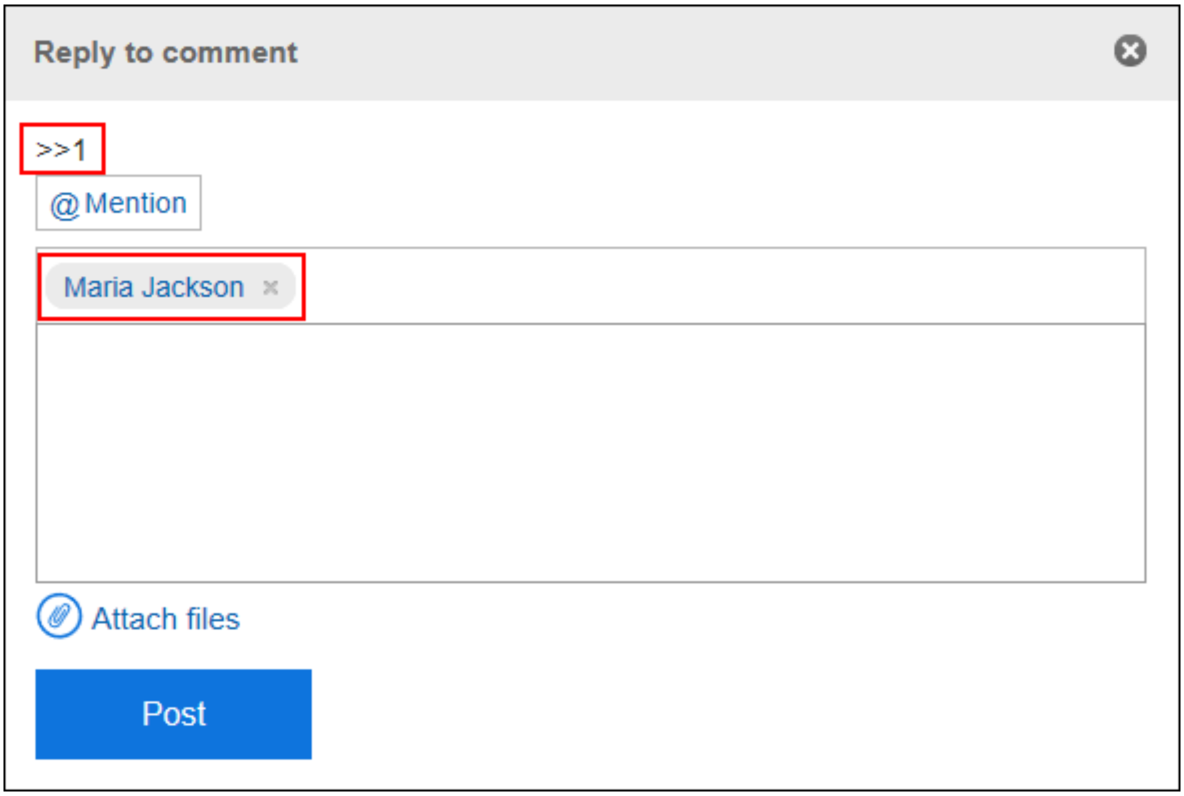
You can reply to a comment.

Steps:

1. **Click the app icon**  **in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder, and then click the subject of the message you want to reply to a comment.**
4. **In the "Messages details" screen, click "Reply" of the comment to which you would like to post a reply.**

   The following two items are automatically set.

   - Original comment number for the reply
   - Recipients of the reply



5. **Enter your comment.**

6. **Attach a file if necessary.**

   You can attach multiple files. For details, refer to Attaching Files(32Page).

7. **Click "Post".**

Reply All

Send a reply to all recipients (except yourself) specified in the original comment.

Steps:

1. **Click the app icon  in the header.**

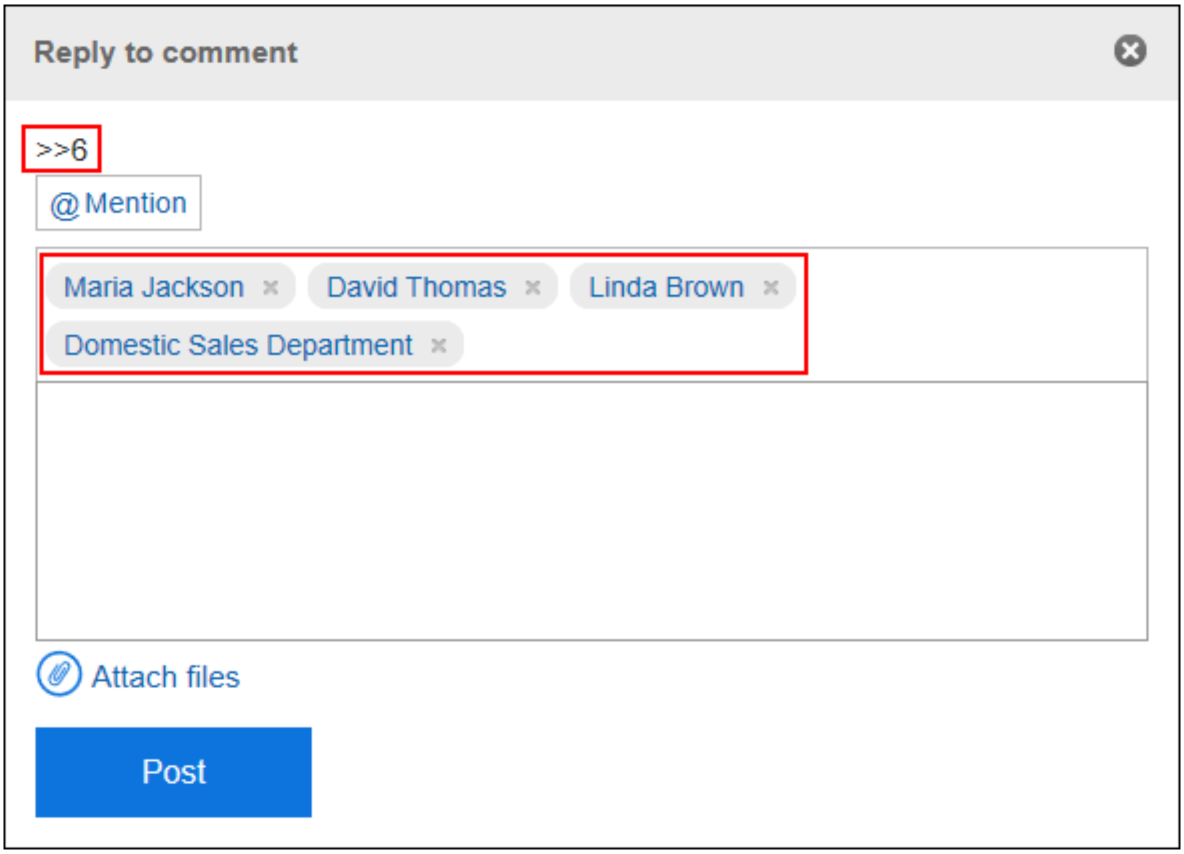
2. **Click Messages.**

3. **On the "Messages" screen, select a folder, and then click the subject of the message you want to reply to a comment.**

4. In the "Messages details" screen, hover the mouse cursor over the comment to which you would like to post a reply, and click Reply all.

The following two items are automatically set.

- Original comment number for the reply
- Sender of the original comment, and users (except yourself), departments, and roles specified as recipients in the original comment



5. Enter your comment.

6. Attach a file if necessary.

You can attach multiple files. For details, refer to Attaching Files(32Page).

7. Click "Post".

Deleting a Comment

Deletes the comment.

Only the user who posted the comment can delete it.

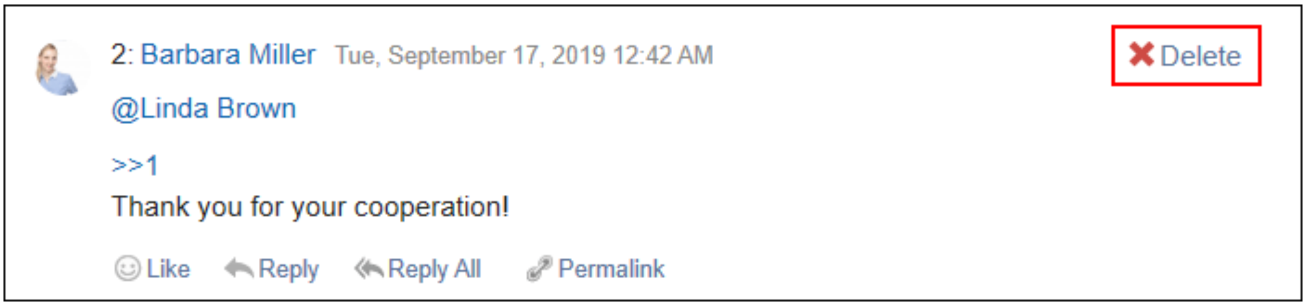
No notification is sent even though you delete the comment.

Caution

- The deleted comment cannot be restored.

Steps:

1. **Click the app icon  in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder, and then click the subject of the message you want to delete comments.**
4. **In the "Messages details" screen, hover the mouse cursor over the comment which you would like to delete, and click Delete.**



5. **Click Yes in the "Delete comments" screen.**

Useful Features of the Comment

This section describes useful features of the comment.

Anchor Feature

Anchor is the feature to set the referral link to the comment which was already posted.

A comment number is used to specify the comment to refer to.

By using two inequality signs (>>) followed by the comment number, you can create a link to the comment to which you want to refer.

Note

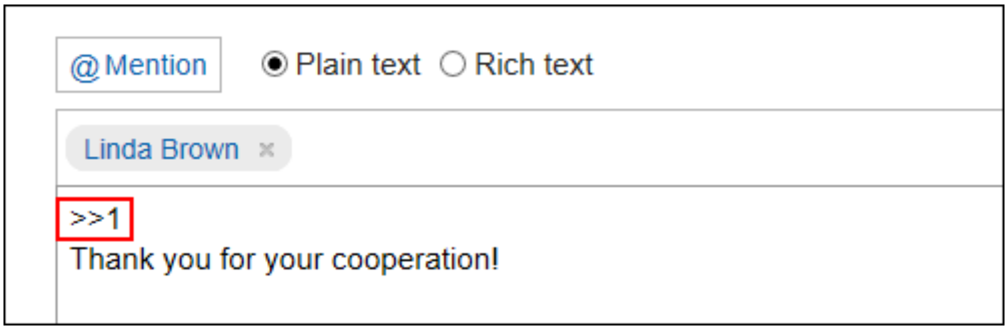
- The anchor feature is only available for comments in the same message.
  Use permalink(499Page) to view comments in other messages.

Steps:

1. **Enter two inequality signs (>>) followed by the comment number to which you want to refer, and enter your comment.**

   Example:

   >>3



2. **Click "Post".**

   You can access the comment by clicking the comment number you entered.

Permalink

The permalink is the URL assigned to each comment. Accessing Permalink allows you to directly access the designated comment.
This Permalink is useful when you want to create a link to refer to the specific comment in the message.
However, clicking the URL does not work if a user who receives the URL is not included as the recipient of the message.

Steps:

1. **Display the comment to which you would like to refer.**
2. **Hover over the comment and click the permalink.**

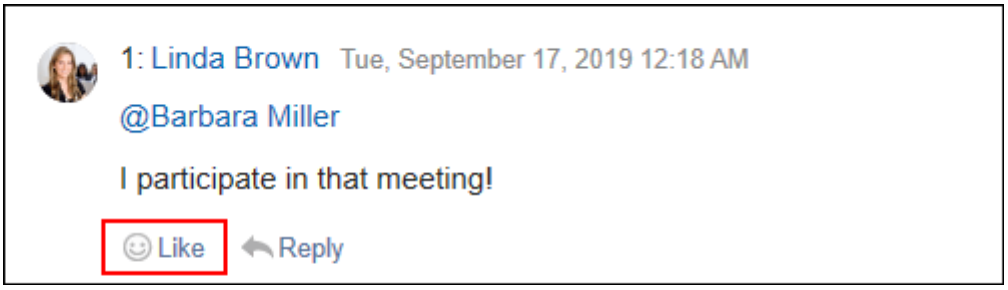
3. **Copy the URL displayed and paste it in Garoon where you want to create a link.**

Respond ("Like") Feature

Respond is the feature to express your sympathy or acknowledgement for the other user's comment and body text, without posting any comment.
This respond feature may not be available depending on the settings by the system administrator.
Only the system administrators can change the label of respond feature.
For details, refer to Working with Respond Feature(42Page).

Steps:

1. **Display the comment in the message.**
2. **On the message's body text or comment, click a link to respond such as "Like" and "Acknowledged".**



To cancel your response, click a link such as "Not Like" and "Not Acknowledged".

3.5.13. Setting Up Folders

You can set up folders to save messages.
You can create a folder for each purpose to organize messages or sort received messages using filtering feature.

Adding Folders

You can add folders.
Update notifications are automatically applied to the new folders, but they can be disabled later.
Subfolders cannot be added to the Inbox, Sent items, Drafts, and Trash folders.

Steps:

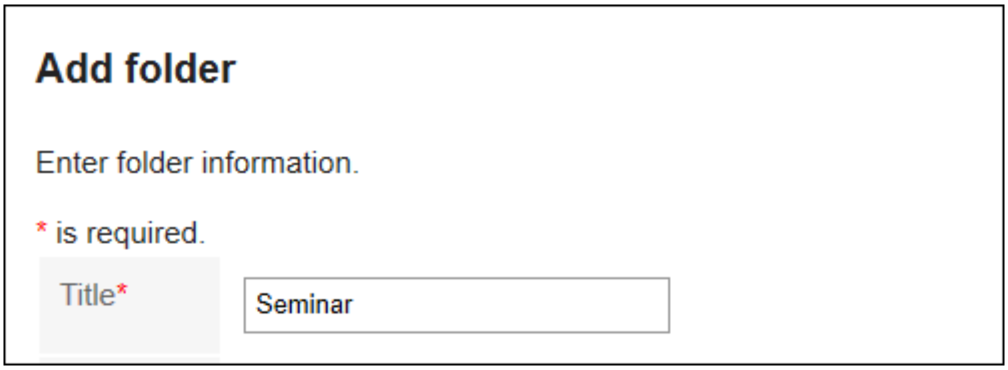
1. **Click the app icon**  **in the header.**

2. **Click Messages.**

3. **On the "Messages" screen, click "Add folder".**

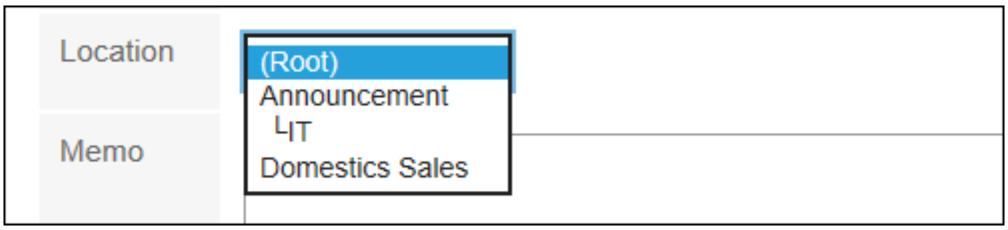
4. **On the "Add folder" screen, enter a title.**

   This is a required field.



5. **Set the "Location" field.**

   Select the parent folder of the folder you want to add.



6. **Set the Notes field as needed.**

   You can enter a description of the folder. The notes that you have entered are displayed at the top of the "Messages" screen.

7. Confirm your settings and click Add.

Changing Folders

You can change the folder location and notes settings.

You cannot change the Trash folder information.

Note that you can only change the Inbox, Sent items, and Drafts folder.

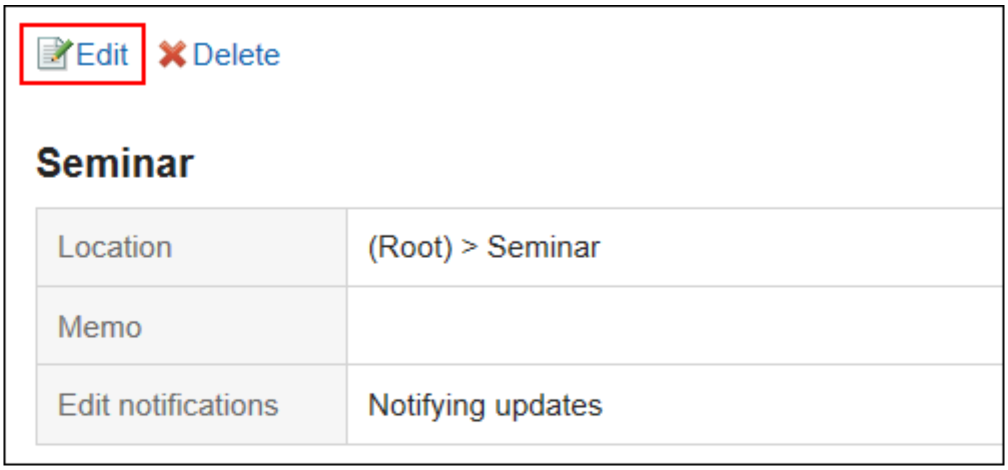
Steps:

1. Click the app icon in the header.

2. Click Messages.

3. On the "Messages" screen, select the folder you want to change, and then click the item for folder details.

4. On the item for folder details, click Edit.



5. **On the screen for changing the folder information, you can change the settings as necessary.**

6. **Confirm your settings and click Save.**

Reordering Folders

You can reorder folders in the same hierarchy.

You cannot change the order of Inbox, Sent items, Drafts, and Trash folders.

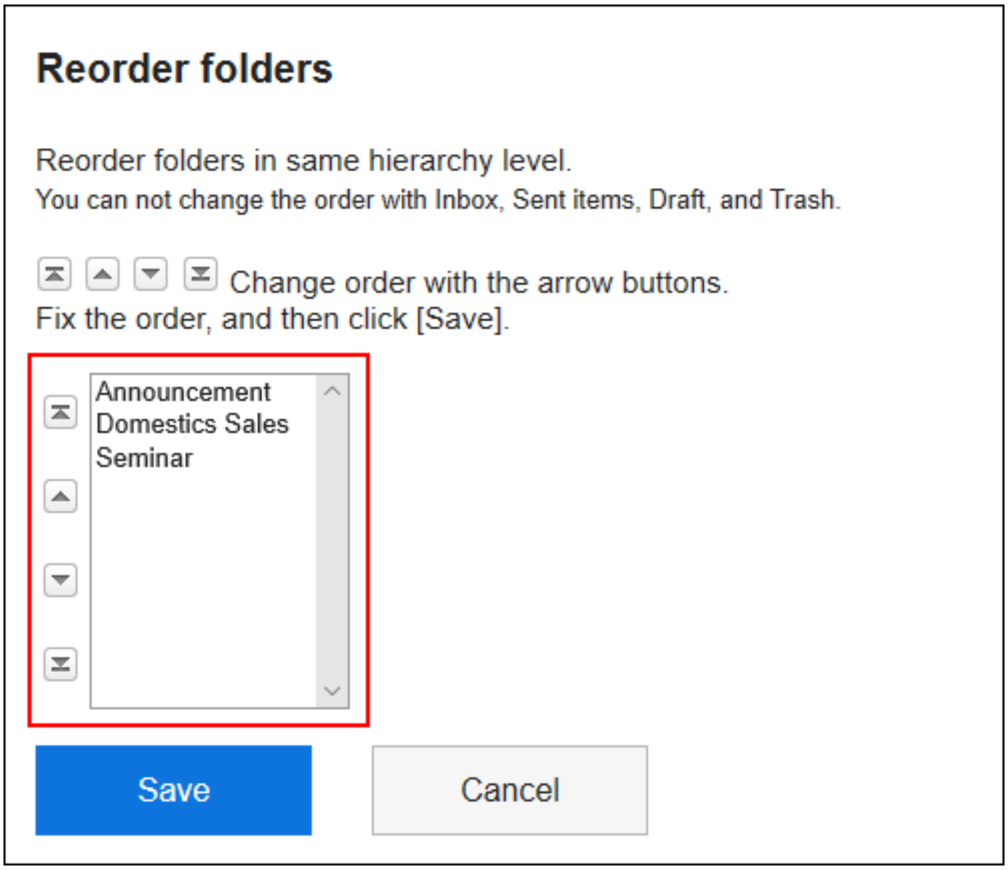
Steps:

1. **Click the app icon in the header.**

2. **Click Messages.**

3. **On the "Messages" screen, select the folder you want to reorder, and then click the item to reorder folders.**

4. **On the screen for reordering folders, you can change the order.**



5. Confirm your settings and click Save.

Deleting Folders

You can delete folders.

If you delete any folder, its subfolders are also deleted.

All messages in folders and subfolders are moved to trash.

You can recover deleted messages from the trash if they are within retention period.

However, the message is permanently deleted in the following cases.

- If you are not using the Trash feature
- Retention period has elapsed

You can configure the Trash feature in the "Personal settings" screen.

For details, refer to Trash settings(517Page).

You cannot delete the Inbox, Sent items, Drafts, and Trash folders.

Caution

- Deleted folders cannot be restored.

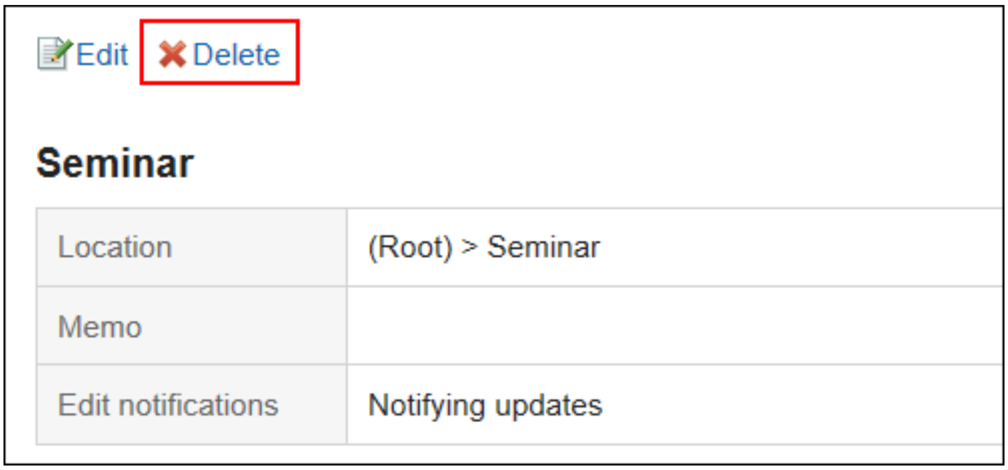
Note

- You cannot delete a folder that has more than 15 subfolders. Reduce the number of tiers for subfolders to 14 or less before deleting a folder.

Steps:

1. **Click the app icon  in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select the folder you want to delete, and then click the item for folder details.**

4. **On the item for folder details, click Delete.**



5. **Click Yes on the page to delete folders.**

3.5.14. Receiving Notifications

You can configure update notifications.

Setting Update Notifications for Folders

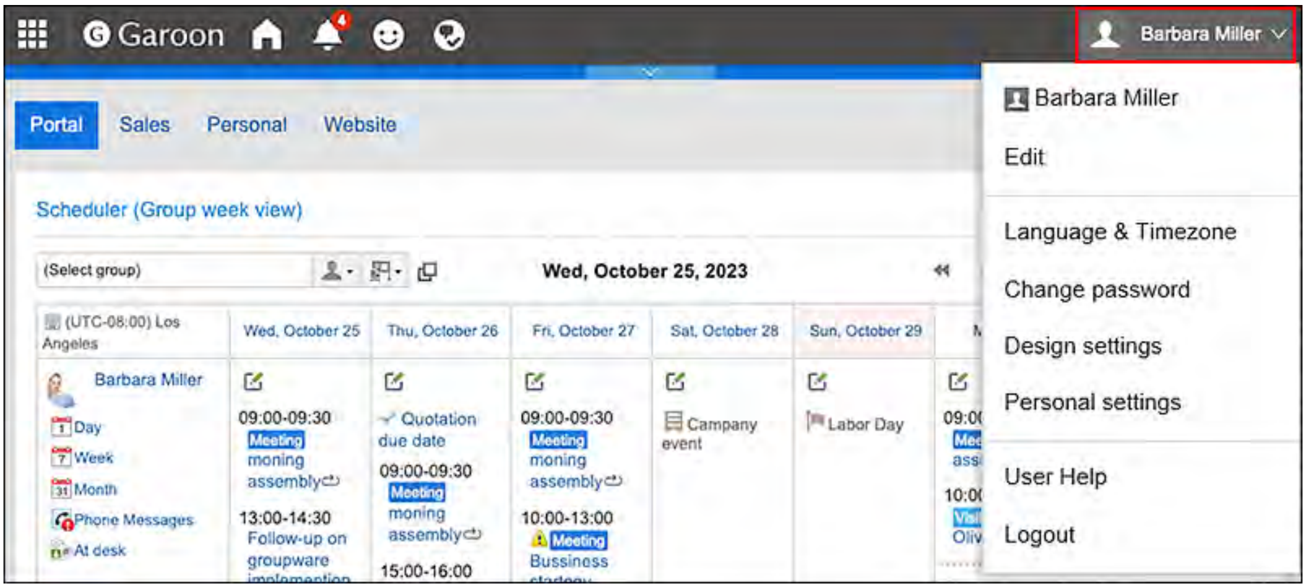
You can set update notifications for folders.

When you configure update notifications, you can receive notifications when a new message is received in the specified folder, or when a comment is added to the message.

You cannot set update notifications for the Trash folder.

Steps:

1. **Click User name in the header.**



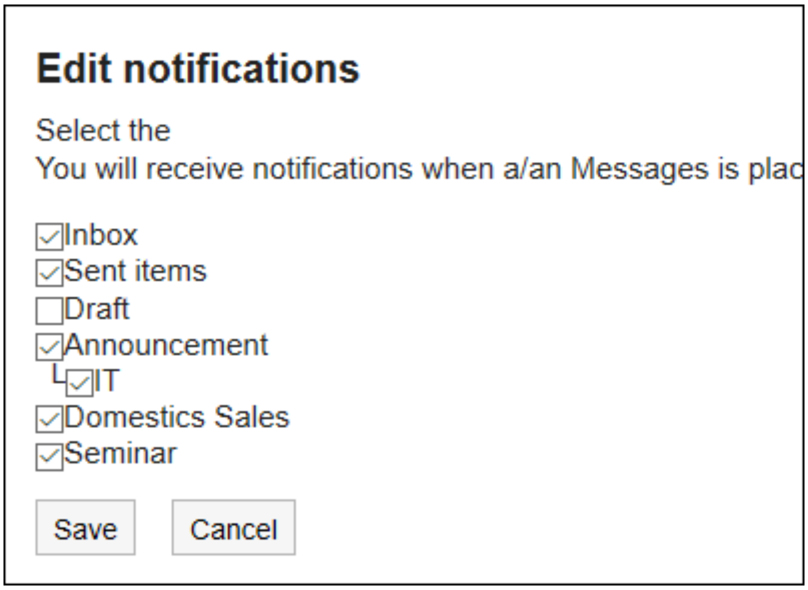
2. **Click Personal Settings.**

3. **Click Setting of each application.**

4. **Click Messages.**

5. **Click "Edit notifications".**

6. **On the "Edit notifications" screen, select the checkbox of the folder for which you want to set update notifications, and click "Save".**



On the "Messages" screen, is shown on the right of the folder names where update notifications have been set.

Note

- You can change the folder's update notification settings by clicking the item to stop receiving update notification or the item to set update notifications on the folder details screen.

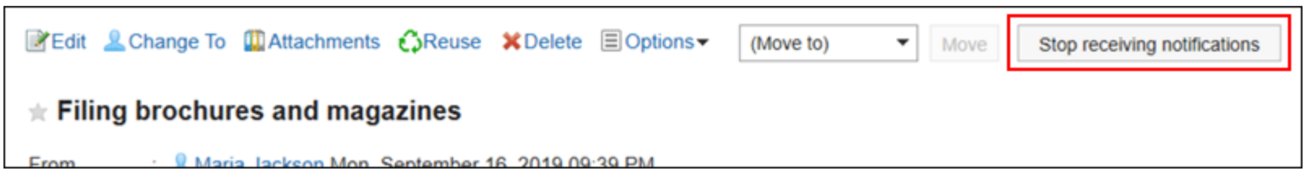
Stop Receiving Update Notifications of Messages

You can configure the update notifications in each folder. You cannot set it in each message. However, only for messages stored in the folder where update notifications are set, you can configure them separately not to receive the notifications.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select the folder where the update notification is set, and then click the subject of the message for which you want to stop the update notifications.**
4. **On the "Messages details" screen, click the item to stop receiving update notifications.**

   Click "Edit notifications" if you want to configure the update notifications again.



3.5.15. Filter Settings

You can configure filters.

Filtering is a feature that sorts messages to folders based on the conditions specified for each condition when messages arrive.

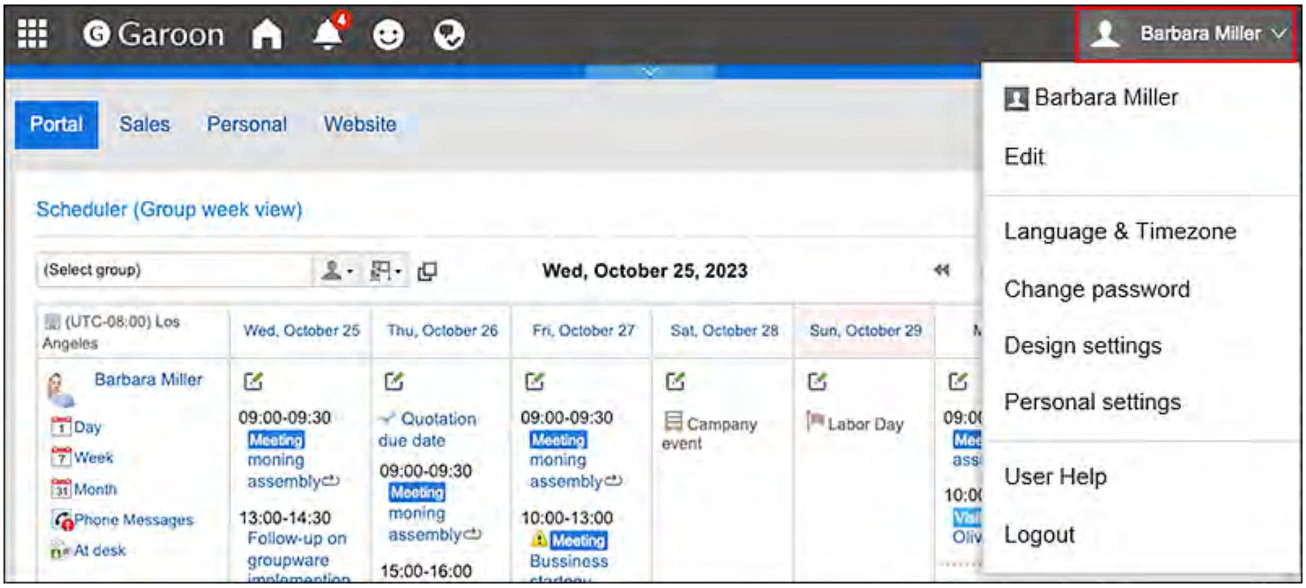
If multiple filter conditions exist, the top condition in the list is applied first.

Adding Filters

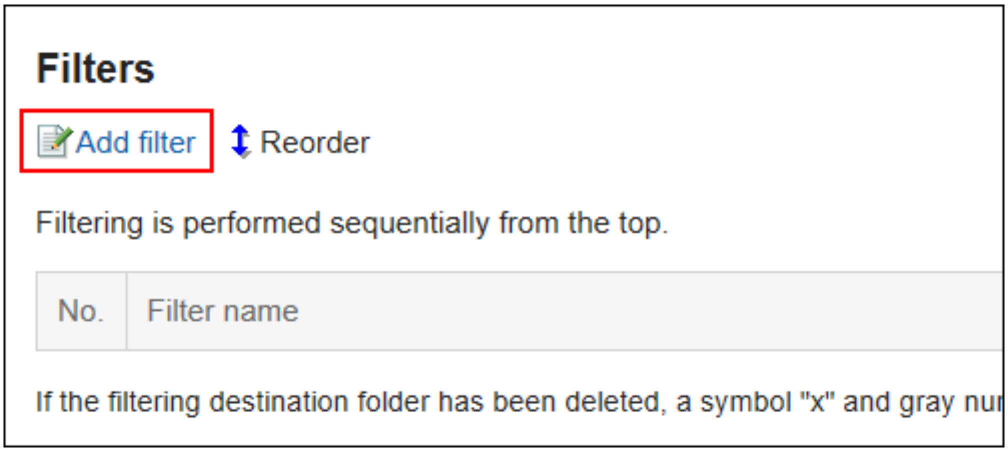
You can add filters.

Steps:

1. **Click User name in the header.**

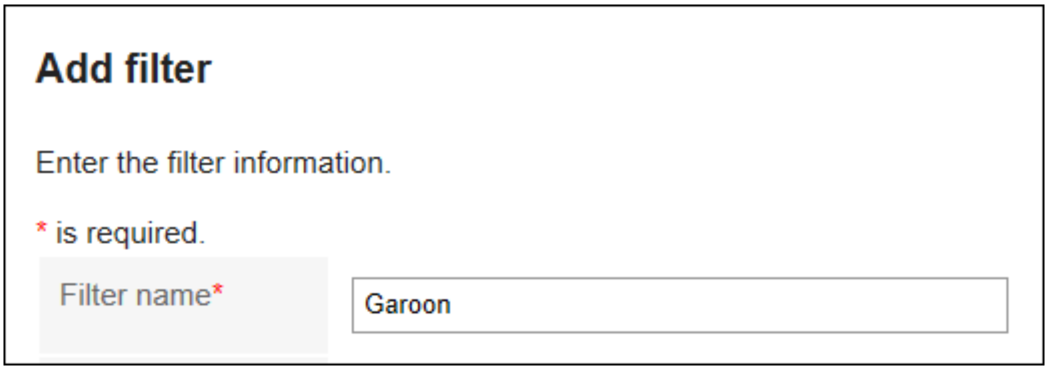


2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Messages.**
5. **Click "Filter settings".**
6. **On the "Filter settings" screen, click the item to add filters.**



7. **On page for adding filters, enter the name of the filter settings.**

You must set the filter name.



8. **Set filter conditions.**

Set conditions for sorting messages.

The combination of conditions is as follows.

- All the following conditions are met
- Any of the following conditions are met

Subjects, senders, and recipients can be used for conditions.

To select a sender or recipient, enter the name of the user as keywords.

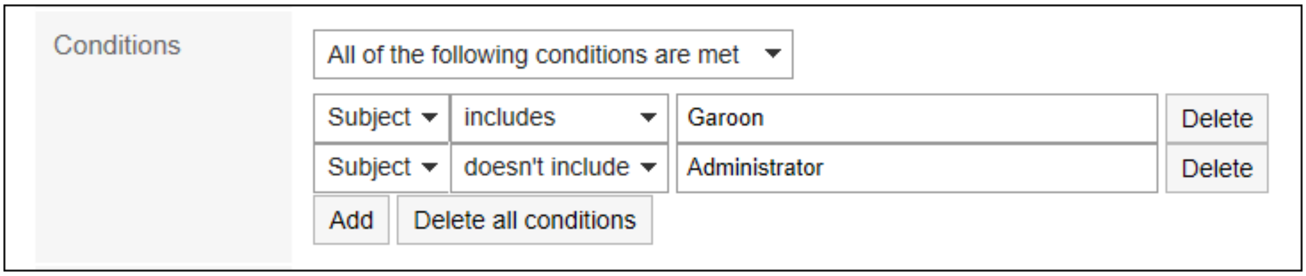
The following operators can be set for each item.

- includes
- does not include
- is the same as
- is different from
- starts with

If you want to add conditions, click the item to add conditions.

To delete the added conditions, click "Delete".

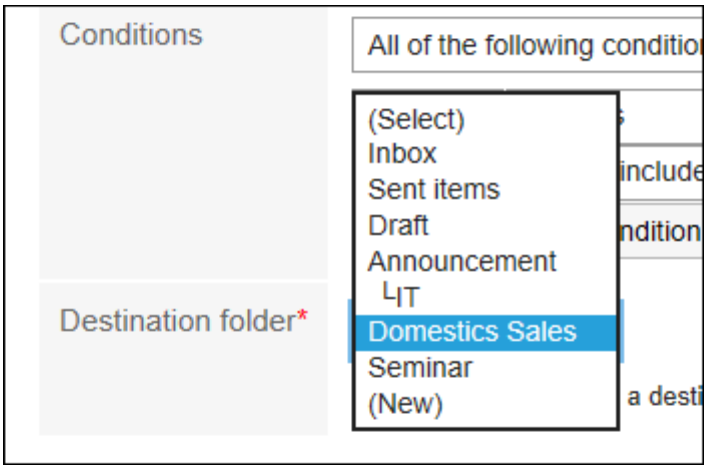
If you click "Delete all", you can delete all conditions.



9. **Set the fields for destination folders.**

You must designate the folder to save messages.

When you select "New", a folder with the same name as the name of filter settings is created.



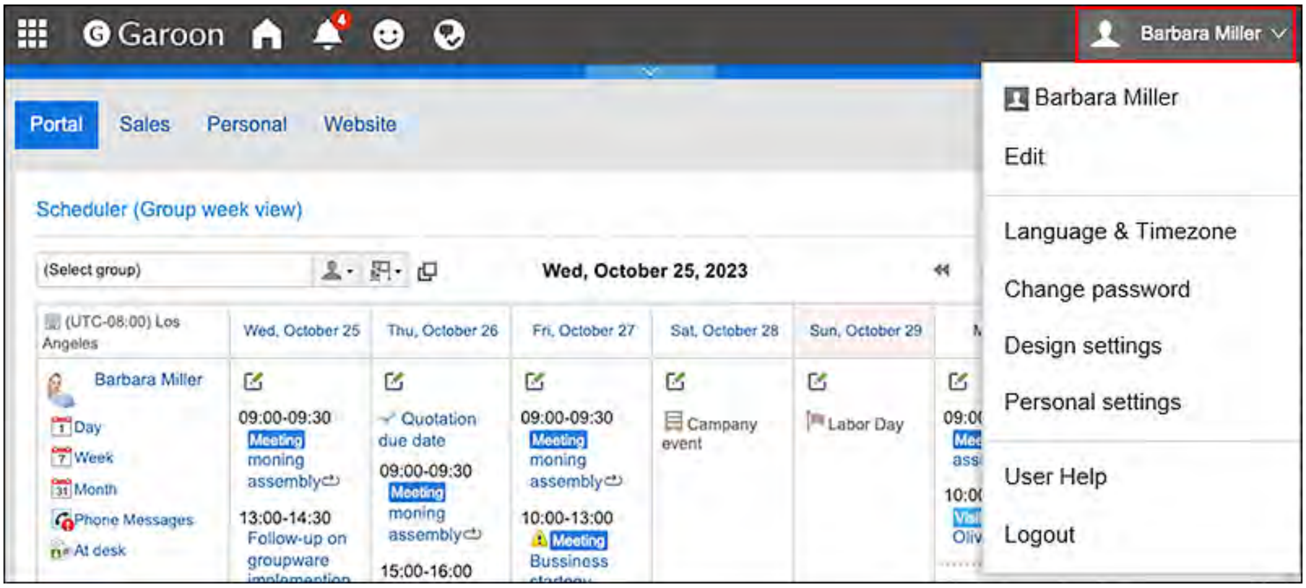
10. **Confirm your settings and click Add.**

Changing Filters

You can change the settings of filters.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**

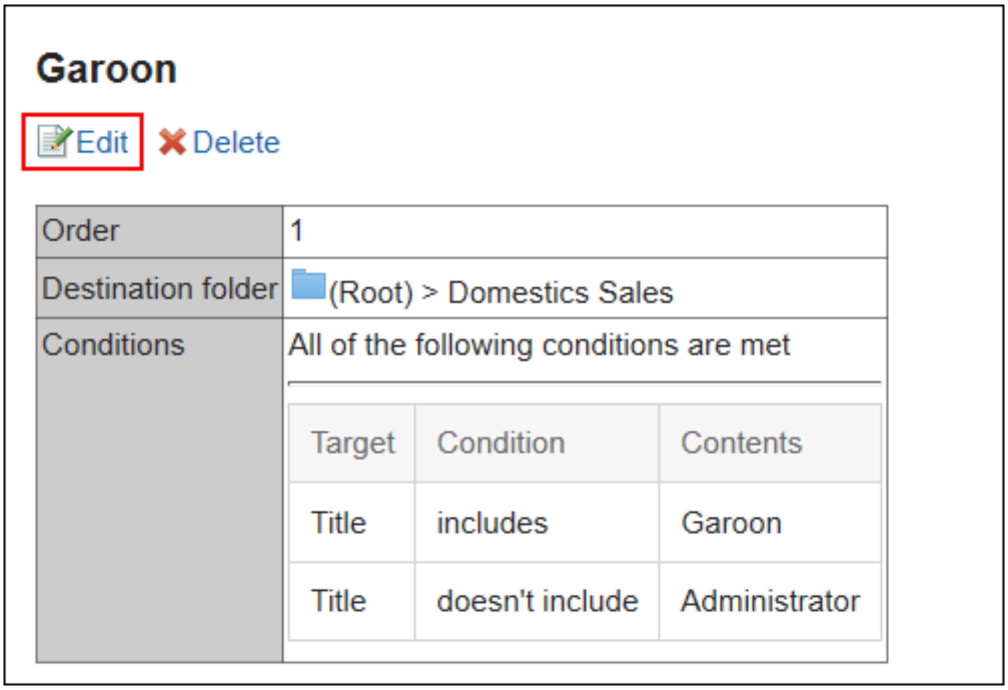
3. **Click Setting of each application.**

4. **Click Messages.**

5. **Click "Filter settings".**

6. **On the "Filter settings" screen, click the filter setting name to change.**

7. **On the details screen, click Edit.**

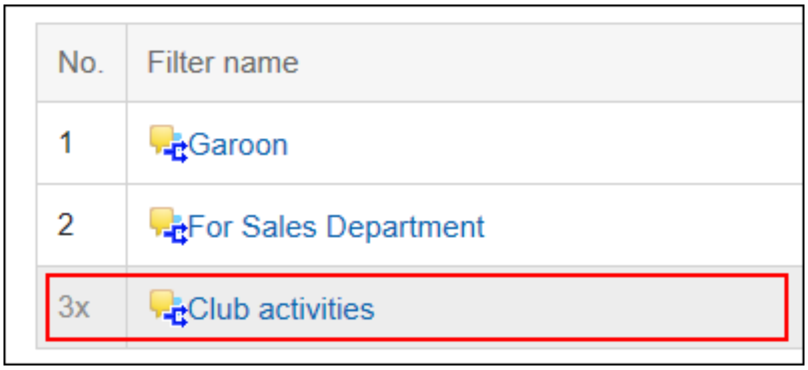


8. **On the "Filter settings" screen, you can change the settings as necessary.**

9. **Confirm your settings and click Save.**

Note

- If the folder where the filter is saved is deleted, the "X" is displayed in the filter setting number on "Filter settings" screen, and the background is grayed out.



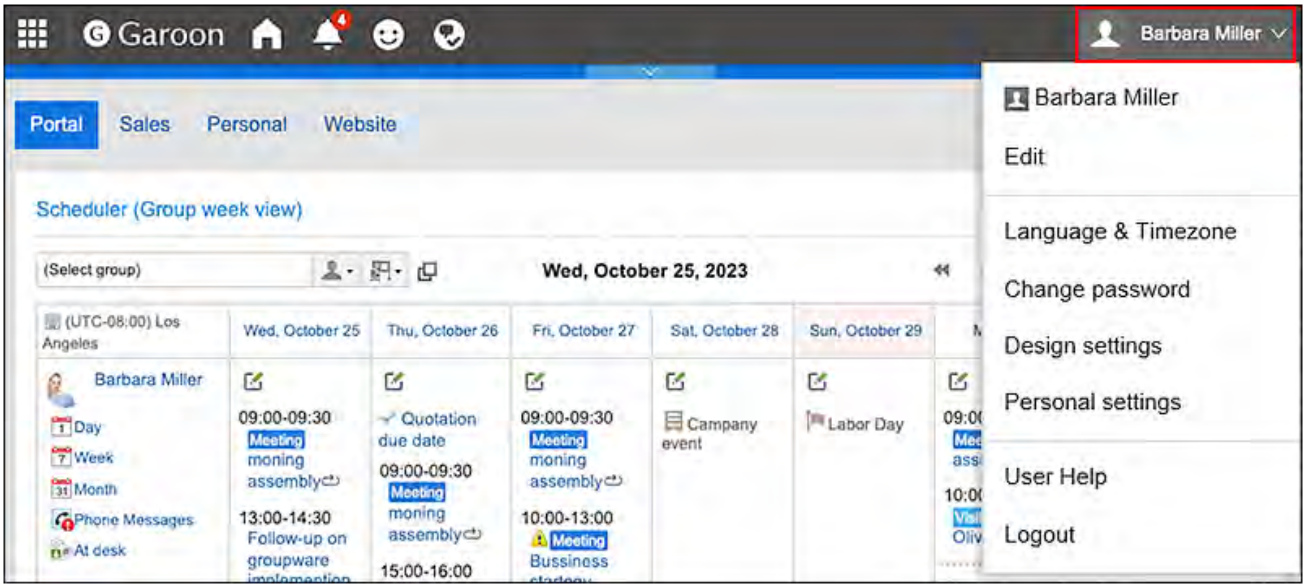
Reordering Filters

You can reorder filters.

If you change the order of filtering, the priority will also be changed.

Steps:

1. **Click User name in the header.**



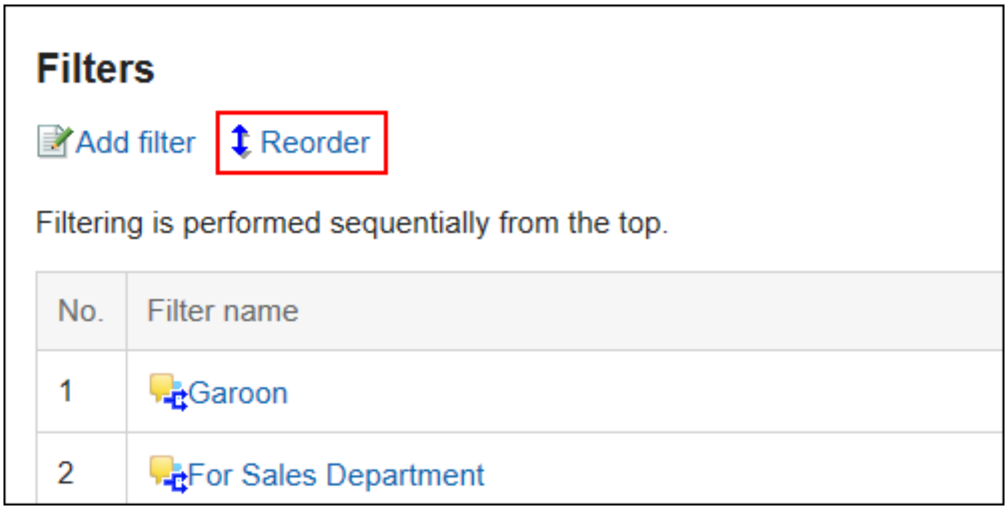
2. **Click Personal Settings.**

3. **Click Setting of each application.**

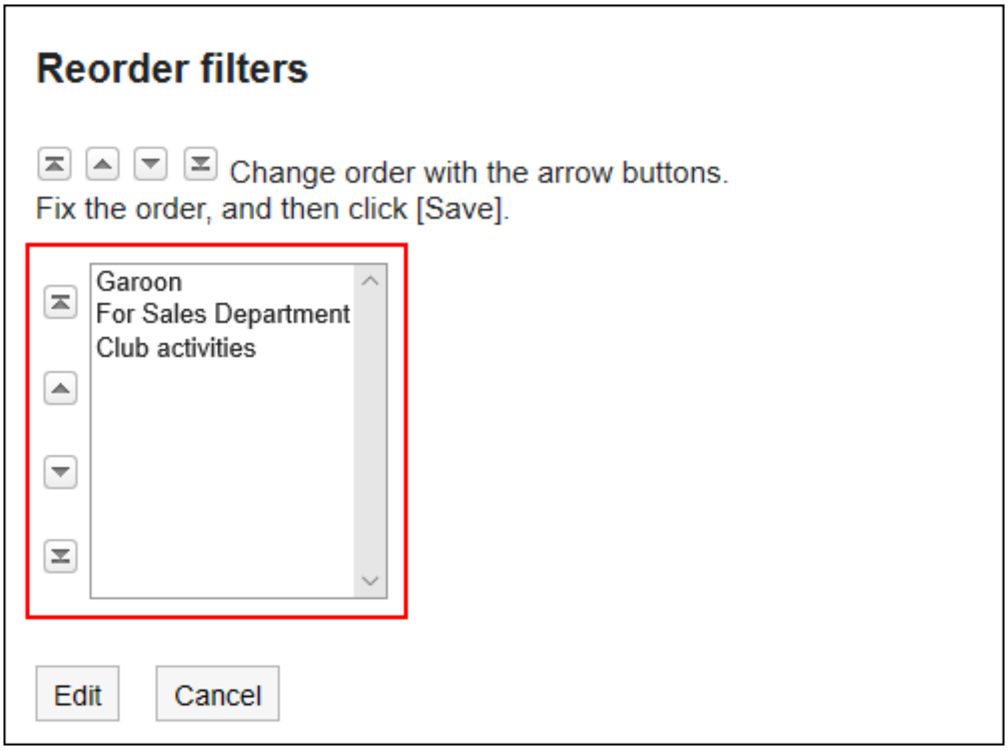
4. **Click Messages.**

5. **Click "Filter settings".**

6. **On the "Filter settings" screen, click the item to change the order for filtering.**



7. **On the page for reordering filters, change the order of the filters.**



8. Confirm your settings and click Save.

Deleting Filters

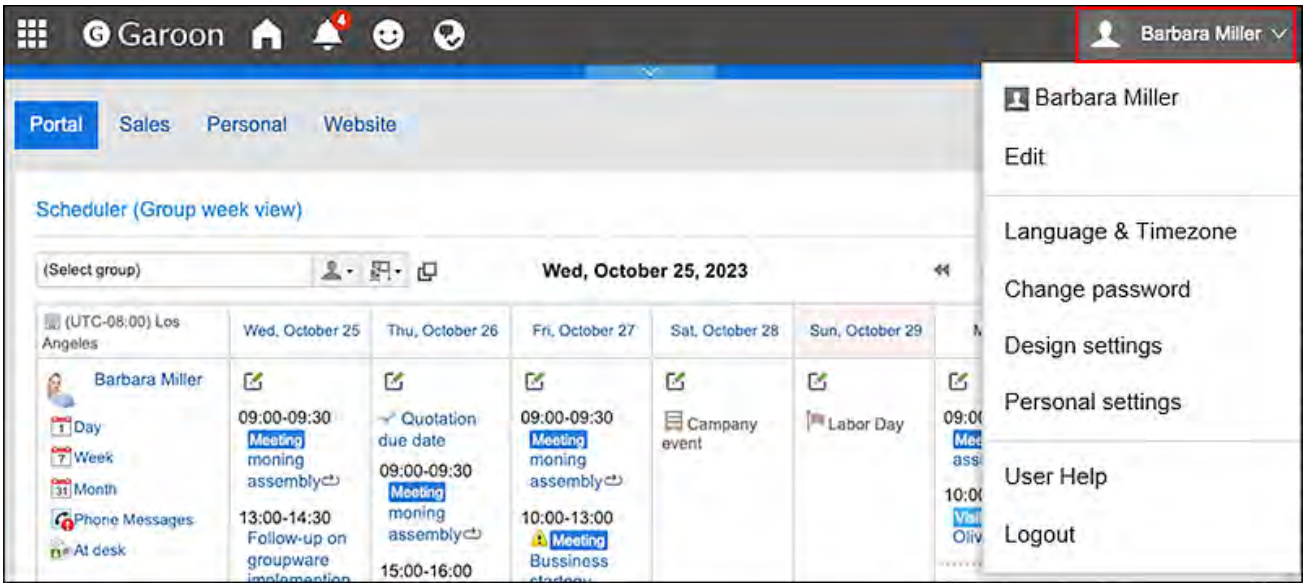
You can delete filters.

Caution

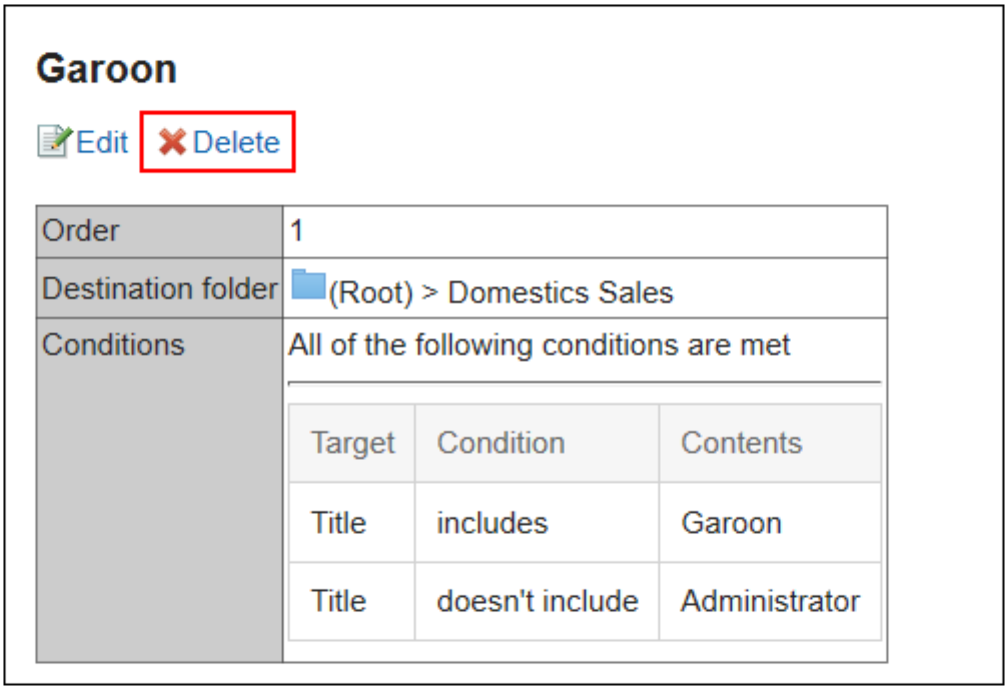
- The deleted filters cannot be restored.

Steps:

1. Click User name in the header.



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Messages.**
5. **Click "Filter settings".**
6. **On the "Filter settings" screen, click the filter setting name to delete.**
7. **On the "Details" screen, click Delete.**



8. Click Yes on the page for deleting filters.

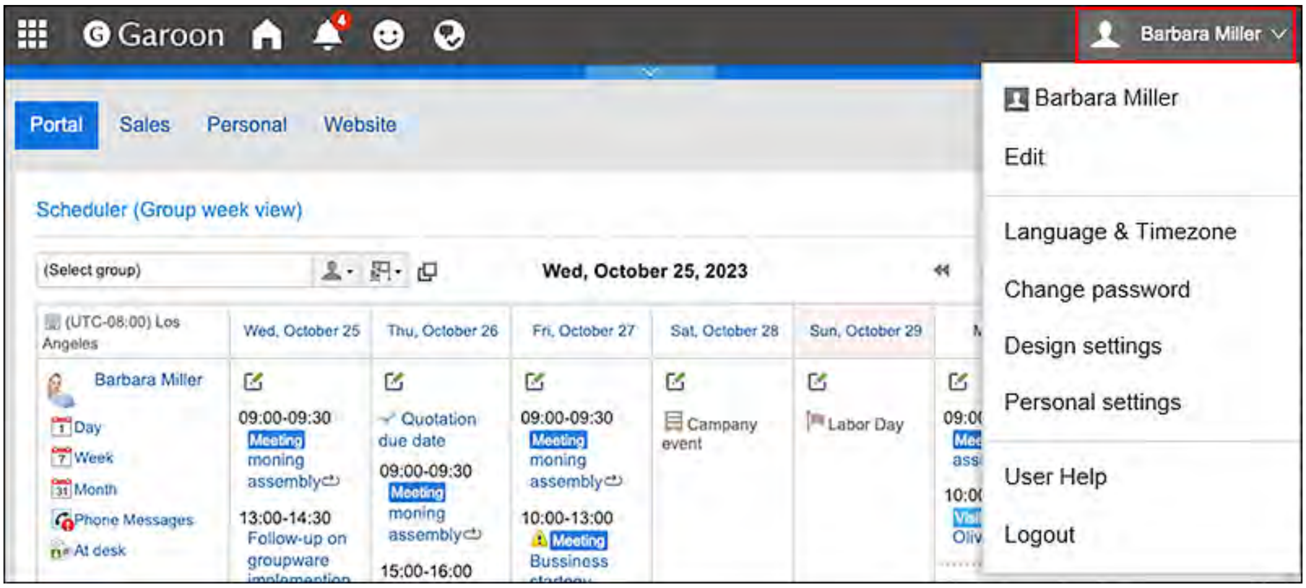
3.5.16. Trash Settings

You can set whether to use trash and how long to store messages in the trash.

- **If you do not use Trash:**
  Deleted messages cannot be restored.
- **If you use Trash:**
  Deleted messages are moved to Trash. You can recover deleted messages from the trash if they are within retention period.
  - **Cases when messages in Trash are permanently deleted :**
    Messages in Trash are permanently deleted in Garoon in the following cases.
    - Messages in Trash are manually deleted
    - The message list screen or the "Message" portlet is displayed after the retention period of Trash has elapsed
      The maximum number of messages that are deleted at a time is 100.

Steps:

1. Click User name in the header.

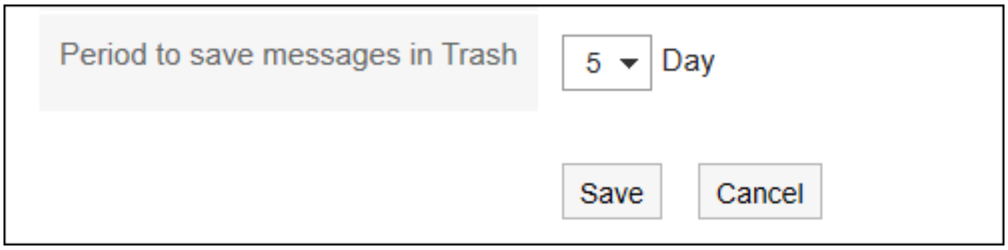


2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Messages.**
5. **Click Trash settings.**
6. **On the "Trash settings" screen, set the item for the Trash function.**

   To use the trash, select the "Use" checkbox.

   If the "Use" checkbox is not selected, the trash folder does not appear on the "Messages" screen.

7. **In the item for the retention period, set the number of days to keep deleted messages in the trash.**



8. **Confirm your settings and click "Save".**

3.5.17. Searching Messages

You can search messages by specifying keywords and conditions.

This page describes how to search topics when you do not use full text search.

If you are using full text search, see Working with Full Text Search(34Page).

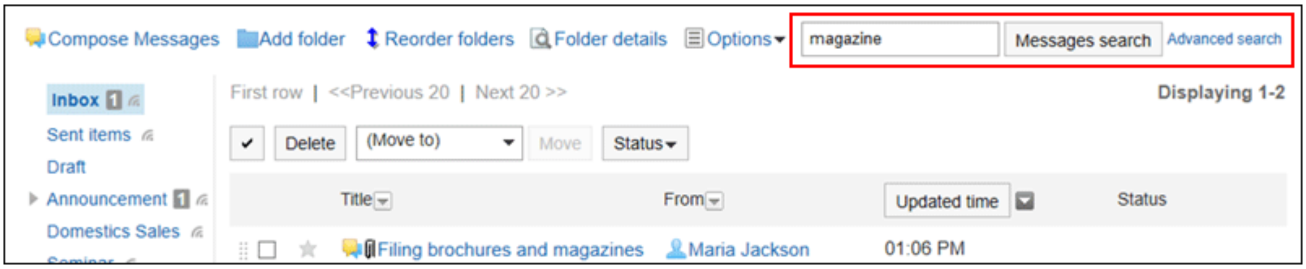
Steps:

1. **Click the app icon  in the header.**

2. **Click Messages.**

3. **On the "Messages" screen, select a folder.**

4. **Type keywords in the search box, and then click the item to search in Message.**

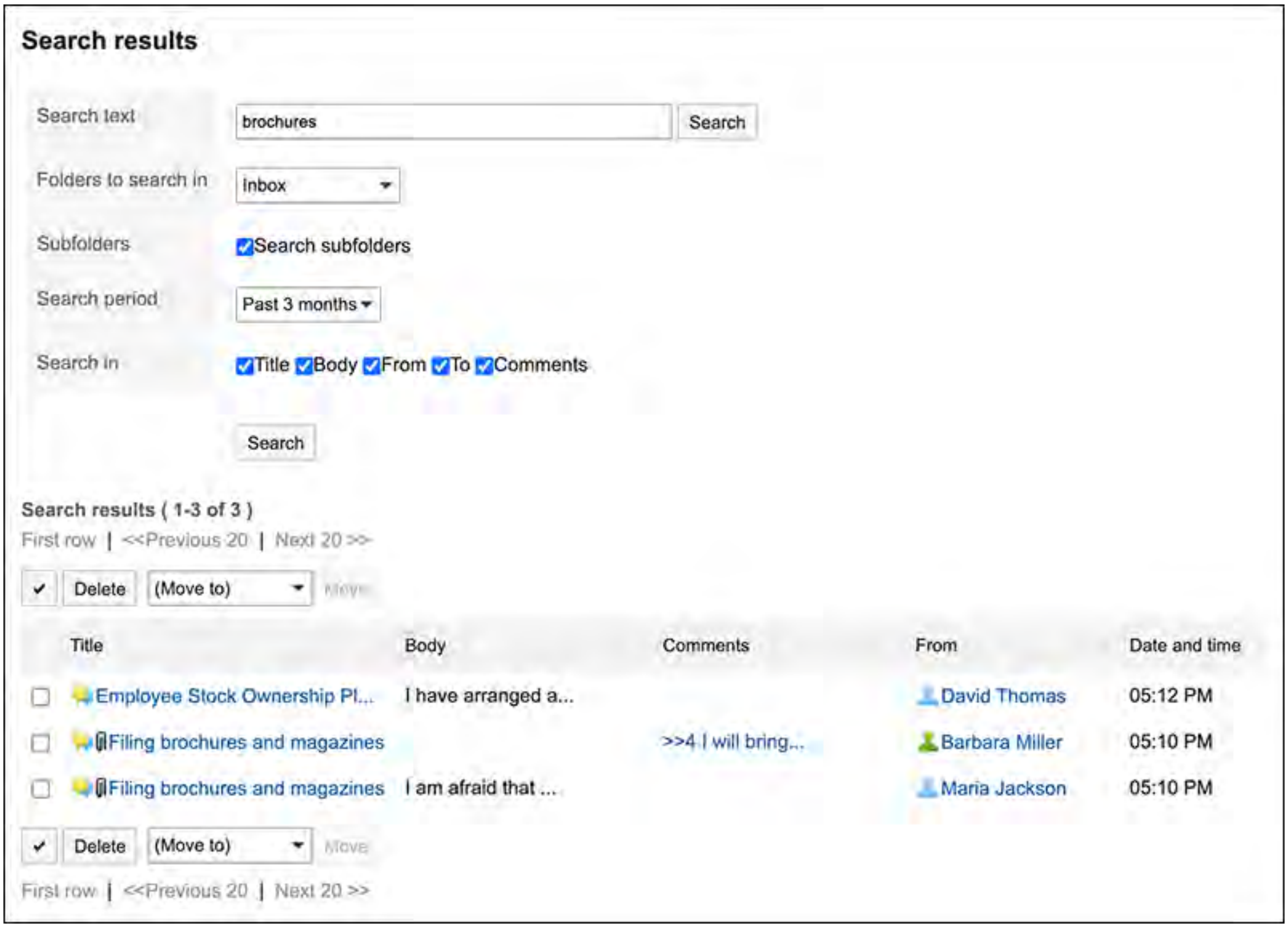


Search for messages that contain keywords in one of the following fields.

- Subject
- Body
- From
- Recipients
- Comment

When you search without entering any keywords, or by clicking the item for advanced search, the "Search Results" screen in step 5 is displayed.

5. **On the "Search Results" screen, confirm the search results.**



If the search string is found in the body text or the comments within the message, the "Search result" will show the results as follows.

- If the search string is found in the body text: Only one matched line is displayed regardless of the number of matches found.
- If the search string is found in the comments: All results are displayed according to the number of matched comments.

6. If you want to search again, set the search conditions and click "Search".

The following search conditions can be set. For details on search conditions, see options available for searching messages in search specifications.

- Search string:
  Enter the keywords you want to search.
- Search folders:
  Set the folder that you want to search in.

- Subfolders:
  You can also search in subfolders.
- Search Period:
  Set the period to search.
- Search Items:
  You can specify the search items.

3.5.18. Exporting Messages to Text Files

Saves the message as a text file.

The following items are exported files.

- Message subject
- From
- Recipients
- Created on
- Body contents
- Attachment file name
  Attachment files themselves cannot be exported. Only the file names are exported.
- Comment
  Older comments come to the top, which is the reverse order to the "Messages details" screen.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

Steps:

1. Click the app icon in the header.

2. **Click Messages.**

3. **On the "Messages" screen, select a folder and click the subject of the message you want to export to the file.**

4. **On the "Messages details" screen, click "Save as file" under "Options".**

5. **On the "Save as file" screen, set the field for character encoding.**

The following character encoding can be selected:

- Unicode (UTF-8)
- Japanese (Shift-JIS)
- ASCII
- English (Latin1)
- Simplified Chinese (GBK/GB2312)
- Thai (TIS-620)

When the "Do not show this screen from the next time" checkbox is selected, the message is exported to a file without displaying the "Save as file" screen.

6. **Confirm your settings and click Export.**

7. **Save the file with a function provided by your Web browser.**

3.5.19. Working with Other Applications

You can use Messages with other applications.
Depending on your system administrator settings, icons and links for working with other applications may not be displayed.

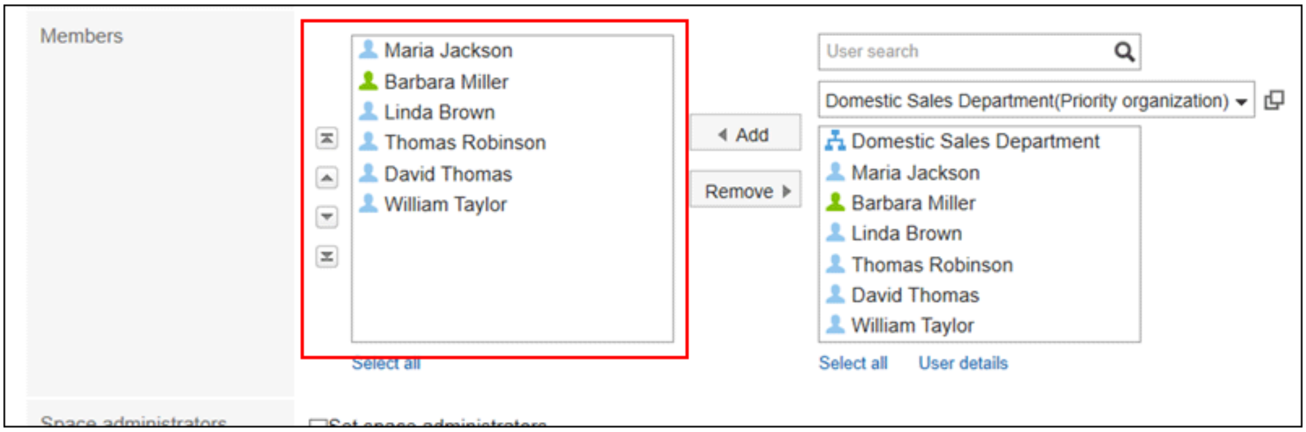
Create a Space from a Message

You can create a space specifying the creator and the recipients of the message as its members.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message for which you want to create a space.**
4. **On the "Messages details" screen, click the item for creating optional space.**

5. **On the "Create space" screen, confirm that the members field is set for the creator and recipients of the message.**



6. **Set the fields as necessary and create a space.**
   For details on spaces, refer to Creating Spaces(203Page).

Forwarding by E-mail

Compose a new e-mail using the title, body, and attachments of the current message.
The e-mail addresses of the users who are set as recipients of the message are automatically entered in the "To" field of the new e-mail. The body of the message in HTML format is stripped to plain text.
You cannot forward e-mails in the following cases.

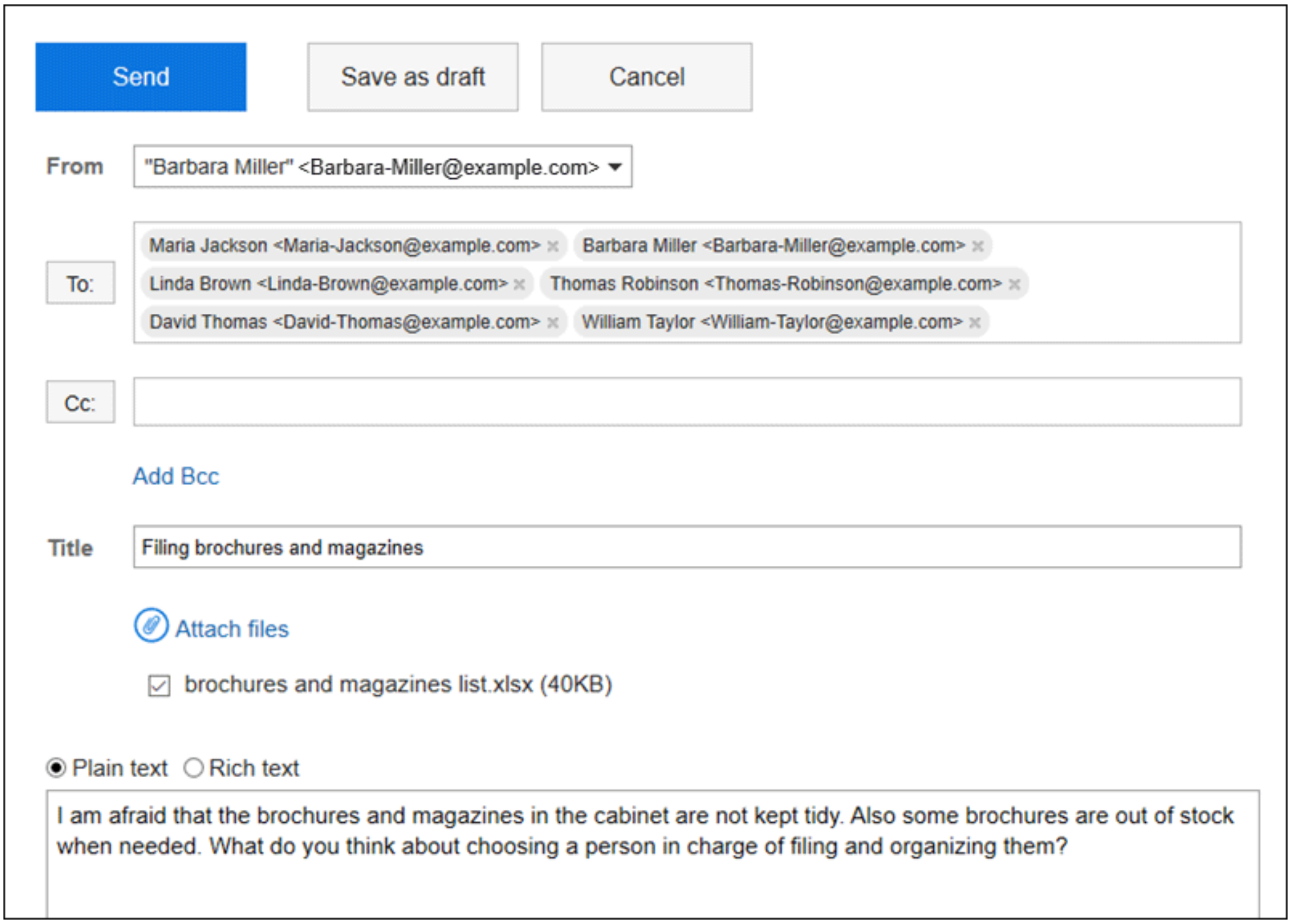
- The e-mail account has not been set.
- The e-mail account has been inactivated.
- E-mail function is disabled by your system administrator.

Steps:

1. **Click the app icon  in the header.**
2. **Click Messages.**
3. **On the "Messages" screen, select a folder and click the subject of the message you want to transfer.**

4. **On the "Messages details" screen, click the item for transferring in e-mails under "Options".**

5. **On the "Compose E-mail" screen, confirm that the address, subject, and body of the message are set.**



6. **Set the fields as necessary and create an e-mail.**

For details on e-mails, refer to Sending E-mails(765Page).

3.6. Bulletin Board

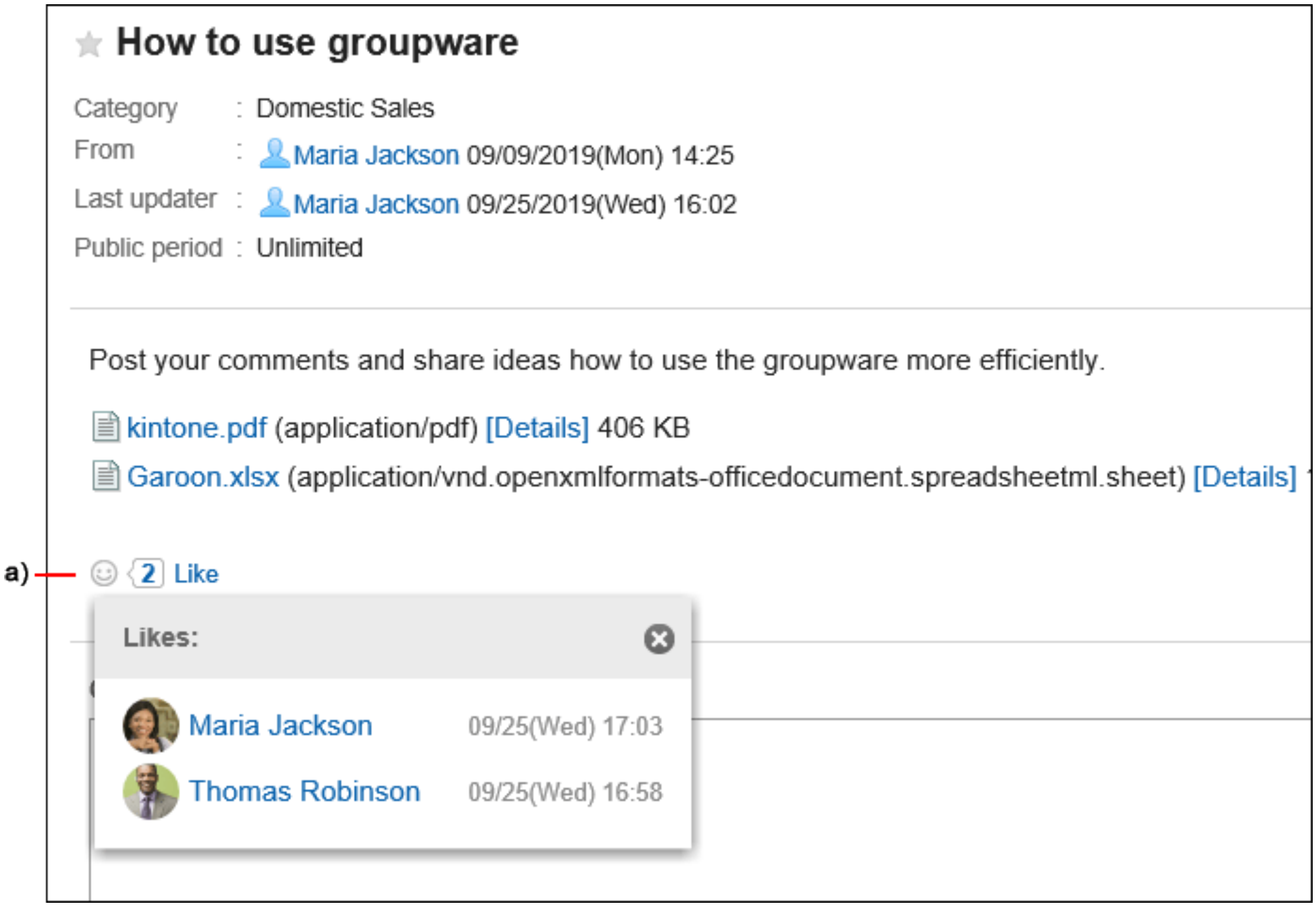
"Bulletin Board" is an application to use to broadly communicate information to employees all at once.
You can create categories for each department or purpose and post your messages and information related to your business.

Note

- In Garoon version 5.15.0 and later, you can use keyboard shortcuts to work with categories on the "Bulletin Board" screen.
  For details, refer to Working with Keyboard(53Page).

Using Respond Feature

By using the respond feature, you can make a quick response to the message content or any comments.
Users can show their intention by clicking a link such as "Like" and "Acknowledged" without posting any comment.
This respond feature may not be available on the bulletin board depending on the settings by the system administrator.



a): List of users who have responded is shown when you click it.

For details on the respond function, refer to Working with Respond Feature(42Page).

References

- Posting Topics(536Page)
- Edit notifications(560Page)
- Actions on Attachments in Topics(549Page)

3.6.1. Video: Tips for Bulletin Board

Short videos on this page provide tips that enable you to use Bulletin Board more effectively.
(Videos are available only in Japanese.)

Setting/Stopping Update Notifications in Bulletin Board

Videos are provided on the Web pages.

(Duration: 2 min 11 sec)

Checking the Acknowledgement Status of a Topic

Videos are provided on the Web pages.

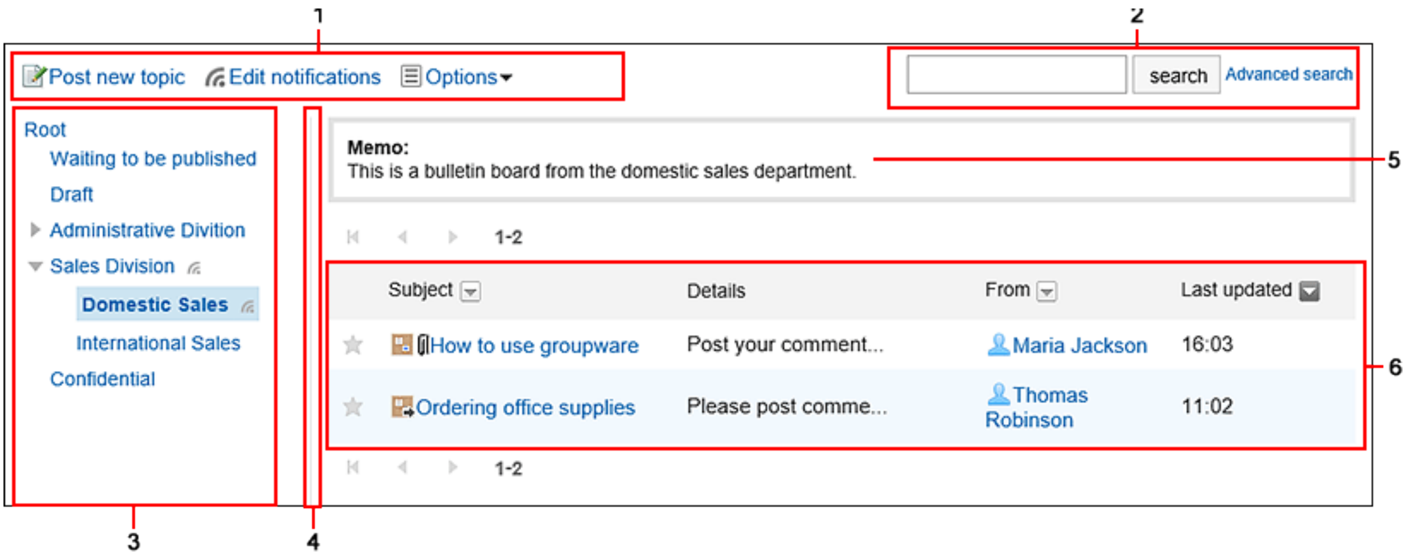
(Duration: 2 min 24 sec)

3.6.2. How to View the Screen

This section describes icons and buttons that are displayed on the bulletin board screen.

"Bulletin Board" Screen

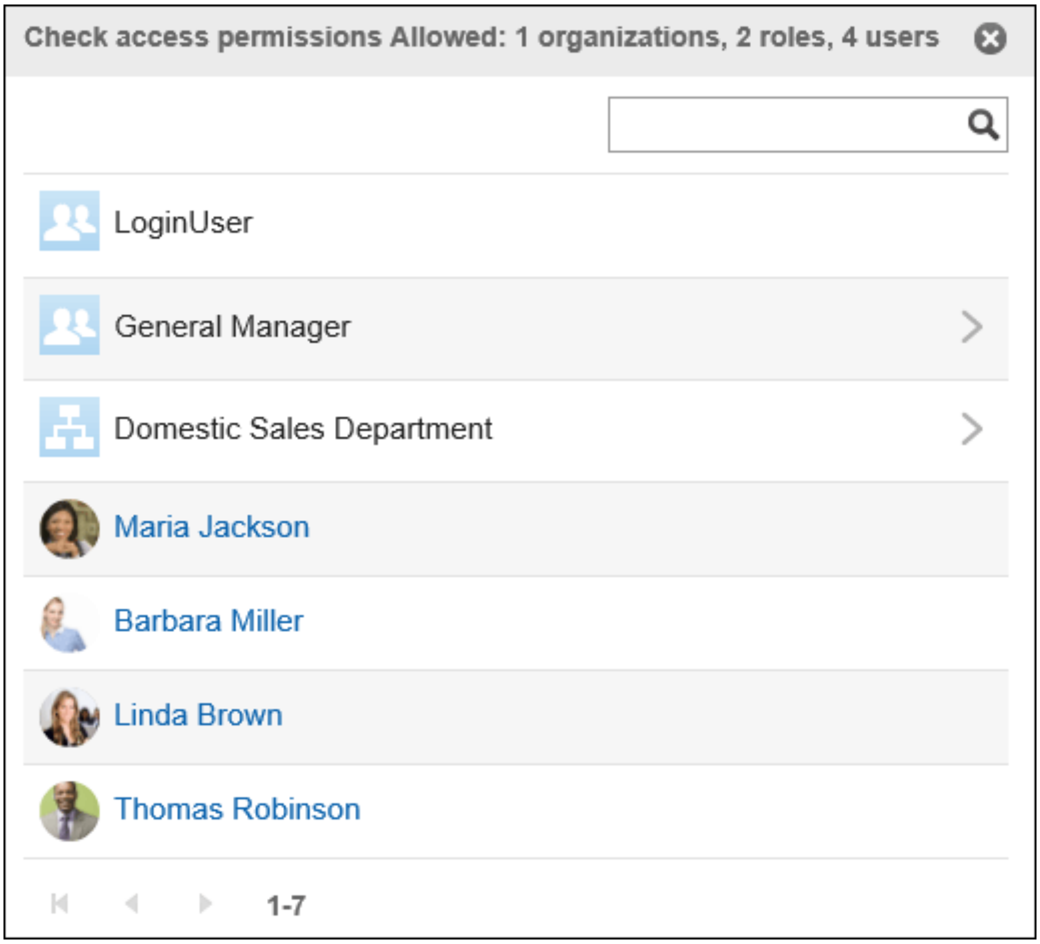
A list of topics is displayed. Unread topic titles are displayed in bold.



Description of the items

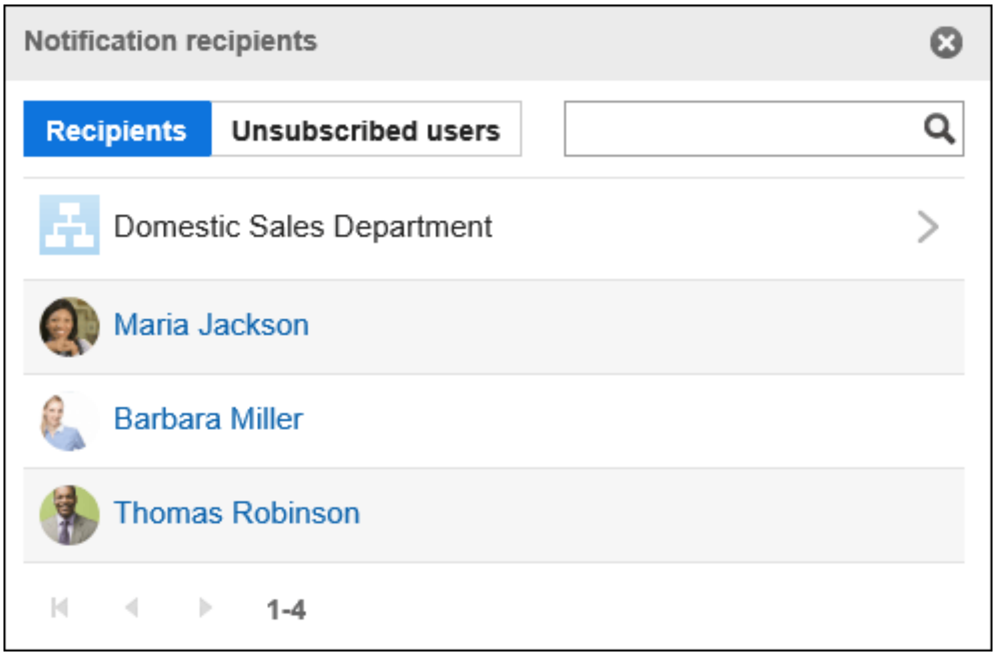
Number	Description
1	• **"Post new topic" Link:** Creates a new topic. • **"Edit notifications" Link:** Sets notifications for topic updates and new comments. • **"Options" Link:** The following menus are displayed. ◦ **"Check access permissions" Link:** A list of organizations, roles, and users who can view the category is displayed.

<table>
<tr><th>Number</th><th>Description</th></tr>
<tr><td></td><td>



- **"Notification recipients" Link:**
  Under "Recipients", a list of organizations, roles, and users who receive category notifications is displayed.
  Under "Unsubscribed users", a list of users who stop receiving update notifications of the category is displayed.

</td></tr>
</table>

Number	Description
	
2	**Items for Search**: • **Button to search in Bulletin Board:** You can enter keywords to search topics. • **Advanced search link:** You can search for topics by entering search conditions.
3	**Category**: Categories in the topic. • **:** Indicates the categories for which update notifications are set.
4	**Separator lines:** You can change the position of the separator line by dragging it to the desired position.
5	**Memo field:** Notes for the category.
6	

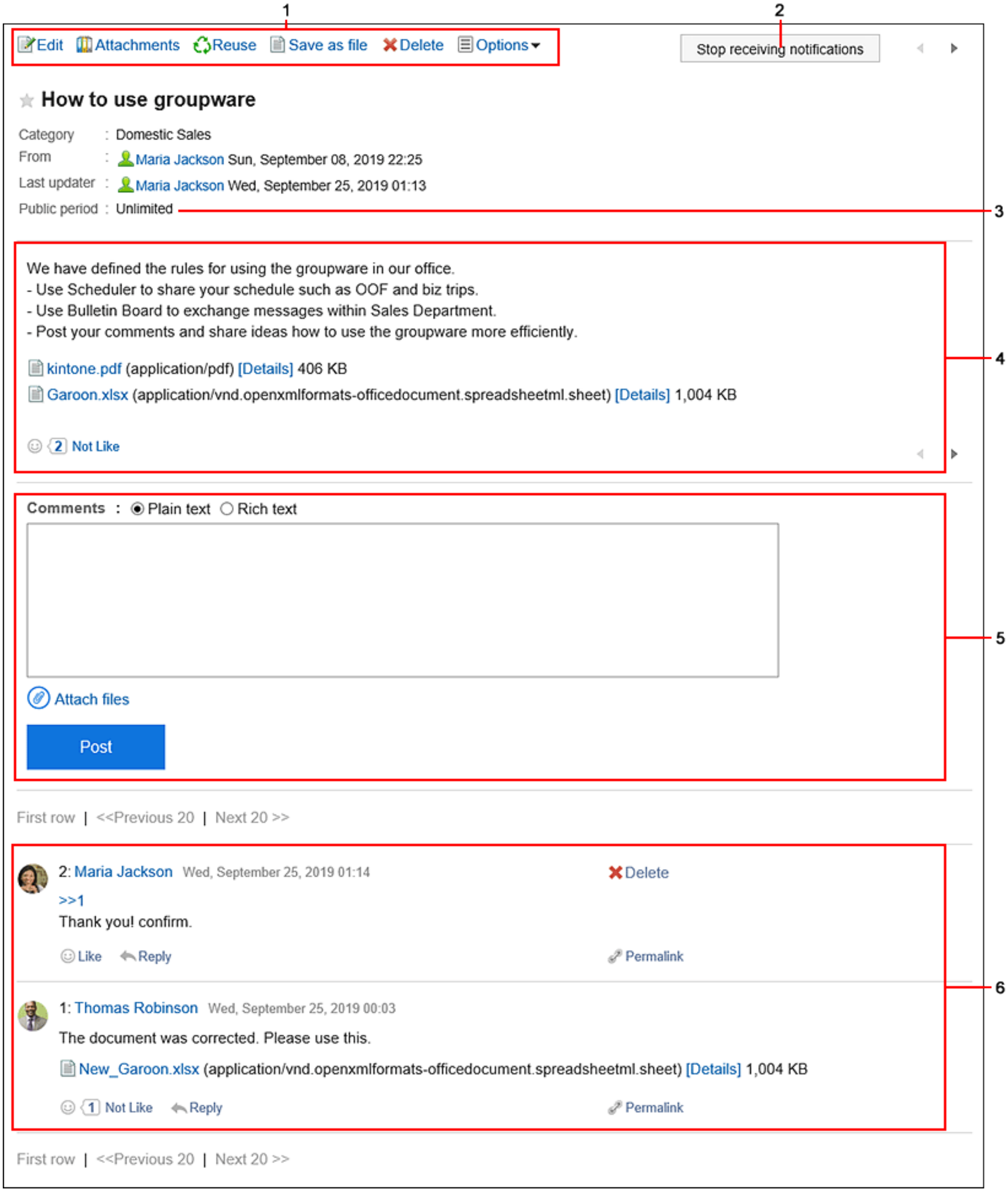
Number	Description
	List of topics: • **"Subject" Link:** The topic details screen appears.

Topic Icons

Icon	Description
	Topics with updated body text and/or comments
	A topic with attachments in the body
	Topics with updated body text and/or comments, which also have attachments to the body text

Topic Details Screen

This section describes how to view the topic details screen.



Description of the items

Number	Description
1	• **"Change" Link:** You can change the body text and settings of the topic. This is displayed only for the user who posted the topic and users who are allowed to change/delete the topic.

Number	Description
	• **Attachment List Link:** Displays all files attached to the body and comments. Images inserted by using rich text formatting feature are not displayed. • **Reuse Link:** Duplicate the body and settings of any topic and create a new topic. • **"Acknowledgment status (number)" Link:** Status of notification recipients. The number is shown in the format as "the number of users who have viewed the topic/the number of notified users". When you click a link, the date and time that the user viewed the topic are displayed. The notification recipients are set by the system administrator or the operational administrator of the bulletin board category. • **"Save as file" Link:** You can export topics to text files. • **"Delete" Link:** You can delete topics. This is displayed only for the user who posted the topic and users who are allowed to change/delete the topic. • **"Options" Link:** The following menus are displayed. ◦ **"Check access permissions" Link:** A list of organizations, roles, and users who can view the topics is displayed. ◦ **"Notification recipients" Link:** Under "Recipients", a list of organizations, roles, and users who receive category notifications is displayed. Under "Unsubscribed users", a list of users who stop receiving update notifications of the category is displayed. ◦ **"Users who can edit" Link:** Displays a list of users who have been allowed to edit and delete the topic. This is displayed only for the users who are allowed to change/delete the topic.

Number	Description
	
2	**"Stop receiving update notification" button:** You can stop receiving the update notifications for topics. Click "Edit notifications" if you want to configure the update notifications.
3	**Posting period:** The period the topic is published.
4	• **Body:** The body of the topics. • **"Respond" Link:** You can easily respond to the topic body using "Like". Depending on your system administrator settings, the links may not be displayed or the wording will be different.
5	• **Comment Field:** Enter the comment you want to post in the topic. • **Attachments Link:** Select the file you want to attach to the comment. • **Post button:** You can post comments to the topics.
6	• **"Delete" Link:** Deletes the comment. It is displayed when you hover the mouse cursor over the

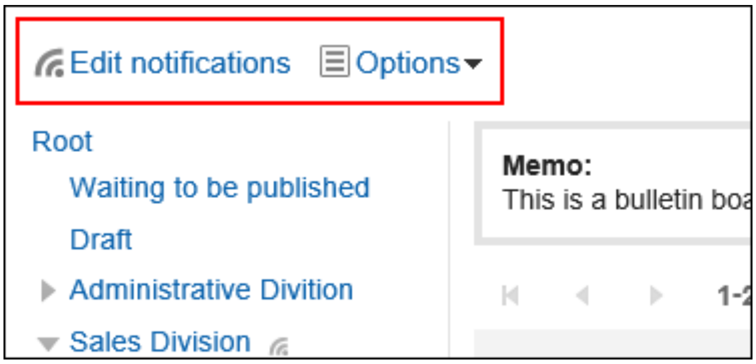
Number	Description
	comment. It is displayed only for the comments that you have written. • **[>> Number] Links:** This is an an anchor link. Click to move the comment with the number. • **"Reply" Link:** You can reply to a comment. An anchor (> > comment number) is set for the original comment. • **Permalink:** This is the URL which is assigned to each comment. Accessing Permalink allows you to directly access the designated comment.

3.6.3. Posting Topics

You can select a category and write the contents to the topic.

Note

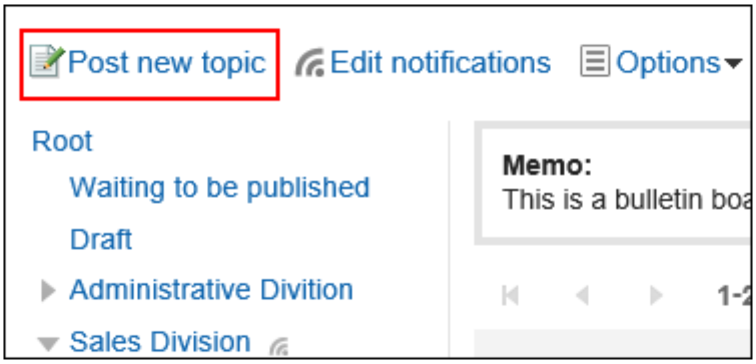
- If your system administrators do not allow users to "Write" in the category, **Post new topic** is not displayed in the "Bulletin Board" screen.



If you cannot post a new topic, ask your administrator to allow you to write topics.
The system administrators need to allow users to write in the categories, as described in Setting Up Access Permissions for Categories.

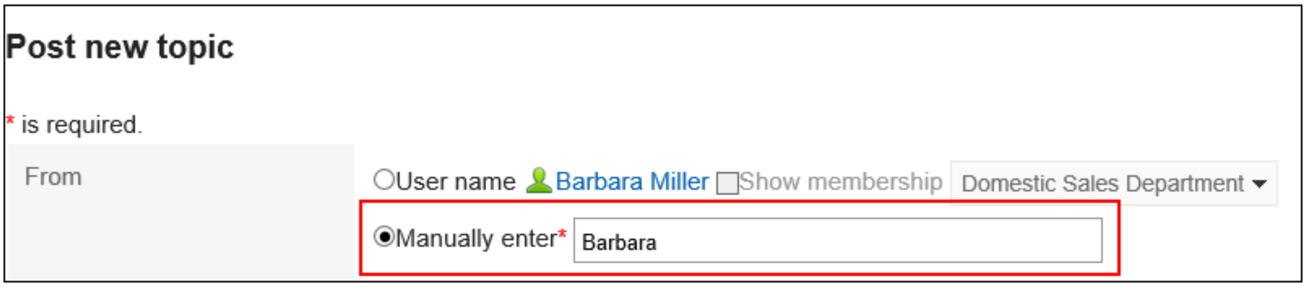
Steps:

1. **Click the app icon in the header.**
2. **Click Bulletin Board.**
3. **On the "Bulletin Board" screen, select a category and click Post new topic.**



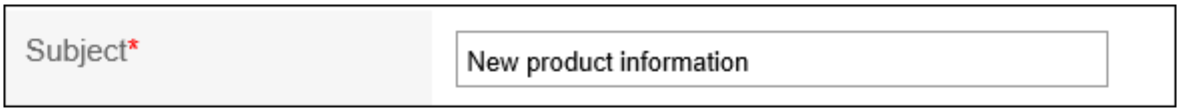
4. **On the "Post new topic" screen, set the field of the creator.**
The creator field is set as the login user.
To display the organization name, select the checkbox to show organization name, and then select the target organization from the dropdown list.
The organization name is displayed before the user name. Only one organization can be selected to be displayed.

You can enter any name for the creator, if the system administrator has allowed users to manually enter it.
"Show membership" and "Manually enter" cannot be used at the same time.



5. Enter the "Subject" field.

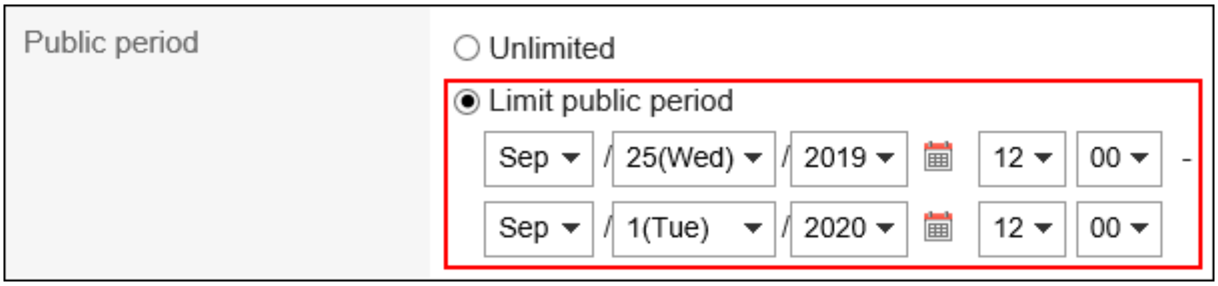
This is a required field.



6. If necessary, set the field for the posting period.

To specify the period for which you want to publish the topic, select "Limit public period" and set the start and end date/time.

The topics before the publication are saved as the category of topics waiting to be published. They will be published on the start date and time in the specified category.

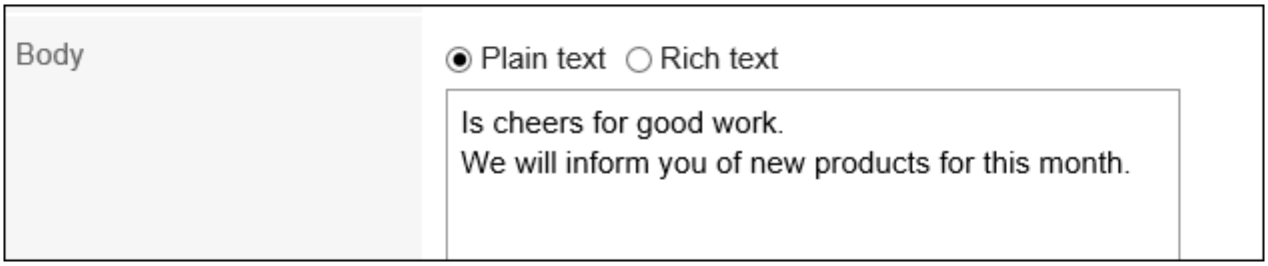


Note

- The start and end time of the posting period should be future date and time. And, the start date cannot be later than the end date.
- The posting period is set based on the time zone of the creator of the topic. The configured time zone cannot be changed after the topic has been posted.

7. **In the Body field, enter the topic content.**

You can use Rich Text Formatting. For details, refer to Working with Rich Text Formatting(36Page).



8. **If necessary, attach files to the "Attachments" field.**

For details, refer to Attaching Files(32Page).

9. **Set the "Acknowledgment status" field.**

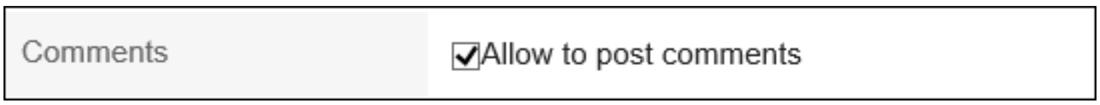
To know when the target users viewed the topics, select the "Request acknowledgment status by default" checkbox.

This setting cannot be changed after you have posted the topic.

For details, refer to Acknowledgment Status(544Page).

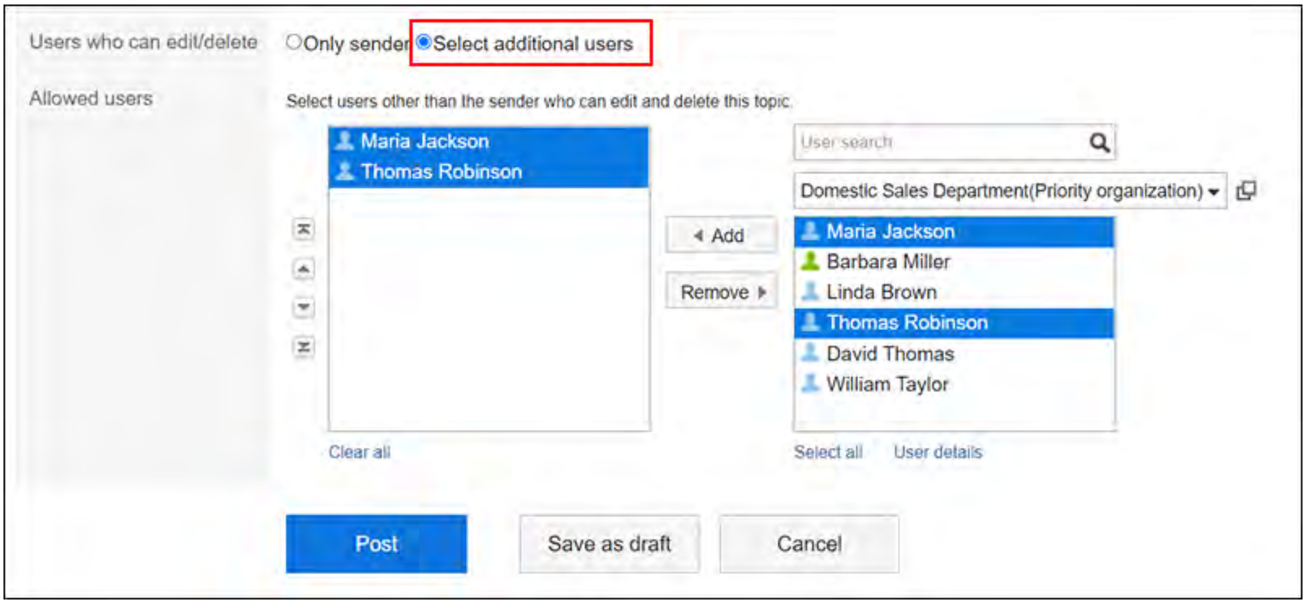
10. **Set the "Posting Comments" field.**

To allow users to write comments, select the checkbox to allow comments.



11. **In the "Users who can edit/delete" field, select whether to allow users other than the creator to change or delete the topics.**

To allow users other than the sender to do so, select "Select additional users" and select users you want to allow.



12. **Confirm your settings and click the item for posting.**

Items on the "Post New Topic" Screen

Item	Description
From	• User name: The logged-in user is set. • Show organization name: Available when the "From" is set to be user names. You can use this to specify whether to display the name of the organization to which the creator of the topic belongs. The organization name is displayed before the user name. Only one organization can be selected to be displayed. • Direct input: You can enter any name for the creator, if the system administrator has allowed users to manually enter it. "Show membership" and "Manually enter" cannot be used at the same time.
Posting period	If you want to specify the period for which you want to publish the topic, set the start and end date/time.

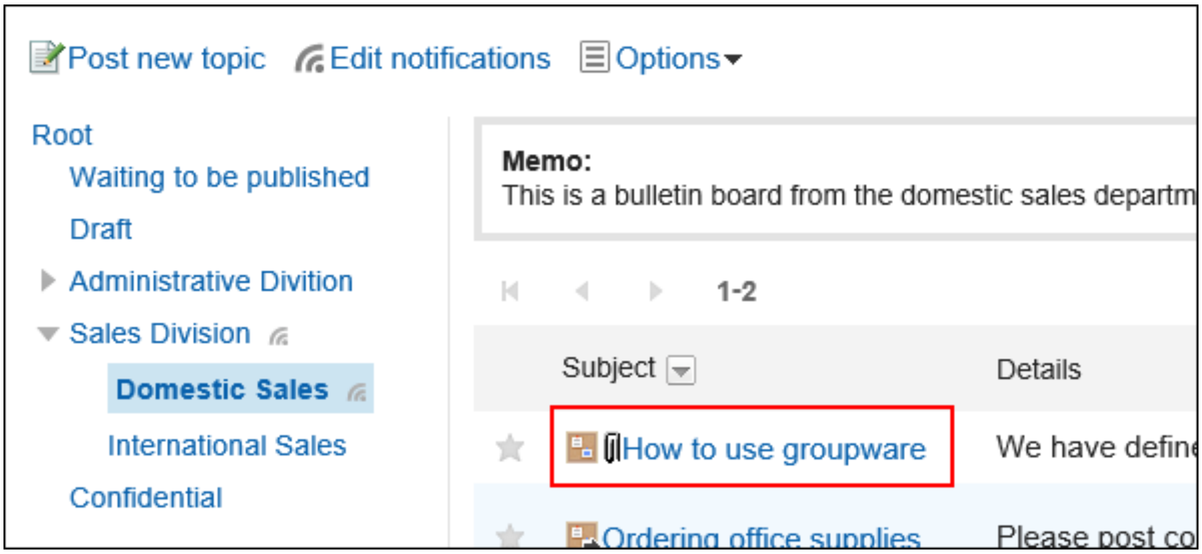
Item	Description
	The topics before the publication are saved as the category of topics waiting to be published. They will be published on the start date and time in the specified category.
Attachments	You can attach files to the topic.
Acknowledgment status	Set this option to know when the notification recipients have viewed the topic. This setting cannot be changed after you have posted the topic.
Post comments	Set to allow users to write comments.
Users who can edit/delete	You can use this to specify whether to allow users other than the sender to edit or delete topics. To allow users other than the sender to do so, select "Select additional users" and select users you want to allow.

Reusing and Posting Topics

You can duplicate an existing topic and create a new one using it.
If you want to add a similar topic, you can save time.
However, the comments are not replicated.

Steps:

1. **Click the app icon in the header.**
2. **Click Bulletin Board.**
3. **In the "Bulletin Board" screen, select the category and click the title of the topic to reuse.**



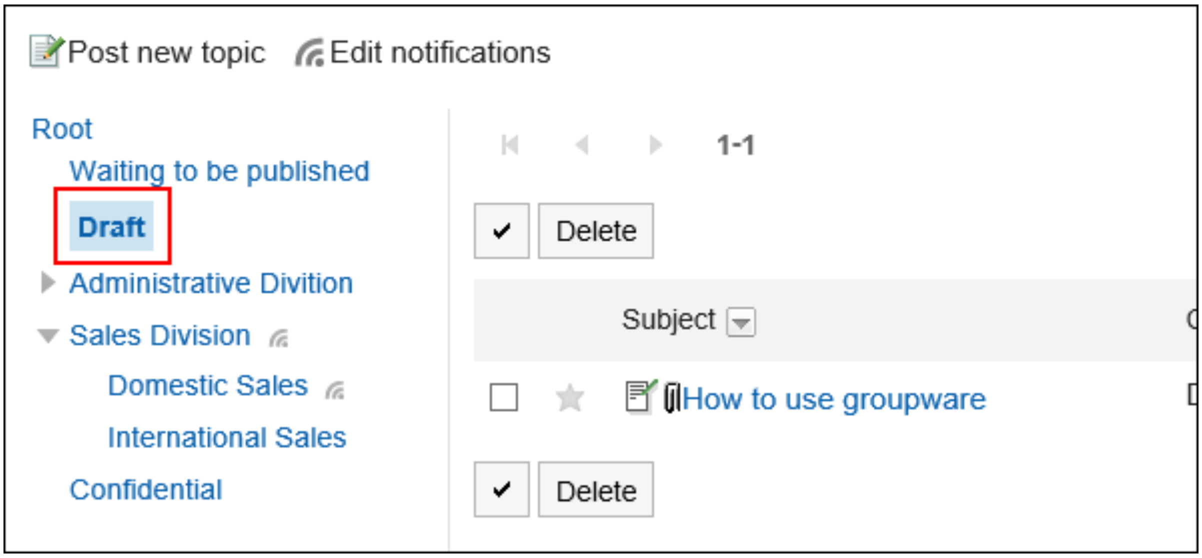
4. **Click the item for reuse on the topic details screen.**

5. **On the screen to reuse and post topics, set the topic contents as necessary.**
6. **Confirm your settings and click the item for posting.**

Saving Topics as Drafts

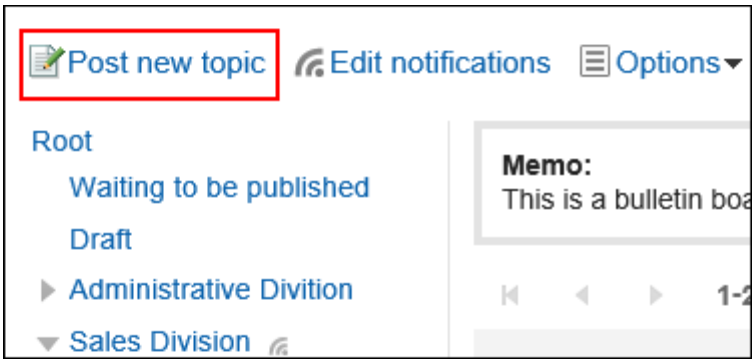
You can save the topic as a draft.

Only users who have saved the draft topic can view and edit it.



Steps:

1. **Click the app icon  in the header.**
2. **Click Bulletin Board.**
3. **On the "Bulletin Board" screen, select a category and click Post new topic.**



4. **On the screen to post topics, set the fields as necessary.**
5. **Confirm your settings and save it as draft.**

   The draft post is saved in the draft category.

   You can edit them later again and add them as a topic.

3.6.4. Acknowledgment Status

You can view whether a user has read the topic (the acknowledgment status) who has been set by the system administrator as a notification recipient of the topic.

The acknowledgment status of the topic can be set only when creating a topic. After you have published a topic, you cannot change it.

What if the acknowledgment status is not shown even if you have selected Request acknowledgment status by default check box?

The **Acknowledgment status** is not shown if your system administrator has not set up the update notifications for the category.

Confirm the setting of the update notifications for categories with your system administrator.

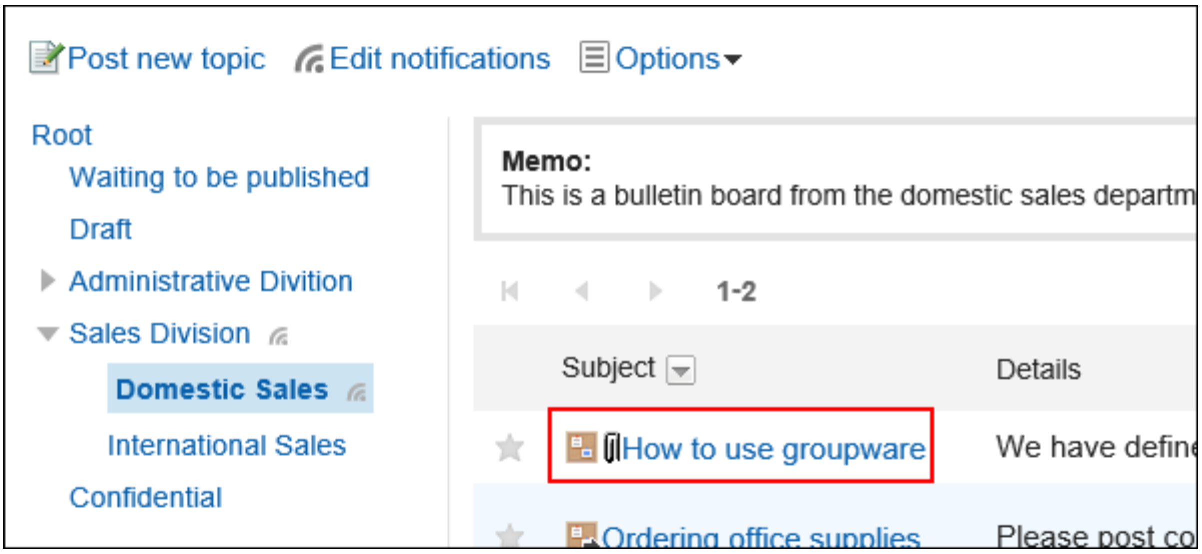
For details, refer to Setting Update Notifications for Categories.

Watch Video

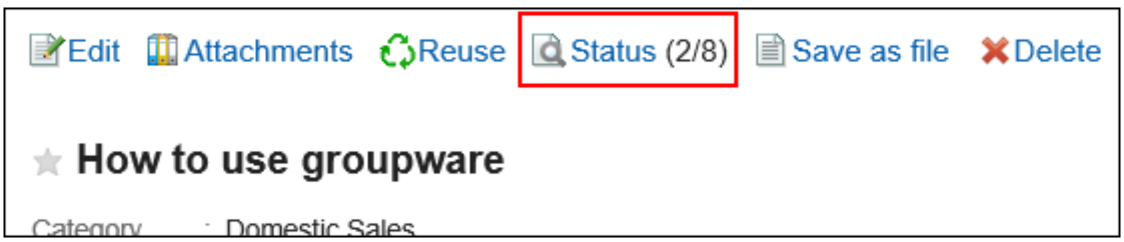
- For steps to check the acknowledgement status of the topic, also refer to the Checking the Acknowledgement Status of a Topic(528Page) video.

Steps:

1. **Click the app icon in the header.**
2. **Click Bulletin Board.**
3. **In the "Bulletin Board" screen, select the category and click the title of the topic to check the acknowledgement status.**



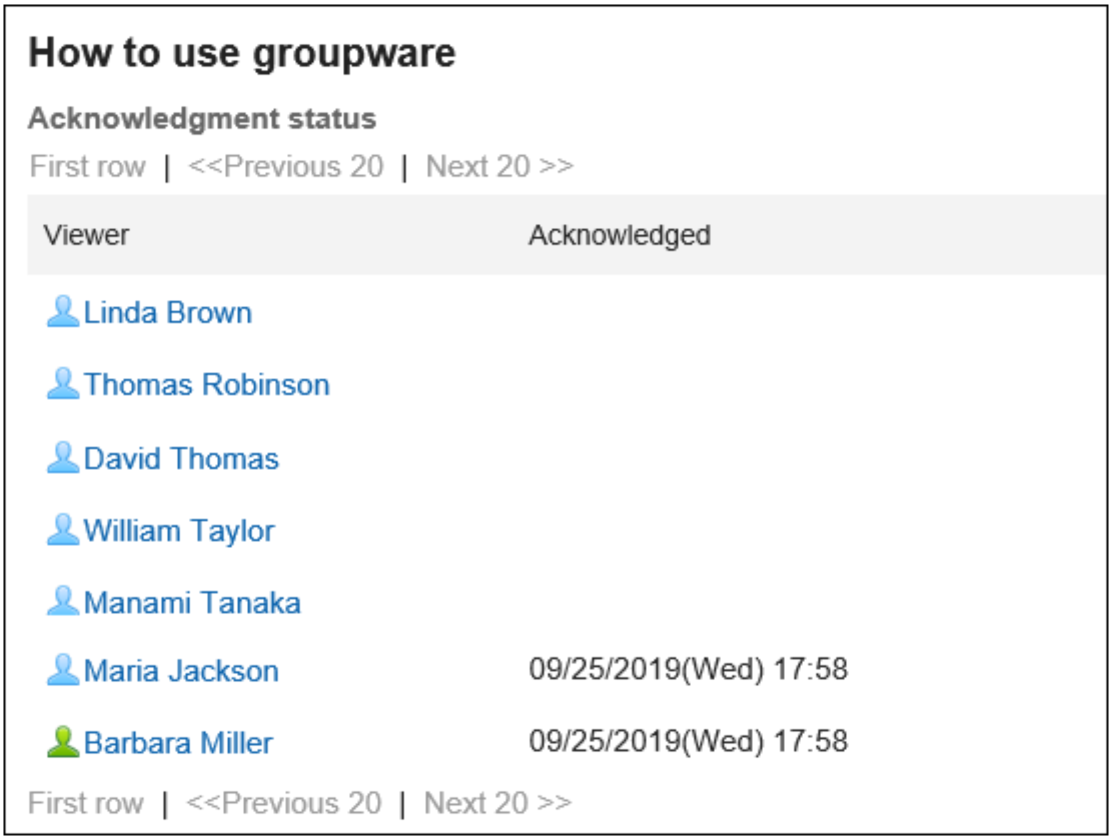
4. **On the topic details screen, click "Acknowledgment status".**



5. **On the "Acknowledgment status" screen, check the status and the date and time of the acknowledgment of users who are notified.**

The following information can be checked.

- Viewer:
  When a topic is published, users who have been assigned as the update notification recipients by the system administrators and have rights to view the topics are displayed.
  If an organization or a role has been set as a recipient, the members of the organization or role are displayed.
- Acknowledged:
  The date and time when the notification recipient opened the topic for the first time



Note

- Even if members of the organizations or roles set to the recipients are changed, the change will not be reflected to the acknowledgment status once the topic is published.

3.6.5. Changing Topics

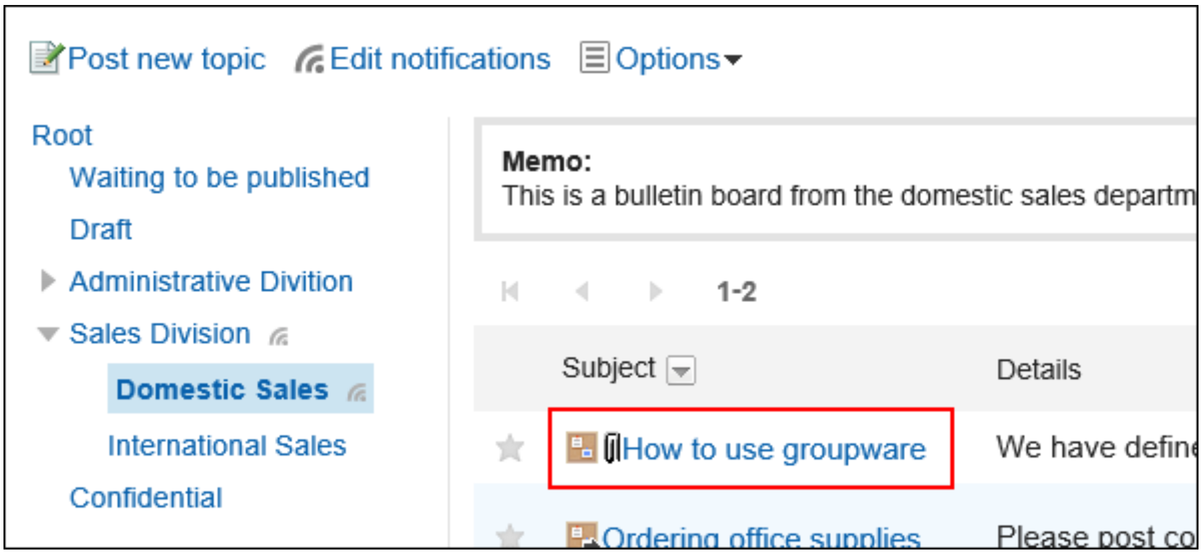
You can change the body text and settings of the topic. But you cannot change the setting of acknowledgment status.

The following users can edit the topic:

- The user who posted the topic
- Users who are selected as additional users for the topic
- Operational administrators of the categories to which the topics belong or operational administrators of their parent categories

Steps:

1. **Click the app icon in the header.**
2. **Click Bulletin Board.**
3. **In the "Bulletin Board" screen, select the category and click the title of the topic to change.**



4. **On the screen of topic details, click Edit.**

5. On the modification screen for topics, set the fields as necessary.

For details on the settings, refer to the Items on the "Post new topic" screen(540Page).

6. If you do not want to notify the notification recipients of the topic, select the "Notify this update" checkbox.

7. Confirm your settings and click Save.

Note

- The start and end time of the posting period should be future date and time. And, the start date cannot be later than the end date.
- System administrators and operational administrators can change topics in the system administration screen.

3.6.6. Actions on Attachments in Topics

This section describes actions on attachments in topics.

What You Can Do with Attachments

Actions you can take vary according to the files you attached or someone else attached.

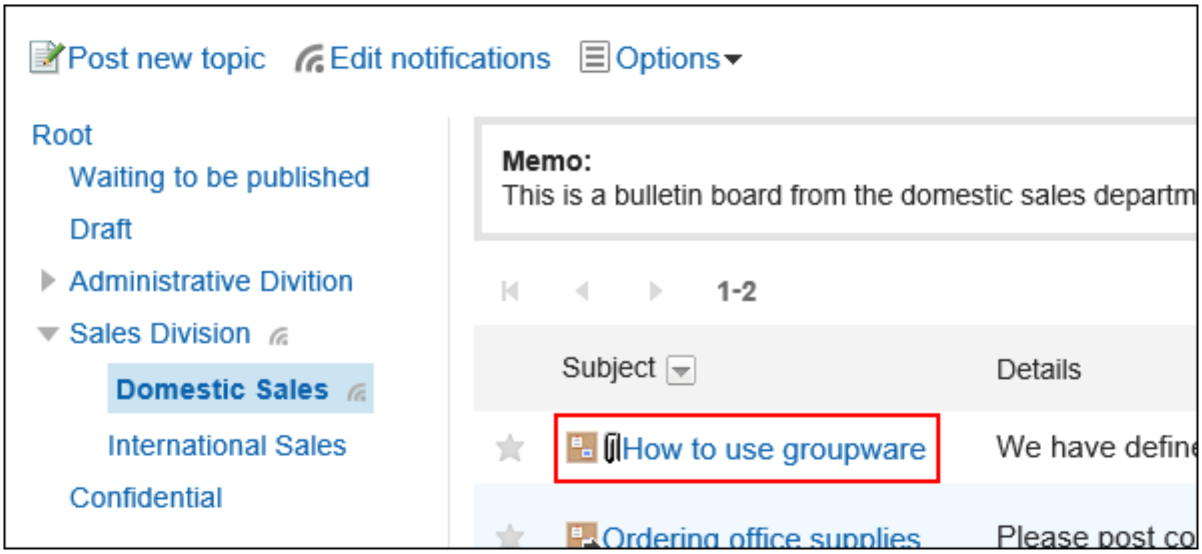
- Files you attached:
  You can update/delete the attachments, and change the file information.
- Files someone else attached:
  You can view attachments in topics under the category for which you have view permission.
  If you are allowed to edit/delete topics, you can delete files someone else attached in "Topic details" screen.

Actions on Attachments

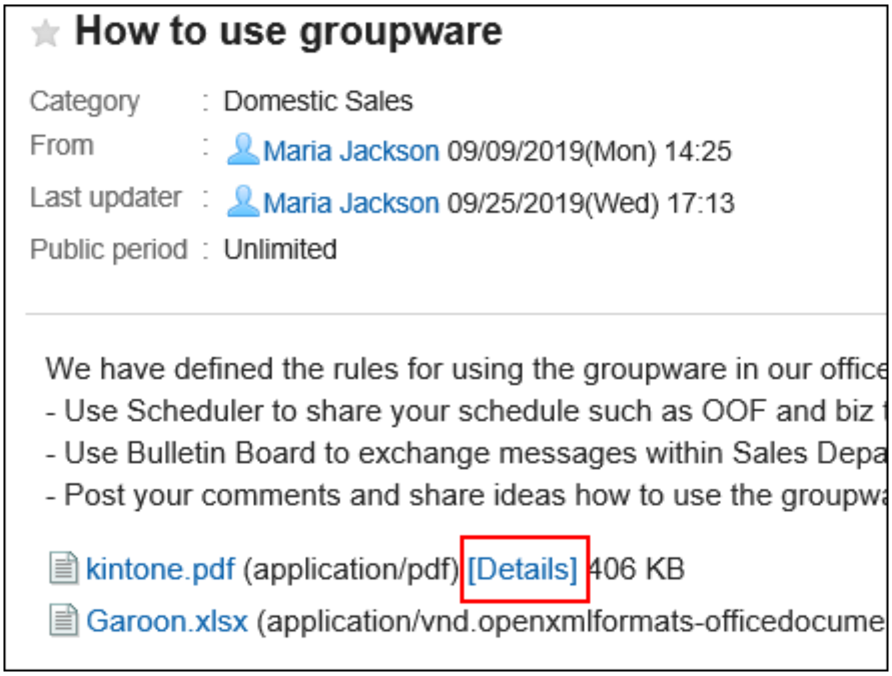
In "Attachment details" screen, you can perform actions on files attached in body text and comments of topics. Only users who attached files can perform actions.

Steps:

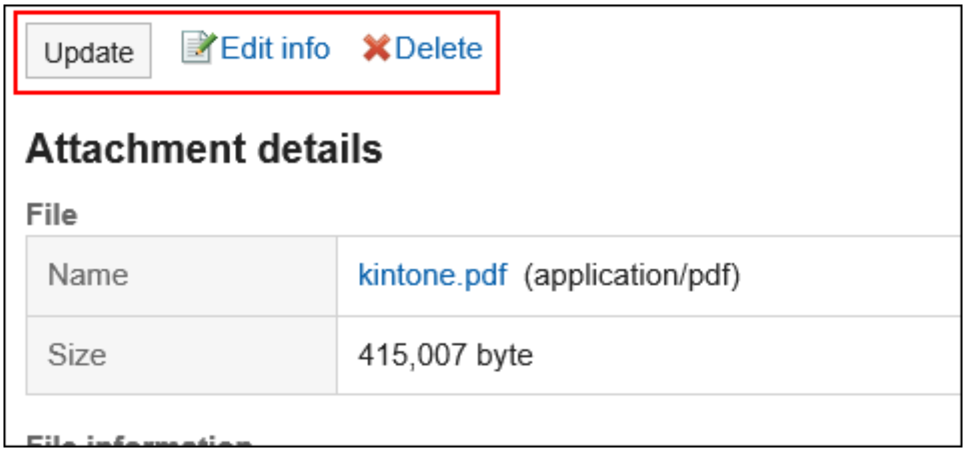
1. **Click the app icon  in the header.**
2. **Click Bulletin Board.**
3. **In the "Bulletin Board" screen, select the category and click the title of the topic that contains the attachments you perform actions.**



4. **In "Topic details" screen, click Details on the right of file names in body text or comments of topics.**



5. **In "Attachment details" screen, click the link you want to perform.**



For details of managing attachments, refer to the following page:

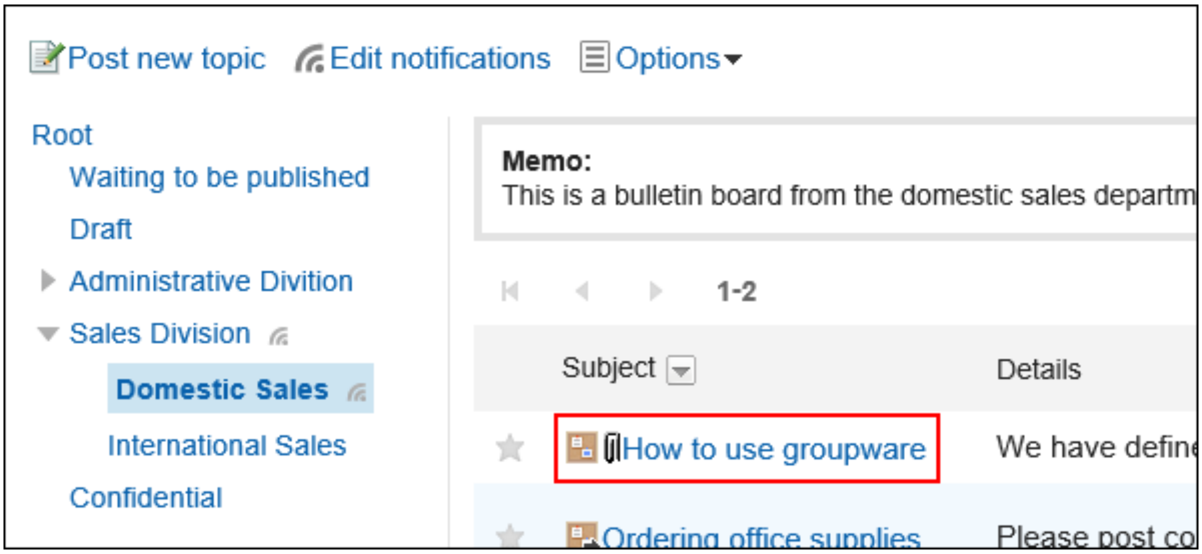
[Updating Files(587Page)]
[Changing File Information(585Page)]
[Deleting Files(596Page)]

Displaying All Attachments

You can display all files attached in body text and comments of topics.
Images inserted by using rich text formatting feature are not displayed.

Steps:

1. **Click the app icon  in the header.**
2. **Click Bulletin Board.**
3. **In the "Bulletin Board" screen, select the category and click the title of the topic to check its titles of attachments.**



4. **In "Topic details" screen, click "Attachments".**

5. **Confirm all attachments in "Attachments" screen.**

3.6.7. Deleting Topics

You can delete topics.

The following users can delete the topics on the "Topic Details" screen.

- The user who posted the topic
- Users who are selected as additional users for the topic

- Operational administrators of the categories to which the topics belong or operational administrators of their parent categories

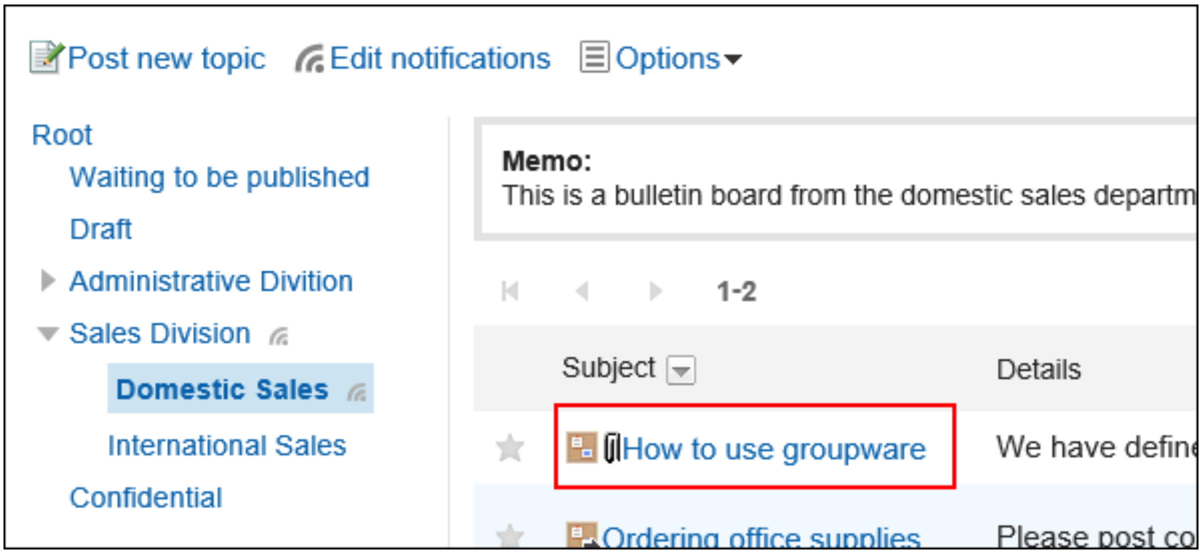
Update notifications will not be sent when you delete topics.

Caution

- The deleted topics cannot be restored.

Steps:

1. **Click the app icon in the header.**
2. **Click Bulletin Board.**
3. **In the "Bulletin Board" screen, select the category and click the title of the topic to delete.**



4. **On the topic details screen, click Delete.**

5. Click Yes on the page to delete topics.

Note

- System administrators and operational administrators can delete topics in the system administration screen.

3.6.8. Comment Feature in Bulletin Board

You can post comments only when the creator of the topic gives you the permission.
The comments are displayed in the order of the date and time it was written.

Posting a Comment

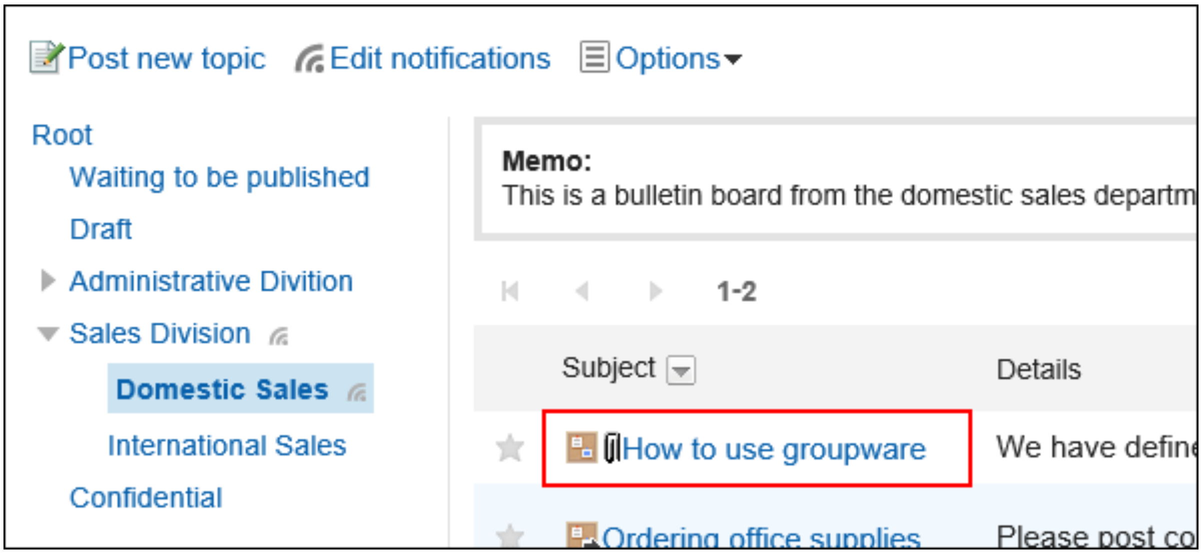
You can post comments to the topics.

Steps:

1. Click the app icon  in the header.

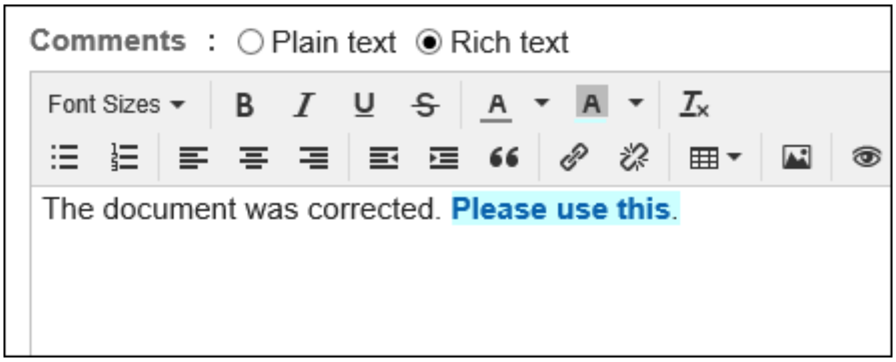
2. **Click Bulletin Board.**

3. **In the "Bulletin Board" screen, select the category and click the title of the topic you post comments.**



4. **On the "Topic Details" screen, enter a comment in the comment field.**

   You can use Rich Text Formatting. For details, refer to Working with Rich Text Formatting(36Page).



5. **Attach a file if necessary.**

   You can attach multiple files. For details, refer to Attaching Files(32Page).

6. **Click "Post".**

Replying to a Comment

You can reply to a comment.

Steps:

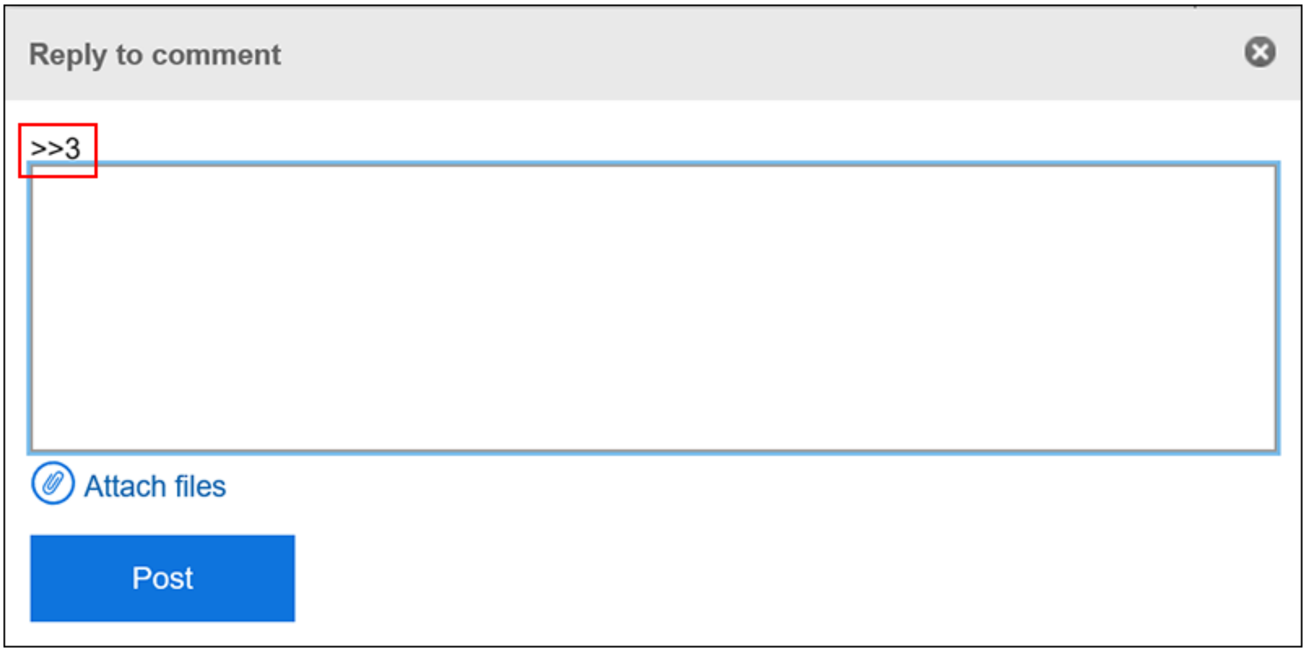
1. Click the app icon  in the header.

2. Click Bulletin Board.

3. In the "Bulletin Board" screen, select the category and click the title of the topic you want to post comments to.

4. In the "Topic details" screen, click Reply for the comment to which you would like to post a reply.

The comment number for the reply will be set automatically.



5. Enter your comment.

6. Attach a file if necessary.

You can attach multiple files. For details, refer to Attaching Files(32Page).

7. Click "Post".

Deleting a Comment

Deletes the comment.

The comment can be deleted only by the user who posted it and the operational administrators.

No notification is sent even though you delete the comment.

Caution

- The deleted comment cannot be restored.

Note

- The system administrators and the application administrators of the bulletin board can delete users' comments from the System administration screen.

Steps:

1. **Click the app icon  in the header.**
2. **Click Bulletin Board.**
3. **In the "Bulletin Board" screen, select the category and click the title of the topic which has comments you want to delete.**
4. **On the "Topic details" screen, click Delete for the comment you want to delete.**

5. **Click Yes in the "Delete comments" screen.**

Useful Features of the Comment

This section describes useful features of the comment.

Anchor Feature

Anchor is the feature to set the referral link to the comment which was already posted.

A comment number is used to specify the comment to refer to.

By using two inequality signs (>>) followed by the comment number, you can create a link to the comment to which you want to refer.

Note

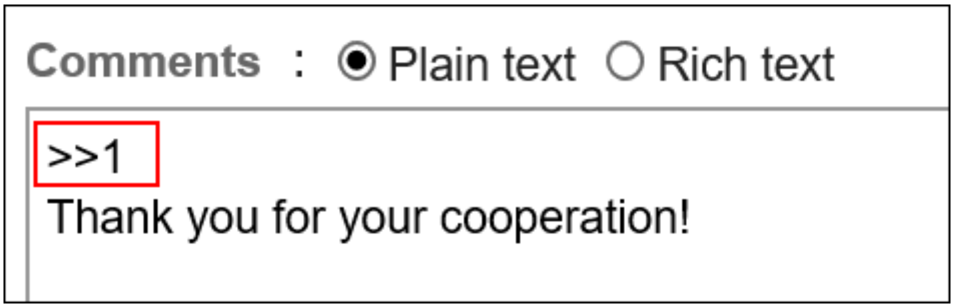
- The system administrator must allow the use of the Comment Anchor feature in the general settings of bulletin board.
- The anchor feature is only available for comments on the same topic.
  Use permalink(559Page) to view comments in other topics.

Steps:

1. **Enter two inequality signs (>>) followed by the comment number to which you want to refer, and enter your comment.**

Example:

>>1



2. Click "Post".

You can access the comment by clicking the comment number you entered.

Permalink

The permalink is the URL assigned to each comment. Accessing Permalink allows you to directly access the designated comment.

This Permalink is useful when you want to create a link to refer to the specific comment in the message.

Steps:

1. Display the comment on the topic to which you would like to refer.

2. Click the Permalink of the comment.

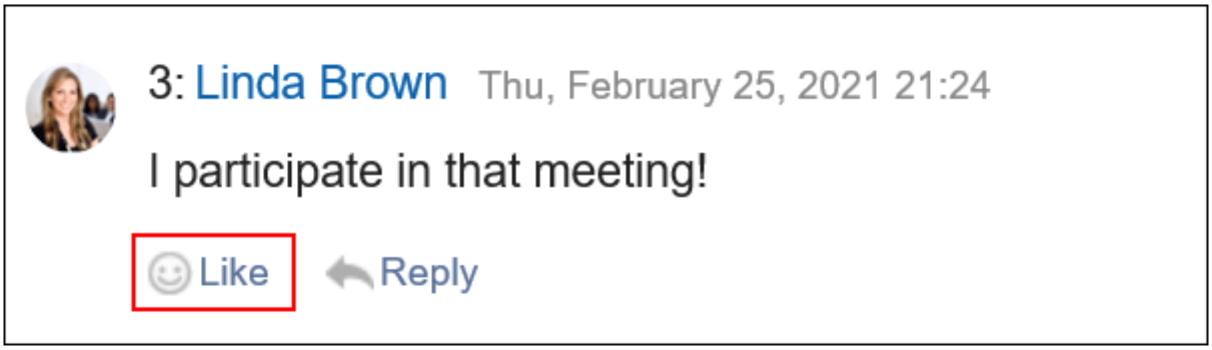
3. Copy the URL displayed and paste it in Garoon where you want to create a link.

Respond ("Like") Feature

Respond is the feature to express your sympathy or acknowledgement for the other user's comment and body text, without posting any comment.
This respond feature may not be available depending on the settings by the system administrator.
Only the system administrators can change the label of respond feature.
For details, refer to Working with Respond Feature(42Page).

Steps:

1. **Display the comment on the topic.**
2. **On the topic's body text or comment, click a link to respond such as "Like" and "Acknowledged".**



To cancel your response, click a link such as "Not Like" and "Not Acknowledged".

3.6.9. Receiving Notifications

Once update notifications are set, you can receive notifications when a new topic is added and an existing topic is updated in the specified category.

On the "Bulletin Board" screen, is shown on the right of the category names where update notifications have been set.

- **System administrators or operational administrators**
  Update notifications can be set on categories basis.
  Allowing users to stop receiving update notifications can also be configured.
- **Users**
  Users can set update notifications for categories.
  If update notifications are set to a category, users can start/stop receiving update notifications for each topic in the category.
  However, if system administrators or operational administrators do not allow users to stop update notifications of a category, users cannot stop receiving update notifications of the category.

This section describes the steps how users set update notifications on their screens.

Note

- No notifications are sent for the actions done by yourself.
  For details on the conditions for receiving notifications, refer to Bulletin Board(1025Page) in specifications for notifications.

Setting Update Notifications for Categories

You can set update notifications for categories.

Note

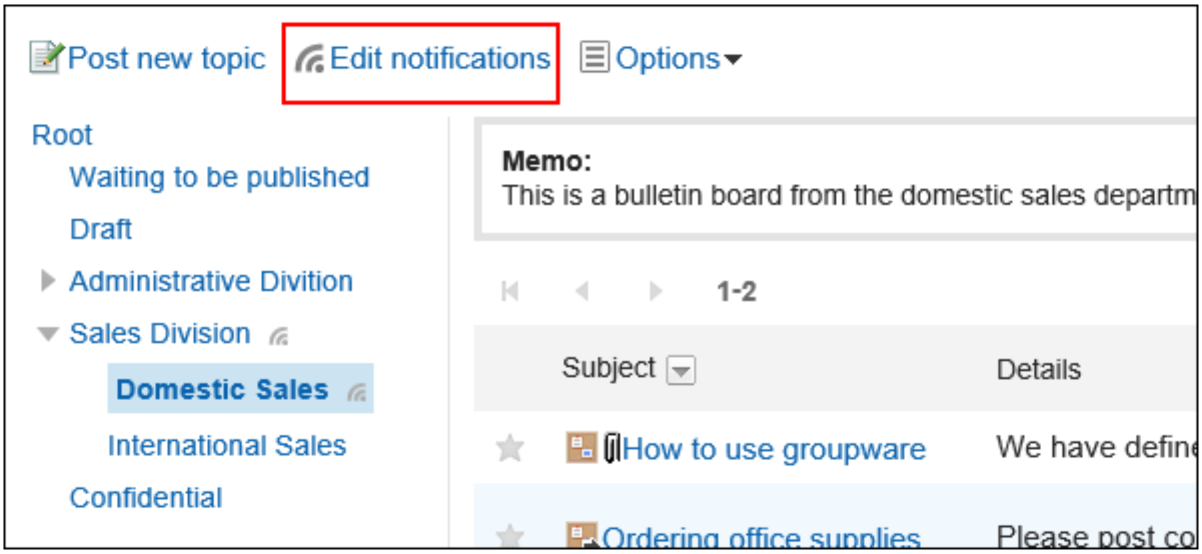
- In Garoon version 5.15.0 and later, you can use keyboard shortcuts to work with categories on the "Edit notifications" screen.
  For details, refer to Working with Keyboard(53Page).

Steps:

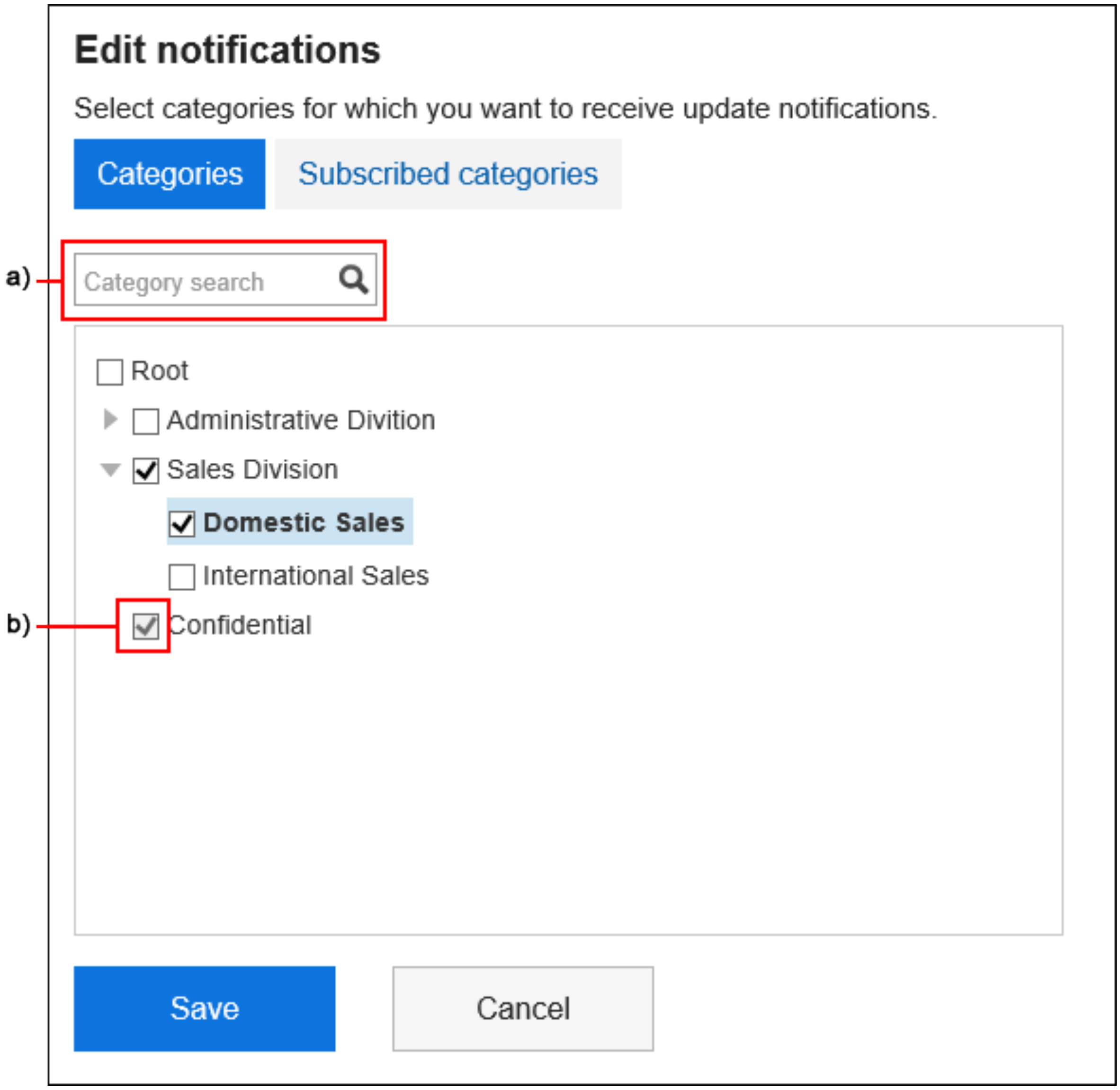
1. **Click the app icon  in the header.**

2. **Click Bulletin Board.**

3. **Click "Edit notifications" on the "Bulletin Board" screen.**



4. **On the "Edit notifications" screen, select checkboxes of categories for which you want to set update notifications.**
   Categories are displayed in the tree structure, and you can select multiple categories to set update notifications without changing screens.
   This is convenient when you have deeply-layered categories or numerous categories to set update notifications. To expand the tree and display subcategories, either click icons to open/close the tree view or click category names.
   If you want to stop receiving update notifications, clear the checkboxes of the categories.

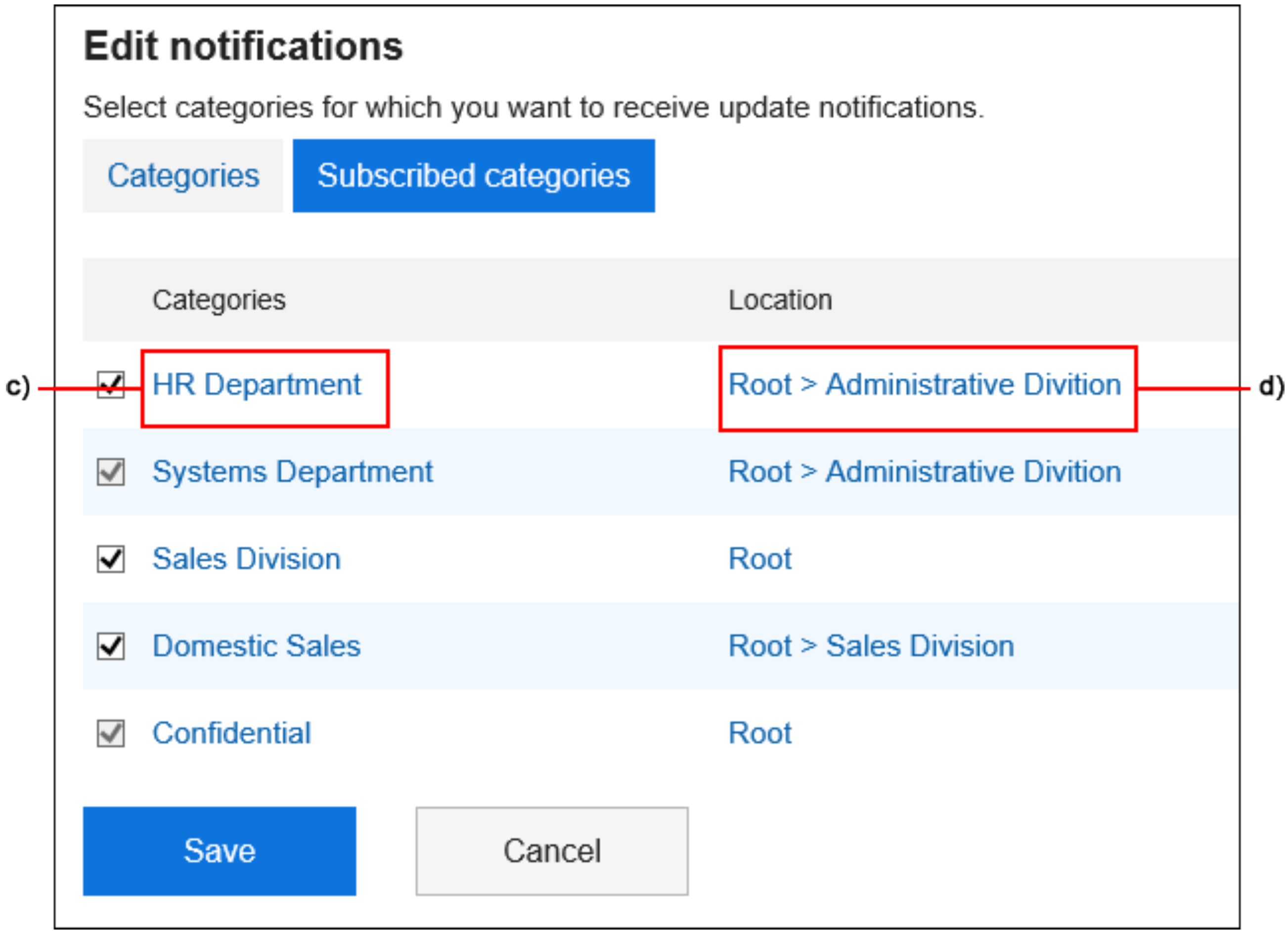


a): You can search for categories using keywords. If you click on categories displayed in the search results, you can go to the category you have clicked.

b): If your system administrator or operational administrators have set update notifications for categories, the checkboxes are grayed out and you cannot stop receiving update notifications.

5. **When you want to confirm categories for which update notifications have been already set, click Subscribed categories on the "Edit notifications" screen.**

   If you have changed the settings of update notifications in step 4, a dialog box appears for confirming whether or not to leave the page. Please note that your changes are not saved if you leave the page, especially when switching between **Categories** and **Subscribed categories**.



c): If you click on a category name, you can go to the category you have clicked.

d): If you click on a link of a category location, you can go to the parent category.

6. Confirm your settings and click Save.

Applying Update Notification Settings to Subcategories

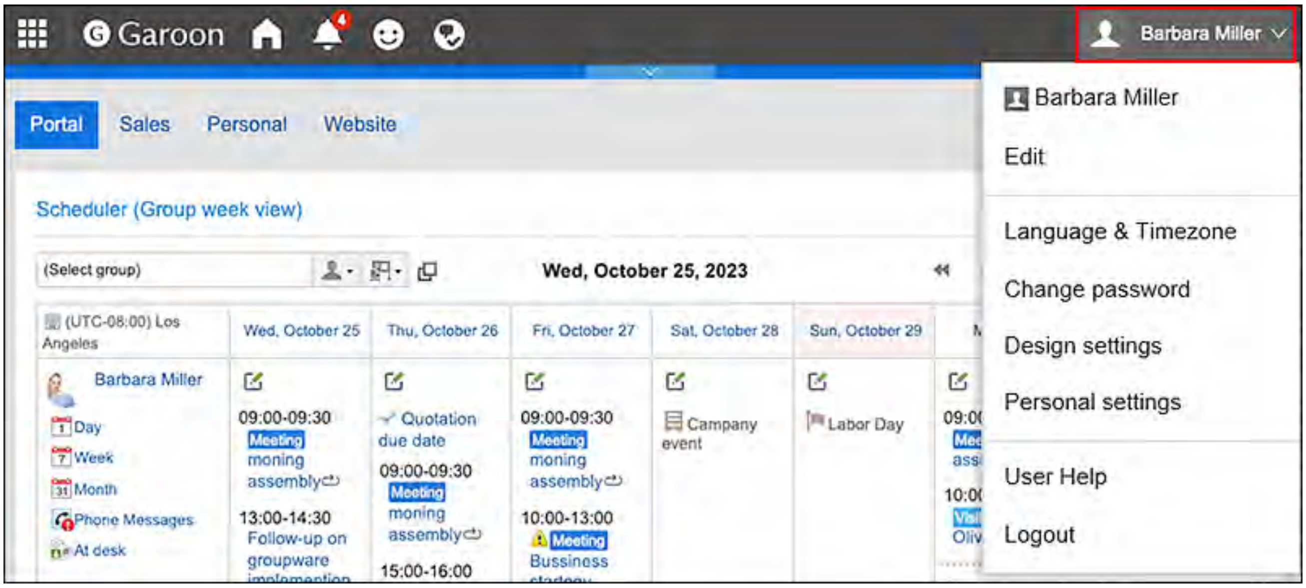
If you enable "Apply notification settings to subcategories automatically" in personal settings, setting update notifications of parent categories automatically takes effect on their subcategories.

Note

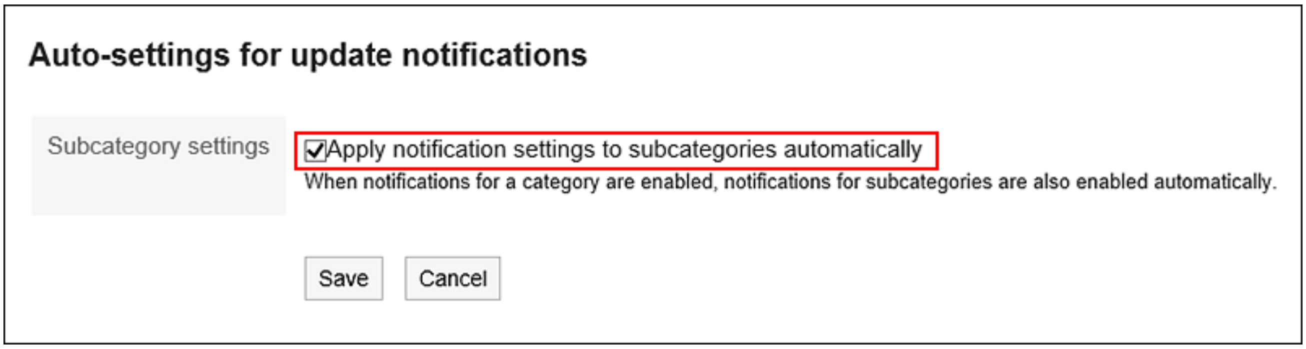
- Auto-settings for update notifications are applied only to the subcategories added or moved from other categories after configuring the settings. They are not applied to subcategories created before configuring the settings.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Bulletin Board.**
5. **Click "Auto-settings for update notifications".**
6. **On the "Auto-settings for update notifications" screen, select the "Apply notification settings to subcategories automatically" checkbox, and then click "Save".**

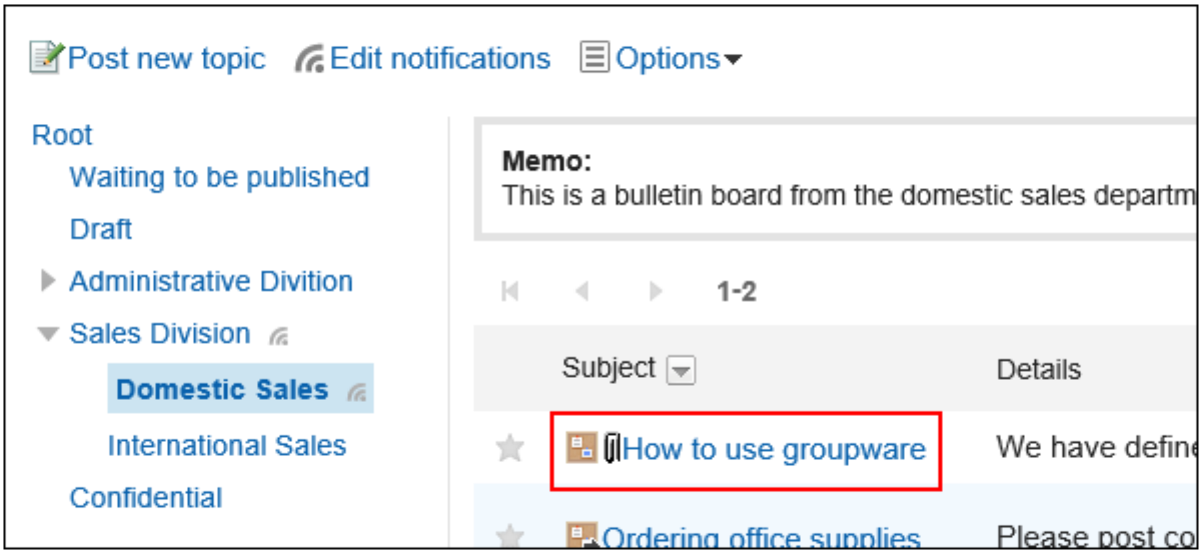


To Stop Receiving Update Notifications of Topics

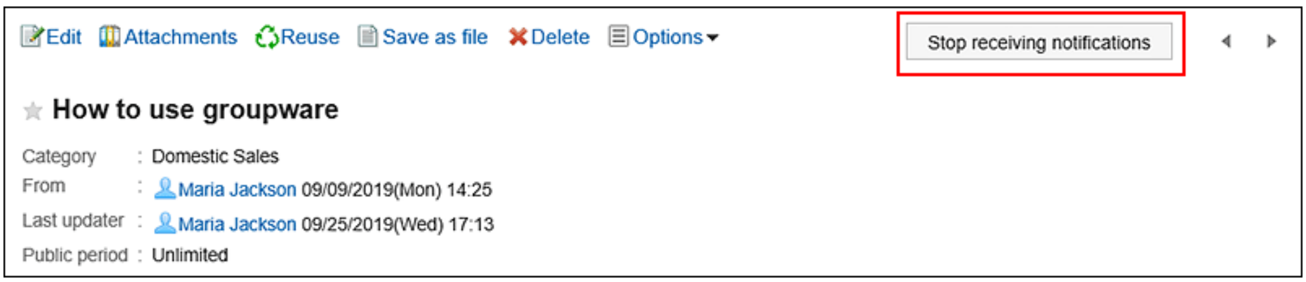
You can stop receiving the update notifications for topics.

Steps:

1. **Click the app icon in the header.**
2. **Click Bulletin Board.**
3. **In the "Bulletin Board" screen, select the category and click the title of the topic to stop receiving notifications.**



4. **On the details screen of the bulletin board, click "Stop receiving update notification".**



3.6.10. Searching Topics

You can enter keywords in the topic to search them.

This page describes how to search topics when you do not use full text search.

If you are using full text search, see Working with Full Text Search(34Page).

Steps:

1. **Click the app icon  in the header.**

2. **Click Bulletin Board.**

3. **On the "Bulletin Board" screen, select a folder.**

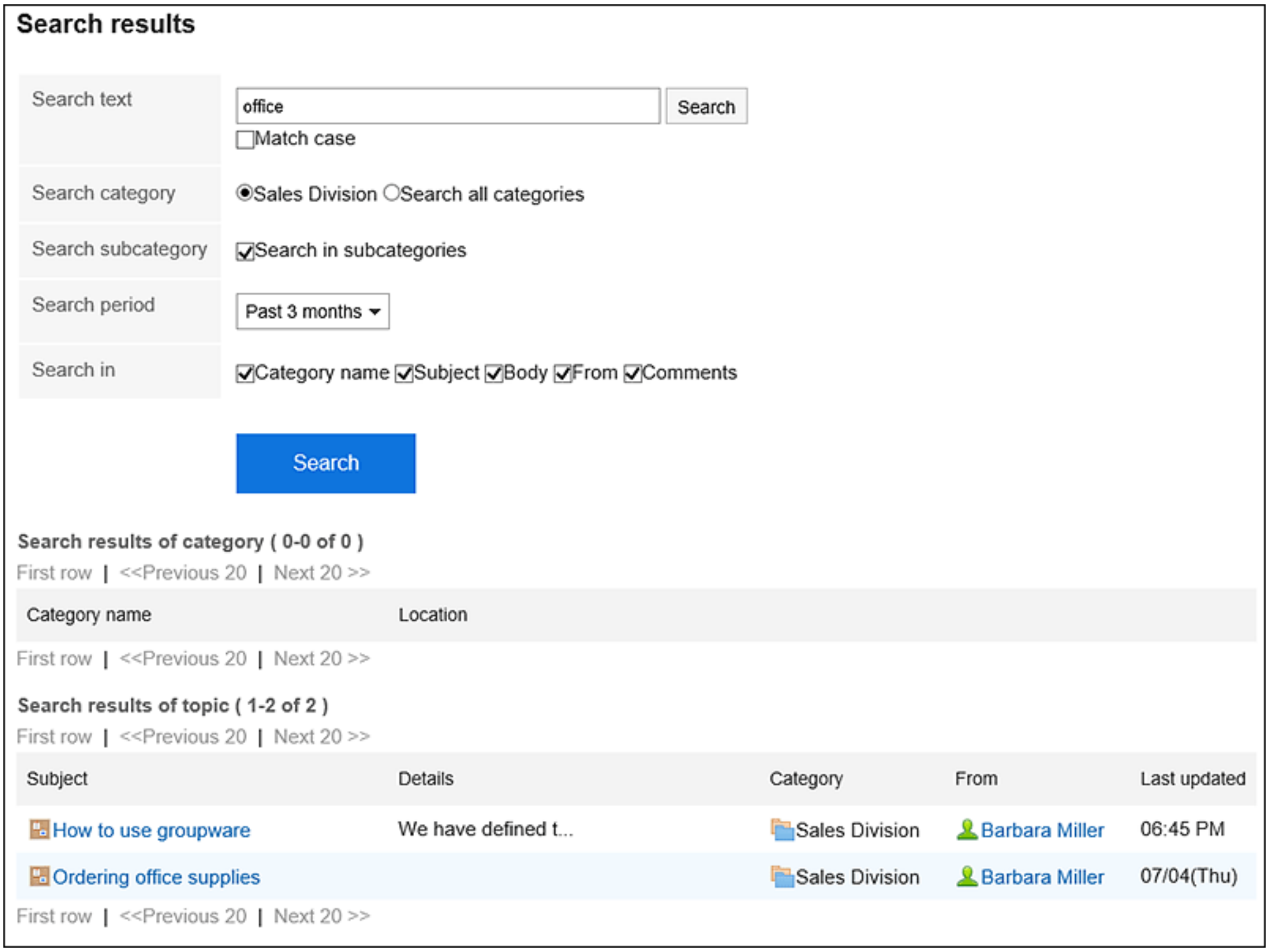
4. **Type keywords in the search box, and then click the item to search in Bulletin Board.**

You can search for topics that contain keywords in one of the following fields.

- Category names
- Subject
- Body
- From
- Comment

When you search without entering any keywords, or by clicking the item for advanced search, the "Search Results" screen in step 5 is displayed.

5. **On the "Search Results" screen, confirm the search results.**



6. If you want to search again, set the search conditions and click "Search".

The following search conditions can be set. For details on search conditions, see options available for searching topics in search specifications.

- Search string:
  Enter the keywords you want to search.
- Search category:
  Select whether to search within the currently selected category, or search all categories.
- Search in Subcategory:
  Search sub-categories as well.
- Search Period:
  Set the period to search.
- Search Items:
  You can specify the search items.

3.6.11. Exporting Topics to Text Files

You can export topics to text files.

Topics which are draft or waiting to be published cannot be exported to files.

The following items are exported files.

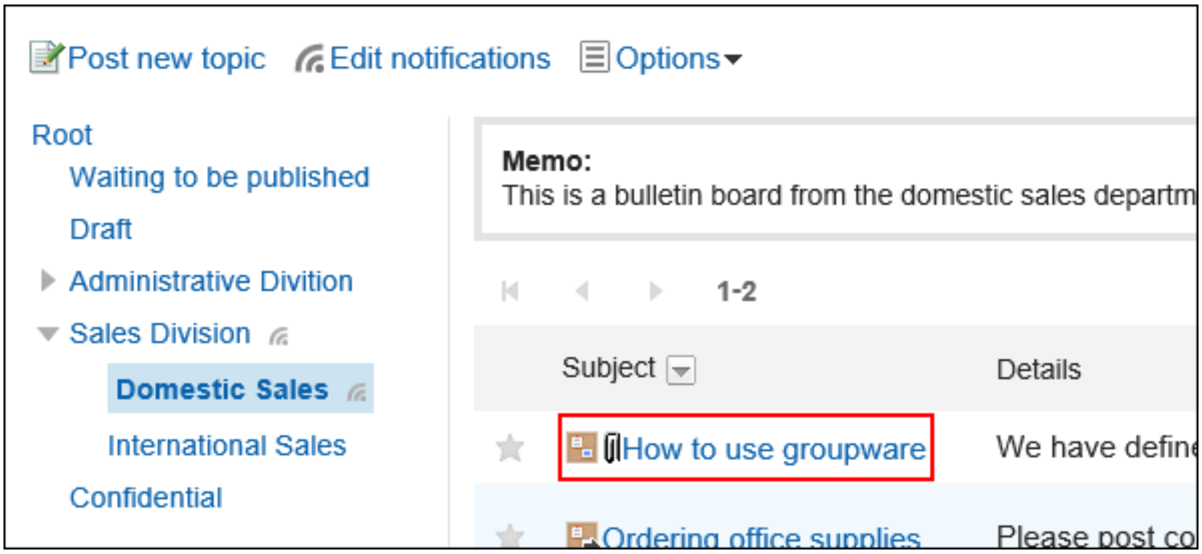
- Titles of topics
- From
- Category
- On
- Posting period
- Body
- Attachment file name
  Attachment files themselves cannot be exported. Only the file names are exported.
- Comment
  Older comments come to the top, which is the reverse order to the contents of the topic details.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

Steps:

1. **Click the app icon in the header.**
2. **Click Bulletin Board.**
3. **In the "Bulletin Board" screen, select the category and click the title of the topic to export to a file.**



4. **In "Topic details" screen, click "Save as file".**

5. **On the "Save as file" screen, set the field for character encoding.**

The following character encoding can be selected:

- Unicode (UTF-8)
- Japanese (Shift-JIS)
- ASCII
- English (Latin1)
- Simplified Chinese (GBK/GB2312)
- Thai (TIS-620)

When the "Do not show this screen from the next time" is selected, a topic is exported to a file without displaying the "Save as file" screen.

6. **Confirm your settings and click Export.**

7. Save the file with a function provided by your Web browser.

3.7. Cabinet

"Cabinet" is an application for managing files shared internally. You can categorize files by creating folders for each department or purpose.

To enable users to manage folders, the operational administrative privileges must be configured. For details on operational administrative privileges, refer to Setting Up Operational Administrative Privileges for Folders.

References

- Download file(577Page)
- Add file(582Page)
- What is versioning?(584Page)
- Updating Files(587Page)

3.7.1. Video: Tips for Cabinet

Short videos on this page provide tips that enable you to use Cabinet more effectively. (Videos are available only in Japanese.)

Note

- The videos were recorded using the cloud version of Garoon, so some user interface texts might look different from the ones in the on-premise version of Garoon 5.

How to Add and Update Files (Cabinet)

Videos are provided on the Web pages.

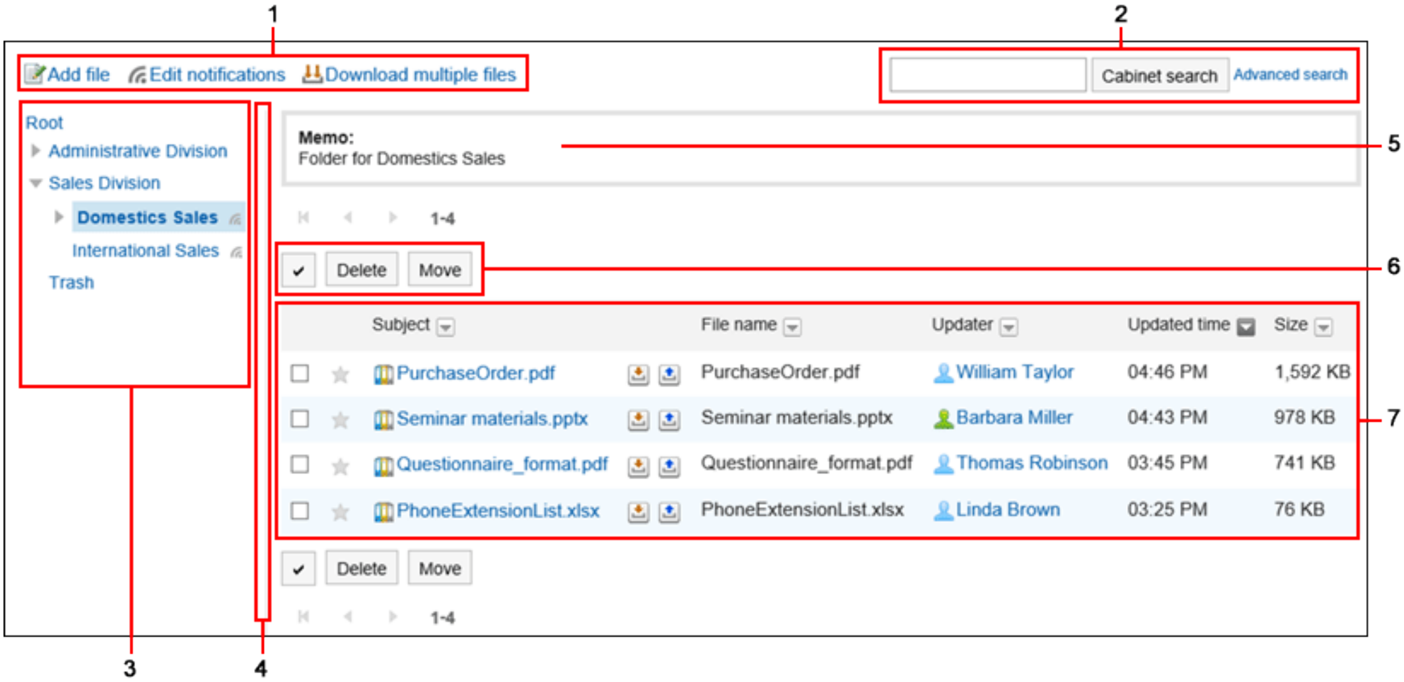
(Duration: 1 min 54 sec)

3.7.2. How to View the Screen

This section describes icons and buttons that are displayed on the File Management screen.

"Cabinet" Screen

A list of files is displayed.



Description of the items

Number	Description
1	• **Add a file Link:** Add a file. • **"Edit notifications" Link:** Set notifications such as adding or deleting files. • **Download All Links:** Download files in the selected folder in Zip file.
2	**Items for Search:** • **The "File Administration Search" button:** Searches files using keywords. • **Advanced search link:** Search for a file by entering search conditions.

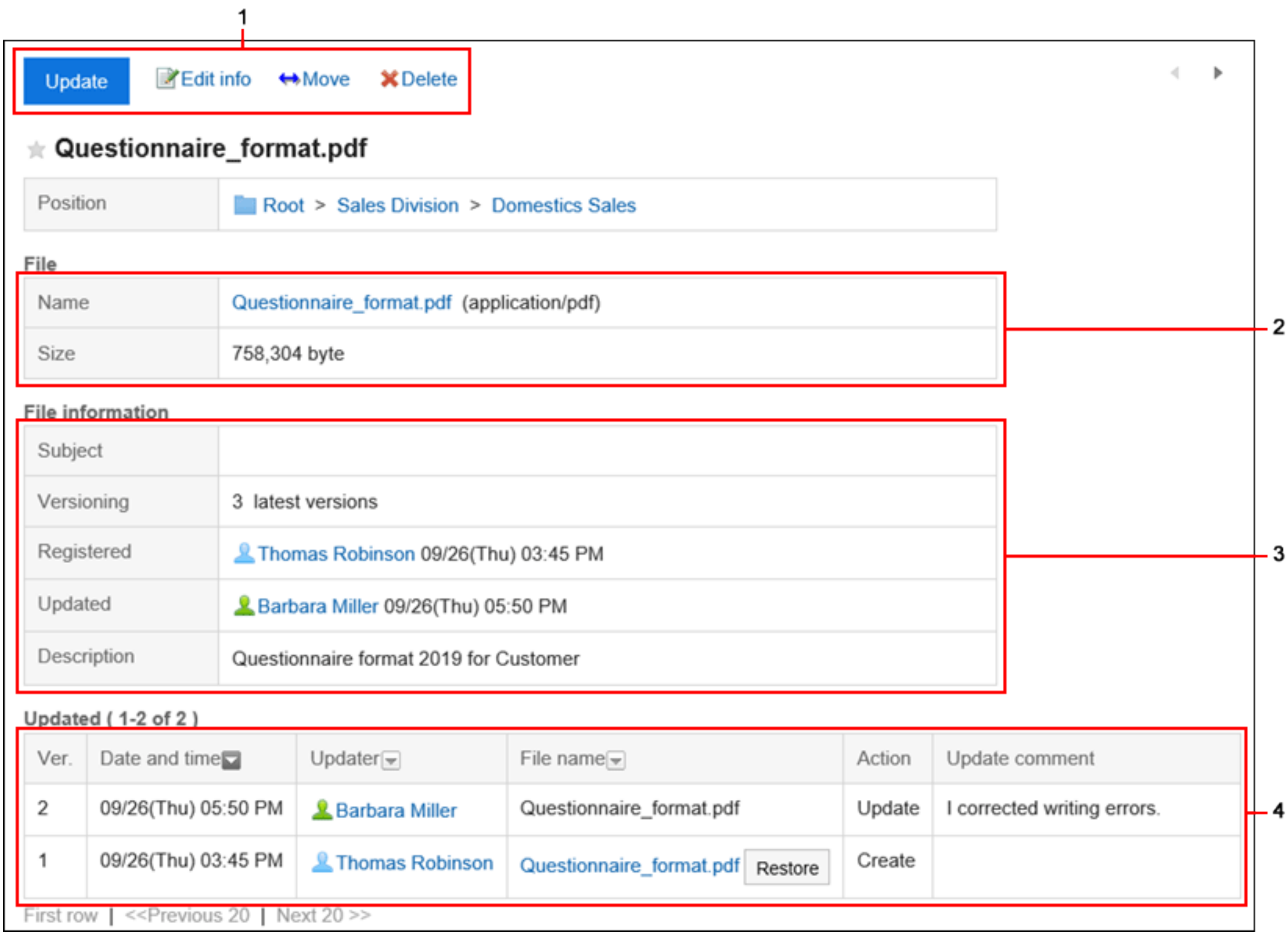
Number	Description
3	**Folder:** Folder in file management. • **Icon** which shows : Indicates the folders for which update notifications are set.
4	**Separator lines** You can change the position of the separator line by dragging the mouse cursor to an arbitrary position.
5	**Memo field:** Memos for the folder.
6	• **Select a checkbox:** Click to select all checkboxes. The checkboxes are cleared when you click it again. • **"Delete" button:** Deletes the selected file. • **Move button:** Moves the selected file to the specified folder.
7	**File list** • **icon:** Download the file. • **icon:** Update the file.

Icon for Files

Icon	Description
	Added files
	Updated files

"File Details" Screen

This section describes how to view the "File Details" screen.



Description of the items

Number	Description
1	

Number	Description
	• **Update File button:** Update the file. • **Change file Information Link:** Edit information in the file, such as the number of generations or file descriptions in version control. • **Move File Link:** Move the file to another folder. • **"Delete" Link:** Delete the file.
2	**File Body:** • **File name Links:** Click to download the file. • **Size:** The size of the saved file.
3	**File information:** • **Subject:** You can set a title separately from the file name. • **Generation Number of versions:** Displays how many files are retained from the current file. • **"File description" field** The description of the registered file.
4	**Update history:** • **Click the "Back" button.** Click to update files of the selected generation as the latest file. This is displayed only if versioning has been set. • **"Updated comment" field** This section describes file summaries and applications.

3.7.3. Downloading Files

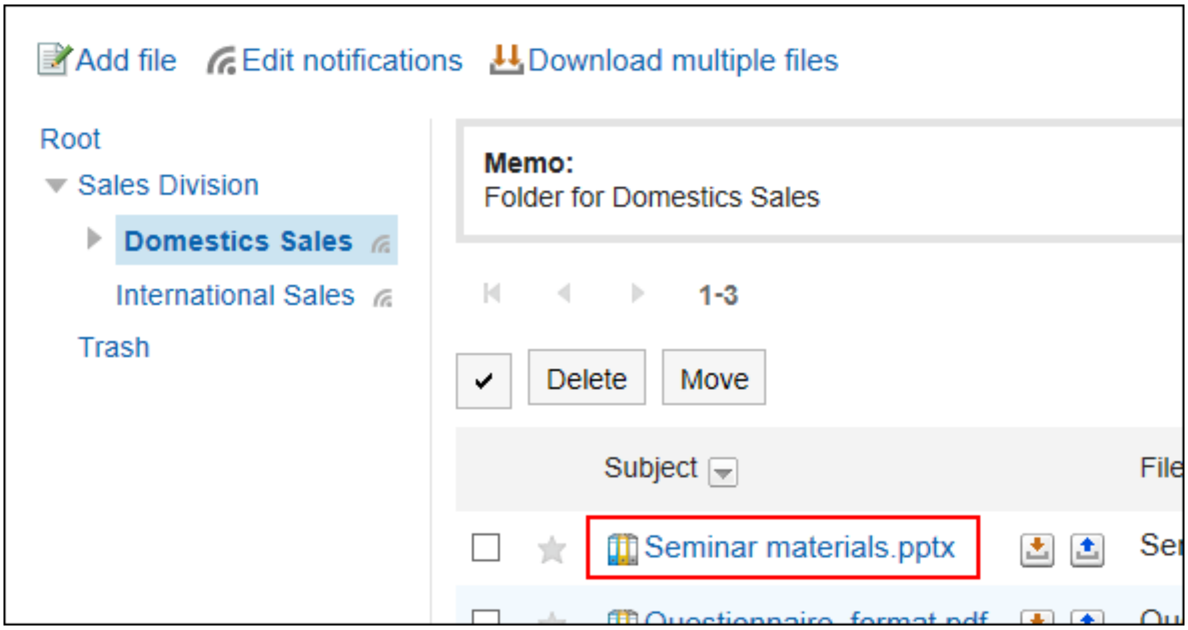
Download files saved in the file administration.

Downloading Files One by One

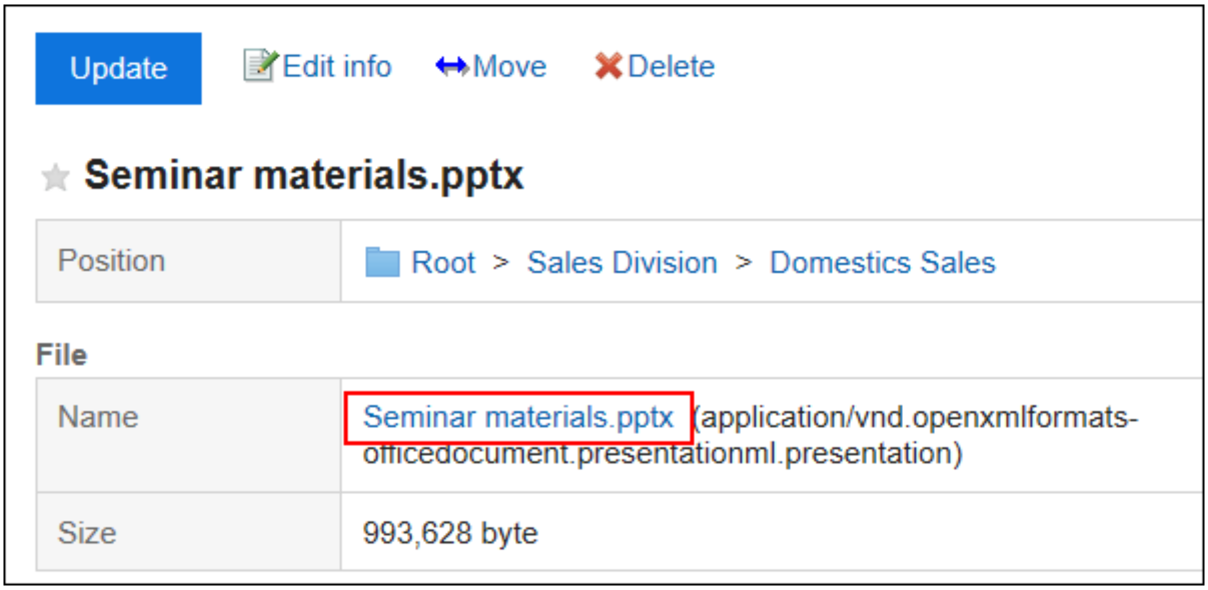
Download one file at a time.

Steps:

1. **Click the app icon  in the header.**
2. **Click Cabinet.**
3. **On the "Cabinet" screen, select a folder and click the title of the file you want to download.**



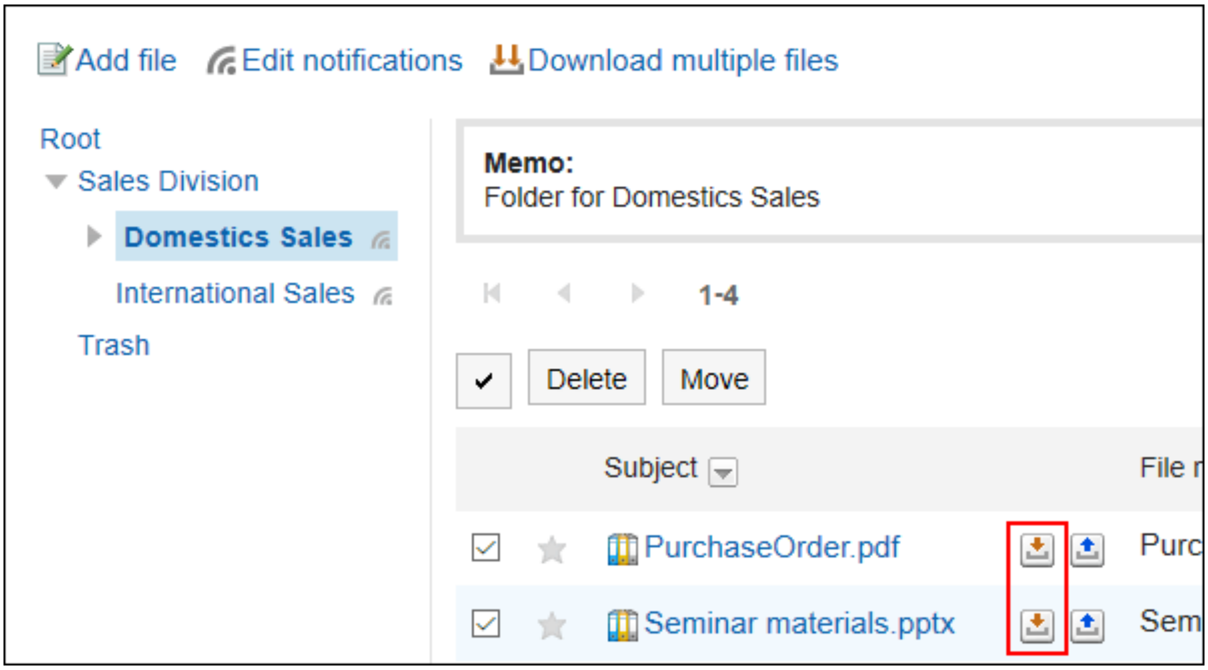
4. **Click the file name on the "File Details" screen.**



5. **Save the file with a function provided by your Web browser.**

Note

- On the "File Management" screen, you can also download the file by clicking [icon] to the right of the title.



Downloading Multiple Files Together

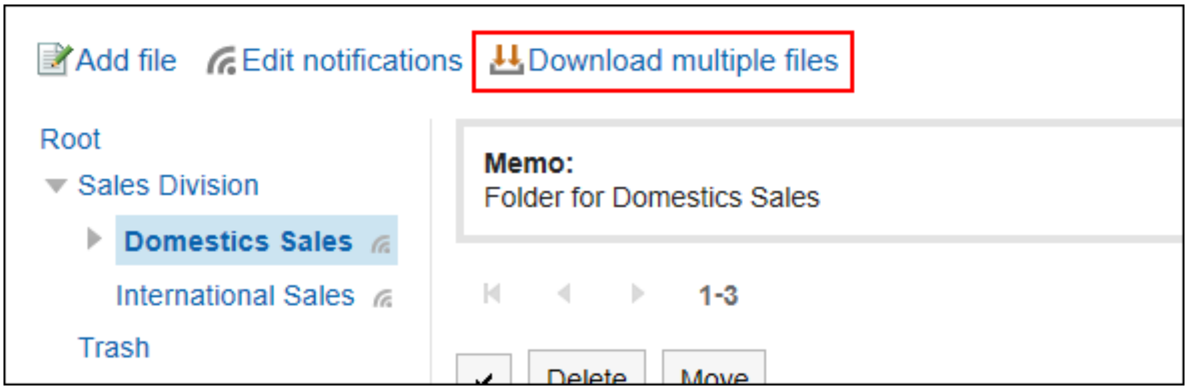
Download multiple files in a folder in a zip file.
You may not be able to use this feature depending on the configurations by your system administrator.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

Steps:

1. **Click the app icon  in the header.**
2. **Click Cabinet.**
3. **On the "Cabinet" screen, select a folder and click "Download All".**

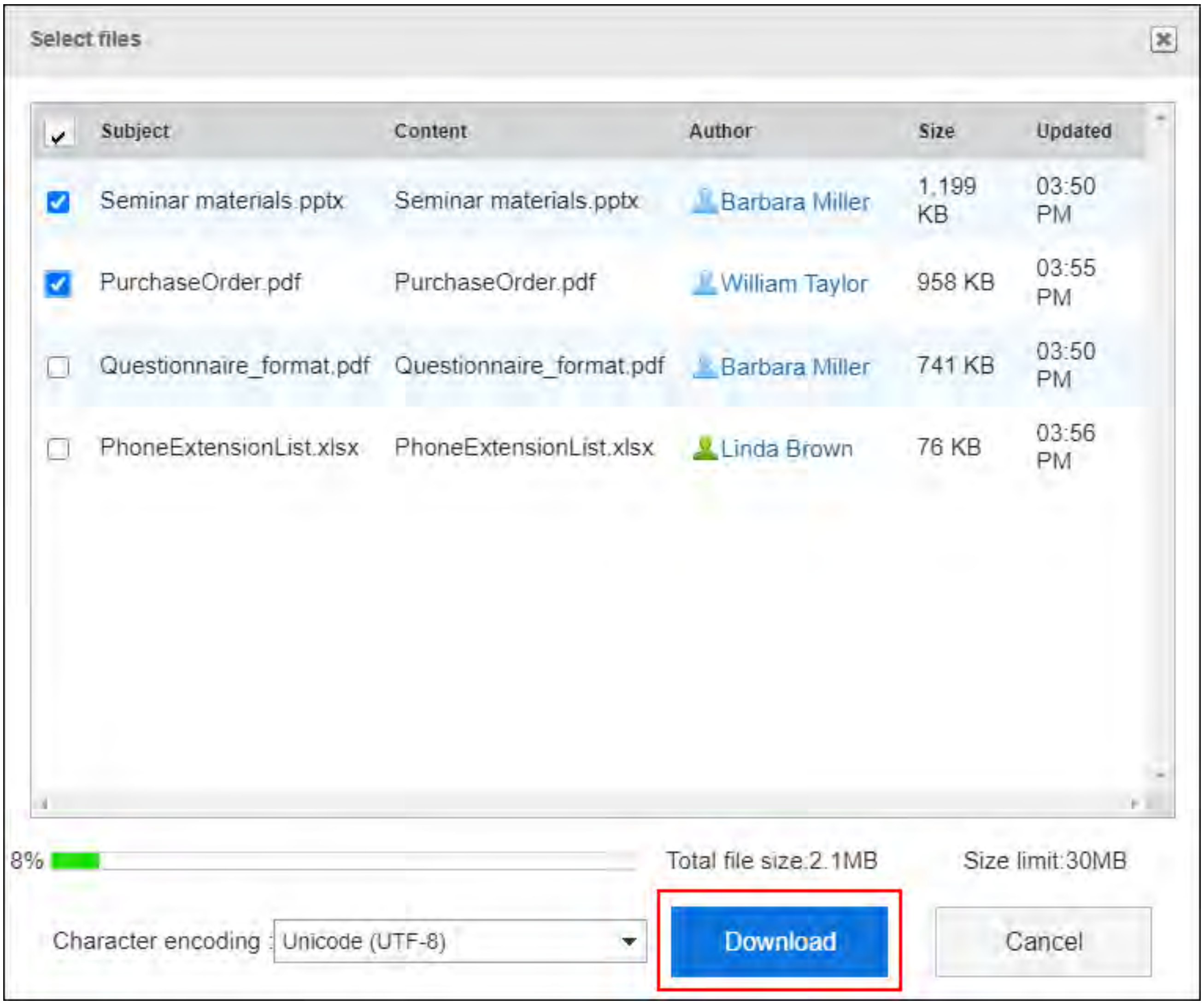


4. **Select the checkbox for the file you want to download, and then click "Download".**

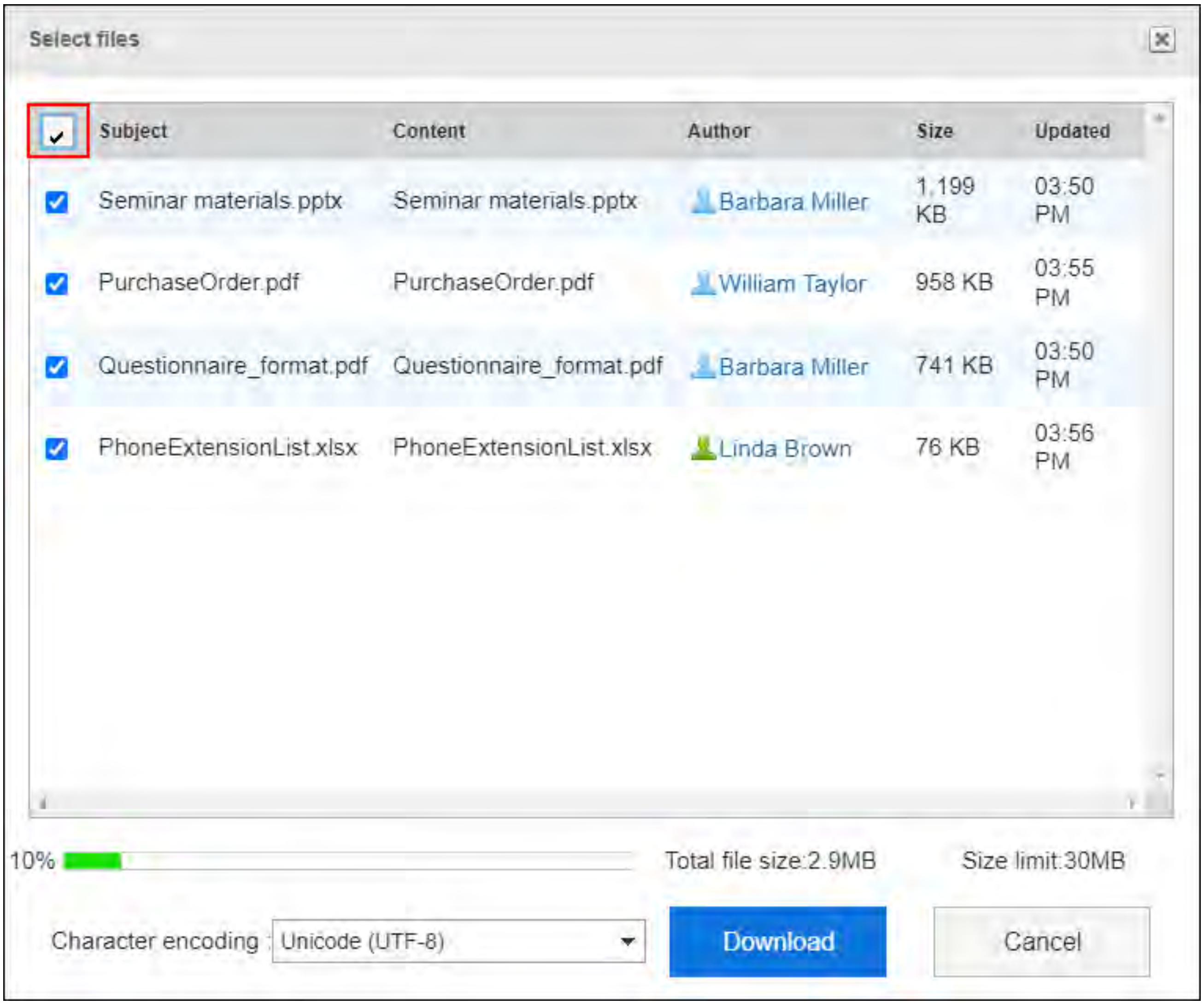
If necessary, change the character code. The following character codes can be changed

- Unicode (UTF-8)
- Japanese (Shift-JIS)
- ASCII
- English (Latin1)

- Simplified Chinese (GBK/GB2312)
- Thai (TIS-620)



If you want to select all files together, select the checkbox at the left of "Subject".



5. Save the file with a function provided by your Web browser.

Zip format file is downloaded.

The folder name of the selected folder is the file name.

Note

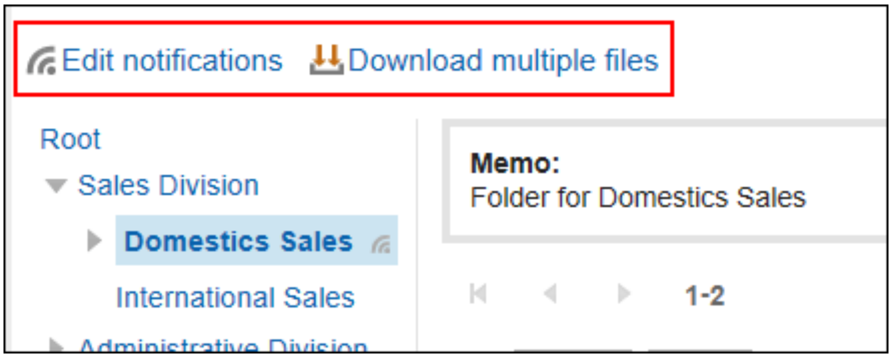
- The system administrator may set an upper limit for the size of files that can be downloaded in bulk.
  If you cannot download the size of a file that you want to download in bulk, download it multiple times.

3.7.4. Adding Files

Add a file.

Note

- If your system administrators do not allow users to "Write" in the folder, "Add file" is not displayed in the "Cabinet" screen.



If you cannot add a file, ask your system administrator to allow you to add files.
The system administrators must allow users to write to the folders, as described in Setting Up Access Permissions for Folders.

Watch Video

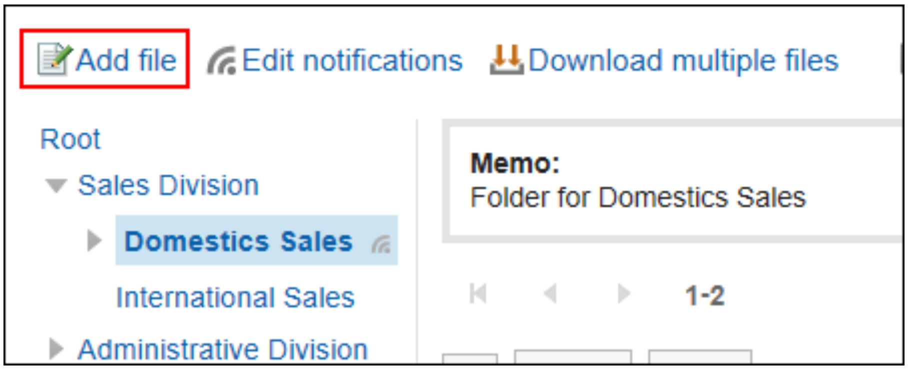
- For steps to add files, also refer to How to Add and Update Files (Cabinet)(572Page) video.

Steps:

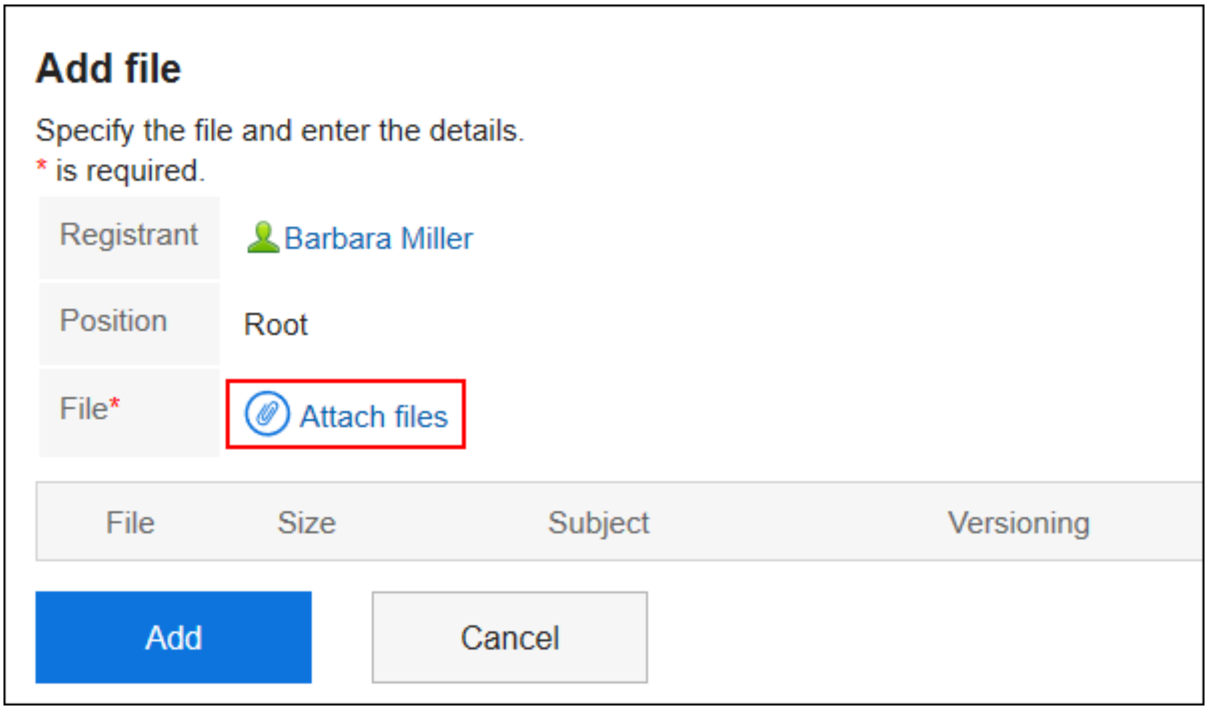
1. **Click the app icon in the header.**

2. **Click Cabinet.**

3. **On the "Cabinet" screen, select a folder and click "Add Files".**



4. **On the "Add File" screen, click "Attach Files" and select a file.**



You can select multiple files.

You can also select multiple files by drag and drop.

For details, refer to Using Drag and drop feature(33Page).

5. **Enter a title, if necessary.**

If you do not enter a title, the file name is set to the title.

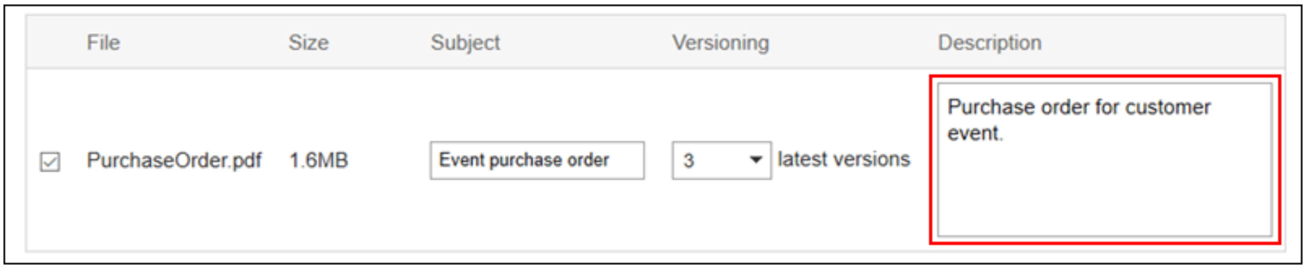
6. Select a number of generations to be versioned.

This field is displayed when the system administrator has enabled the version control feature.

Select whether to retain files in the file management from now to the previous file.

7. Enter a description of the file.

The description that you entered is displayed on the "File Details" screen. It is useful to describe the summary and usage of files.



8. Confirm your settings and click Add.

What Is Versioning?

This function keeps files up to a specified generation from the current file.

Available only if your system administrator has enabled the versioning feature.

By using the versioning feature, you can replace a file of a previous generation that you specify if the updated file is corrupted, or when updated with an incorrect file. You can prevent the loss of files by mistake.

When a file is updated, older files that are larger than the specified generation will be deleted.

If the versioning feature is enabled, you can

- Update files of past generations as up-to-date files.
- View past generations of files.

• Download files of past generations.

3.7.5. Changing File Information

This section describes how to change the file information.

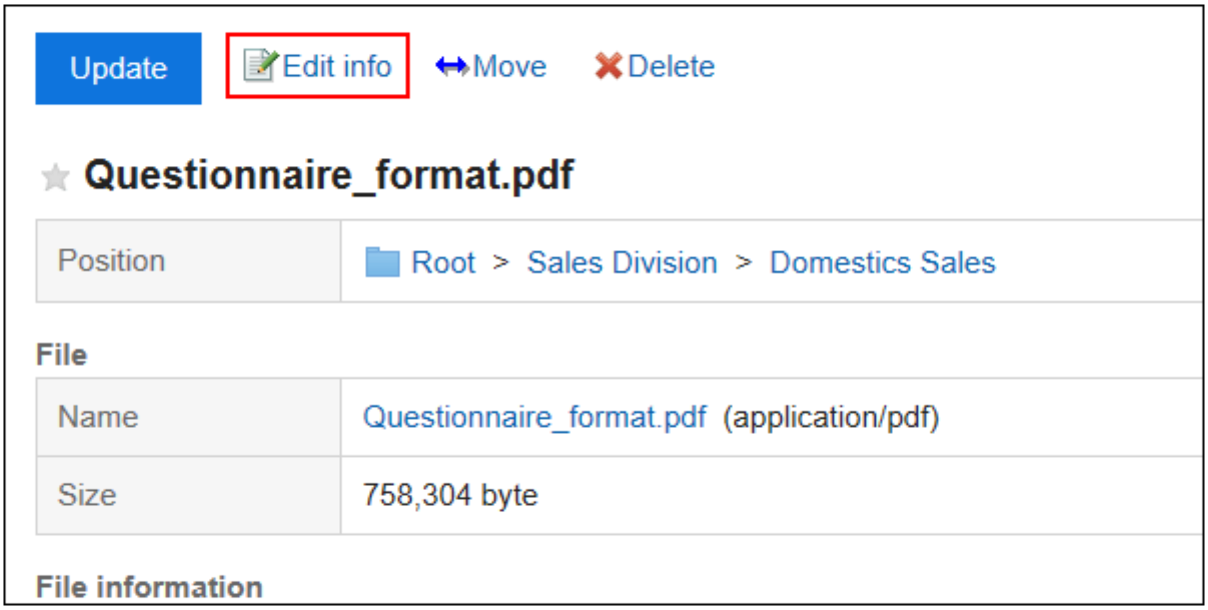
Steps:

1. **Click the app icon in the header.**

2. **Click Cabinet.**

3. **On the "Cabinet" screen, select a folder and click the title of the file for which you want to change the file information.**

4. **On the "File Details" screen, click "Change file Information".**



5. **On the "Change file Information" screen, you can change the settings as necessary.**

The setting fields are as follows:

- Subject:

  If you do not enter a title, the file name is set to the title.

- Versioning:

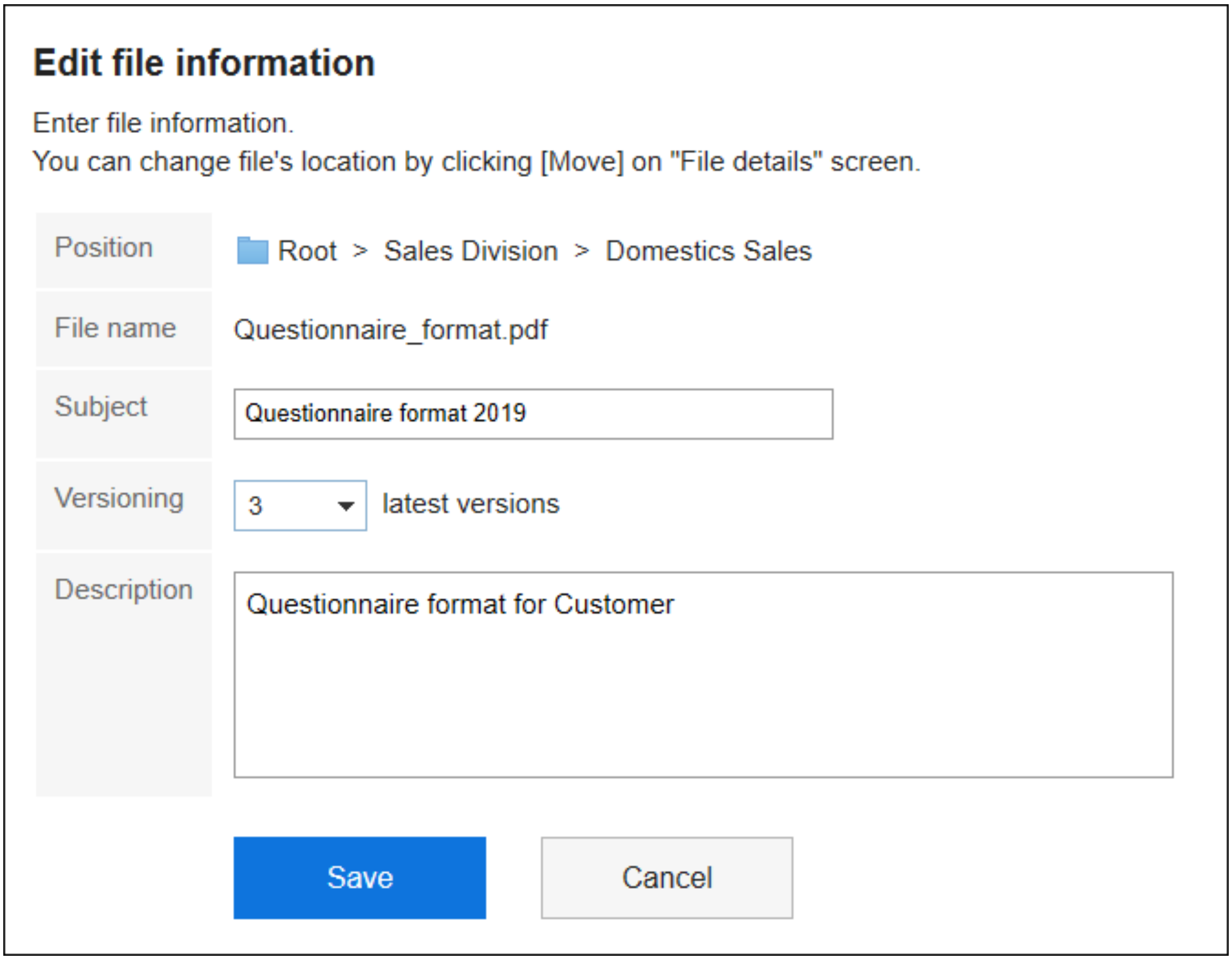
  This setting is displayed when the system administrator has enabled the versioning feature.

  Select whether to retain files in the file management from now to the previous file.

  For details on versioning, refer to About versioning(584Page).

- File Description:

  This section describes file summaries and applications.



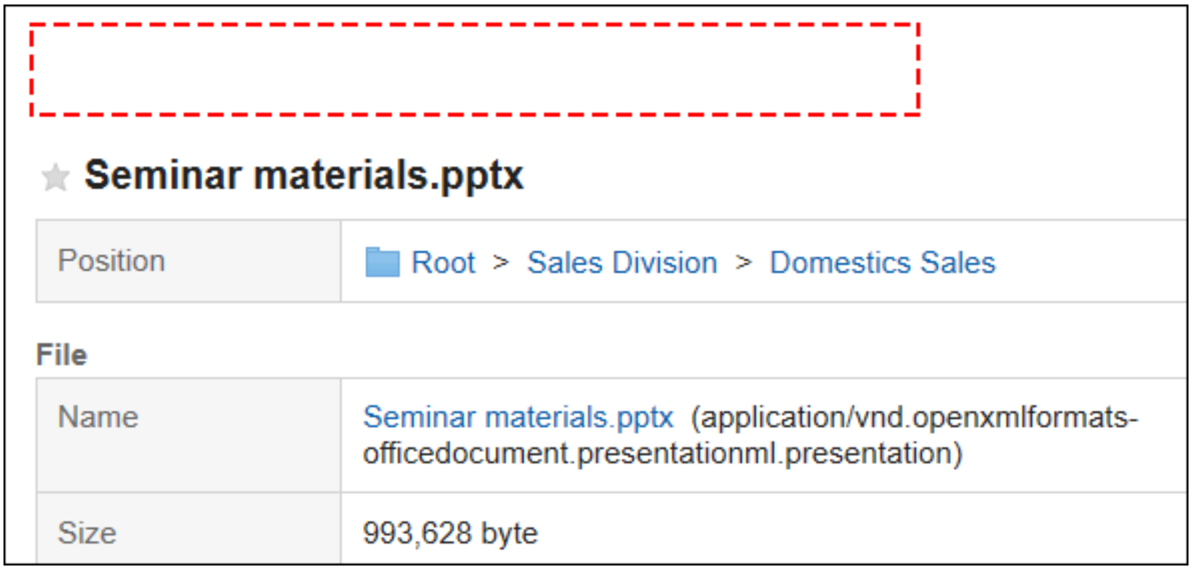
6. Confirm your settings and click Save.

3.7.6. Updating Files

Updates the saved file to a new file.

Note

- If your system administrators do not allow users to "Write" in the folder, "Update" is not displayed in the "File details" screen.



If you cannot update a file, ask your administrator to change the settings.

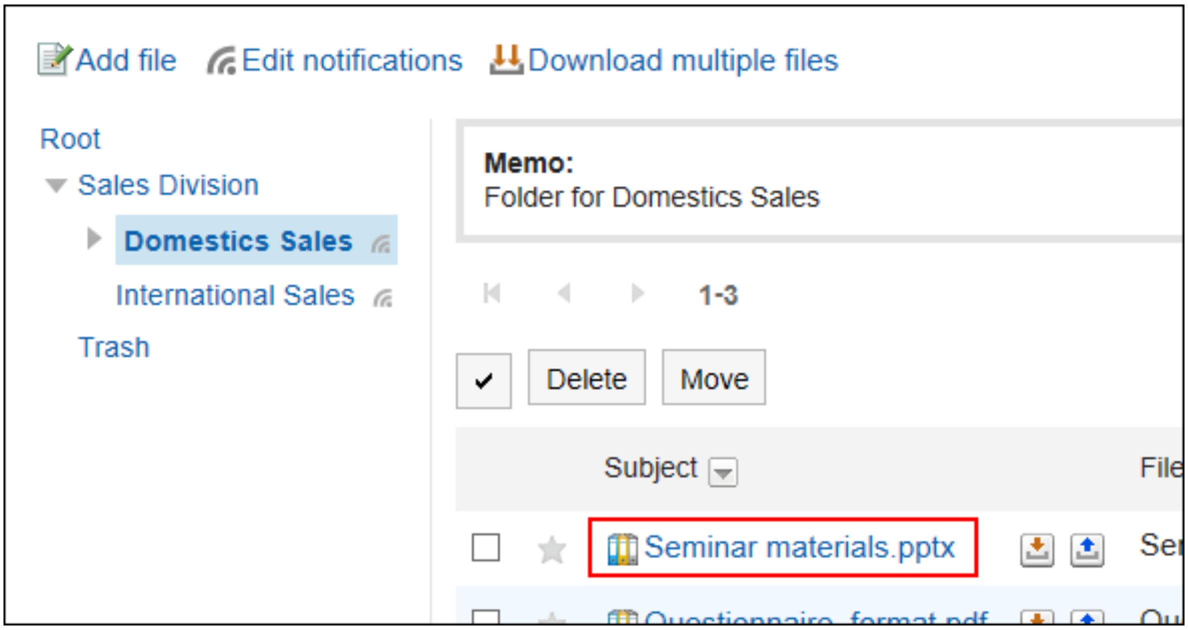
Watch Video

- For steps to update files, also refer to How to Add and Update Files (Cabinet)(572Page) video.

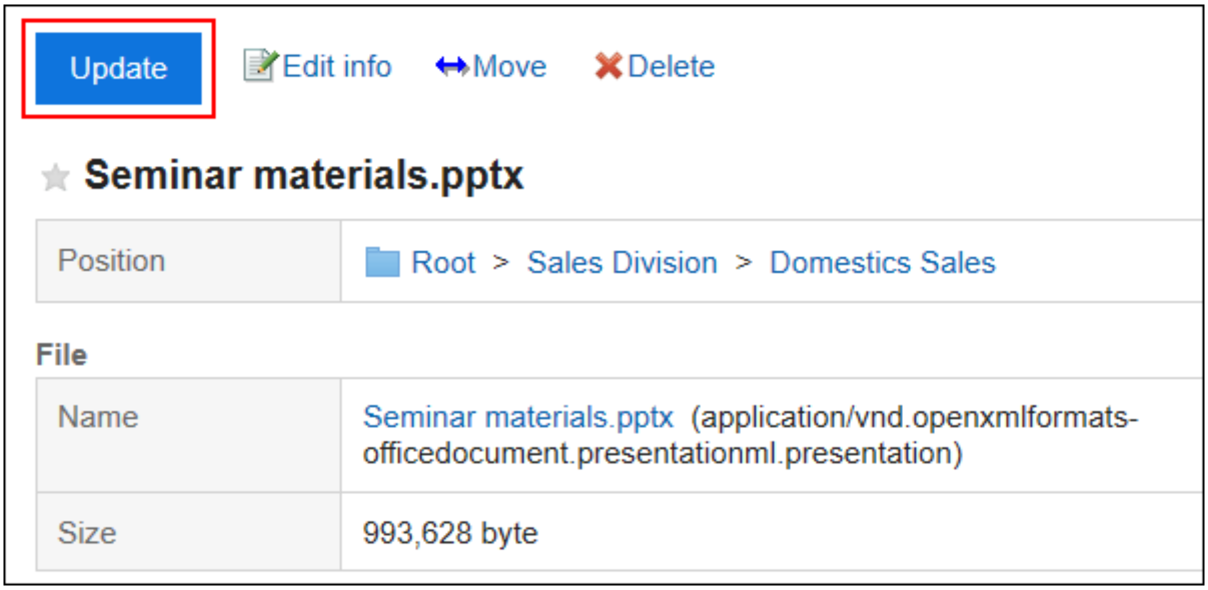
Steps:

1. **Click the app icon in the header.**
2. **Click Cabinet.**

3. **On the "Cabinet" screen, select a folder and click the title of the file you want to update.**



4. **On the "File Details" screen, click Update Files.**

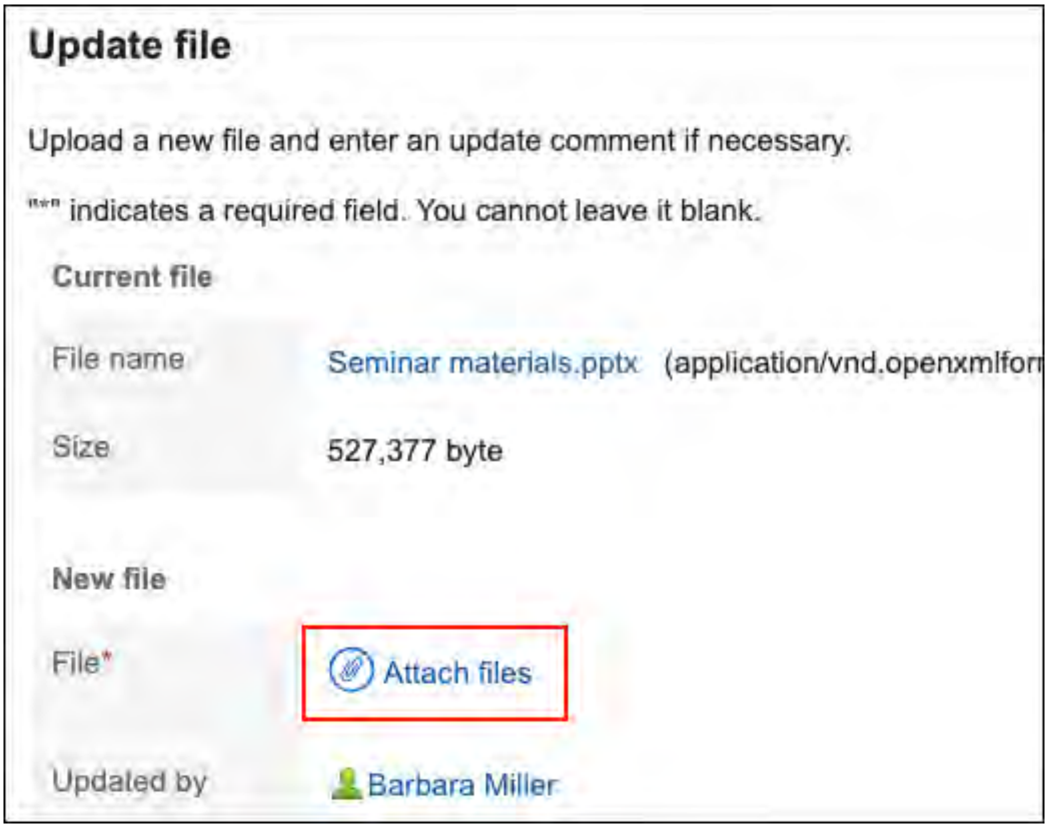


If the File locking feature is active:

When other users view the file under editing, a message "This file is being edited by (user name)." is displayed on the screen. Other users cannot operate the file until editing the file is stopped(590Page). For details of the File locking feature, refer to how to enable the locking feature.

5. **Download the file and edit it.**

6. **On the "Update Files" screen, click "Attach Files" and select a file.**



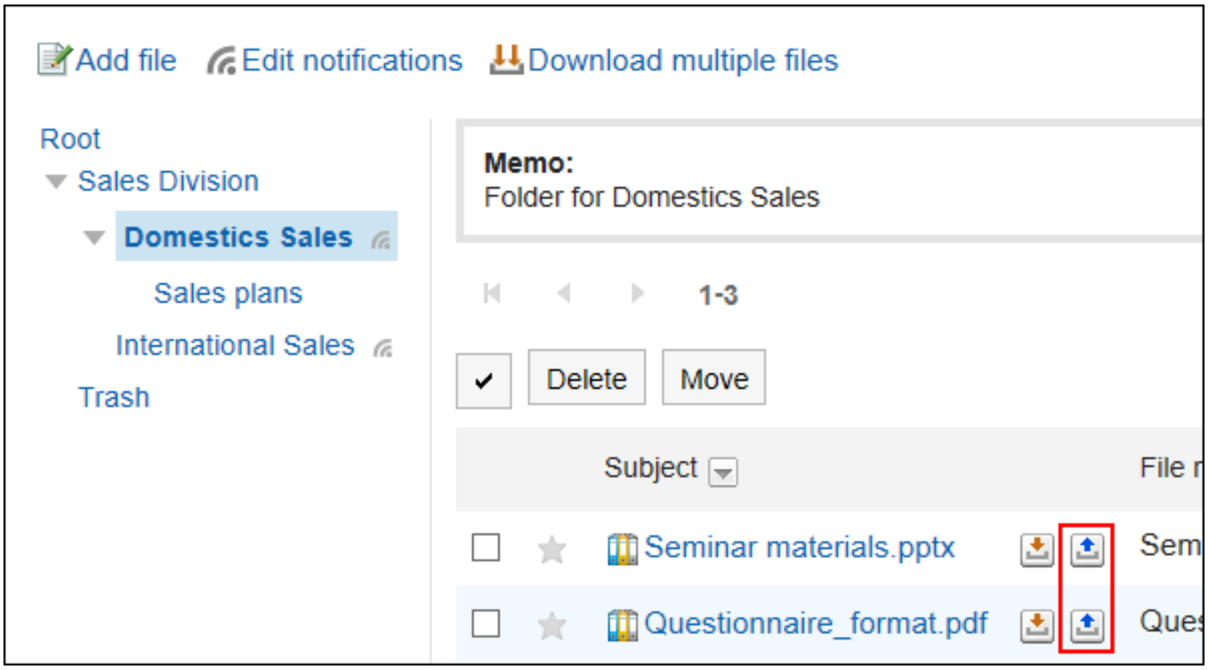
You can also attach files by drag and drop.

For details, refer to Using Drag and drop feature(33Page).

7. **Enter the updated comment, if necessary, and click "Update".**

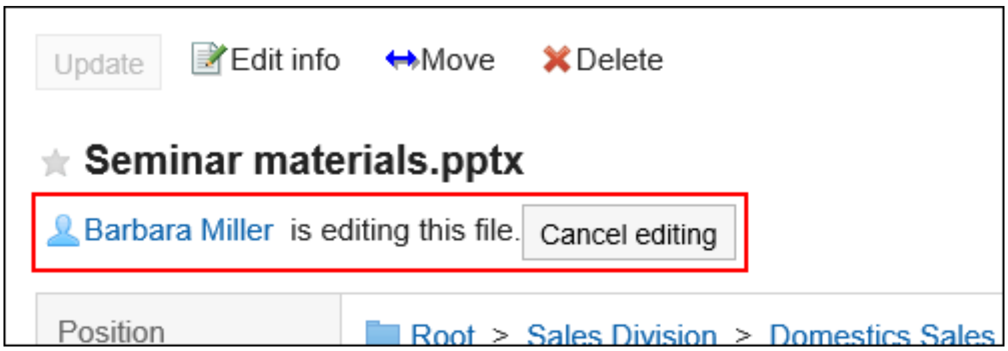
Note

- On the "File Details" screen, you can also click the  to the right of the title to update the file.



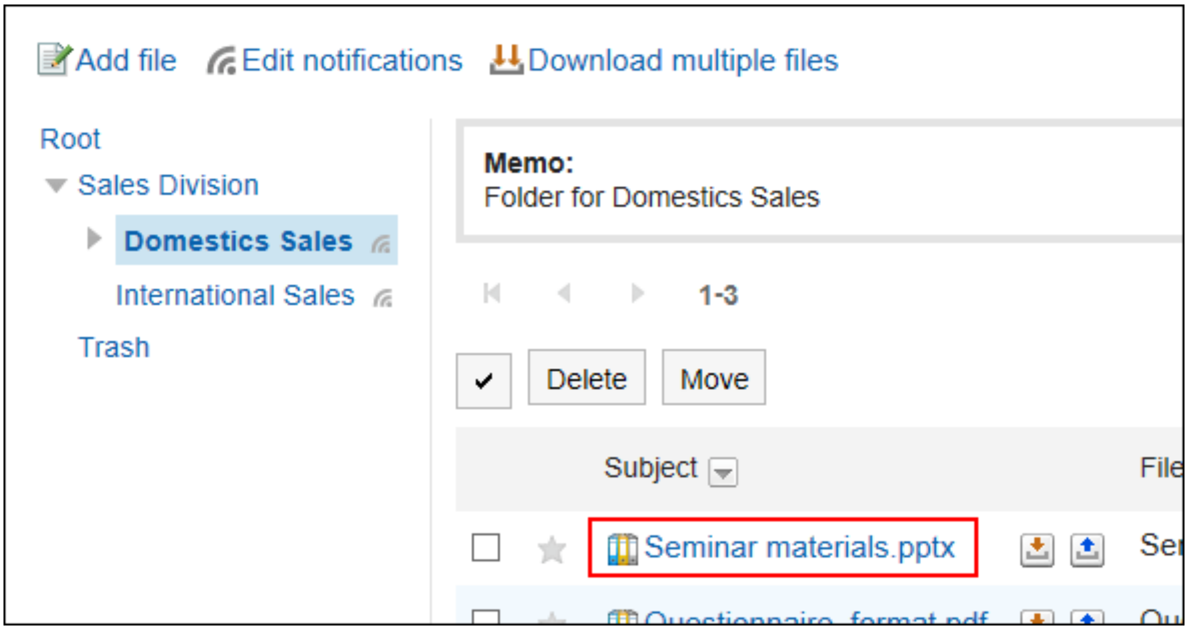
Stop Editing Files

When other users open a file under editing, a message "This file is being edited by (the user name who is editing) is displayed, and they cannot cannot work on the file.
Only the file editor and the folder operational administrators can stop editing files.

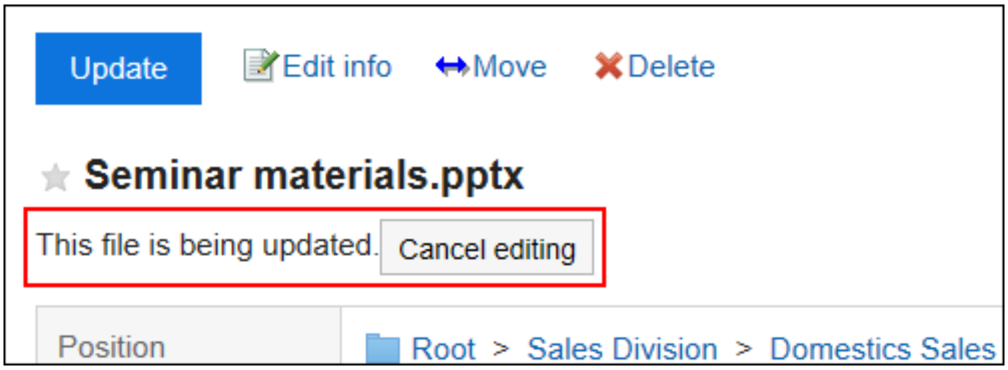


Steps:

1. **Click the app icon  in the header.**
2. **Click Cabinet.**
3. **On the "Cabinet" screen, select a folder and click the title of the file you want to stop editing.**



4. **Click "Stop Editing" on the "File Details" screen.**



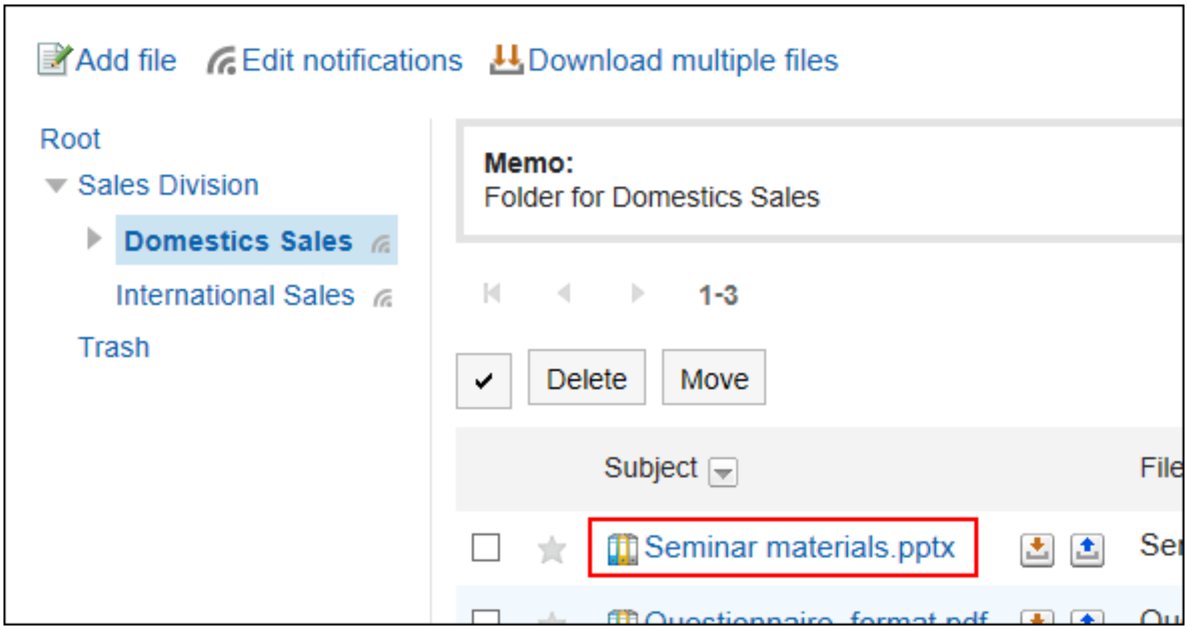
Reverting File Versions

Restores files that have been versioned to past generations.

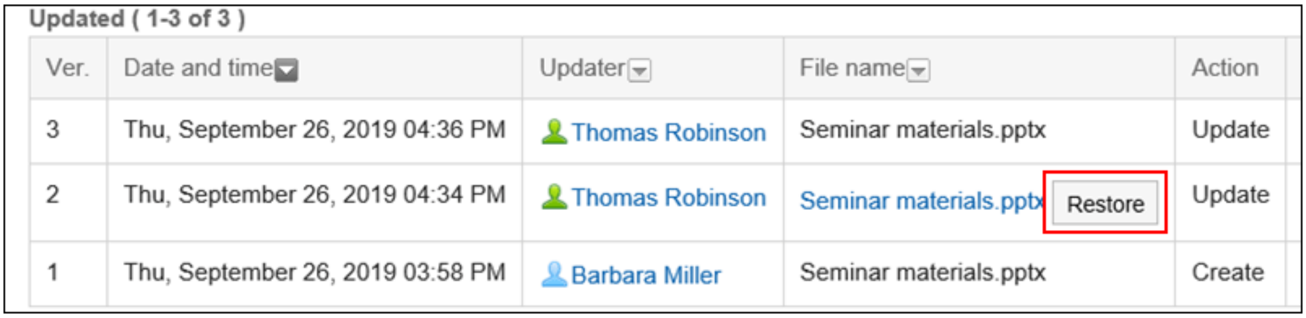
Steps:

1. **Click the app icon  in the header.**
2. **Click Cabinet.**

3. On the "Cabinet" screen, select a folder, and then click the title of the file you want to revert.



4. On the "File Details" screen, click "Back" in "file name" of the generation you want to restore in "updated information".



Updated (1-3 of 3)

Ver.	Date and time	Updater	File name	Action
3	Thu, September 26, 2019 04:36 PM	Thomas Robinson	Seminar materials.pptx	Update
2	Thu, September 26, 2019 04:34 PM	Thomas Robinson	Seminar materials.pptx Restore	Update
1	Thu, September 26, 2019 03:58 PM	Barbara Miller	Seminar materials.pptx	Create

5. On the "File Resurrection" screen, enter the updated comment if necessary, and then click Yes.

3.7.7. Moving Files

Move the file to another folder.

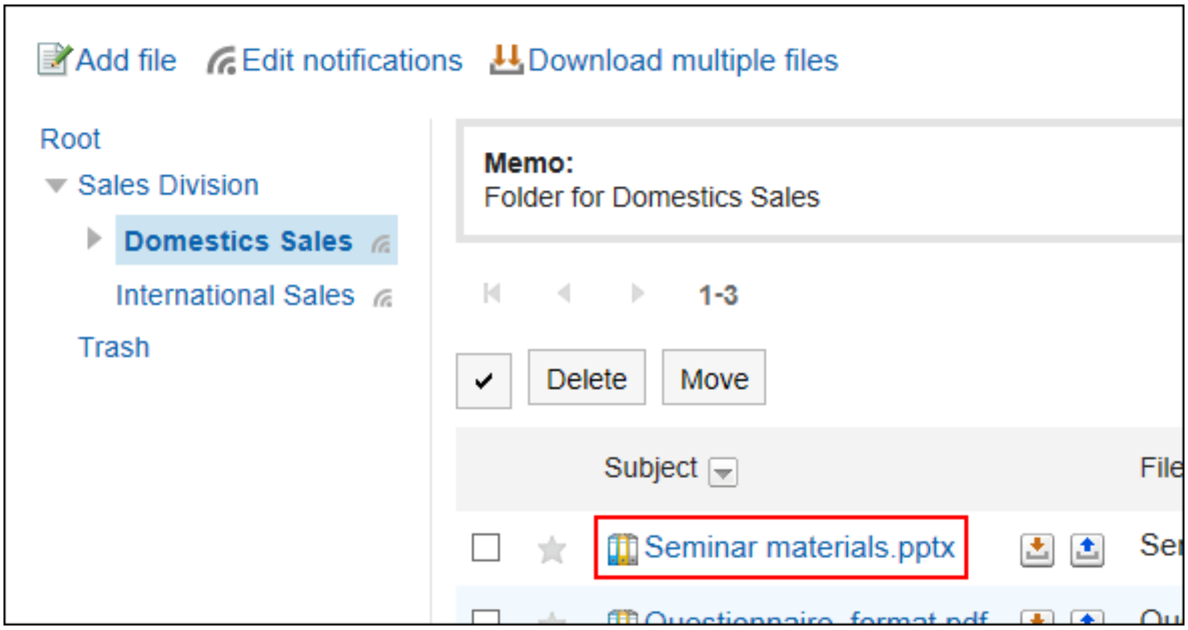
When a file is moved to a folder where update notifications are set, an update notification is sent to the notification recipients.

Moving Files One by One

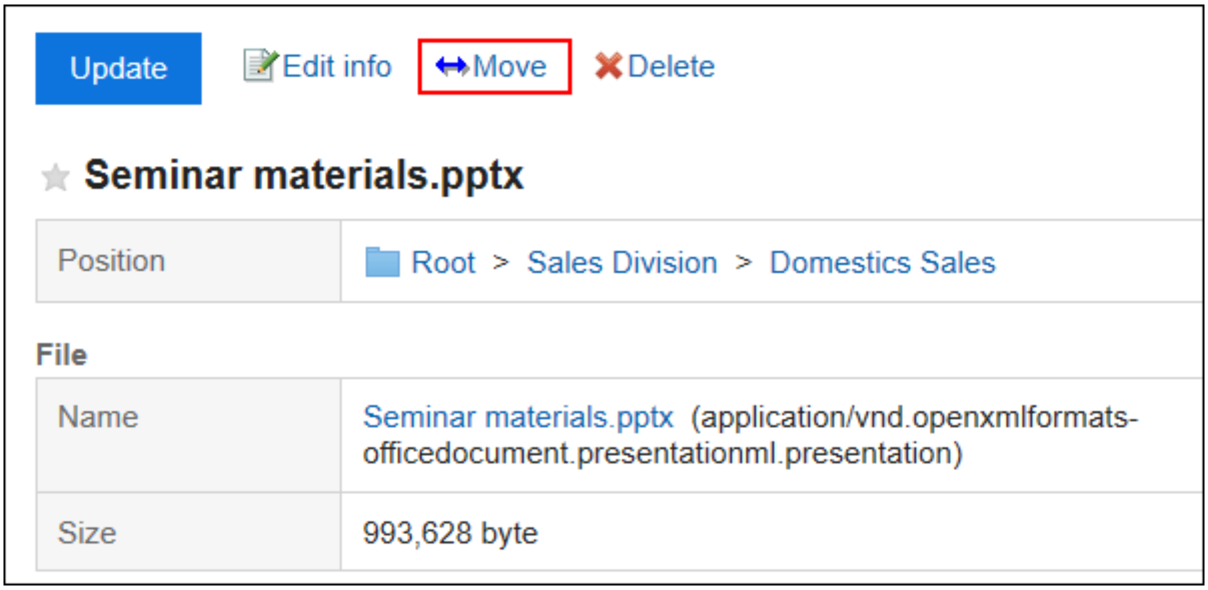
Move one file to another folder.

Steps:

1. **Click the app icon  in the header.**
2. **Click Cabinet.**
3. **On the "Cabinet" screen, select a folder and click the title of the file you want to move.**



4. **On the "File Details" screen, click "Move Files".**

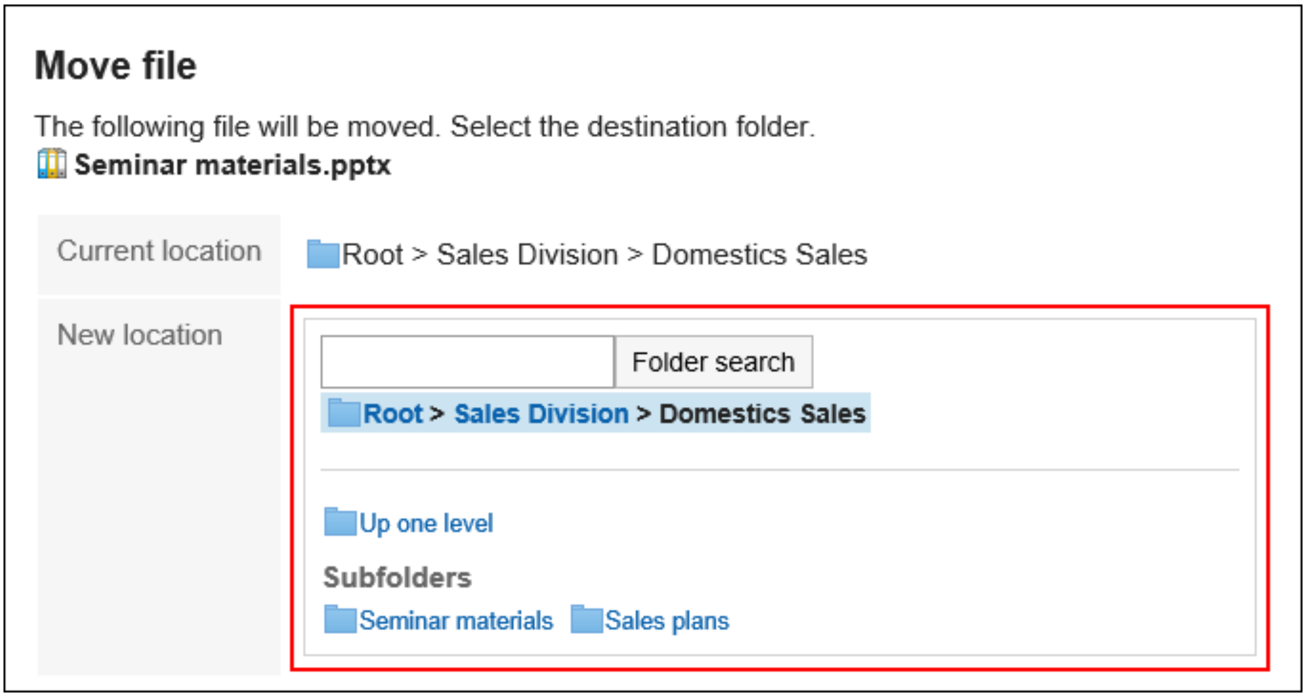


5. **In the "New location" field on the "Move files" screen, select the folder to which you want to move the file.**

You can search the destination folder by entering keywords and clicking Search Folder.

Clicking "Up one" moves the folder up one.

Clicking a folder name moves it to the subfolder you clicked. Numbers represent the number of subfolders.



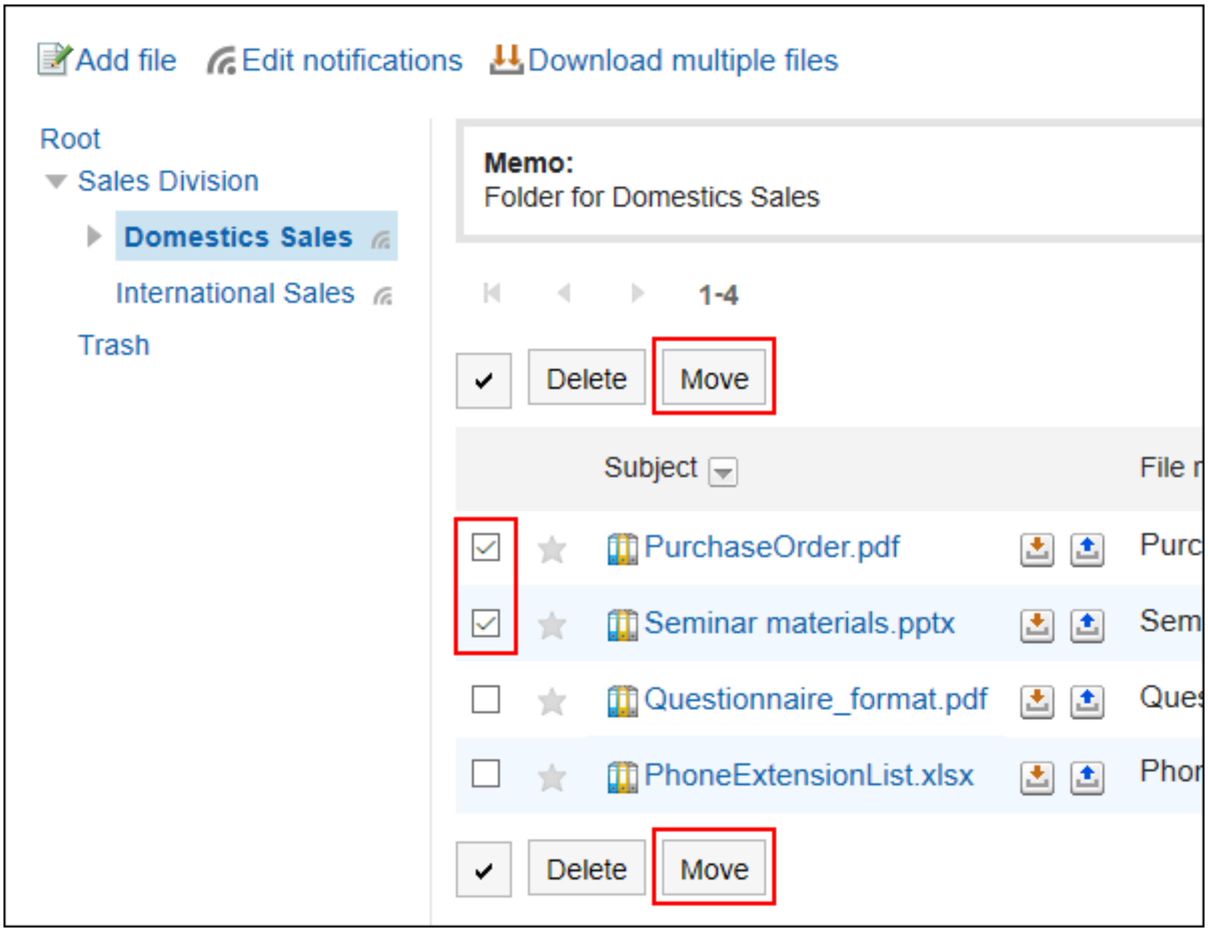
6. **Confirm your settings and click "Move".**

Moving Multiple Files Together

Move multiple files to another folder.

Steps:

1. **Click the app icon in the header.**
2. **Click Cabinet.**
3. **On the "Cabinet" screen, select a folder.**
4. **Select the checkboxes of the files you want to move, and click "Move".**



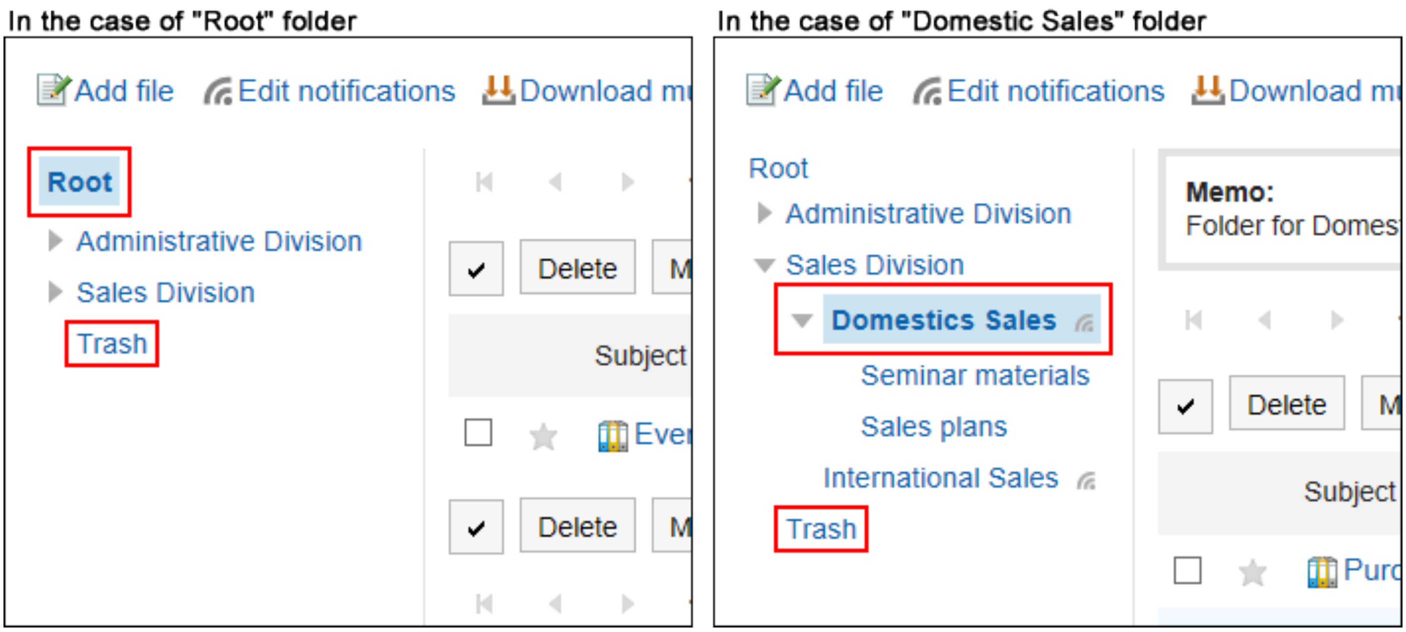
3.7.8. Deleting Files

Delete the file.

If you delete a file that has been set for versioning, all generations of files will be deleted.

The deleted file is moved to trash in the folder where the file was saved.

For example, files that were saved in the root folder are moved to the trash in the domestic sales department in a folder in the root folder and in the domestic sales department.



If the system administrator configures the retention period, the deleted file can be recovered from the Recycle Bin.

After the retention period expires, the file is permanently deleted.

You cannot download files and view file information.

Deleting Files One by One

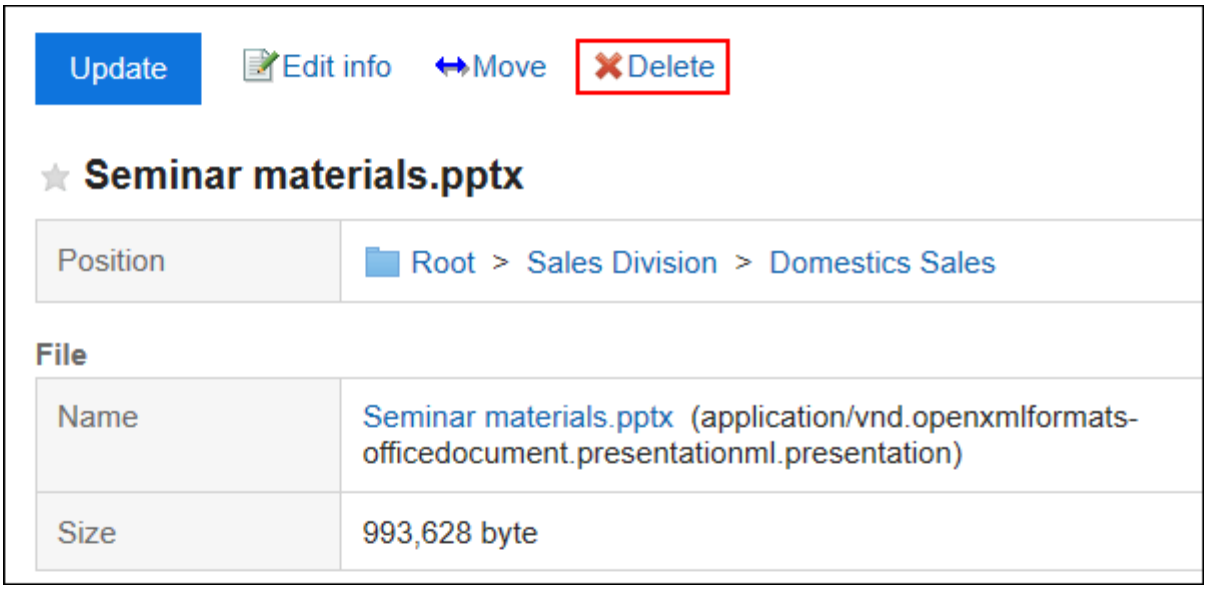
Delete each file.

Steps:

1. **Click the app icon in the header.**
2. **Click Cabinet.**

3. **On the "Cabinet" screen, select a folder and click the title of the file you want to delete.**

4. **On the "File Details" screen, click Delete.**



5. **Click Yes on the "Delete files" screen.**

Deleting Multiple Files Together

Select multiple files to delete them all together.

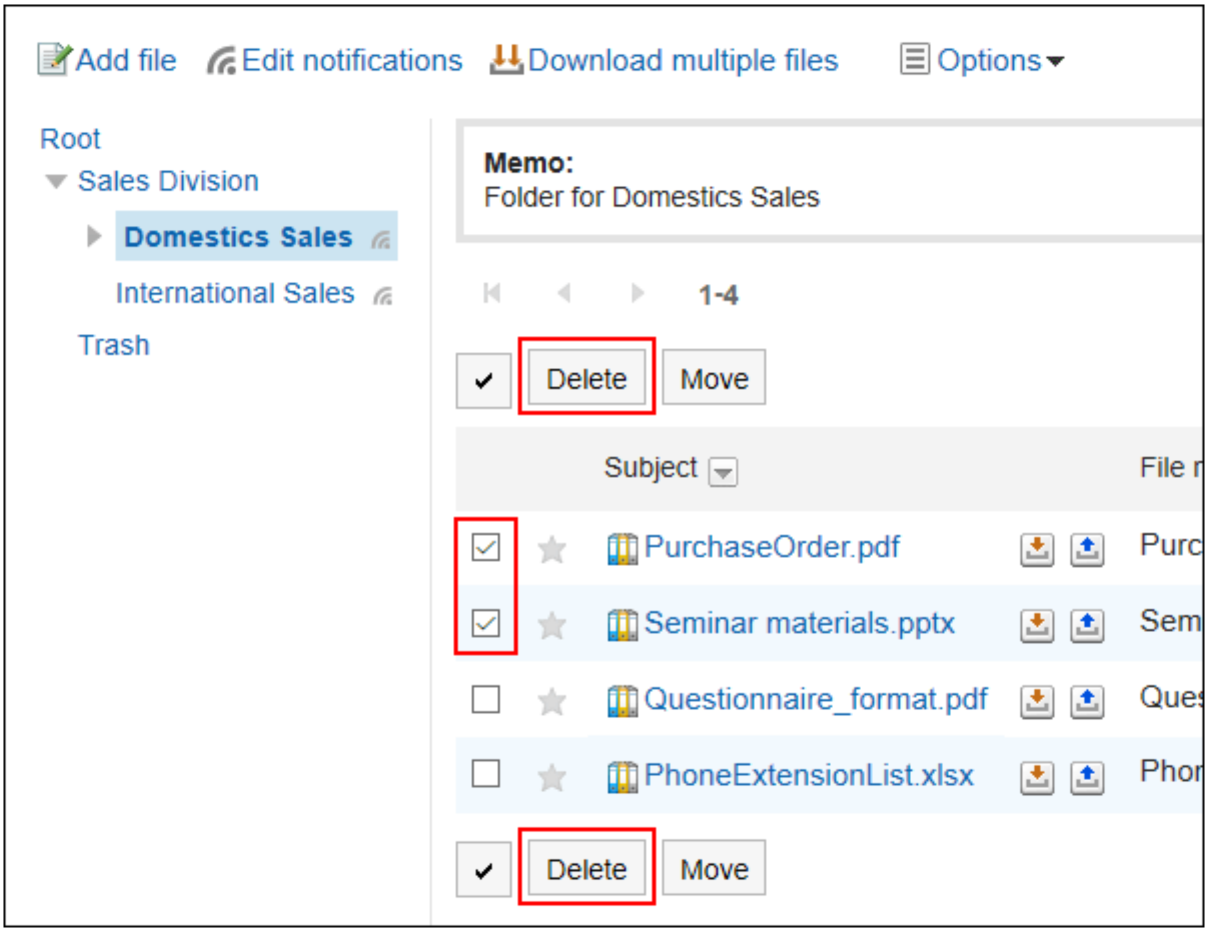
Steps:

1. **Click the app icon  in the header.**

2. **Click Cabinet.**

3. **On the "Cabinet" screen, select a folder.**

4. **Select the checkbox for the file you want to delete, and then click Delete.**



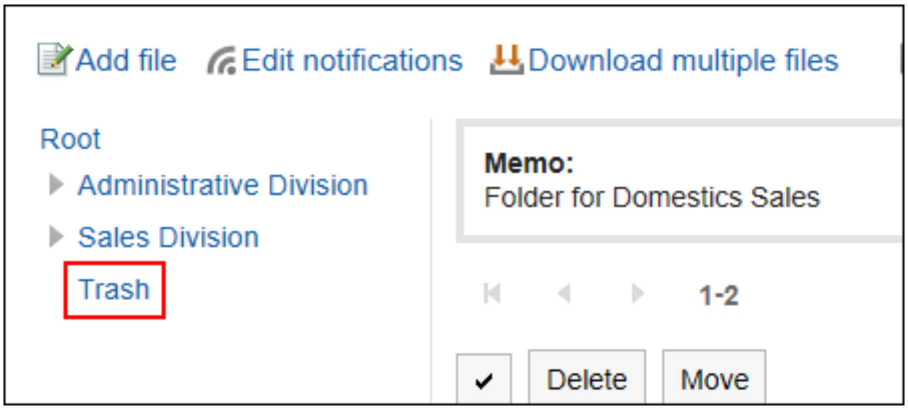
5. **Click Yes on the "Delete files" screen.**

Restoring Deleted Files

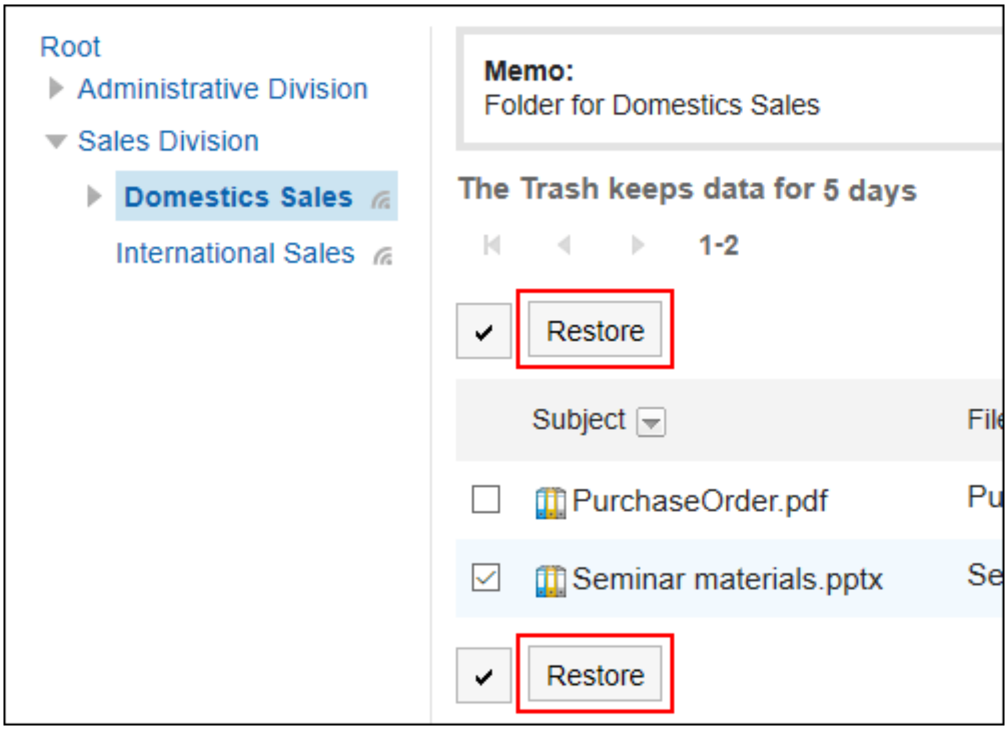
Delete files that have been deleted and moved to trash.

Steps:

1. **Click the app icon**  **in the header.**
2. **Click Cabinet.**
3. **On the "Cabinet" screen, select a folder that has been saved before the file is moved to "trash".**
4. **Click Trash.**



5. Select the file you want to undo, and then click Undo.



Go to the folder that was saved before the file was deleted.

3.7.9. Receiving Notifications

Update notifications can be set on folders basis. You cannot configure the update notifications on a file basis.
However, users cannot stop receiving update notifications for folders for which the system administrator or operational administrators have set update notifications.
Also, you cannot set update notifications for the Trash folder.

Once update notifications are set, you can receive notifications when a new file is added and an existing file is updated in the specified folder.
is displayed to the right of the folder name on the "File Administration" page.

Note

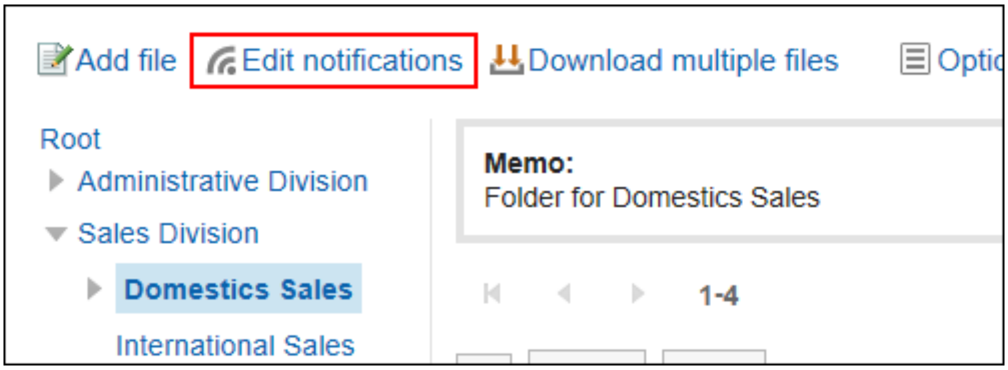
- No notifications are sent for the actions done by yourself.
  For details on the conditions for receiving notifications, refer to Cabinet(1025Page) in specifications for notifications.

Setting Update Notifications for Folders

You can set update notifications for folders.

Steps:

1. **Click the app icon in the header.**
2. **Click Cabinet.**
3. **On the "Cabinet" screen, click "Set update Notifications".**

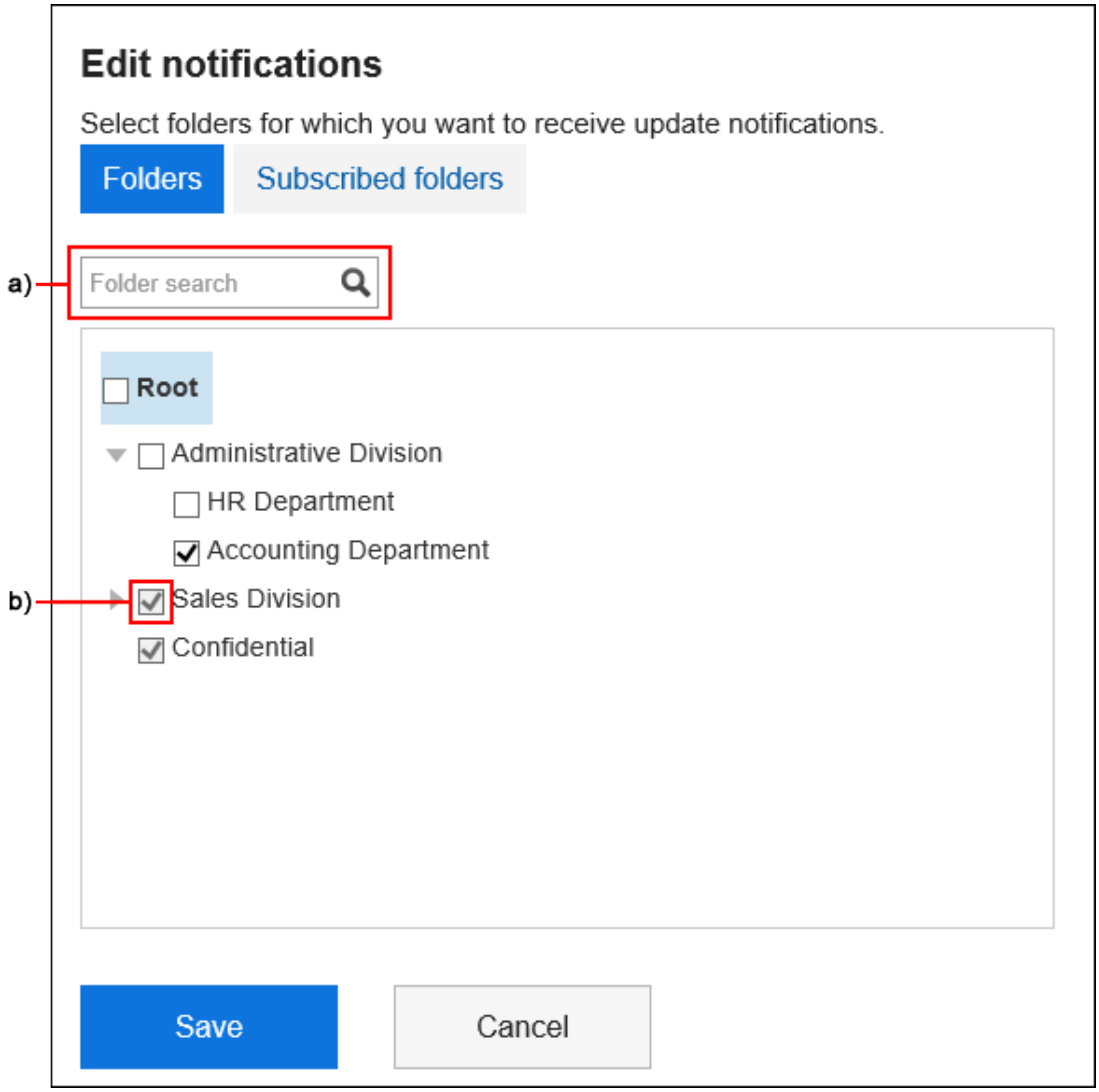


4. **On the "Update Notification Settings" screen, select the checkbox of the folder for which you want to set update notifications.**

   Folders are displayed in the tree structure, and you can select multiple folders to set update notifications without changing screens.

   This is convenient when you have deeply-layered folders or numerous folders to set update notifications. To expand the tree and display subfolders, either click icons to open/close the tree view or click folder names.

   If you want to stop receiving update notifications, clear the checkboxes of the folders.

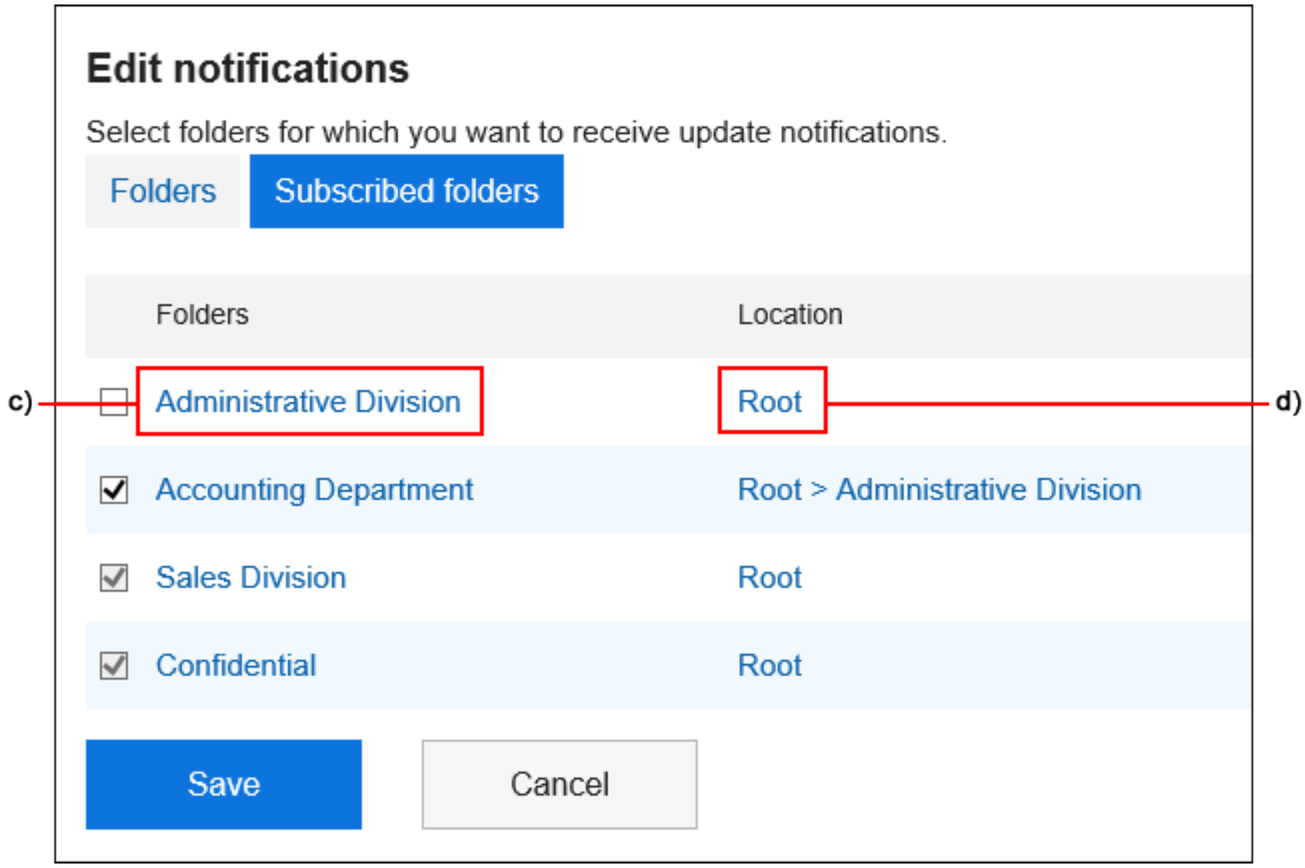


a): You can search Folders by entering keywords. If you click on folders displayed in the search results, you can go to the folder you have clicked.

b): If your system administrator or operational administrators have set update notifications for folders, the checkboxes are grayed out and you cannot stop receiving update notifications.

5. On the "Edit notifications" screen, click Subscribed folders if you want to confirm the folder for which update notifications have been set.

If you have changed the settings of update notifications in step 4, a dialog box appears for confirming whether or not to leave the page. Please note that your changes are not saved if you leave the page, especially when switching between **Folders** and **Subscribed folders**.



c): Click the folder name to move it to the folder you clicked.

d): Click a link to the folder where you want to move to the parent folder.

6. Confirm your settings and click Save.

Applying Update Notification Settings to Subfolders

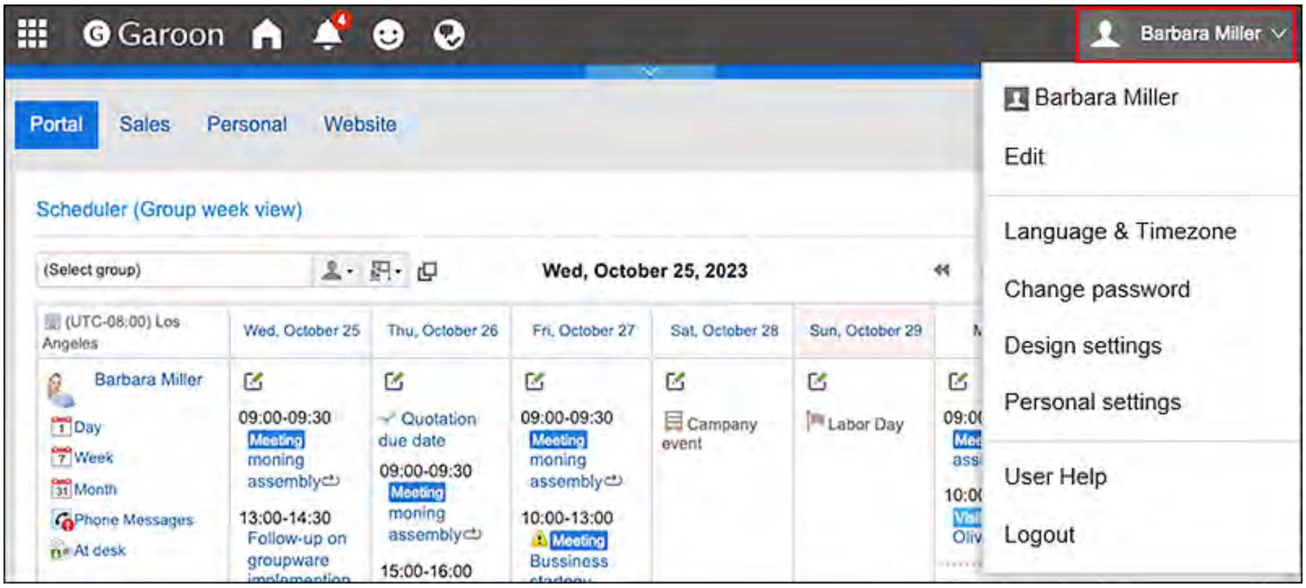
If you enable "Apply notification settings to subfolders automatically" in personal settings, setting update notifications of parent folders automatically takes effect on their subfolders.

Note

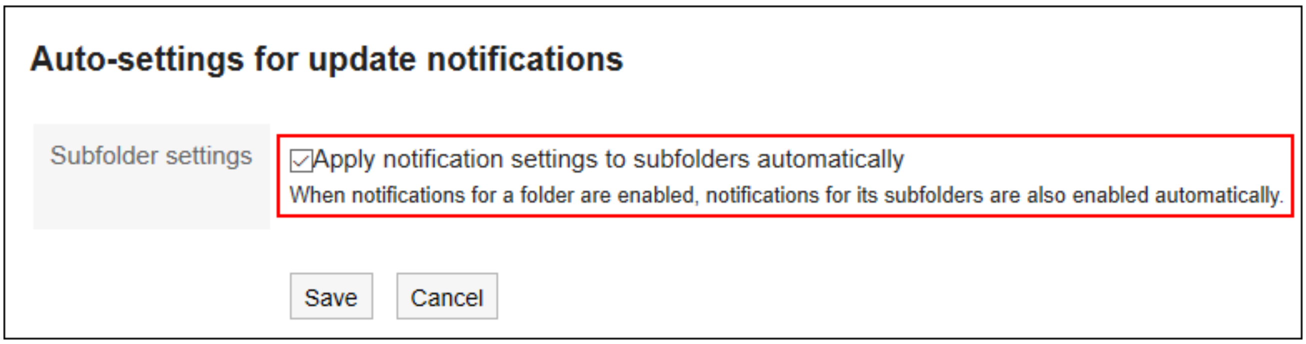
- Auto-settings for update notifications are applied only to the subfolders added or moved from other folders after configuring the settings. They are not applied to subfolders created before configuring the settings.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Cabinet.**
5. **Click "Auto-settings for update notifications".**
6. **On the "Automatic Update Notification Settings" screen, select the "Automatically apply update notification settings to subfolders" checkbox, and then click "Set".**



3.7.10. Searching For Files

Search for a file by specifying keywords and conditions.
However, the following files cannot be searched.

- Files in Trash
- Older files that are larger than the generations specified in version control

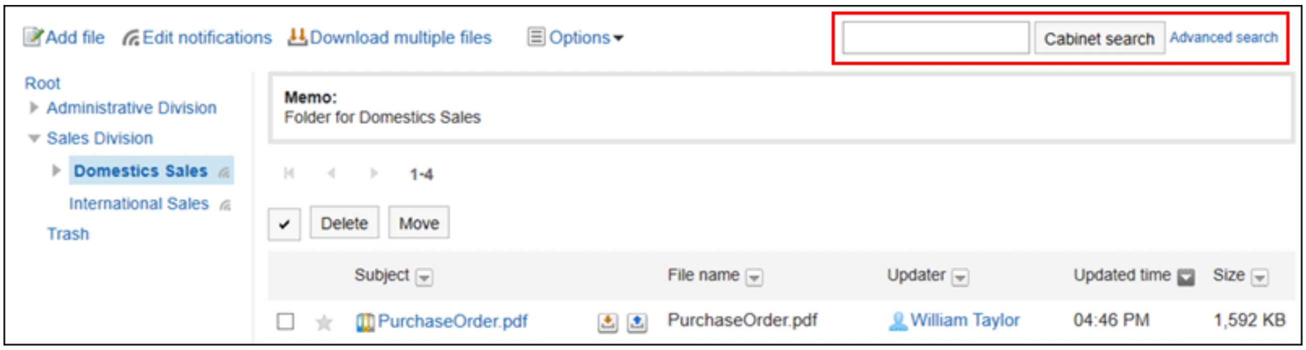
Additionally, the following items in the file cannot be searched.

- Updated information
- Updated comment

This page describes how to search topics when you do not use full text search.
If you are using full text search, see Working with Full Text Search(34Page).

Steps:

1. **Click the app icon  in the header.**
2. **Click Cabinet.**
3. **On the "Manage Files" screen, select a folder.**
4. **Enter keywords in the search box, then click "File Administration Search".**



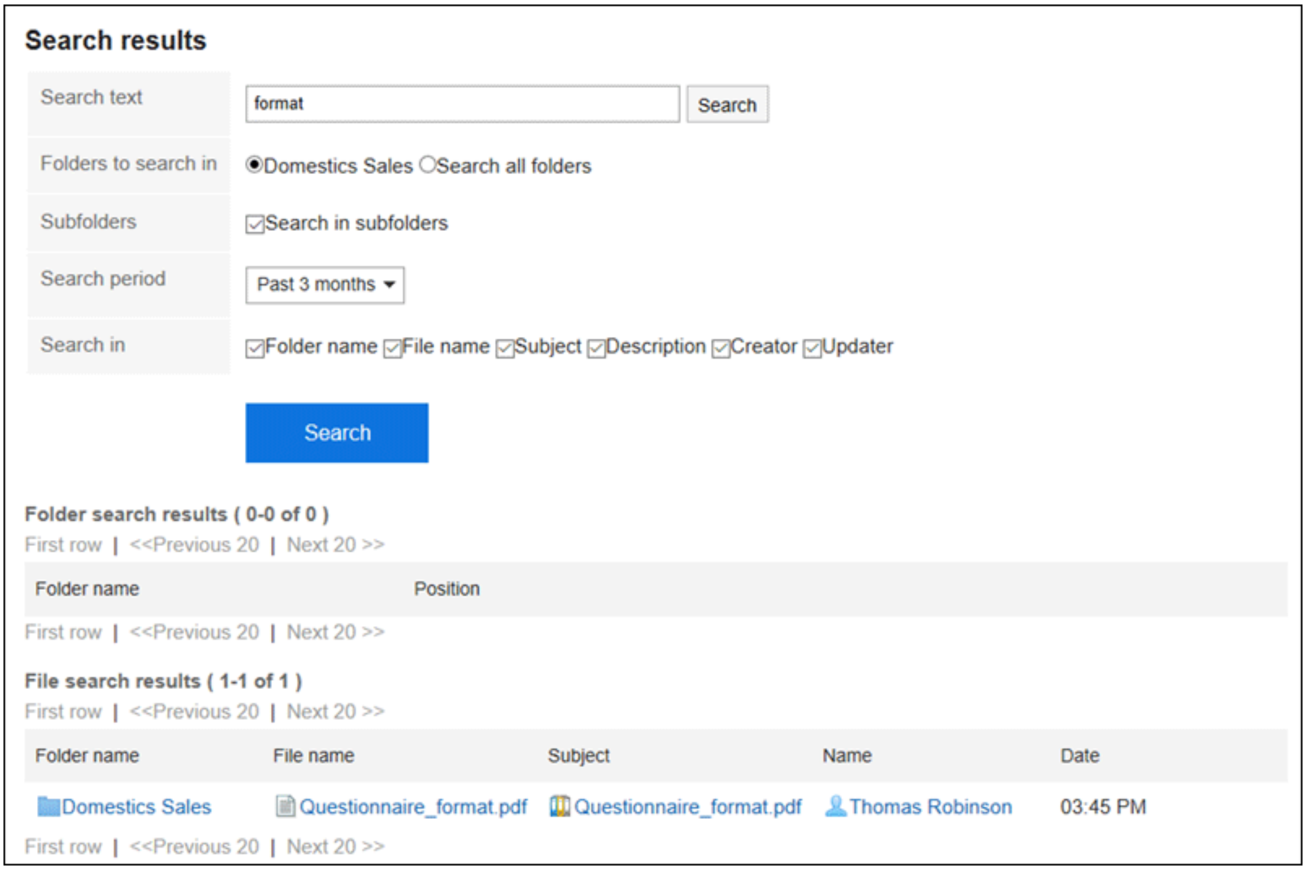
A file containing keywords is displayed in one of the following fields

- Folder names
- File name
- Subject

- File description
- Created by
- Updated by

When you search without entering any keywords, or by clicking the item for advanced search, the "Search Results" screen in step 5 is displayed.

5. On the "Search Results" screen, confirm the search results.



6. If you want to search again, set the search conditions and click "Search".

The following search conditions can be set. For details on search conditions, refer to options available for searching in search specifications of Cabinet.

- Search string:
  Enter the keywords you want to search.
- Search folders:
  Set the folder that you want to search in.
  Select whether to search the selected folder or all folders.

- Subfolders:
  You can also search in subfolders.
- Search Period:
  Set the period to search.
- Search Items:
  You can specify the search items.

3.8. Notes

"Memo" is an application for storing personal notes and files.

Only users who have added notes and files can view them. You can create folders for each purpose to categorize notes and files.

References

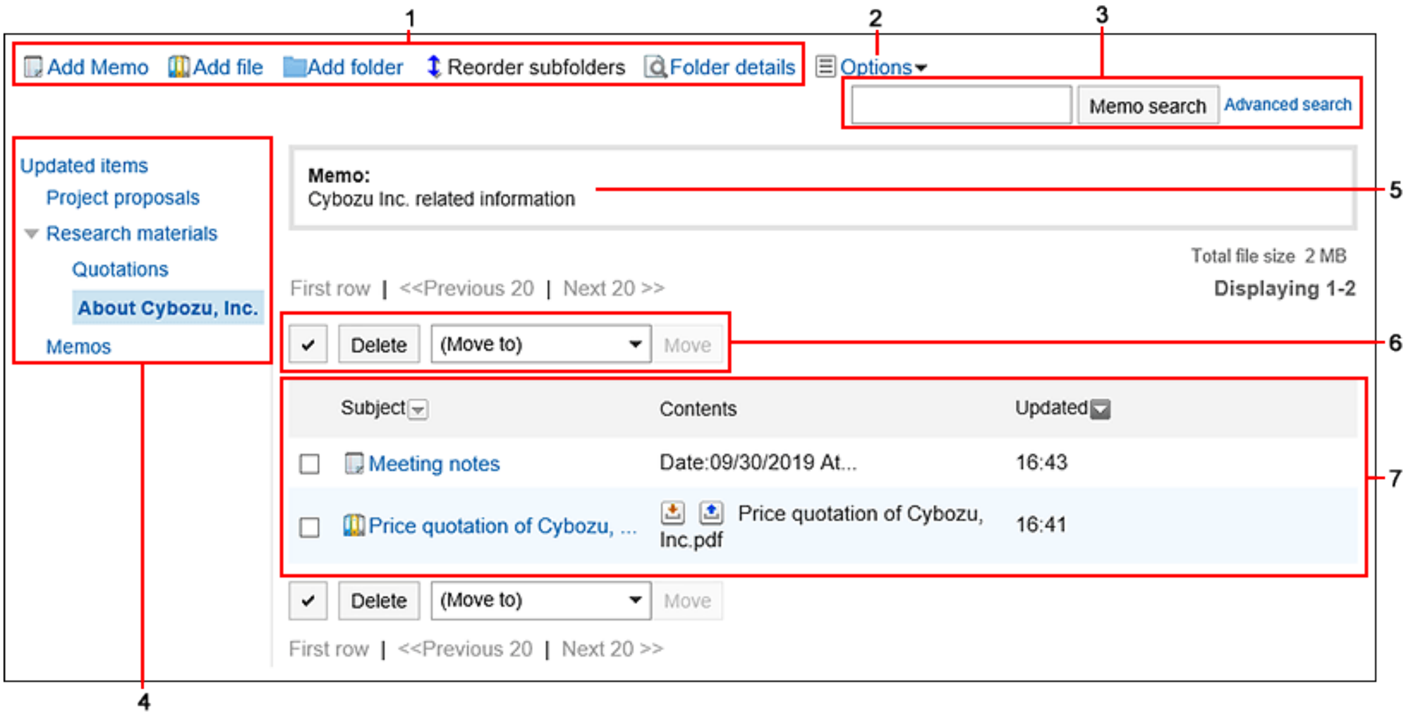
- Working with Notes(613Page)
- Working with files(621Page)
- Setting Up Folders(625Page)

3.8.1. How to View the Screen

This section describes icons and buttons that are displayed on the Notes screen.

"Memo" Screen

A list of notes and files is displayed.



Description of the items

Number	Description
1	• **Link to add memo**: Add memo. • **Link to add a file**: Upload a file. • **Link to add a folder**: You can add folders. • **Link to reorder folders**: You can reorder subfolders. • **Link of Folder Details**: The folder details screen appears.
2	• **"Options" Link:** ◦ **Link to "delete all memos"**: Deletes all notes and files in the selected folder.
3	**Items for Search**: • **Memo Search button**: Enter keywords to search notes. • **Link of advanced search**: Enter search conditions to search notes and files.
4	**Folder**: The folder in the notes.
5	**Memo field**: Memos for the folder.
6	• **Button for selecting checkboxes**: Click to select all checkboxes. The checkboxes are cleared when you click it again. • **"Delete" Button**: Deletes the selected notes and files.

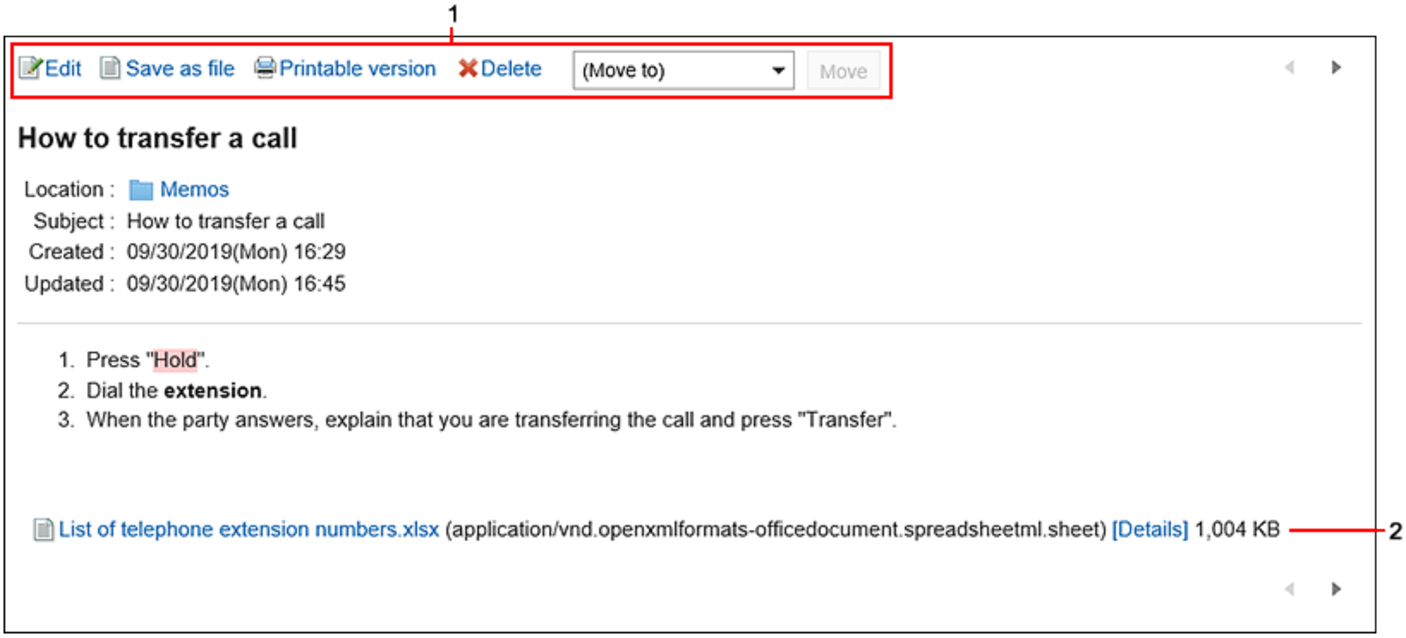
Number	Description
	• **"Move" Button**: Moves the selected notes and files to the specified folder.
7	**Memo List** •  **icon**: Download the file. •  **icon**: Update the file.

Notes Icons

Icon	Description
	Memo
	Notes with Attachments
	Files

"Memo details" Screen

This section describes how to view the Notes details screen.

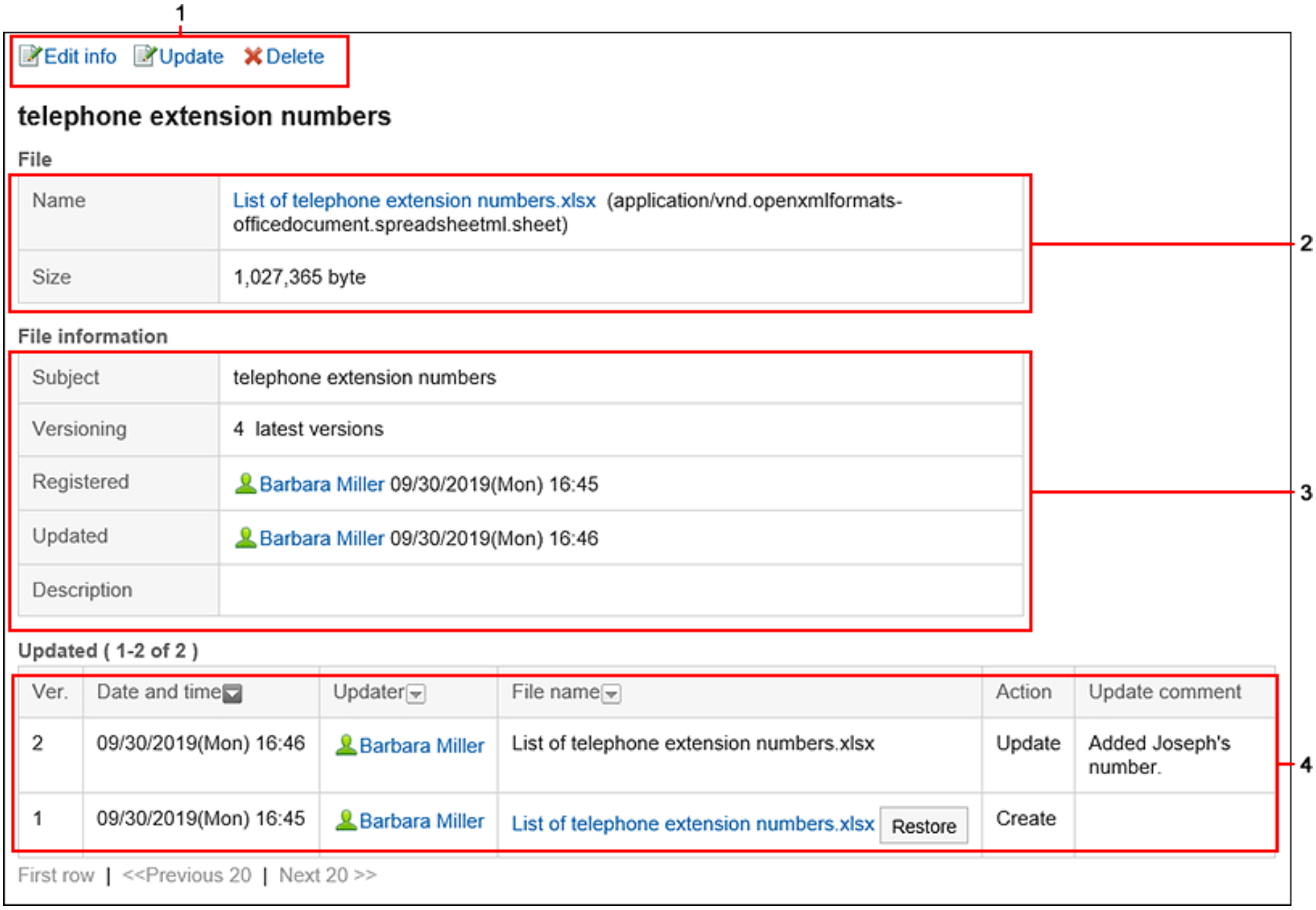


Description of the items

Number	Description
1	• **"Change" Link**: Edit the contents of the notes. • **Link to save as file**: Prints the notes to a text file. The contents of files attached to notes cannot be output. • **Print Page Link**: The print settings screen appears. • **"Delete" link**: Delete the notes. • **Move Link**: Moves the selected notes to the specified folder.
2	**Attachment Details Link**: Displays details of files attached to notes.

"File Details" Screen

This section describes how to view the "File Details" screen.



Description of the items

Number	Description
1	• **Link to change file**: Edit information in the file, such as the number of generations or file descriptions in version control. • **Link to update file**: Update the file. • **"Delete" Link**: Delete the file.
2	**File Body**: • **File name link**: Click to download the file.

Number	Description
	• **Size**: The size of the saved file.
3	**File information**: • **Title**: You can set a title separately from the file name. • **Number of generations for versioning**: Displays how many files are retained from the current file. • **File description field**: The description of the registered file.
4	**Updated information**: • **Back button**: Click to update files of the selected generation as the latest file. This is displayed only if versioning has been set. • **Updated comment field**: This section describes file summaries and applications.

3.8.2. Working with Notes

Only users who have added the notes can view them.

This section describes how to perform notes, such as adding or deleting notes.

Adding Notes

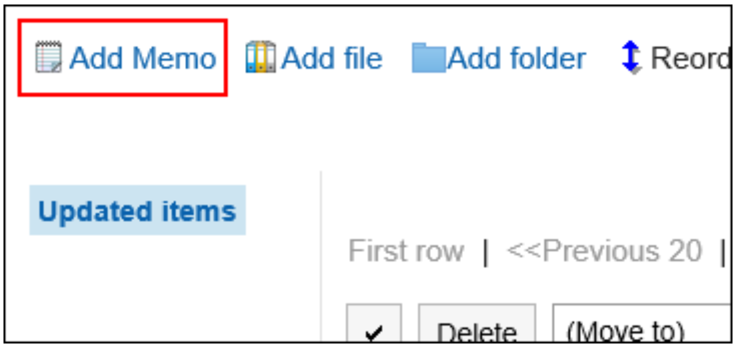
Add notes.

Steps:

1. **Click the app icon in the header.**

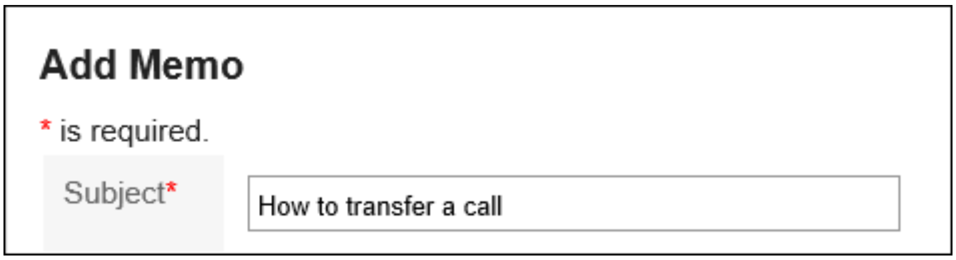
2. **Click Notes.**

3. **On the "Memo" screen, select a folder and click "Add Notes".**

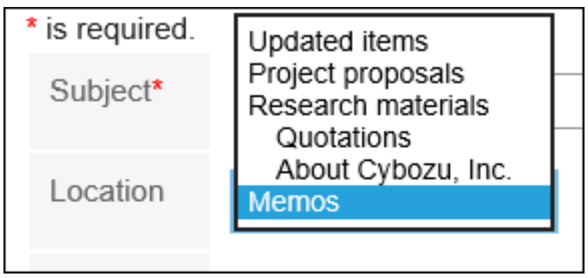


4. **On the "Add Notes" screen, enter a title.**

   This is a required field.

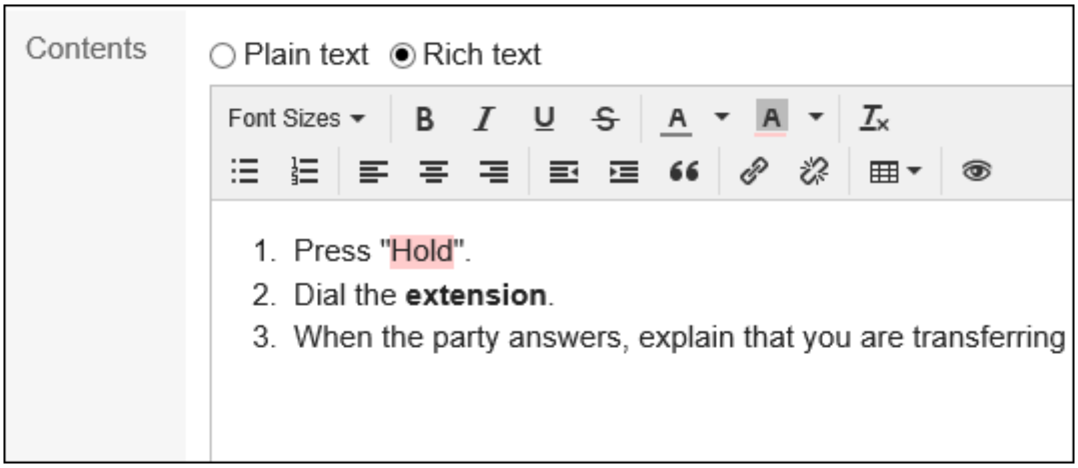


5. **In the "Position" field, select the folder where you want to place the notes.**



6. **In the Notes field, enter the contents of the notes.**

   You can use Rich Text Formatting. For details, refer to Working with Rich Text Formatting(36Page).



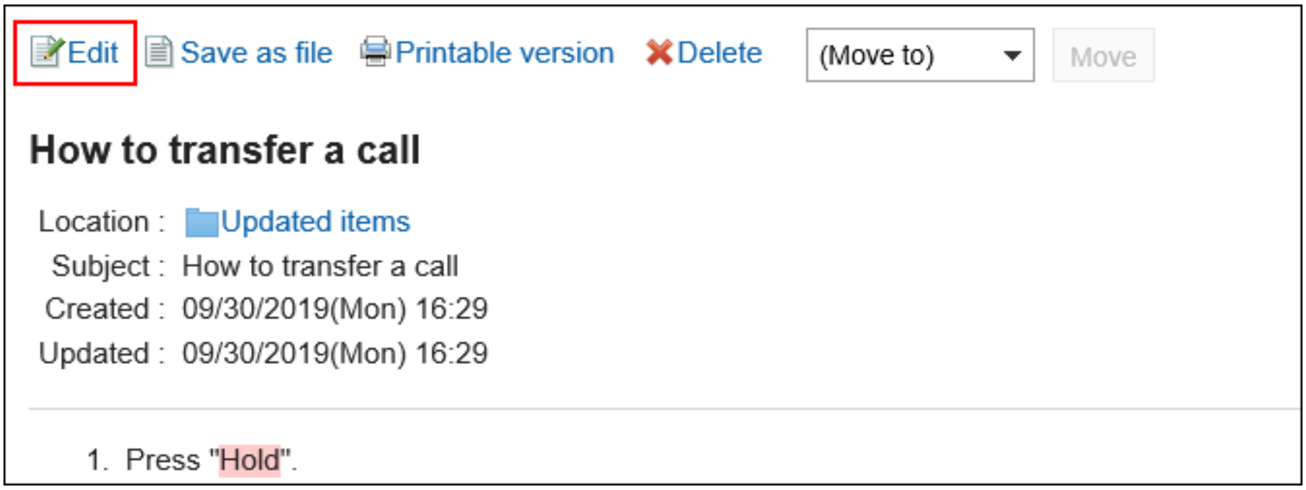
7. **Confirm your settings and click Add.**

Changing Notes

Change the notes.

Steps:

1. **Click the app icon  in the header.**
2. **Click Notes.**
3. **On the "Memo" screen, select a folder and click the title of the note you want to change.**
4. **On the "Notes Details" screen, click Edit.**



5. **On the "Edit Notes" screen, you can change the settings as necessary.**
6. **Confirm your settings and click Save.**

Moving Notes

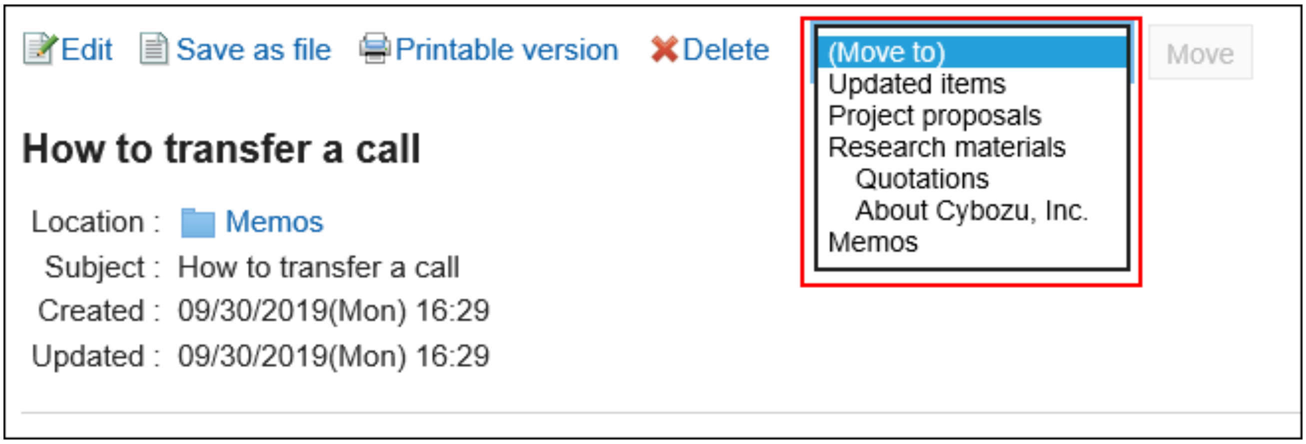
Move the notes to another folder.

Moving Notes One by One

Move notes one at a time to another folder.

Steps:

1. **Click the app icon  in the header.**
2. **Click Notes.**
3. **On the "Notes" screen, select a folder and click the title of the note you want to move.**
4. **On the "Notes Details" screen, select the destination folder from the dropdown list in the "Move to" field, and click "Move".**

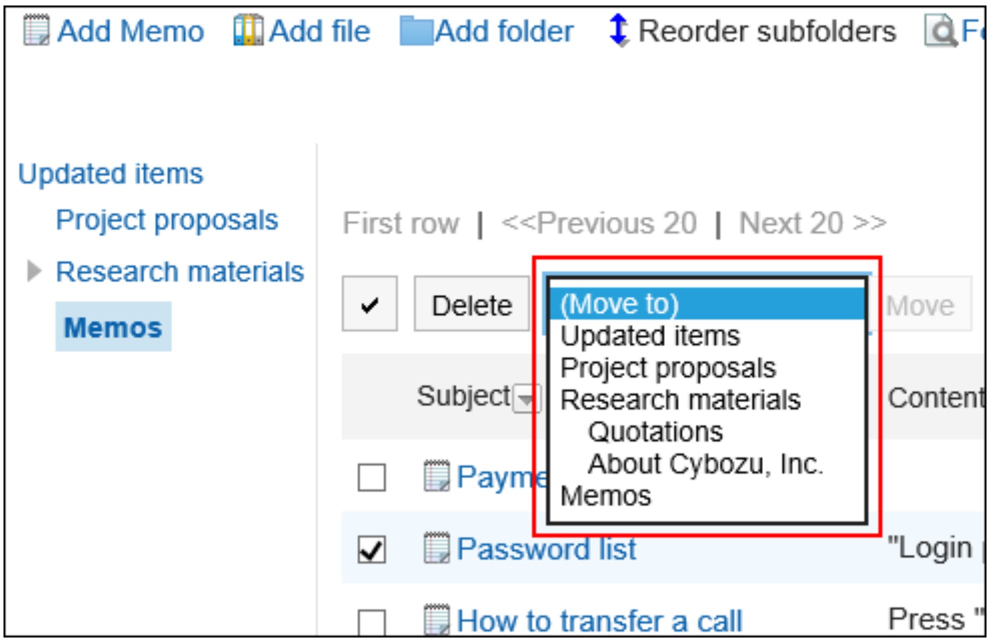


Moving Multiple Notes Together

Move multiple notes to another folder.

Steps:

1. **Click the app icon in the header.**
2. **Click Notes.**
3. **On the "Notes" screen, select a folder.**
4. **Select the checkbox for the notes you want to move, select the destination folder from the dropdown list, and click Move.**



Deleting Notes

Delete the notes.

Files attached to Notes are deleted with notes.

Caution

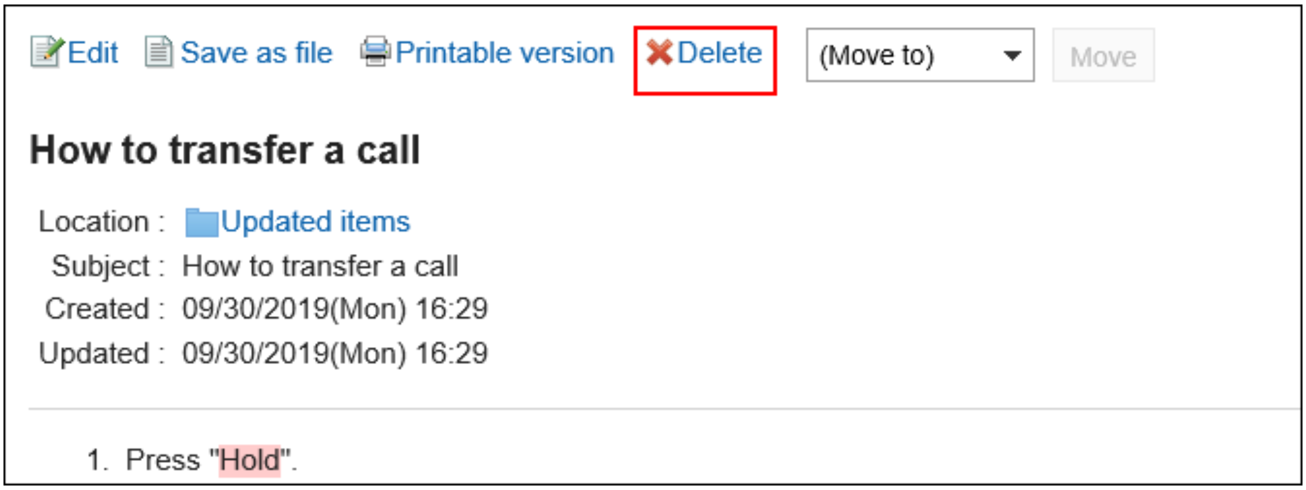
- Deleted notes cannot be restored.

Deleting Notes One by One

Delete Notes one at a time.

Steps:

1. **Click the app icon in the header.**
2. **Click Notes.**
3. **On the "Notes" screen, select a folder and click the title of the note you want to delete.**
4. **On the "Notes Details" screen, click Delete.**



5. Click Yes on the "Delete notes" screen.

Deleting Multiple Notes Together

Delete multiple notes.

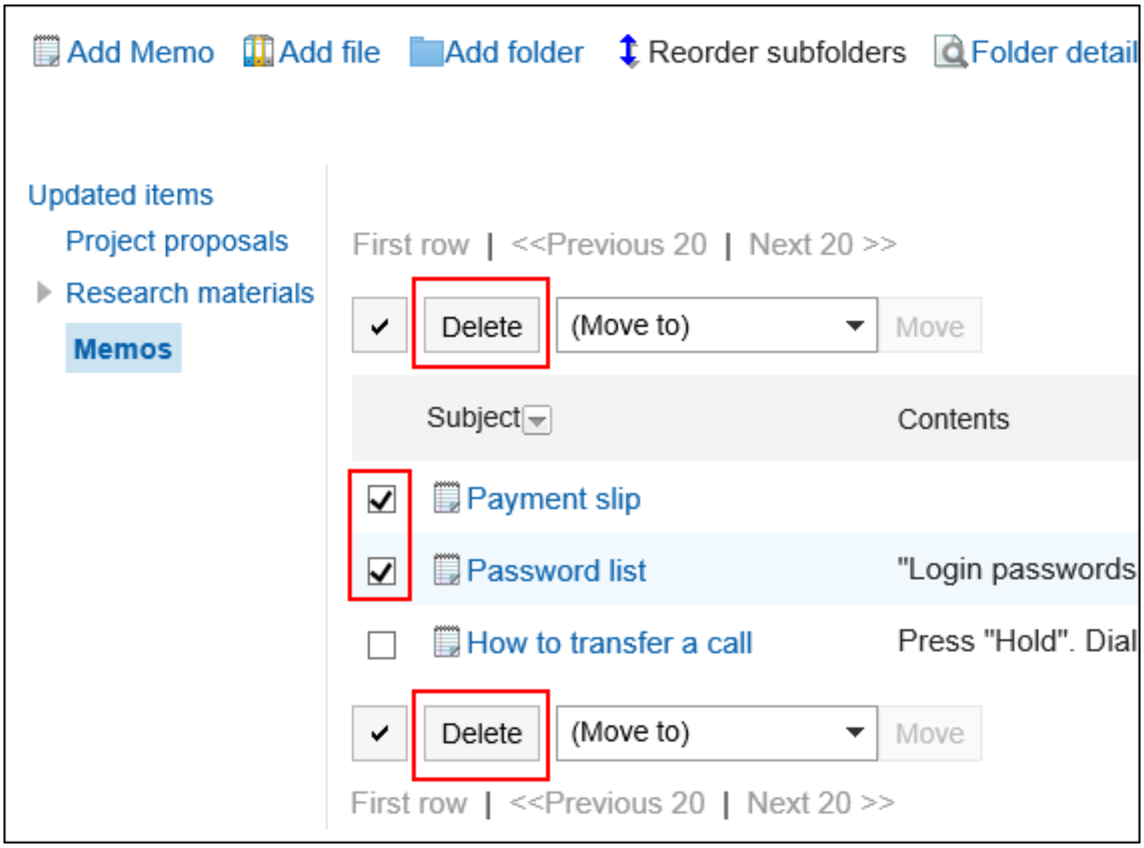
Steps:

1. Click the app icon  in the header.

2. Click Notes.

3. On the "Notes" screen, select a folder.

4. Select the checkboxes of the notes you want to delete, and then click Delete.



5. Click Yes on the "Delete all Notes" screen.

Deleting All Notes in a Folder

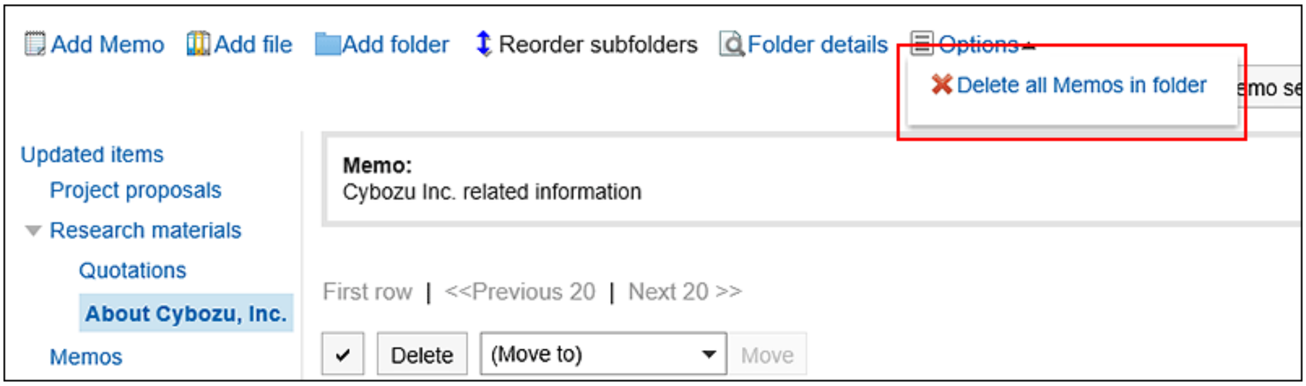
Delete all notes in the folder.

Steps:

1. Click the app icon  **in the header.**

2. Click Notes.

3. On the "Memo" screen, click "Delete all notes in folder".



4. **Click Yes on the "delete all notes in all Folders" screen.**

3.8.3. Working with Files

Only users who have added the notes can view them.

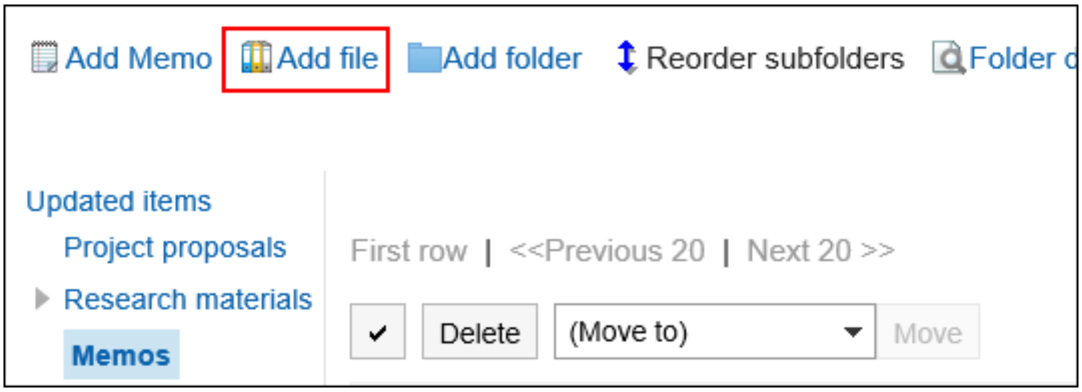
This section describes how to manipulate files, such as adding or deleting files.

Adding a File

Add a file to the notes.

Steps:

1. **Click the app icon**  **in the header.**
2. **Click Notes.**
3. **On the "Memo" screen, select a folder and click "Add Files".**



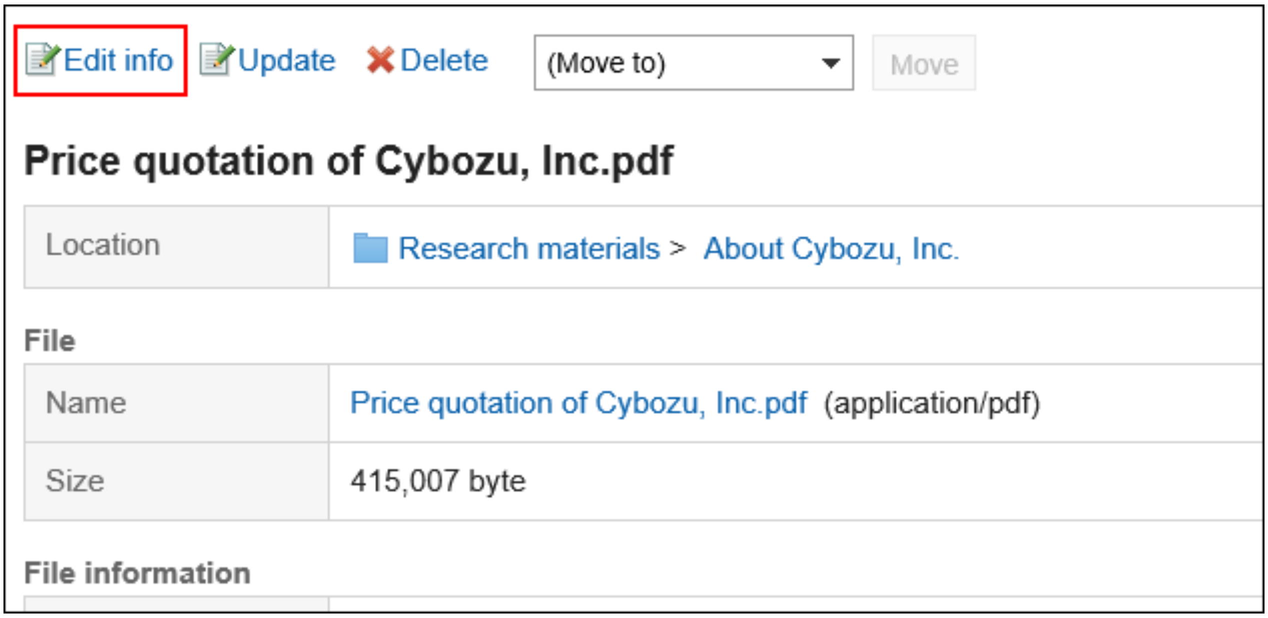
For information on how to work with files, refer to Adding files(582Page).

Changing File Information

Change the file information.

Steps:

1. **Click the app icon  in the header.**
2. **Click Notes.**
3. **On the "Memo" screen, select a folder and click the title of the file for which you want to change the file information.**
4. **On the "File Details" screen, click "Change file Information".**



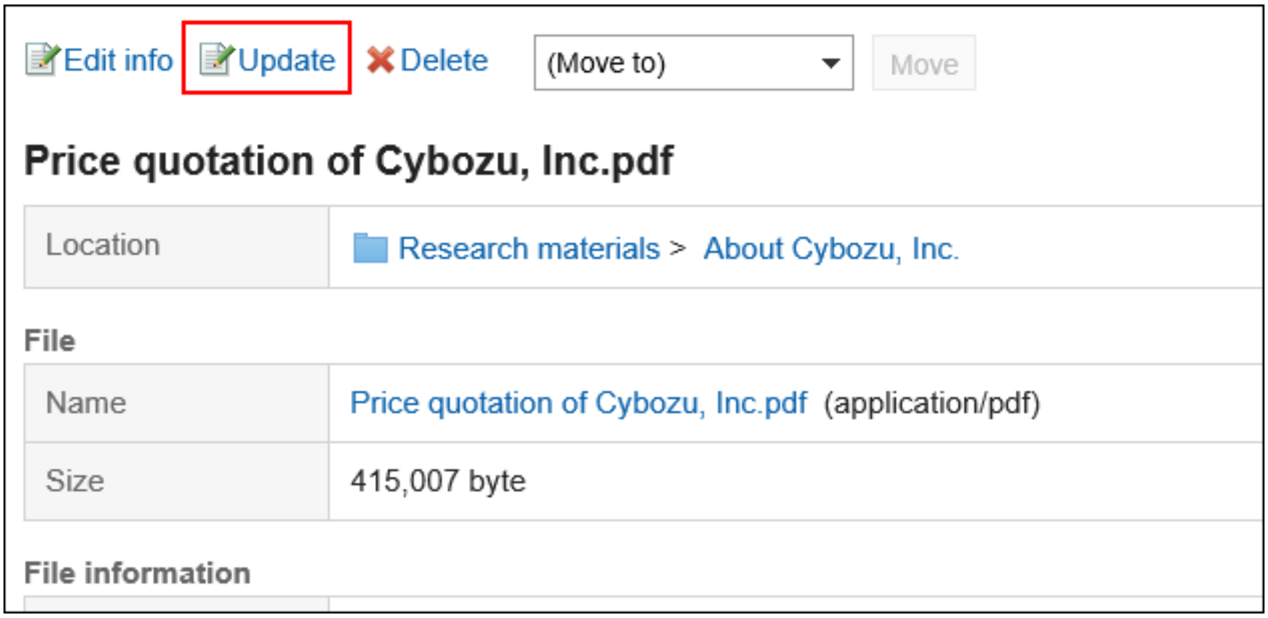
For details on how to work with files, refer to Changing file information(585Page).

Updating Files

Change the file.

Steps:

1. **Click the app icon  in the header.**
2. **Click Notes.**
3. **On the "Memo" screen, select a folder and click the title of the file for which you want to update the file.**
4. **On the "File Details" screen, click Update Files.**



For information on how to work with files, refer to Updating files(587Page).

Deleting Files

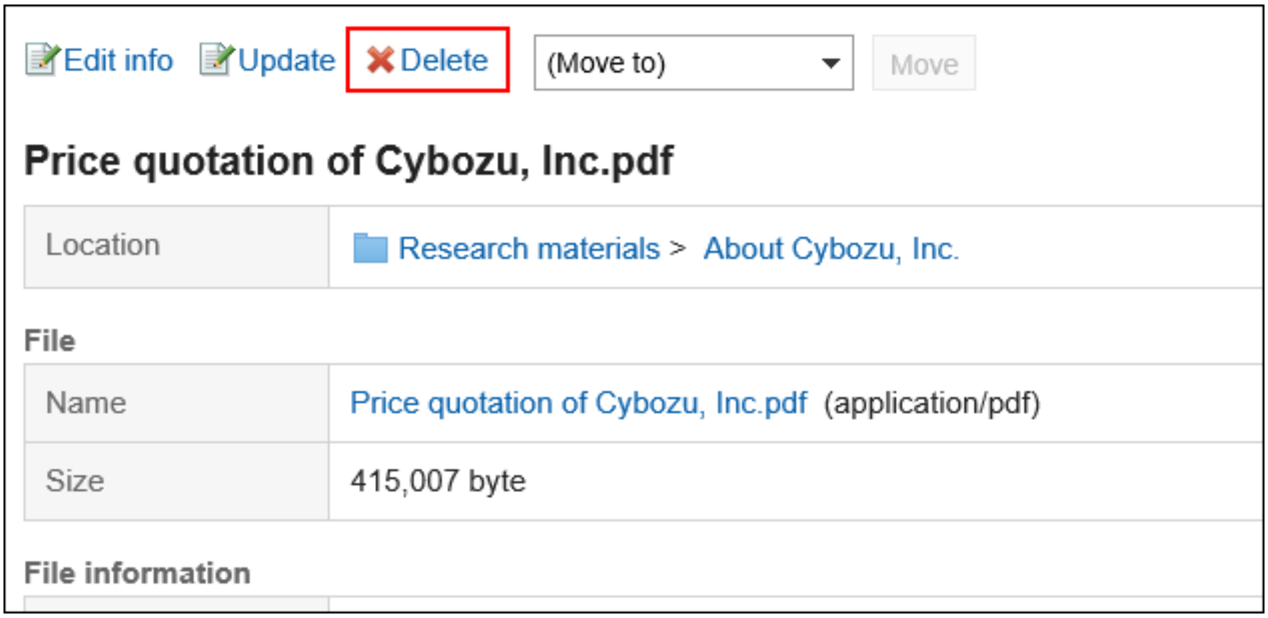
Delete the file.

Caution

- Deleted files cannot be restored.

Steps:

1. **Click the app icon in the header.**
2. **Click Notes.**
3. **On the "Memo" screen, select a folder and click the title of the file you want to delete.**
4. **On the "File Details" screen, click Delete.**



5. **Click Yes on the "Delete files" screen.**

3.8.4. Setting Up Folders

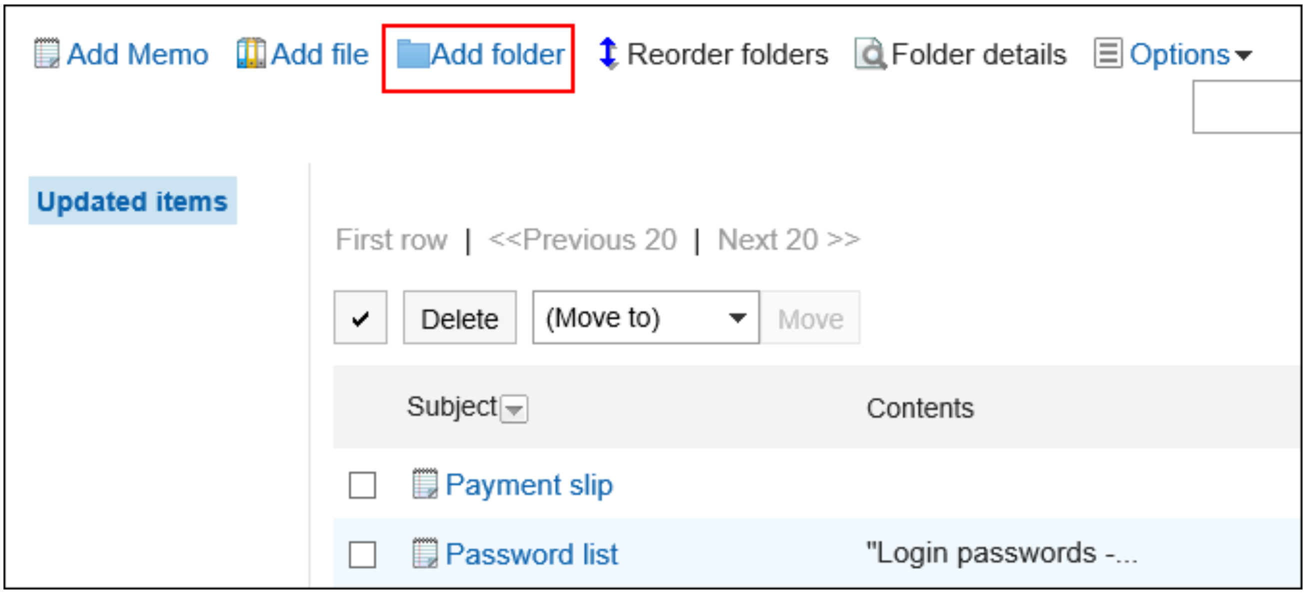
Set up a folder.

Adding Folders

You can add folders.

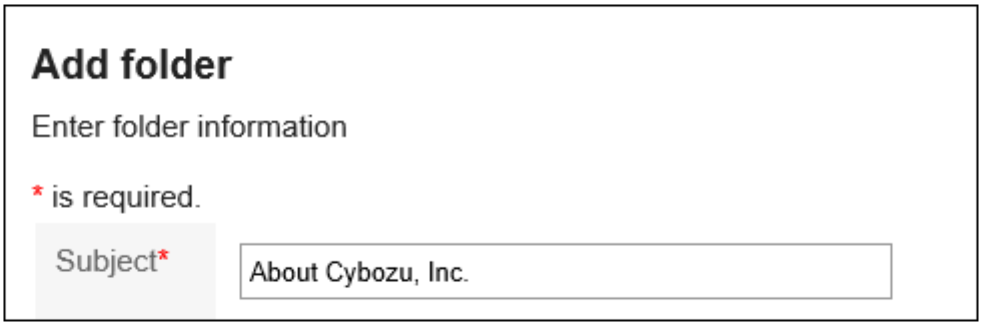
Steps:

1. **Click the app icon  in the header.**
2. **Click Notes.**
3. **On the "Memo" screen, click "Add Folder".**

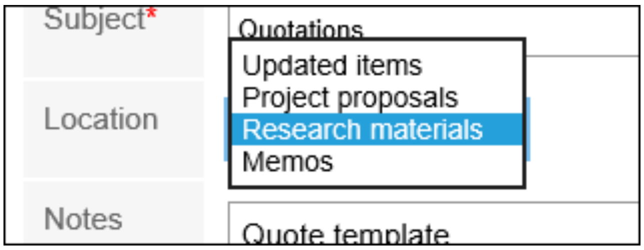


4. **On the "Add folder" screen, enter a title.**

This is a required field.

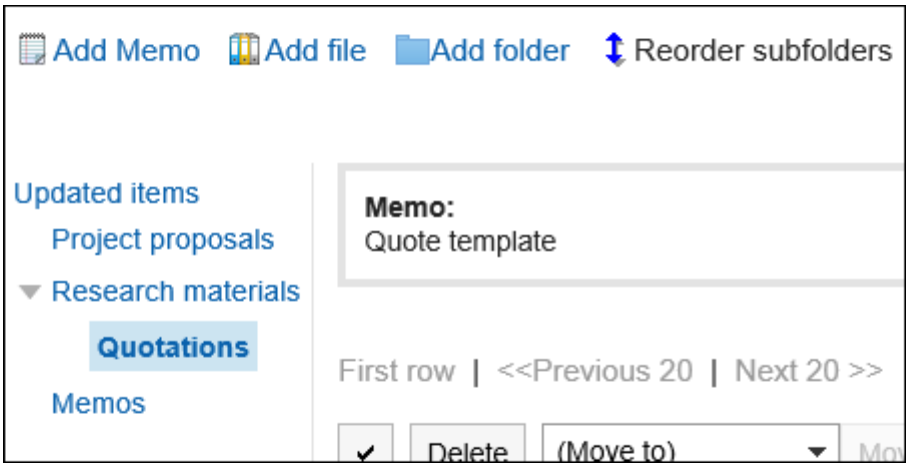


5. **In the "Position" field, select the folder you want to place.**



6. **Set the Notes field as necessary.**

Enter a description of the folder. When set, notes are displayed on the "Memo" screen.



7. **Confirm your settings and click Add.**

Changing Folders

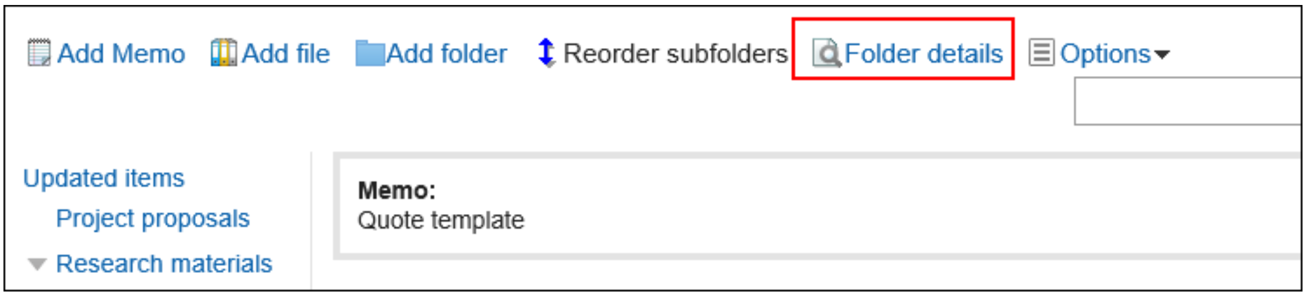
Change the settings in the folder.

Steps:

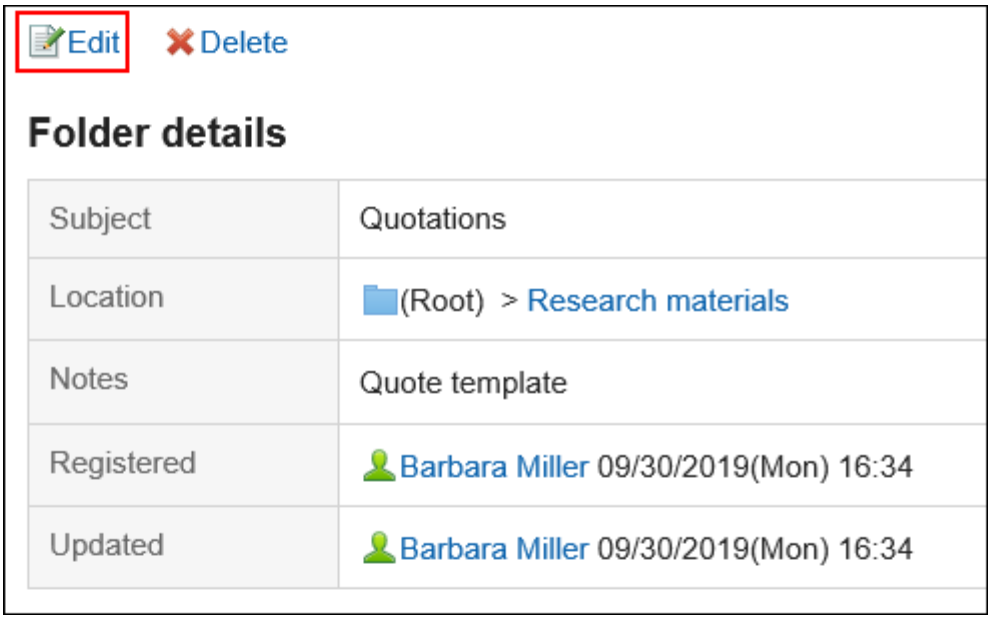
1. **Click the app icon in the header.**

2. **Click Notes.**

3. **On the "Memo" screen, select a folder and click "Folder Details".**



4. **On the item for folder details, click Edit.**



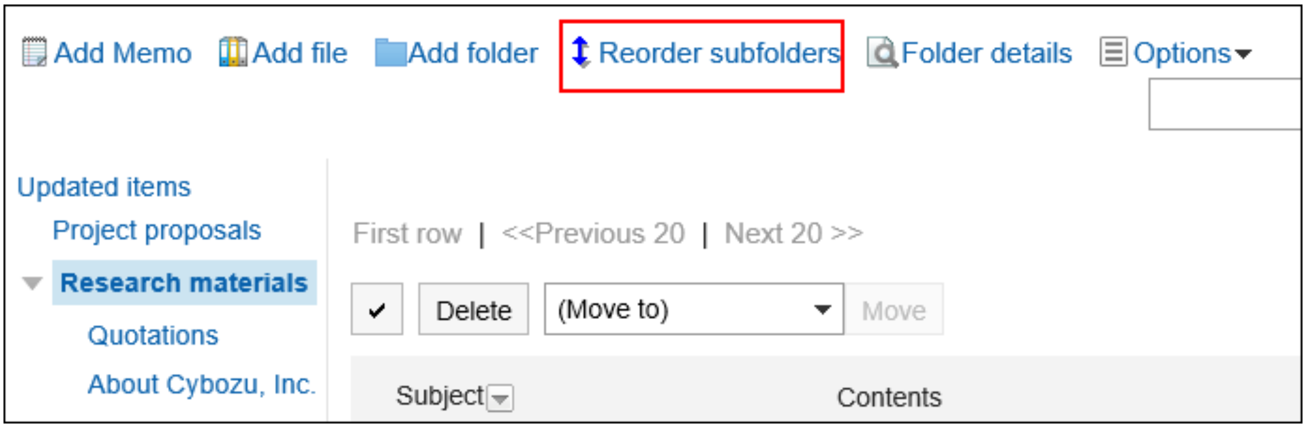
5. **On the screen for changing the folder information, you can change the settings as necessary.**
6. **Confirm your settings and click Save.**

Reordering Folders

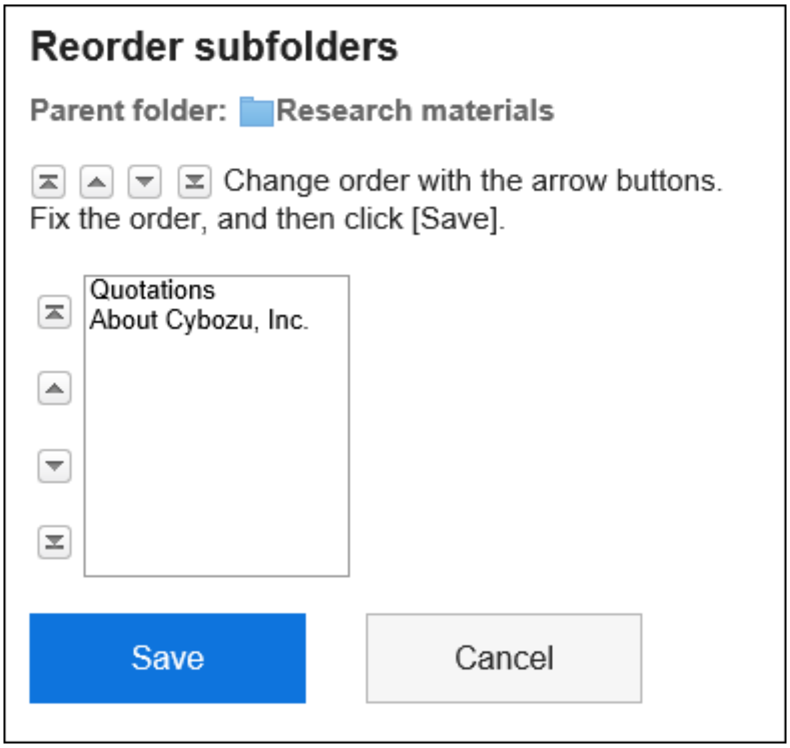
Reorders the folders.

Steps:

1. **Click the app icon**  **in the header.**
2. **Click Notes.**
3. **On the "Memo" screen, select a folder, and then click Reorder Subfolders.**



4. **On the Reorder Subfolders screen, reorder folders.**



5. **Confirm your settings and click Save.**

Deleting Folders

You can delete folders.

You cannot delete a folder that has more than 15 subfolders. Reduce the hierarchy to 14 or less, and delete the folder.

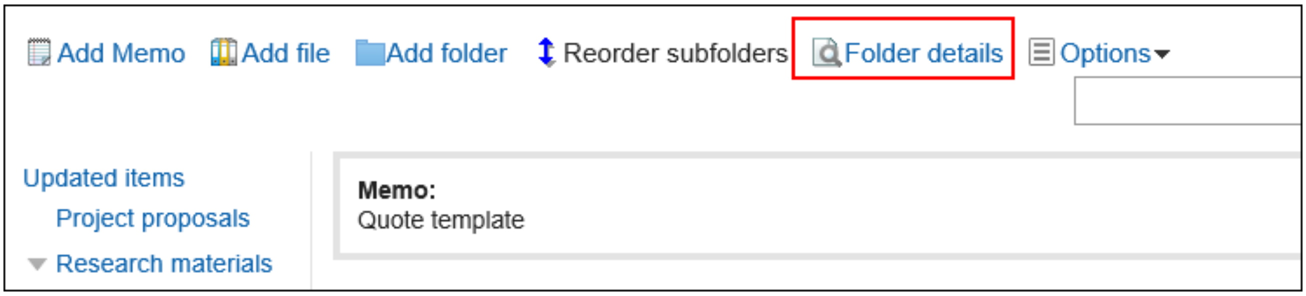
When a folder is deleted, notes and files in the folder are moved to the "updated" list.

Caution

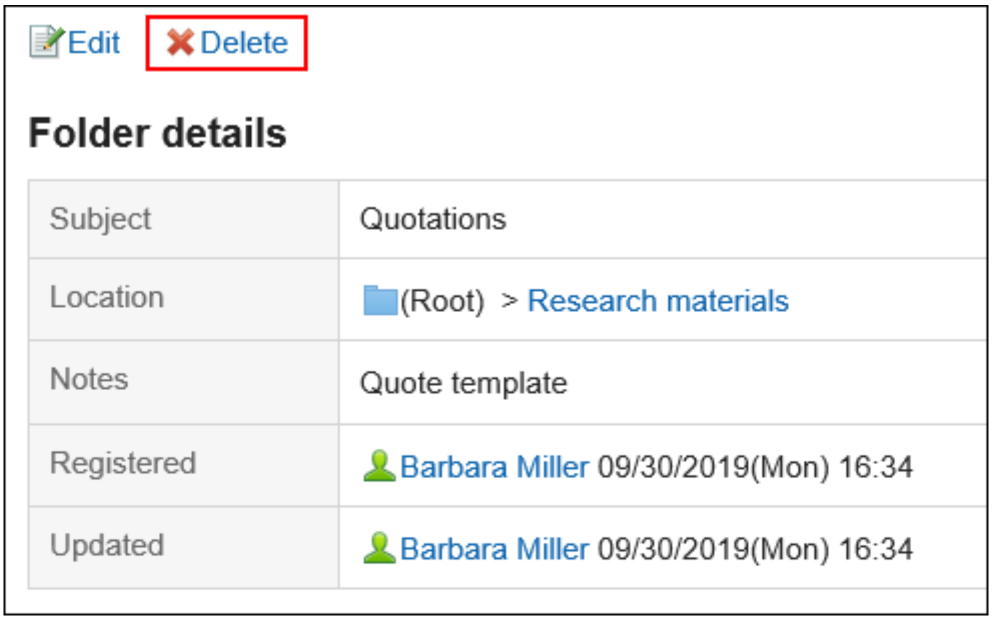
- Deleted folders cannot be restored.

Steps:

1. **Click the app icon in the header.**
2. **Click Notes.**
3. **On the "Memo" screen, select a folder and click "Folder Details".**



4. **On the "Subfolder details" screen, click Delete.**



5. **Click Yes on the page to delete folders.**

3.8.5. Searching for Notes

Specify keywords and conditions, and search notes.

When you click the item for advanced search, you can set detailed search conditions.

Steps:

1. **Click the app icon  in the header.**
2. **Click Notes.**
3. **On the "Notes" screen, select a folder.**
4. **Type keywords in the search box, and then click "Search Notes".**

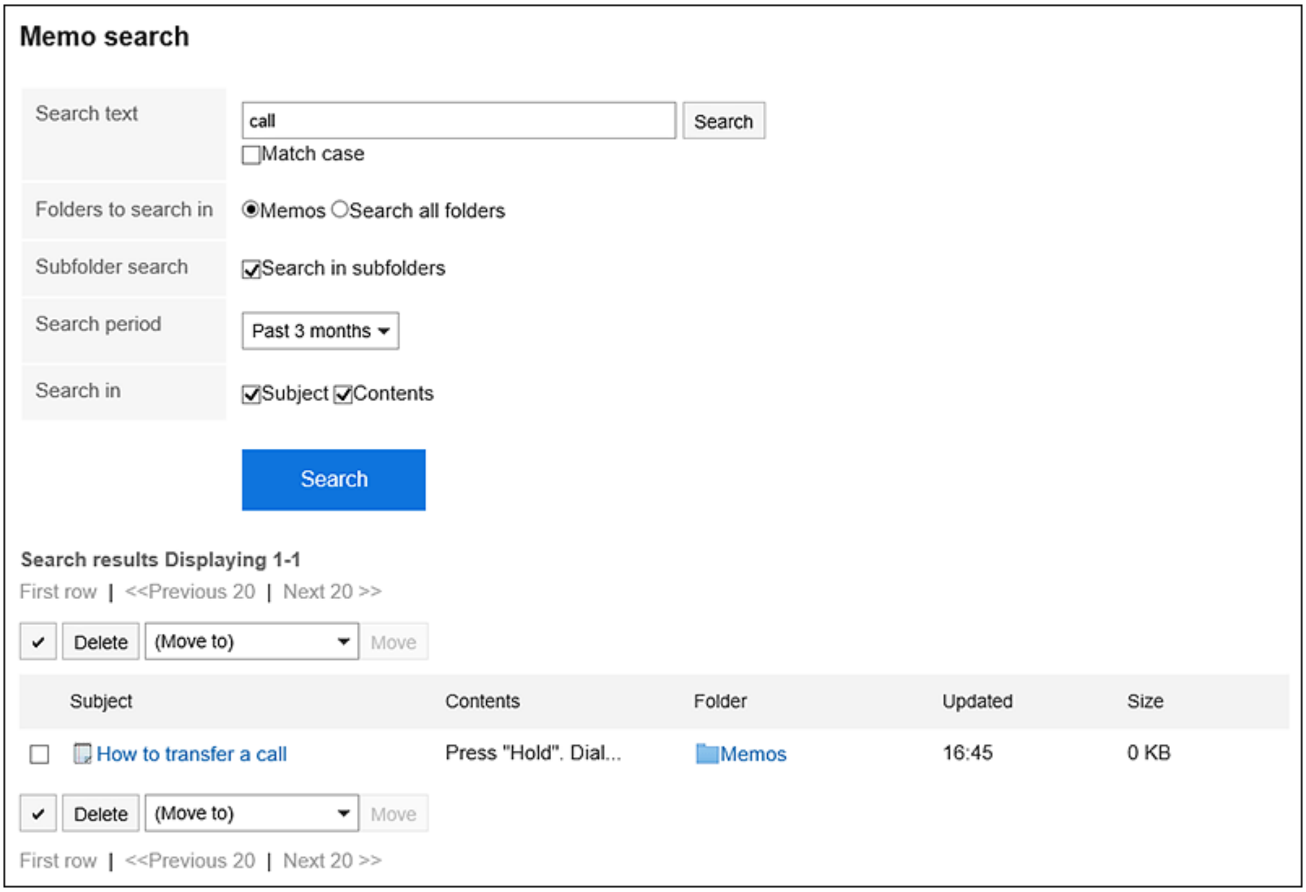
Searches for notes in the folder you are viewing.

Notes or files containing keywords are displayed in one of the following fields

- Memo:
    - Subject
    - Body
- File:
    - Subject
    - File description

When you search without entering any keywords, or by clicking "Advanced Search", the "Search notes" screen in step 5 is displayed.

5. **On the "Search Notes" screen, confirm the search results.**



6. If you want to search again, set the search conditions and click "Search".

The following search conditions can be set.

For details on search conditions, refer to options available for searching in search specifications of Memo.

- Search string:
  Enter the keywords you want to search.
- Search folders:
  Set the folder that you want to search in.
  Select whether to search the selected folder or all folders.
- Subfolders:
  You can also search in subfolders.
- Search Period:
  Set the period to search.
- Search Items:
  You can specify the search items.

3.8.6. Exporting Notes to Text Files

Prints the notes to a text file.

Files attached to notes cannot be output. Only the file names are exported.

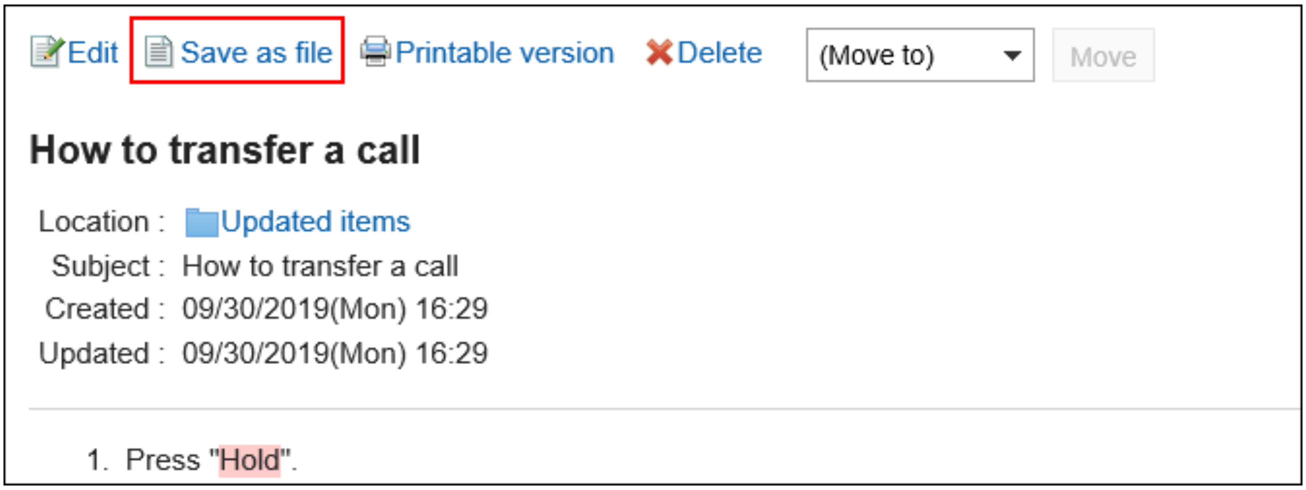
Cannot output file details.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

Steps:

1. **Click the app icon  in the header.**
2. **Click Notes.**
3. **On the "Memo" screen, select a folder and click the title of the note you want to output to the file.**
4. **On the "Notes Details" screen, click "Output to File".**



5. **On the "Save as file" screen, set the field for character encoding.**

   The following character encoding can be selected:

   - Unicode (UTF-8)
   - Japanese (Shift-JIS)

- ASCII
- English (Latin1)
- Simplified Chinese (GBK/GB2312)
- Thai (TIS-620)

When the "Do not show this screen from the next time" is selected, a topic is exported to a file without displaying the "Save as file" screen.

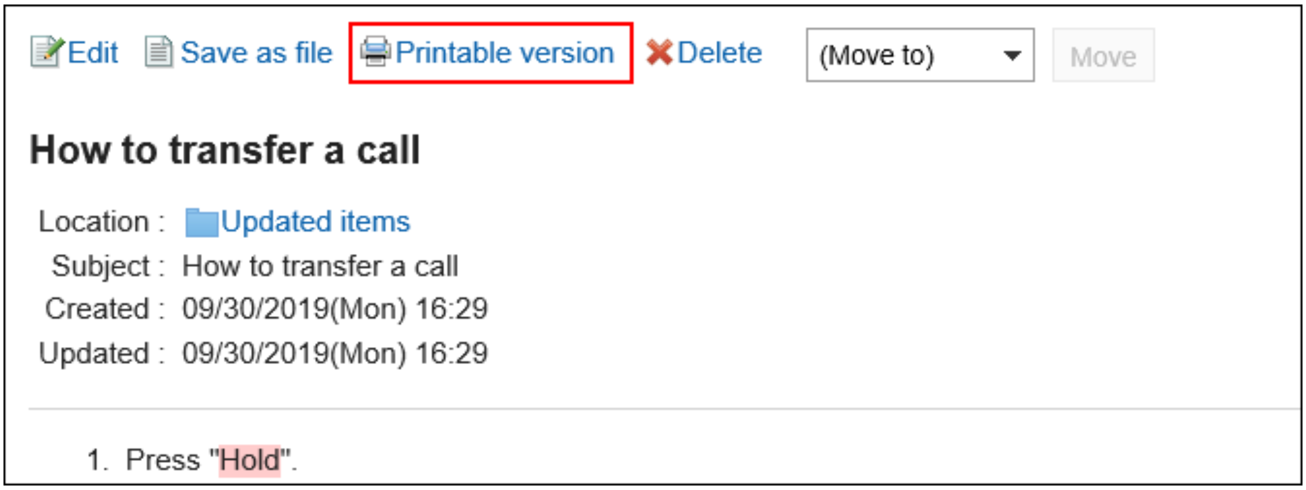
6. **Confirm your settings and click Export.**
7. **Save the file with a function provided by your Web browser.**

3.8.7. Printing Notes

Print notes.
Files attached to notes cannot be printed. Only the file name is printed.

Steps:

1. **Click the app icon in the header.**
2. **Click Notes.**
3. **On the "Memo" screen, select a folder and click the title of the note you want to print.**
4. **Click "Print Settings" on the "Notes details" screen.**



5. On the print settings screen, set the required items.

- Character Size:

  Select the text size you want to print.

- Locale:

  Set the format for displaying date and time.

  Select either of the locale for the user or the locale for printing.

  The locale for printing is set by your system administrator.

6. Click "Print".

7. Print e-mail using the print feature of the Web browser.

3.9. Phone Messages

"Phone Messages" is an application to leave messages of incoming calls for users who are absent, such as out of the office or away from their desks.

You can forward messages to any e-mail address.

References

- Adding phone messages(641Page)
- Finding phone messages(645Page)
- Setting up e-mail forwarding for phone messages(649Page)

3.9.1. Video: Tips for Phone Messages

Short videos on this page provide tips that enable you to use Phone Messages more effectively. (Videos are available only in Japanese.)

Note

- The videos were recorded using the cloud version of Garoon, so some user interface texts might look different from the ones in the on-premise version of Garoon 5.

How to Add Phone Messages

Videos are provided on the Web pages.

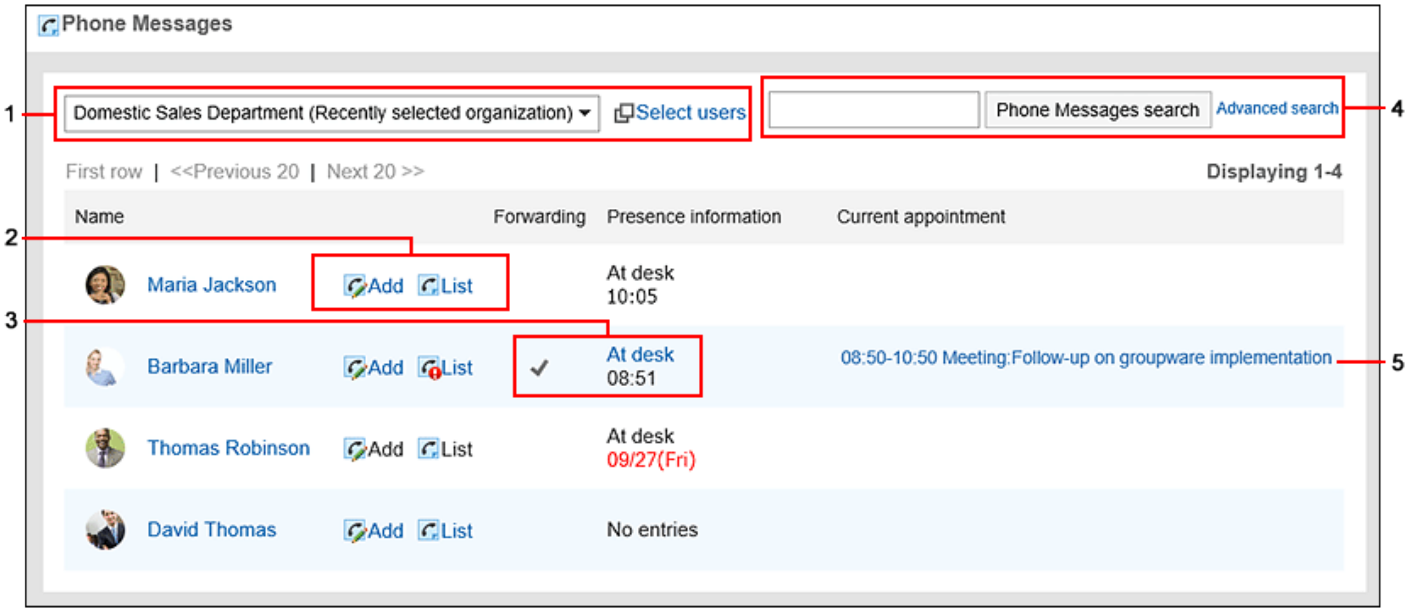
(Duration: 1 min 45 sec)

3.9.2. How to View the Screen

This section describes icons and buttons that are displayed on the phone messages screen.

"Phone Messages" Screen

Users who belong to the selected organizations are displayed.



Description of the items

Number	Description
1	**Select Users**: Select the organization or user who you want to view the phone message.
2	• **Link to register**: You can send a phone message to the selected user.

Number	Description
	• **Link of list**: The "Phone Memo history" screen of the selected users is displayed.
3	• **Forwarding Settings**: If the user has set up e-mail forwarding for the phone message, an icon appears indicating that it has been set. • **Presence information**: The user's presence information is displayed by clicking. For details, refer to How to View the Screen(994Page) for presence information.
4	**Items for Search**: • **Phone Memo Search button**: Enter keywords to search phone notes. • **Advanced search link**: Enter search conditions to search phone notes.
5	**Current appointments**: Displays the appointments in progress. The appointments whose start times are less than or equal to the current time and the end times are greater than or equal to the current time are displayed. The following appointments are displayed: • Regular • Repeating appointments • Tentative appointments Appointments that you responded "Decline" do not appear.

Note

- The following appointments are not displayed in the "Current appointment" column:
  - All day

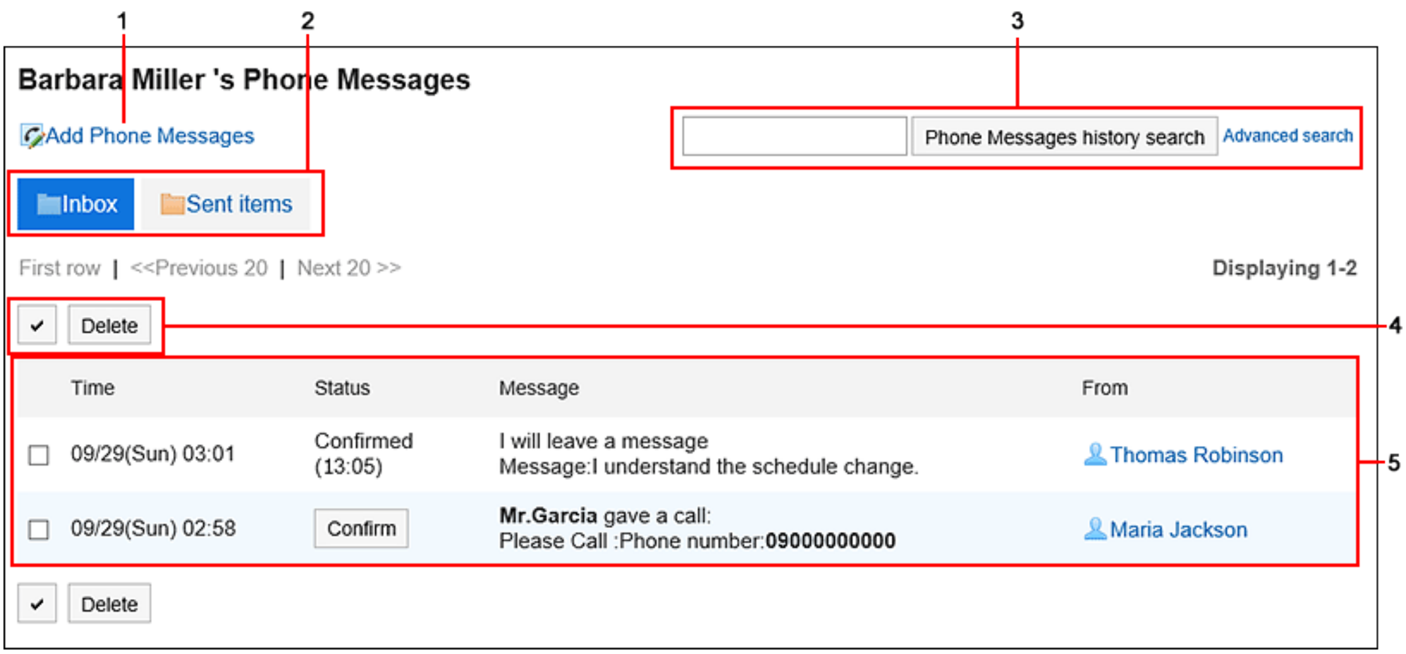
- All day appointment (no time)
- Regular appointments with only the start time

Phone Messages Icon

Icon	Description
	Unchecked Phone notes
	Checked phone notes

Phone Messages History Screen

The history and phone message of the phone message are displayed.



Description of the items

Number	Description
1	

Number	Description
	Link to "Add Phone Messages": Add a phone message.
2	• **"Inbox" button**: Displays the registered phone notes. • **"Sent items" button**: Displays the phone notes that you have added.
3	**Items for Search**: • **"Phone Messages history search" button**: You can search phone message history by entering keywords. • **Advanced search link**: Enter search conditions to search phone memo history.
4	• **Button for selecting checkboxes**: Click to select all checkboxes. The checkboxes are cleared when you click it again. • **"Delete" Button**: Deletes the selected phone message.
5	**Phone messages** • **State**: ◦ **Confirmed (time confirmed by user)**: The time when the user clicked "confirm". ◦ **Confirm button**: When clicked, the status of the phone message is "confirmed". • **Phone Message Details**: This is a registered phone message. • **Caller Link**: The user who added the phone message.

3.9.3. Adding Phone Messages

Add a phone message.

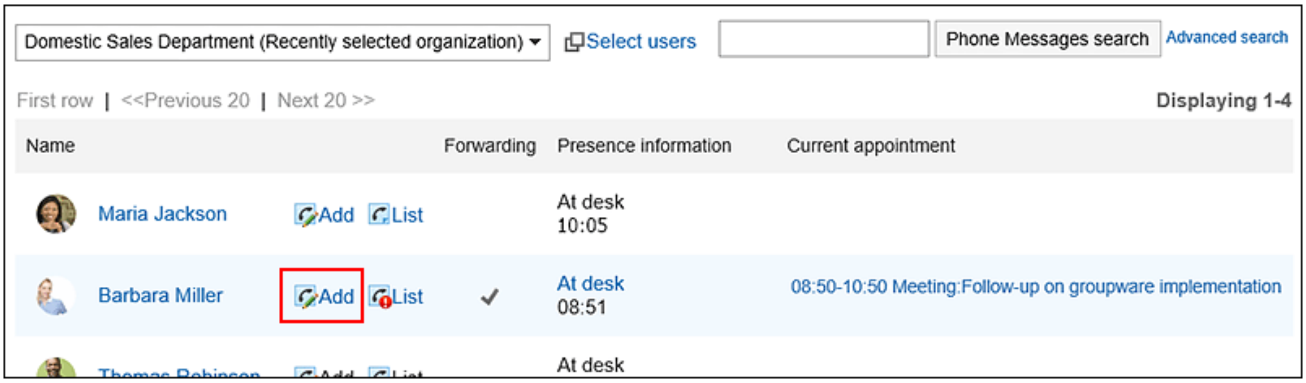
Watch Video

- For steps to add a phone message, also refer to How to Add Phone Messages(636Page) video.

Steps:

1. **Click the app icon in the header.**
2. **Click Phone Messages.**
3. **On the "Phone Messages" screen, click "Add" for the recipient of the phone message.**

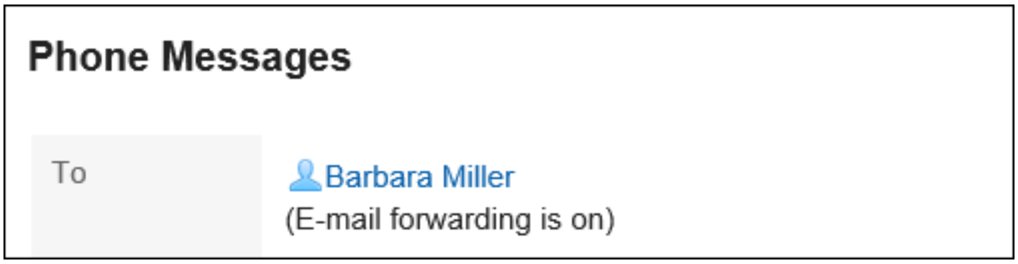
   If the target user does not appear on the list screen, click "Select Users" and select the target users on the screen that appears.



4. **Confirm that the target user has been set in the "to" field on the "Add Phone message" screen.**

   If the recipient has set the forwarding address of the phone message, (E-mail forwarding is on) is displayed.

   For details, refer to e-mail forwarding settings in the phone messages(649Page).

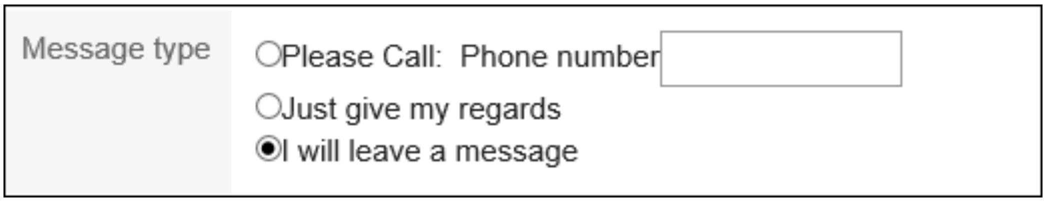


5. **In the "Time" field, enter the time you received the phone call.**

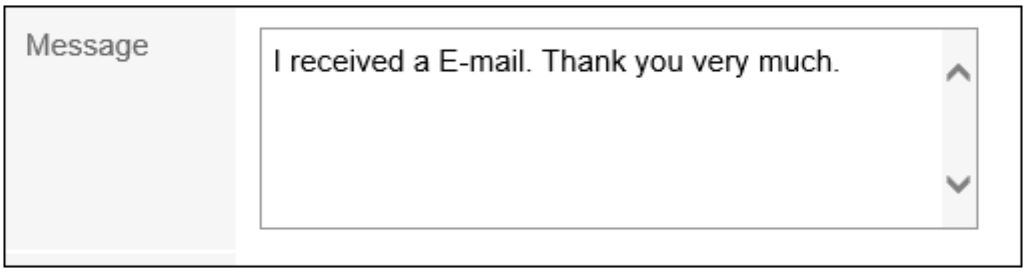
6. **In the "Requester" field, enter the name of the person who called.**

7. **In the "Requirements" field, select the contents of the phone.**

If you need to call back, enter the phone number of the contact.



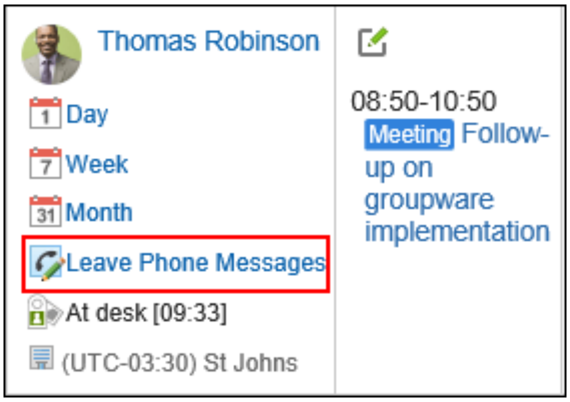
8. **In the "Message" field, enter a message to the recipient.**



9. **Confirm your settings and click Add.**

Note

- You can also add phone messages from the scheduler or the Group Day View screen of the scheduler Portlet or the Group Week view screen.
  In the scheduler of the recipients, click "Add Phone Notes" and add them.



3.9.4. Deleting Phone Messages

Delete the phone message. You can delete only phone notes that are specified as recipients and the recipients are not unidentified.

Caution

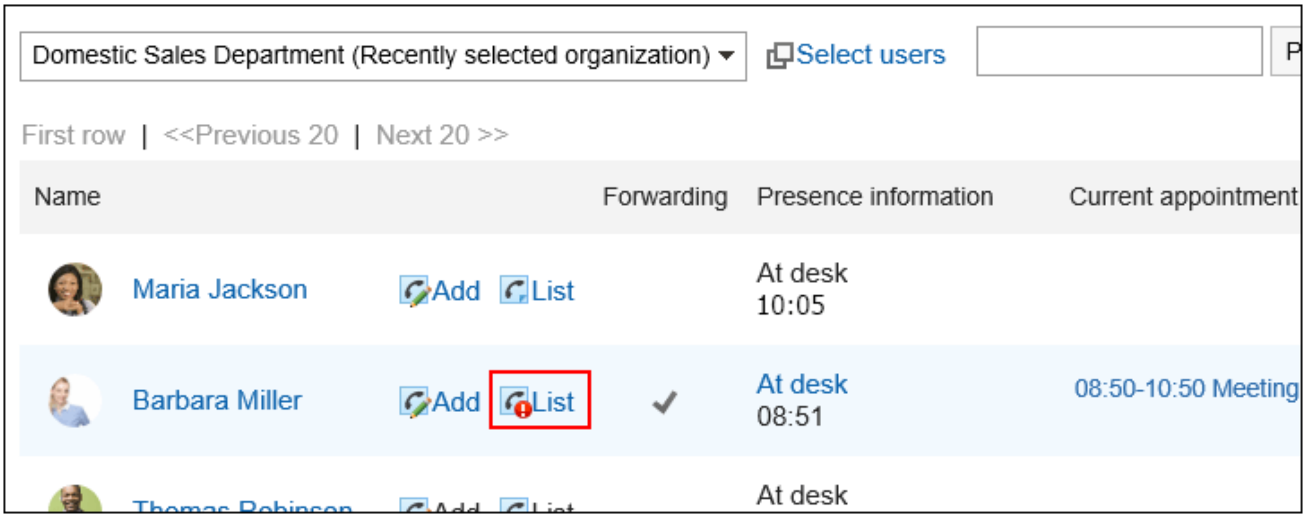
- Deleted phone notes cannot be restored.

Steps:

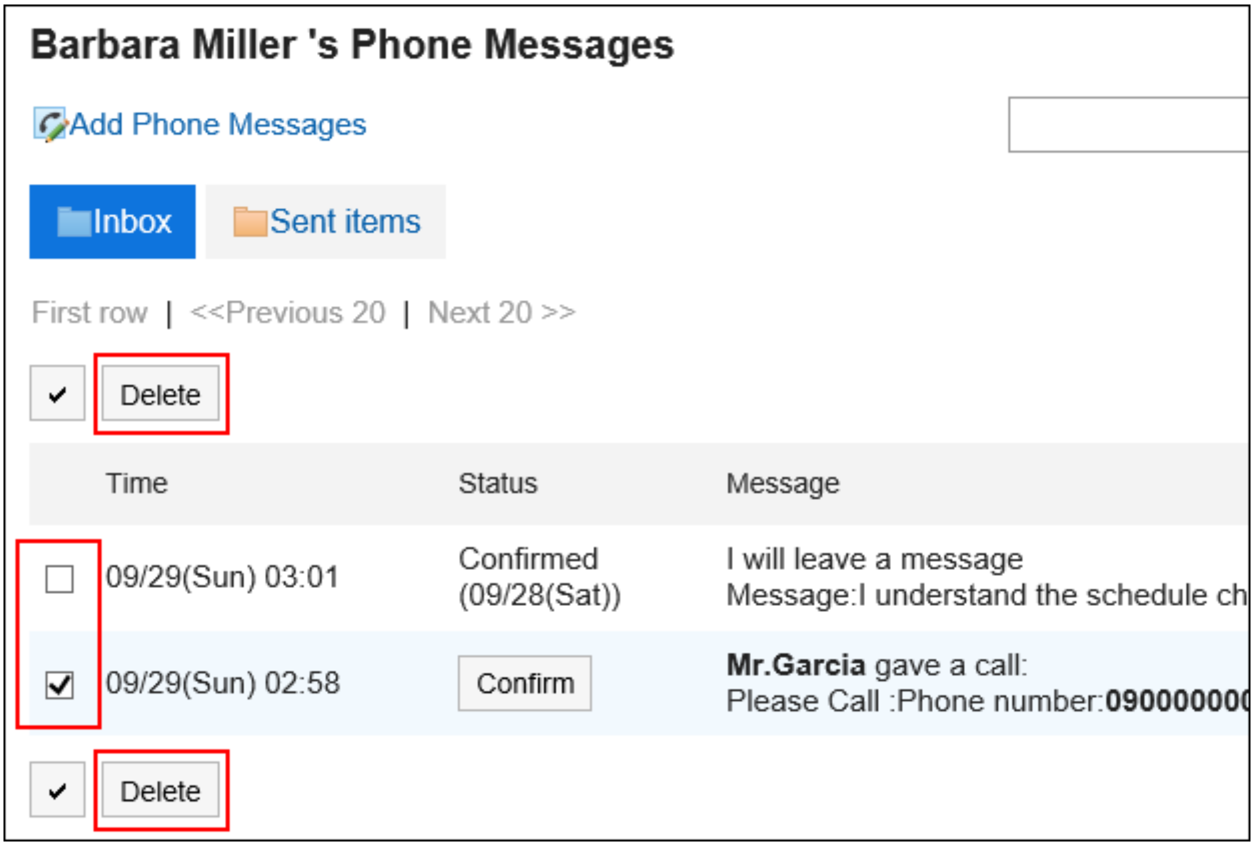
1. **Click the app icon in the header.**

2. **Click Phone Messages.**

3. **On the "Phone Messages" screen, click "List" of your name.**



4. **On the "Phone Message History" screen, select the phone message you want to delete, and then click Delete.**



5. **Click Yes on the "Delete phone messages in bulk" screen.**

3.9.5. Finding Phone Messages

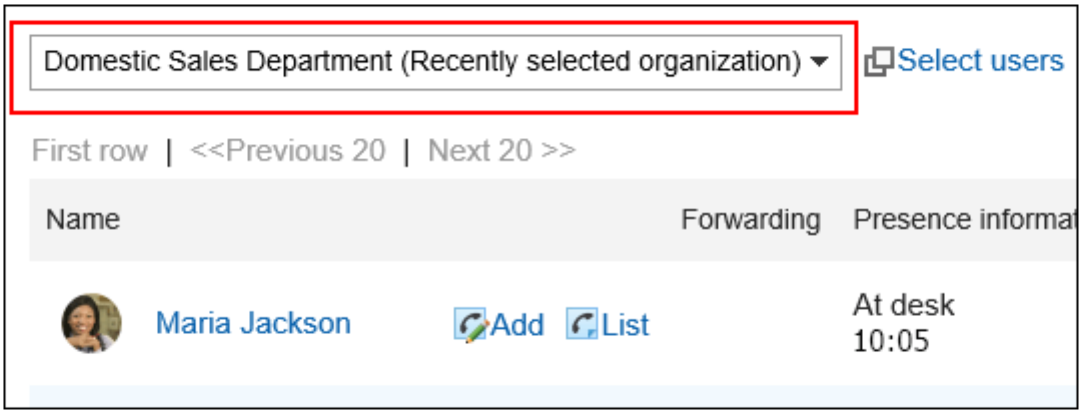
You can search the history of users and phone messages by using keywords and conditions.

Searching Users

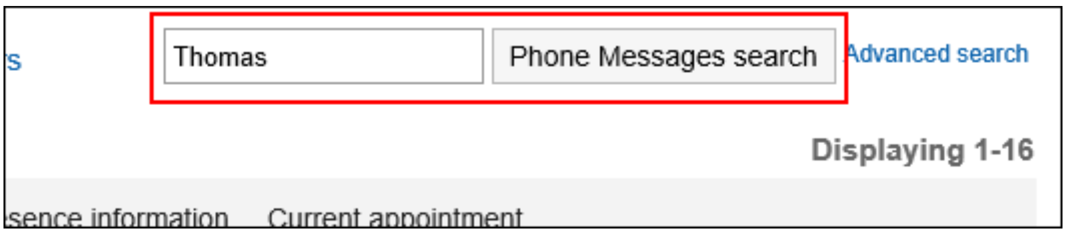
Searches for users who are using the phone message.

Steps:

1. **Click the app icon in the header.**
2. **Click Phone Messages.**
3. **On the "Phone Messages" screen, select the organization where the target user belongs.**



4. **Enter keywords in the search box and click "Phone Message Search".**

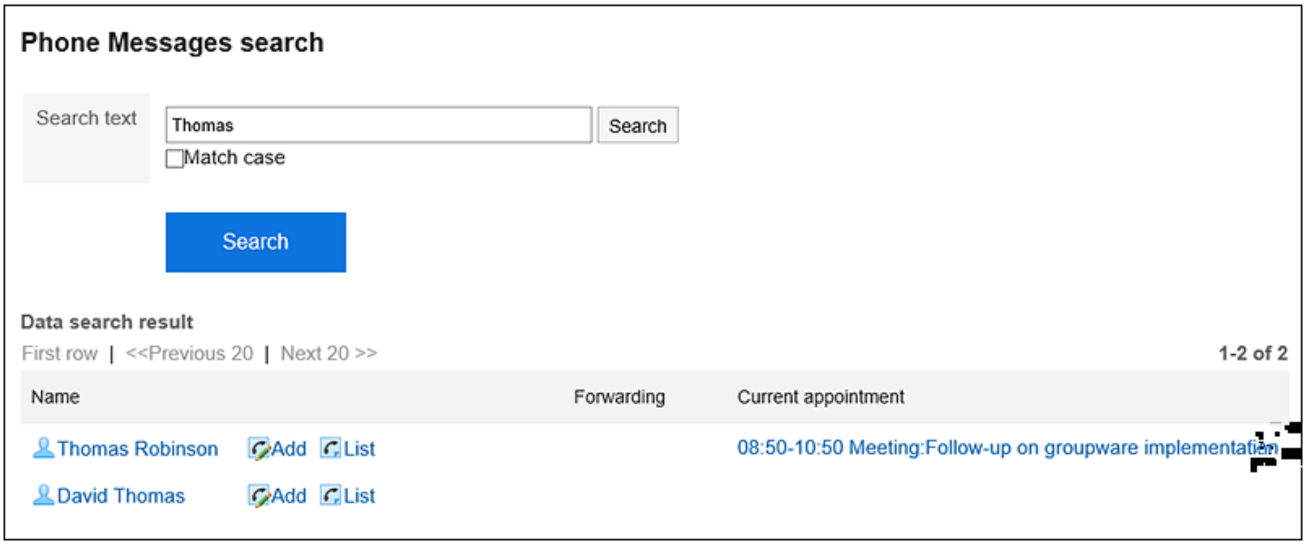


Search users with keywords in one of the following fields

- User names
- English name
- Login name
- Pronunciation
- E-mail address
- Job title

If you search without entering any keywords, or click **Advanced Search**, the "Search phone Messages" screen in step 5 appears.

5. On the "Search phone Messages" screen, confirm the search results.



6. If you want to search again, set the search conditions and click "Search".

The following search conditions can be set.

- Search string

Enter search keywords. Case-sensitive search is possible.

Searching for History of Phone Messages

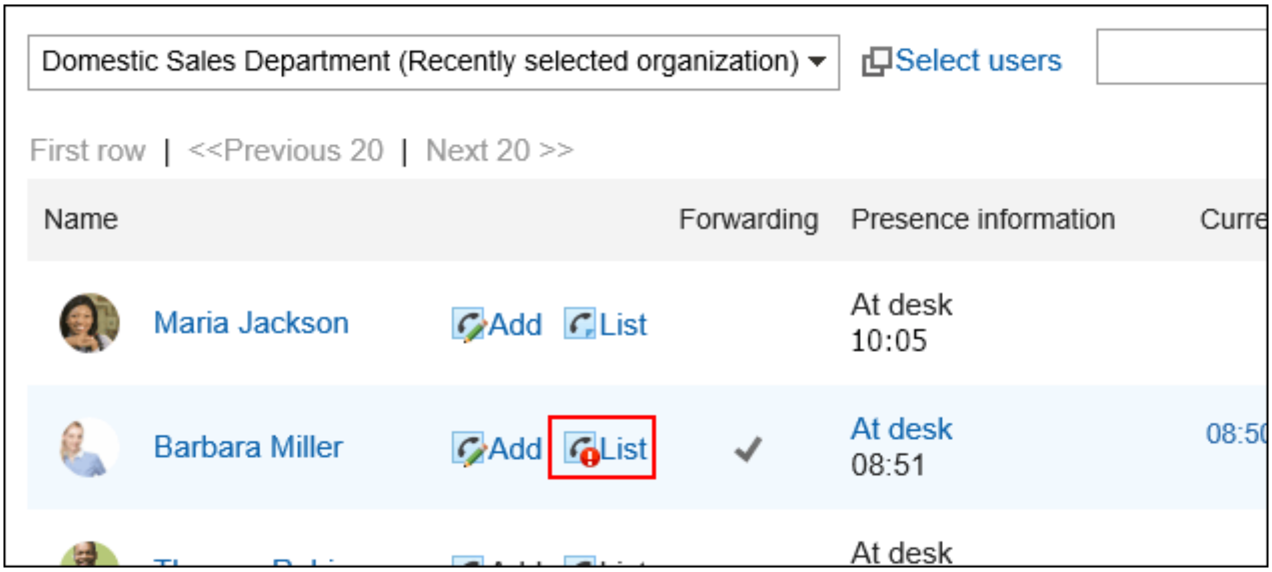
Searches for phone notes received by the specified user in the past.

Steps:

1. **Click the app icon  in the header.**

2. **Click Phone Messages.**

3. **On the "Phone Messages" screen, click "List" for the target user.**



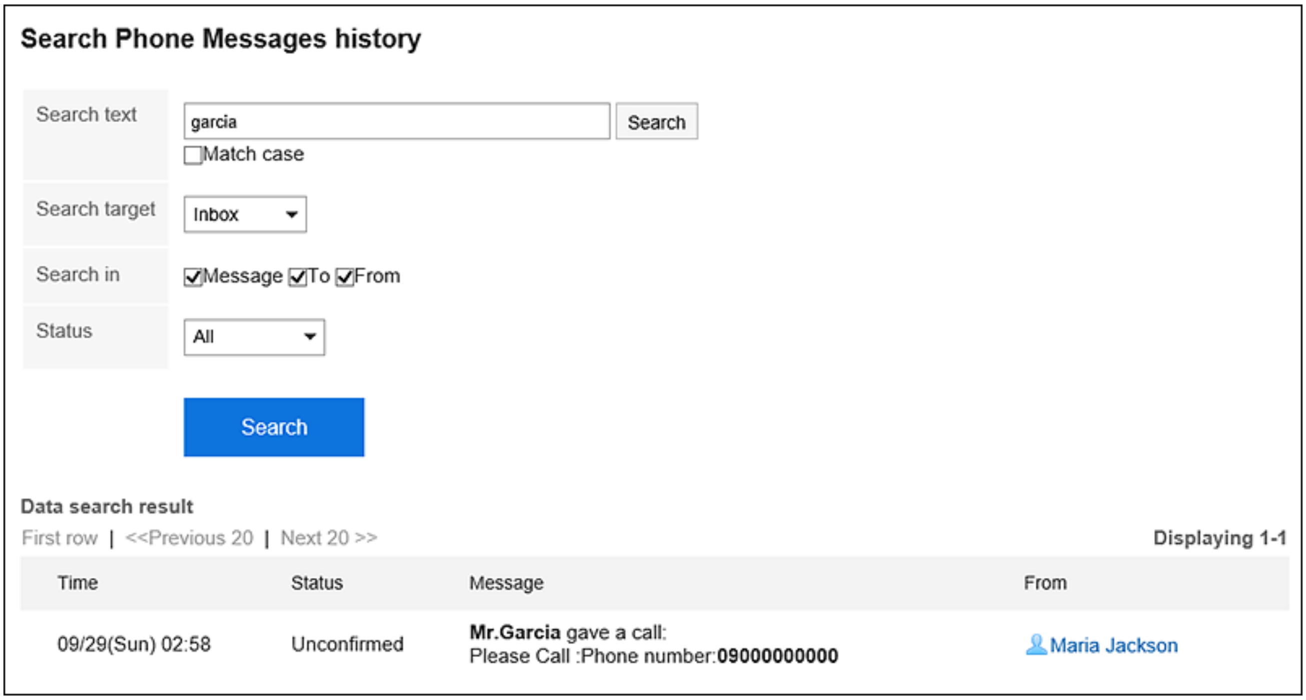
4. **Enter keywords in the search box and click "Phone Message History search".**

Search for phone notes with keywords in one of the following fields

- Message
- Recipient Name
- Caller name

If you search without entering any keywords or click **Advanced Search**, the "Phone Message History Search" screen in step 5 appears.

5. **On the "Search Phone messages History" screen, confirm the search results.**



6. **If you want to search again, set the search conditions and click "Search".**

The following search conditions can be set.

- Search string:

  Enter search keywords. Case-sensitive search is possible.
- Search in:

  Select the target for which you want to search phone message history.
- Search Items:

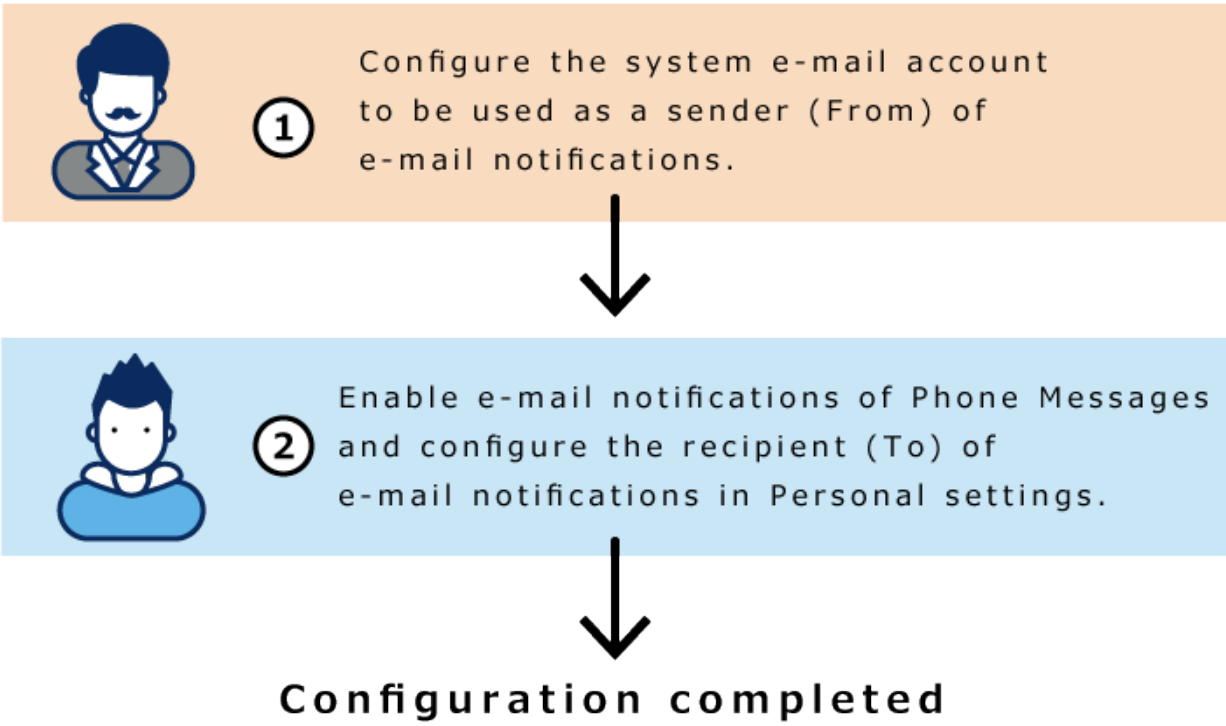
  You can specify the search items.
- State:

  Select the status of the phone message history you want to search.

3.9.6. Setting Up E-mail Forwarding for Phone Messages

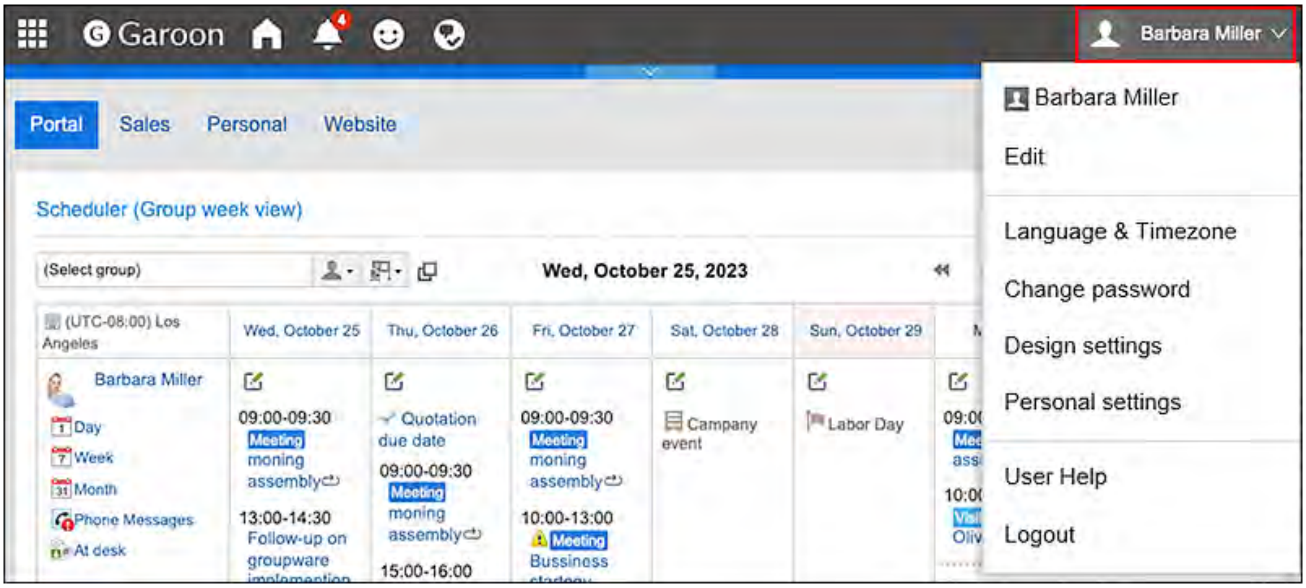
When a phone message that has been specified as a recipient is added, you can confirm it by e-mail.

To forward a phone message, the system administrator must have configured the system mail account.



Steps:

1. **Click User name in the header.**



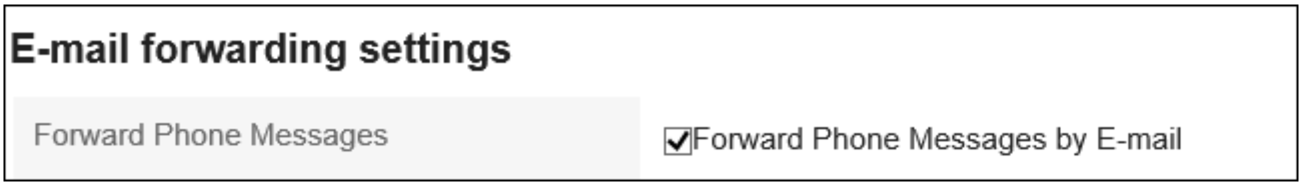
2. **Click Personal Settings.**

3. **Click Setting of each application.**

4. **Click Phone Messages.**

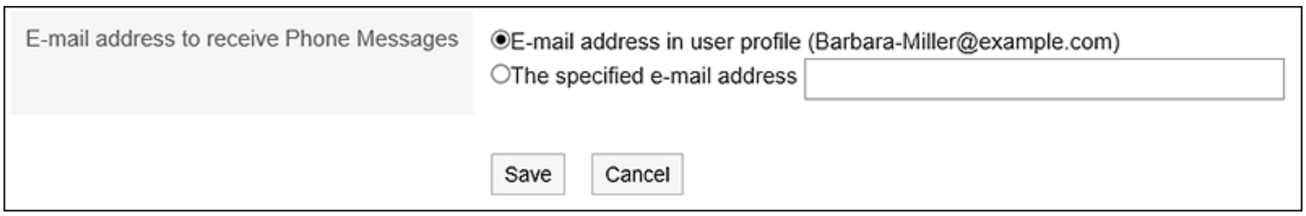
5. **Click "E-mail Forwarding settings".**

6. **On the "E-mail forwarding settings" screen, select the "Forward e-mail messages" checkbox in the "Transfer Phone Notes" field.**



7. **In the "E-mail Address" field, select the e-mail address for which you want to receive phone notes.**

   To forward a phone message to the e-mail address other than the one registered in the user's information, select "E-mail Address" and enter the destination. You can also set multiple e-mail addresses, separated by commas.



8. Confirm your settings and click Save.

3.10. Timesheet

"Timesheet" is an application that records the work hours of users.
When the automatic punch feature is used, the start time is automatically recorded as the end time of the time that you logged in to the Garoon.

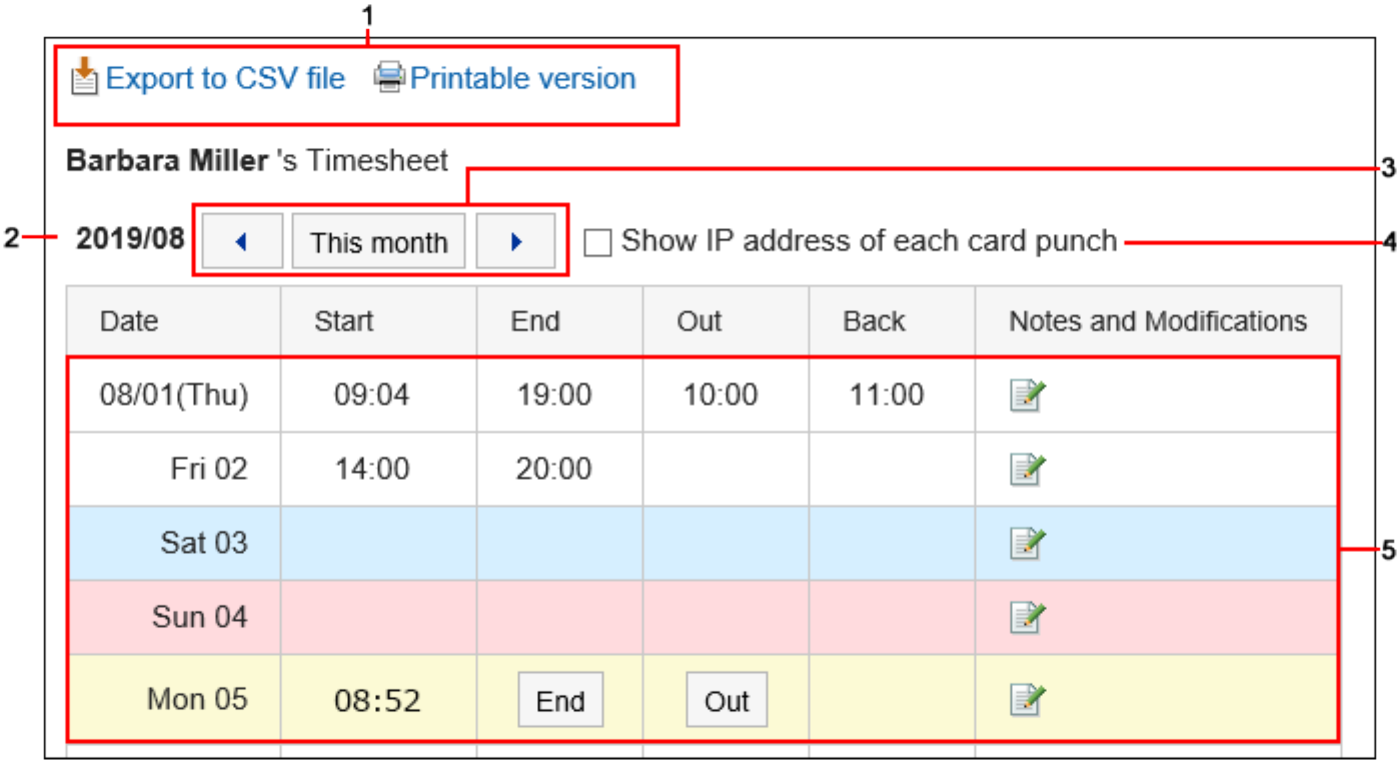
References

- Working hours(653Page)
- Fixing timesheet(656Page)
- Printing timesheet(658Page)

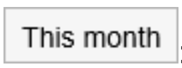
3.10.1. How to View the Screen

This section describes icons and buttons that are displayed on the "Timesheet" screen.

One month of work status is displayed for each user.
The time is displayed in the format of the selected time in the locale settings(127Page) in the personal settings.



Description of the items

Number	Description
1	• **Link to export to CSV file**: Export the timesheet to a CSV file. • **"Printable Version" Link**: The "Print settings" screen of the timesheet is displayed.
2	**Year/Month/Day of Timesheet**: The system administrator configures the start date.
3	• : The timesheet of the previous month is displayed. • : This month's timesheet is displayed. • : The next month's timesheet will be displayed.

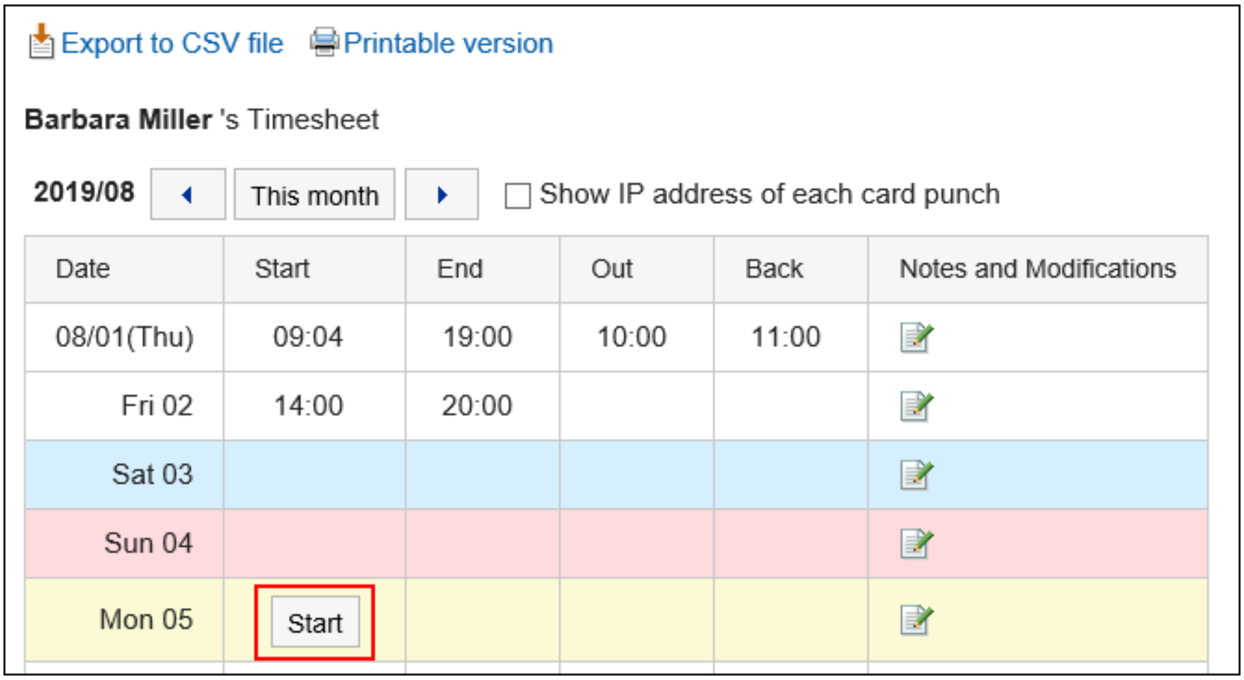
Number	Description
4	**IP Address**: When the checkbox is selected, the IP address of the user is displayed when the time is recorded in the timesheet.
5	• **Work time**: The work time of the user. • **Button to record time**: Records the time of work, end, out, and back. If your system administrator settings do not use the out-of-Office and Back feature settings, you will not be prompted to log out and back. • **Icon**: The "Fix time" screen is displayed.

3.10.2. Working Hours

Record the work hours on the timesheet.

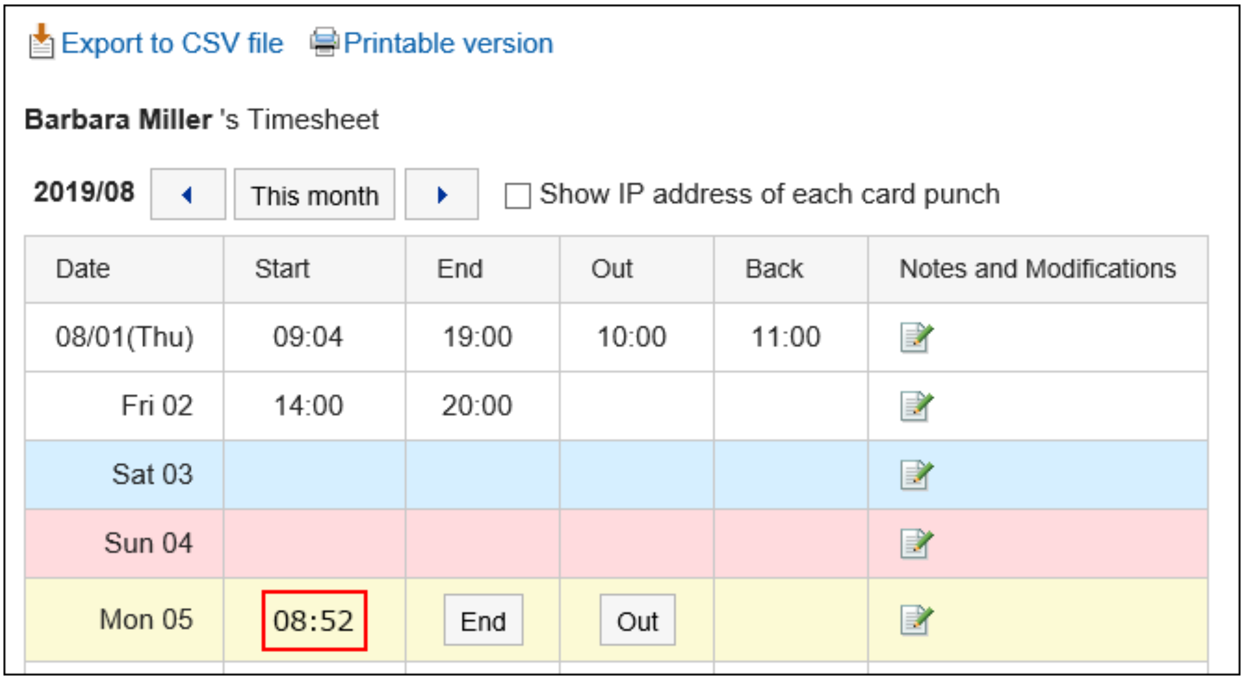
Steps:

1. **Click the app icon in the header.**
2. **Click Timesheet.**
3. **On the "Timesheet" screen, click the button for which you want to record the time.**
   - In
     When you arrive, click the "Start" button.



The time the user accesses Garoon for the first time after the "Auto date advance time" is automatically applied to the "Start" time.

The "Time To change Date" is set by your system administrator.

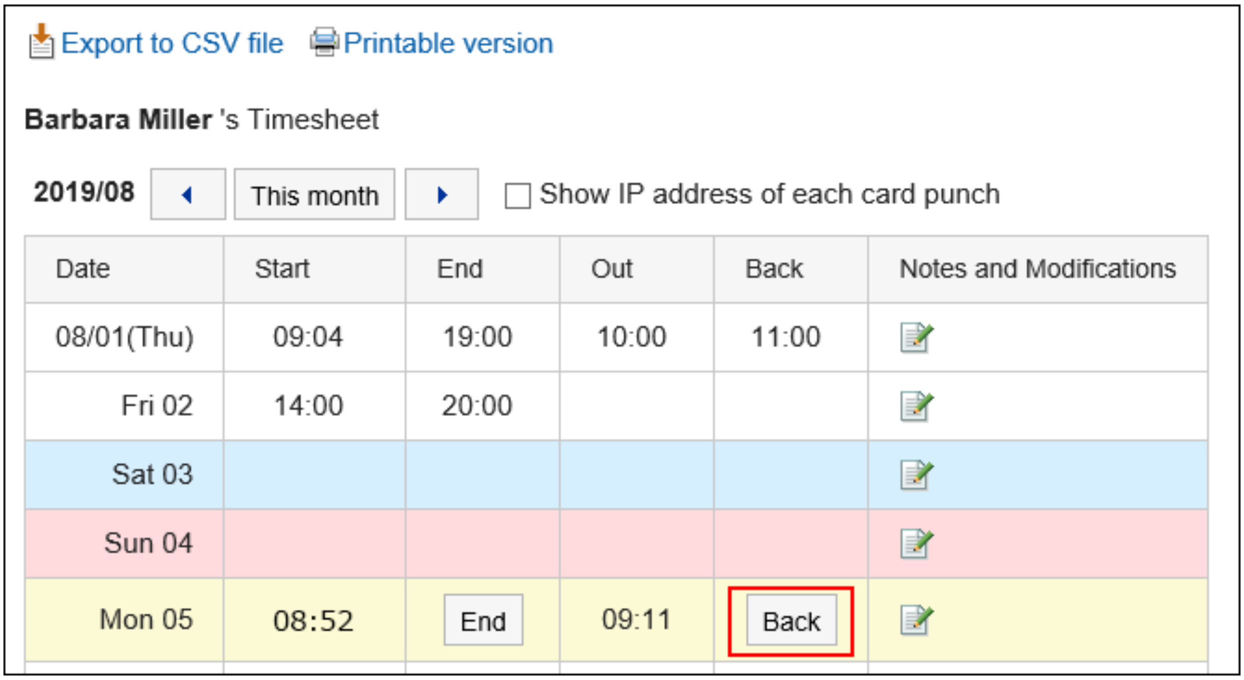


- Out

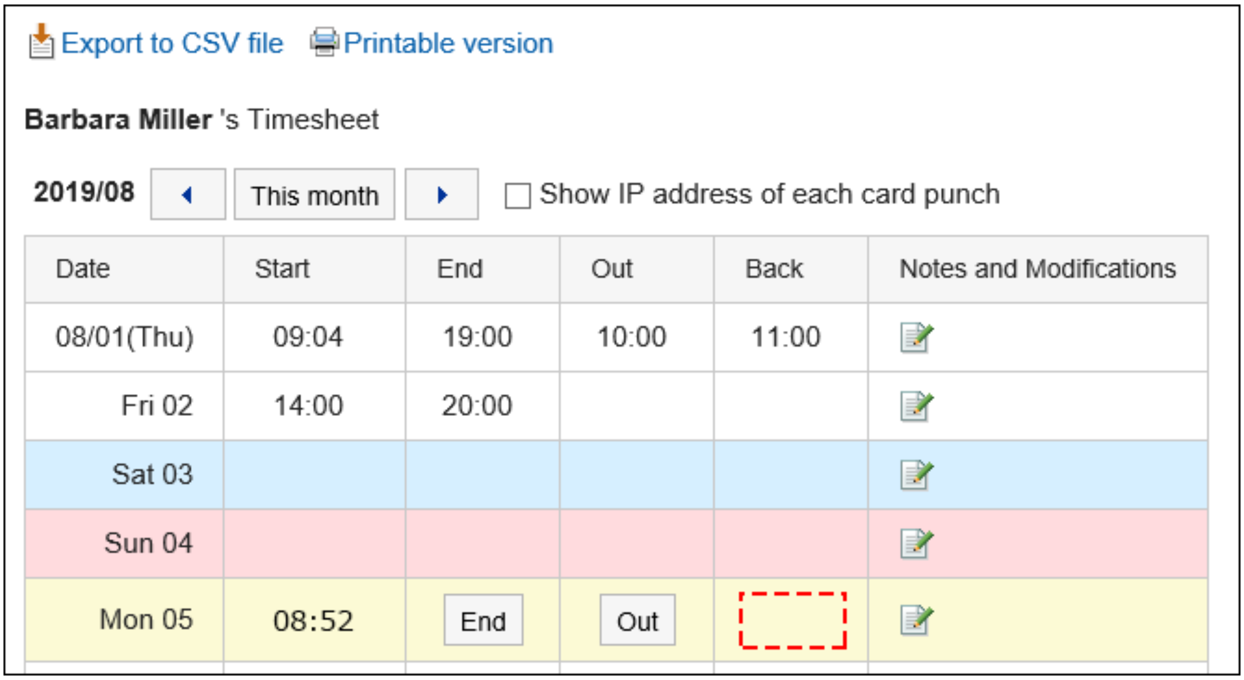
  When you are out, click the Out button.

- In

  When you are back from the office, click the "Back" button.



The **Back** button is not displayed if the out-of-office time is not recorded.



- End

  When you leave the office, click the "End" button.

  If your system administrator configures "Enable automatic punch", the last time you accessed the Garoon is punch before the time that is set to the "Time to date" field, even if you do not click the "End" button.

  The "Time To change Date" is set by your system administrator.

What is Access to Garoon?

The following actions are considered as accessing Garoon

- Clicking "Start" or "End"
- Clicking "Receive" or "Receive for all accounts"
- Displaying the Garoon application screen
  Example: Displaying Bulletin Board
- Reloading the Garoon screen

Note

- On access from KUNAI (sync mode), the time is not punched on the timesheet.
- The following operations do not assume that you have accessed Garoon, so the time is not punch as the end of the day.
  - Log out of Garoon
  - Closing Web bowser
  - Shutting down the computer

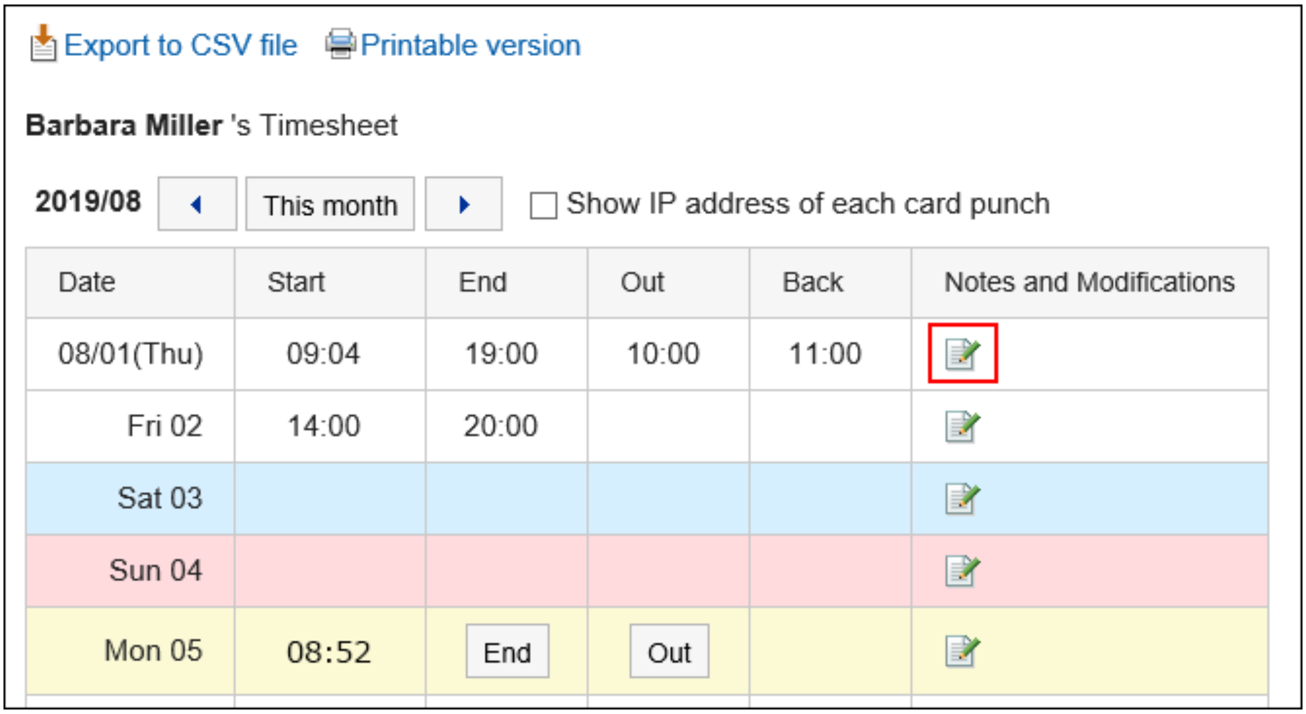
3.10.3. Fixing Timesheet

Fix the recording of the timesheet.
If the system administrator does not allow the time to be modified, the timesheet cannot be modified. You can only modify comments in the notes.

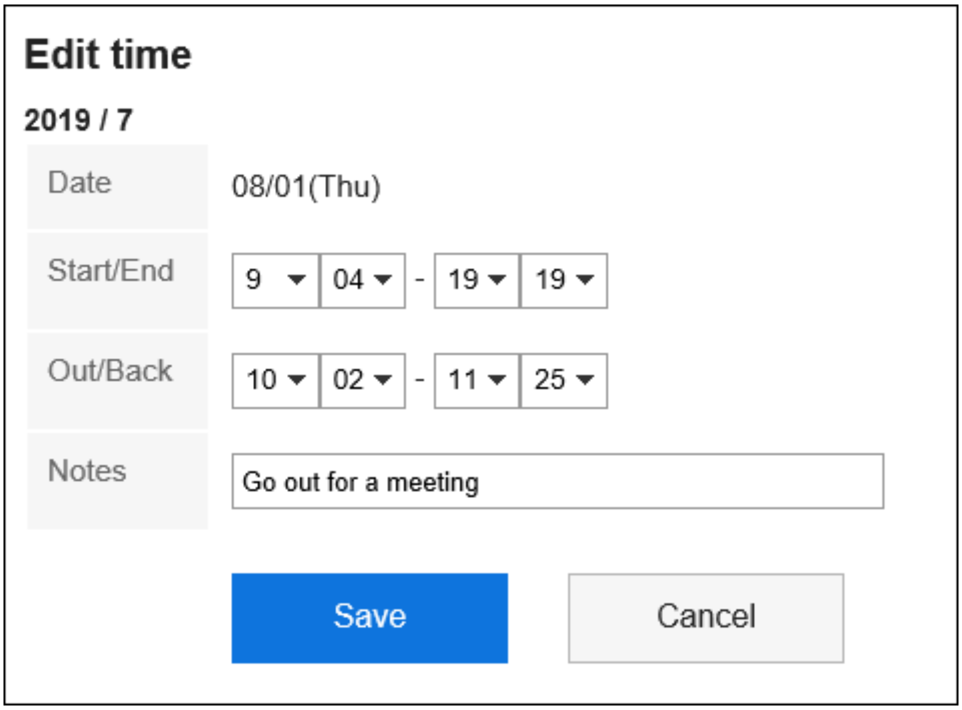
Steps:

1. **Click the app icon in the header.**
2. **Click Timesheet.**

3. **On the "Timesheet" screen, click the icon in "Notes and corrections" field on the day you want to modify the data.**



4. **On the "Fix time" screen, you can change the fields as necessary.**



5. **Confirm your settings and click "Edit".**

3.10.4. Printing Timesheet

Print the timesheet in increments of one month.

Printing will always be black and white.

The buttons for registering the time are not printed.

Steps:

1. Click the app icon  in the header.

2. Click Timesheet.

3. On the "Timesheet" screen, click "Print Screen".

4. On the print settings screen, set the required items.

- Character Size:

  Select the text size you want to print.
- Locale:

  Set the format for displaying date and time.

  Select either of the locale for the user or the locale for printing.

  The locale for printing is set by your system administrator.
- Punch Information Display

  Determines whether to print the IP address of the user where the time is recorded in the timesheet.

  To print IP addresses, select the "Show IP addresses" checkbox.

5. **Click "Print" to print the timesheet using the print feature of the Web browser.**

3.10.5. Exporting Timesheet to CSV File

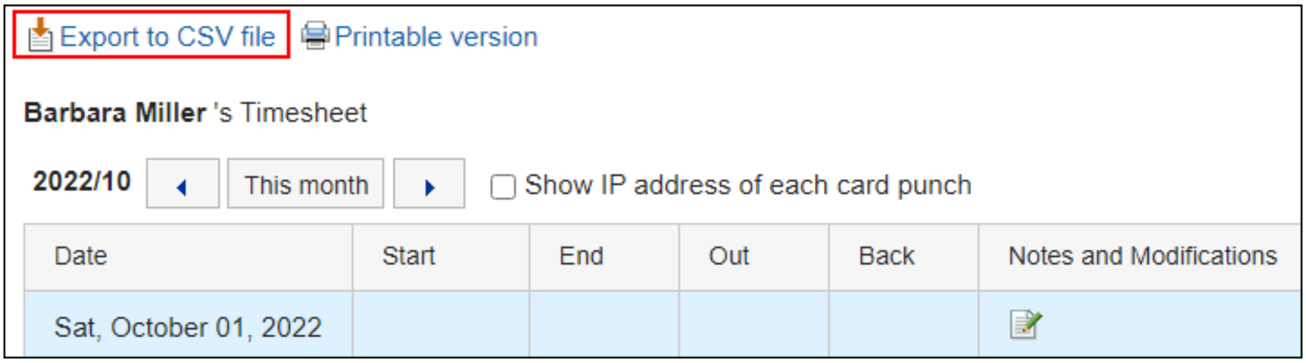
Export the data from the timesheet for the specified period to the CSV file.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

Steps:

1. **Click the app icon in the header.**
2. **Click Timesheet.**
3. **On the "Timesheet" screen, click Export to CSV file.**



4. **On the "Export timesheet" screen, set the required items for the exported data.**

The setting fields are as follows:

- Period to export:

  Select the range of data you want to export.

- Character encoding:

  Select the character code that you want to use for encoding.

  The following character codes can be selected.

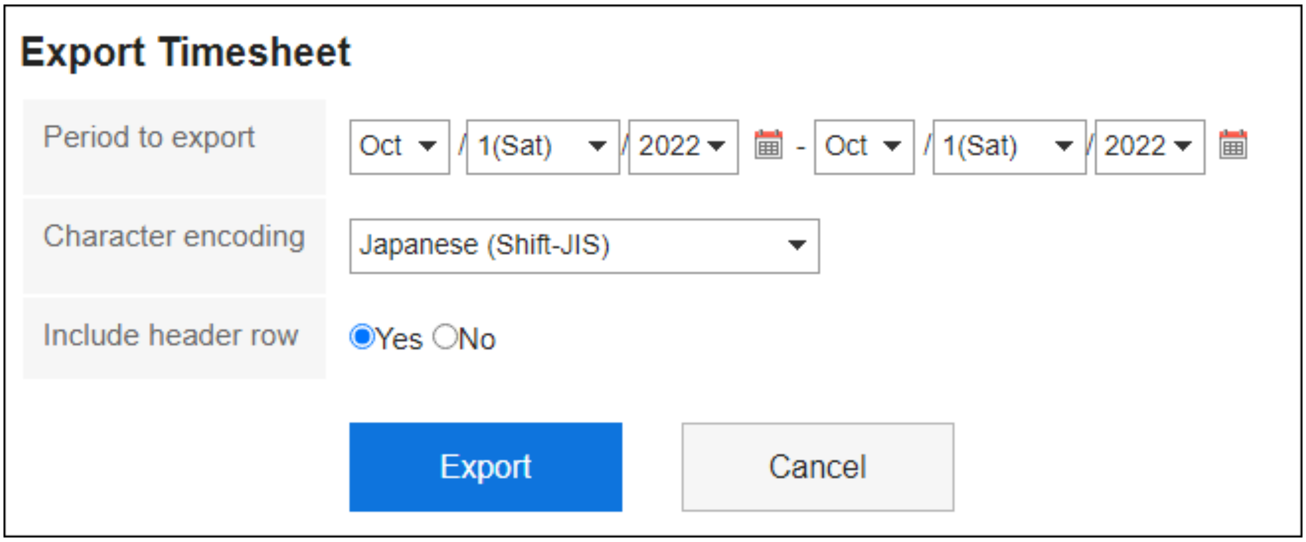
  - Unicode (UTF-8)

    You can select with BOM as required.

  - Japanese (Shift-JIS)
  - ASCII
  - English (Latin1)
  - Simplified Chinese (GBK/GB2312)
  - Thai (TIS-620)

- Include header row:

  To export an item name to the header row of a CSV file, select "Yes".



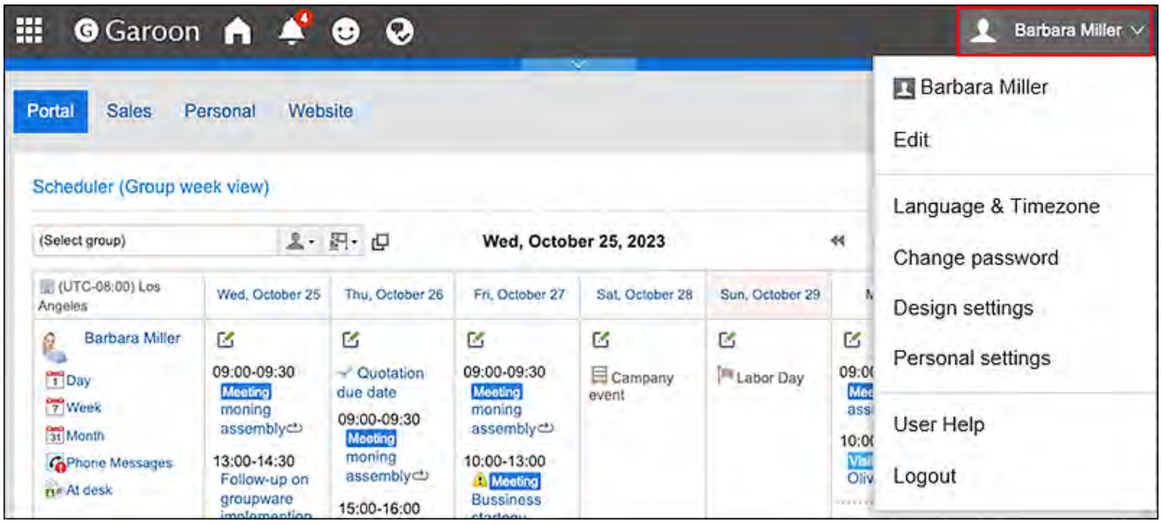
5. Confirm your settings and click Export.

6. Save the file with a function provided by your Web browser.

Note

- You can export the timesheet to a CSV file, even from the "Personal settings" screen.

1. Click **User name** in the header.



2. Click **Personal Settings**.

3. Click **Setting of each application**.

4. Click **Timesheet**.

5. Click **Export Timesheet**.

3.11. To-Do List

"To-Do List" is an application to register and manage personal To-Dos.

You can set a due date for each to-do task to be displayed in scheduler, and you can categorize tasks based on the target category.

To-Dos in To-Do list and Shared To-Dos in Spaces are different in the following points.

- To-Dos in To-Do List
  - You can manage your personal To-Dos. Cannot be shared with other users.
  - Only you can view the To-Dos.
- Shared To-Dos in Space
  - Assign assignees to To-Dos to share the progress of work among space members.
  - You can set multiple users for To-Do assignees. You can also change the assignee after adding To-Dos.
  - Add To-Dos associating them with discussions in a space.

References

- To-Do List category settings(666Page)
- Add To-Dos(668Page)
- Complete To-Dos(671Page)

3.11.1. How to View the Screen

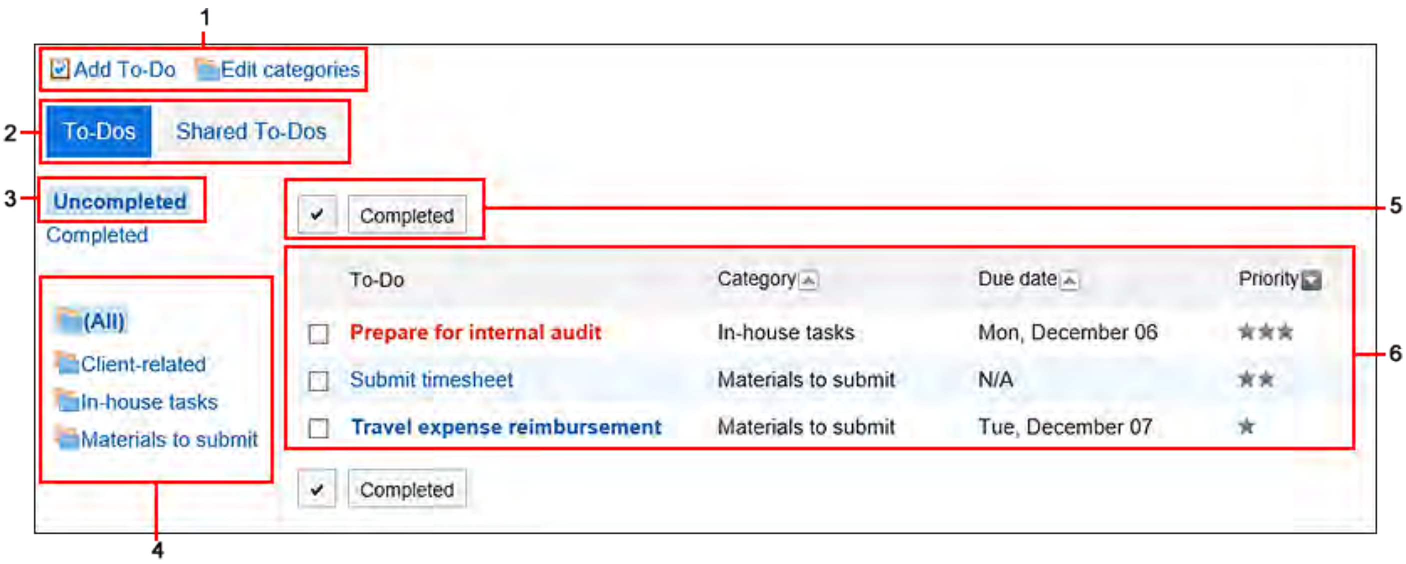
This section describes icons and buttons that are displayed on the to-do List screen.

"To-Do List (Personal To-Dos)" Screen

The to-do list is displayed.

Fonts applied to to-do tasks vary depending on the due date.

- To-do tasks before due dates and whose due dates are not set: Displayed in blue.
- To-do tasks whose due dates are today: Displayed in blue and bold.
- To-do tasks past the due date: Displayed in red and bold.



Description of the items

Number	Description
1	• **Link to add to-do**: Add to-do. • **Link to set category**: Set categories.
2	• **"(Personal) To-Dos" button**: The added to-do Tasks are displayed. • **"Shared To-Dos" button**: The To-Dos assigned to you in the space you are participating are displayed.

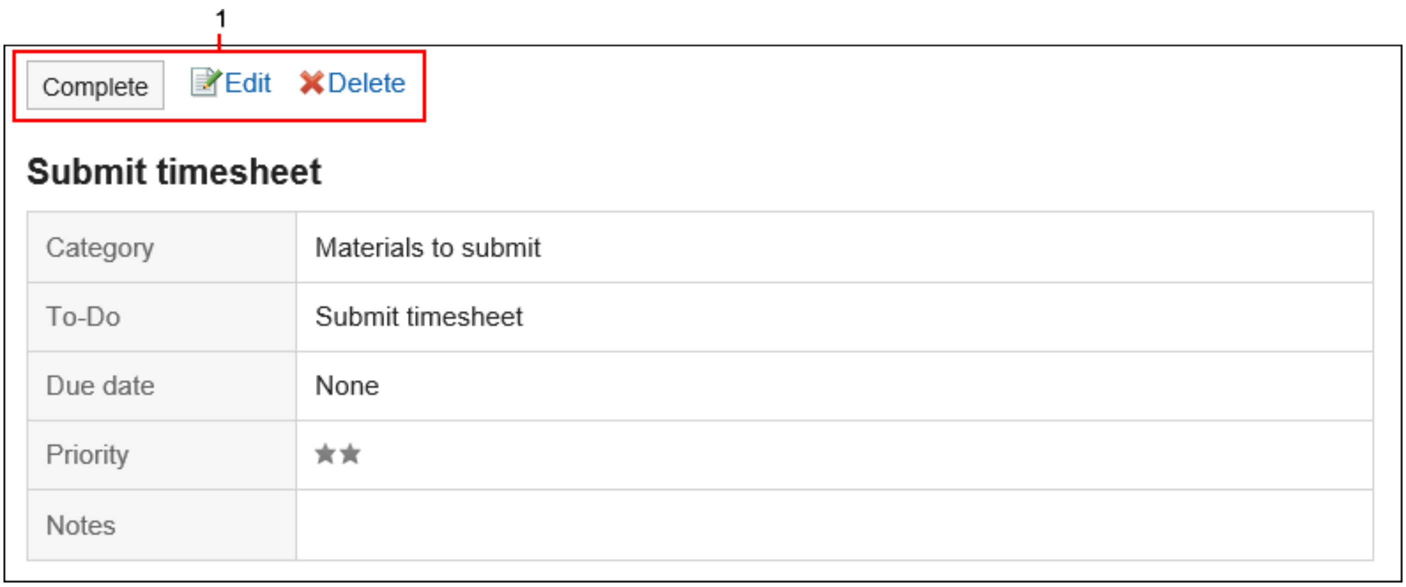
Number	Description
3	• **"Unprocessed" link**: The uncompleted To-Dos are displayed. • **"Completed" link**: The completed to-do Tasks are displayed.
4	**Category**: Category in the to-do list.
5	• **Button for selecting checkboxes**: Click to select all checkboxes. The checkboxes are cleared when you click it again. • **Finish button**: Changes the statuses of the To-Do tasks that you have selected using the checkboxes to Completed.
6	**To-do List**: • **To-Do name link**: When clicked, the following screens are displayed ◦ **For personal To-Do**: To-Do List details screen ◦ **For shared To-Do**: To-Do Details Screen For details on shared to-dos, refer to Adding a shared to-do(256Page) of Space. • **Due Date**: The due dates for the to-do tasks. • **Importance**: The importance of the to-do list is displayed as a star.

Note

- The title of the uncompleted to-do and the to-do Tasks can be displayed on the "Scheduler" screen.
  For details, refer to How to display the due date for to-do(419Page).

"To-Do List Details" Screen

This section describes how to view the "to-do List details" screen.



Description of the items

Number	Description
1	• **Finish button**: To complete the to-do Tasks. • **"Change" link**: Edits the contents of unprocessed to-do Tasks. This link is disabled for completed Tasks. • **"Delete" Link**: Deletes the To-Dos.

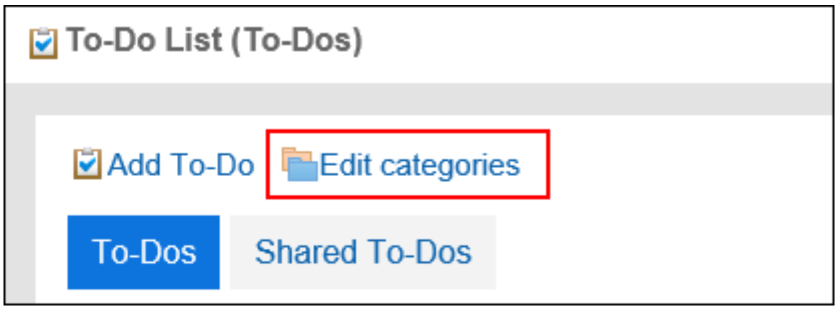
3.11.2. To-Do List Category Settings

Set the category to which to categorize to-do.

If you set a category before you can add to to-do Tasks, the registration is smooth.

Steps:

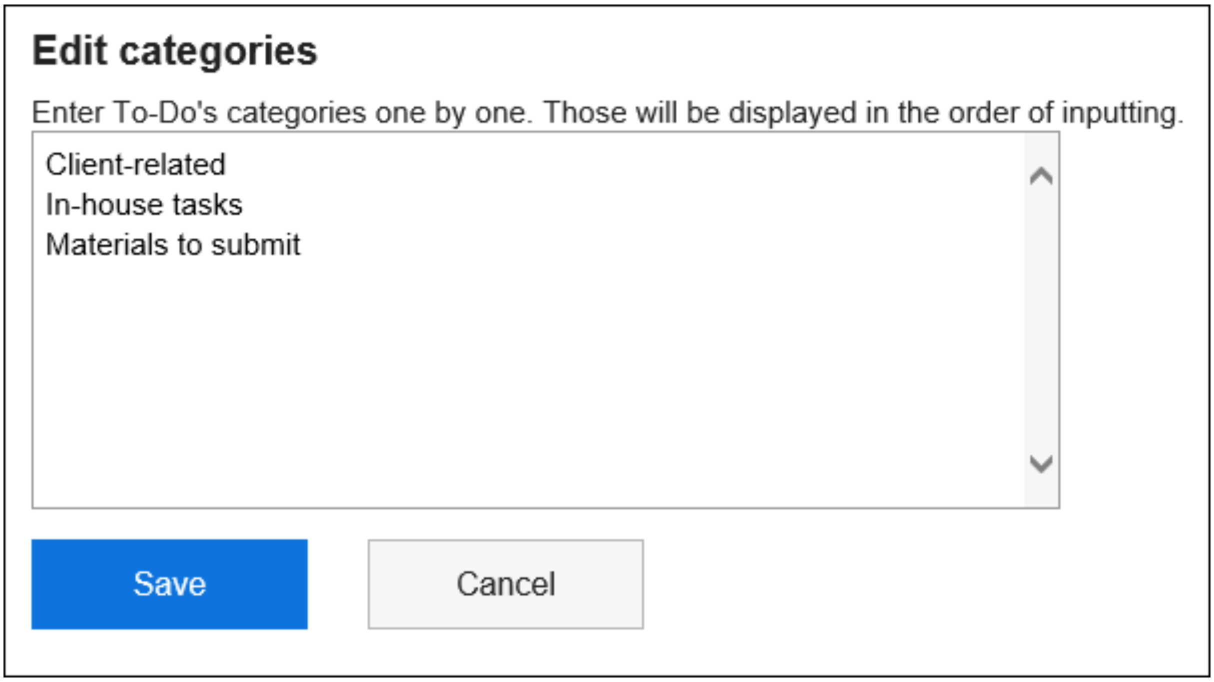
1. **Click the app icon  in the header.**
2. **Click To-Do List.**
3. **On the "To-Do List (To-Dos)" screen, click "Set a Category".**



4. **On the "Category settings" screen, set a category.**

Enter one category per line.

If you want to change the order of categories, reorder categories.



5. **Confirm your settings and click Save.**

Note

- You can also set categories by clicking "To-Do List" in personal settings, and then clicking "Category Settings".

3.11.3. Adding To-Dos

Add to-do.

The Garoon has a shared To-Dos and To-Dos in Spaces, and the following points are different.

- To-Do

  You can manage your personal To-Dos. Cannot be shared with other users.

  Only registered users can view the To-Dos.
- Shared To-Dos in Space

  On the "shared to-do" screen of a space.

  Assign assignees to To-Dos to share the progress of work among space members.

  You can assign multiple users to the to-do Tasks. You can also change the assignee after adding To-Dos.

  Shared to-Dos add to-do to associate to and from a space discussion.

  For information on working with shared space to-Dos, refer to the following page

  Adding Shared To-Dos(256Page)

  Completing My To-Dos(262Page)

  Editing shared To-Dos(265Page)

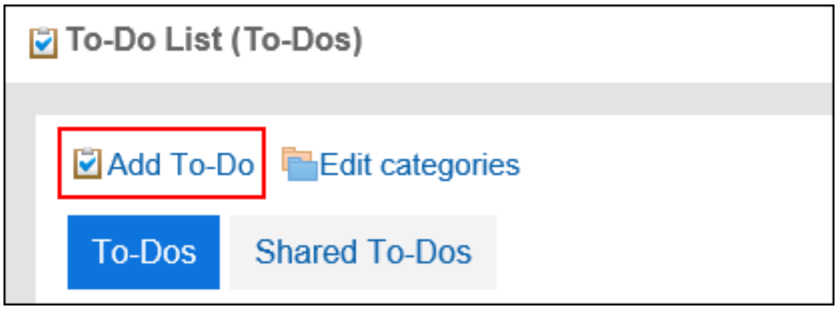
  Deleting shared To-Dos(267Page)

Note

- The "to-do list (shared to-Dos)" screen cannot add, delete, and cancel the shared to-Dos. You can only work with the to-do Tasks.

Steps:

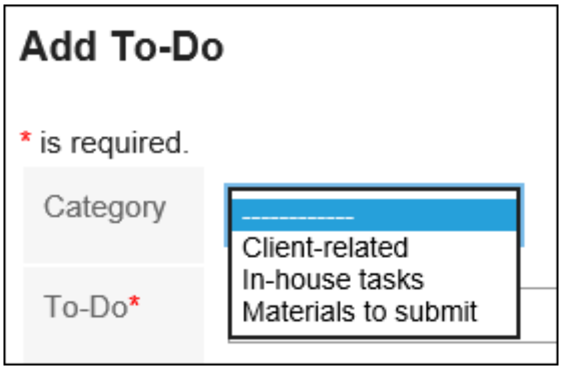
1. **Click the app icon in the header.**
2. **Click To-Do List.**
3. **On the "To-Do List (To-Dos)" screen, select a category and click "Add to-do".**



4. **On the "Add to-do" screen, select the category for which you want to add to-do in category items.**

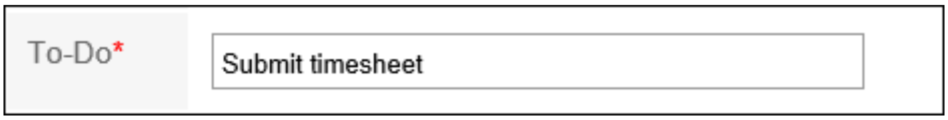
   If the category does not exist, add a category.

   For details, refer to the setting of the to-do list category(666Page).



5. **Enter the "to-do" field.**

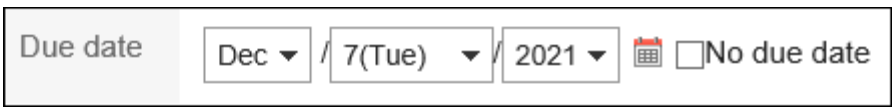
   Always set the To-Do name.



6. **Set the "Due date" field as required.**

   - When you set a due date

     Clear the "No deadlines" checkbox, and then select the date and the month from the dropdown list.

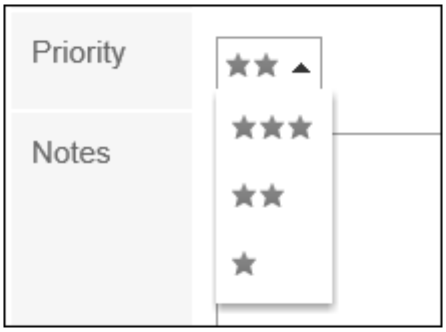


   - If you do not set a due date

     Select the "No Deadline" checkbox.

7. **Set the "Importance" field.**

   The larger the number of stars, the higher the importance.



8. **Set the Memo field as necessary.**
9. **Confirm your settings and click Add.**

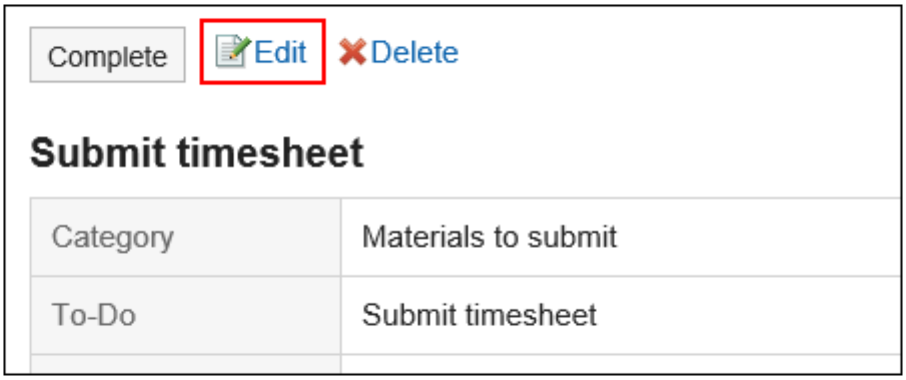
3.11.4. Changing To-Dos

You can change the contents of the unprocessed to-do Tasks.

You cannot change the completed to-do Tasks.

Steps:

1. **Click the app icon  in the header.**
2. **Click To-Do List.**
3. **On the "To-Do List (To-Dos)" screen, click the to-do name of the to-do task.**
4. **On the "To-Do List details" screen, click Edit.**



5. **On the "Change to-do" screen, you can change the settings as necessary.**
   For details on setting items, refer to Adding to-do(668Page).

6. **Confirm your settings and click Save.**

3.11.5. Completing To-Dos

You can change the to-do to completed to-do Tasks.

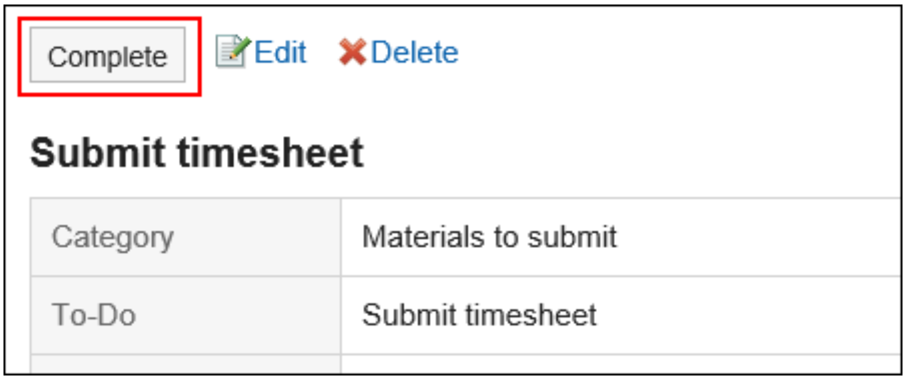
The completed to-do Tasks are moved to completed.

The completed to-do Tasks are not displayed in the scheduler screen or the "To-Do List" portlet.

If You Want to Complete Steps One by One

Steps:

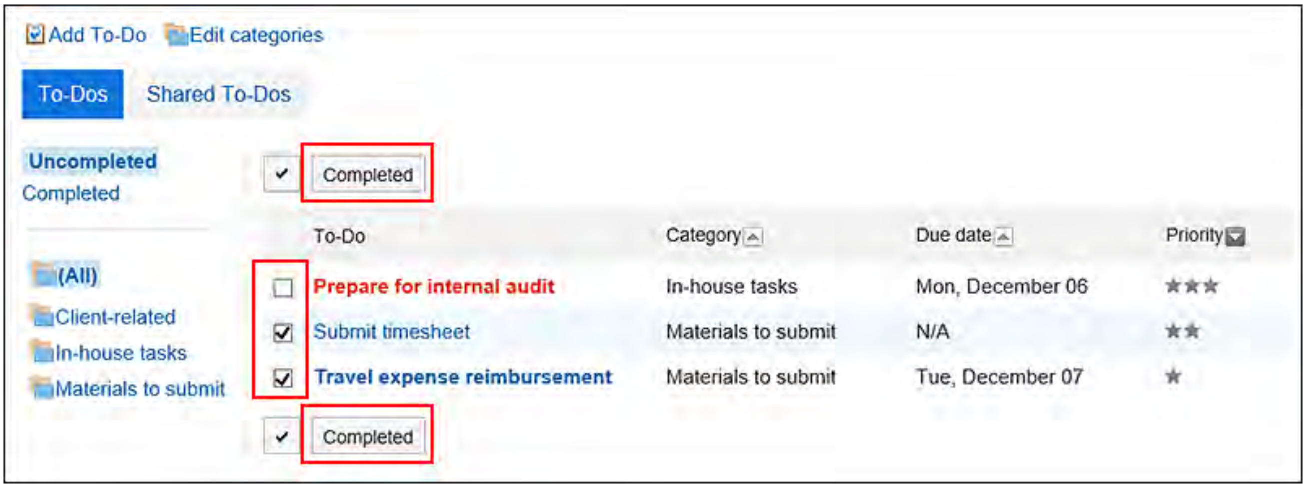
1. **Click the app icon in the header.**
2. **Click To-Do List.**
3. **On the "To-Do List (To-Dos)" screen, click the to-do to-do name.**
4. **Click "Finish" on the "to-do List details" screen.**



To Complete Multiple To-Dos

Steps:

1. **Click the app icon  in the header.**
2. **Click To-Do List.**
3. **On the "To-Do List (To-Dos)" screen, select the checkboxes of the to-do Tasks, and click "Finish".**



Canceling the Completion of the To-Dos

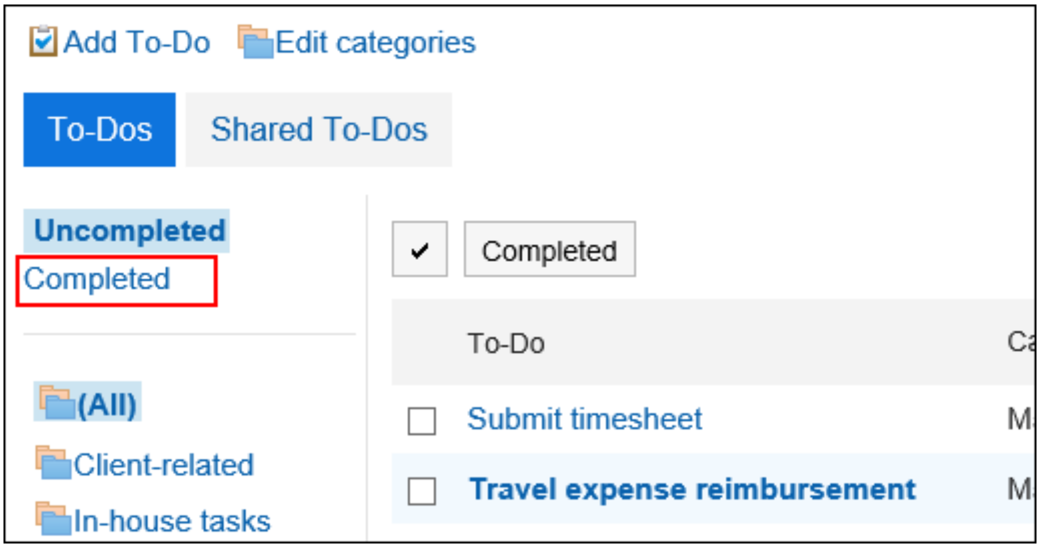
Cancels the completion of the to-do Tasks and returns to the unprocessed to-do Tasks.

Steps:

1. **Click the app icon in the header.**

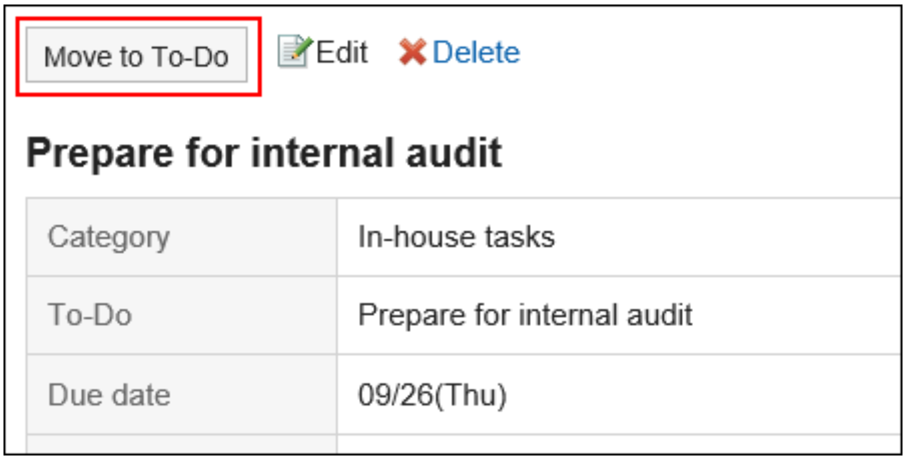
2. **Click To-Do List.**

3. **On the "To-Do List (To-Dos)" screen, select "Done".**



4. **Click the to-do to to-do tasks.**

5. **On the "completed to-Do" screen, click "Cancel Completion".**



3.11.6. Deleting To-Dos

Deletes the To-Dos.

- For unprocessed to-do

  Delete each one. Cannot be deleted in bulk.
- For completed to-do

  You can delete them in bulk.

Caution

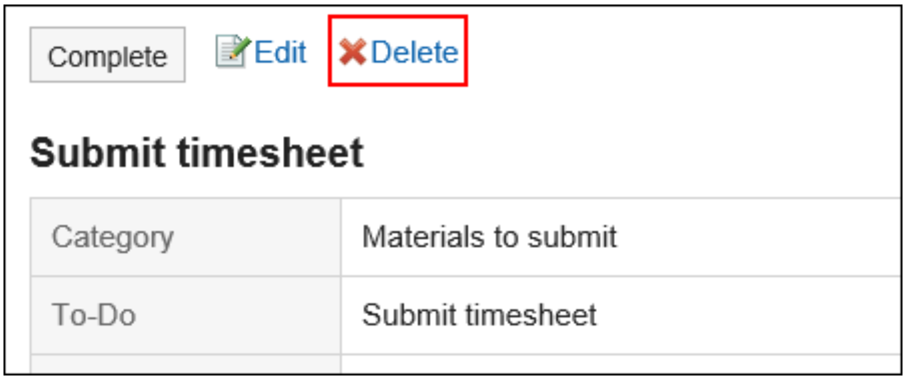
- The deleted To-Dos cannot be restored.

Deleting Unprocessed To-Dos

Delete all unprocessed to-do Tasks.

Steps:

1. **Click the app icon in the header.**
2. **Click To-Do List.**
3. **On the "To-Do List (To-Dos)" screen, click the to-do name of the to-do to to be deleted.**
4. **On the "to-do List Details" screen, click Delete.**



5. **Click Yes on the "Delete to-do" screen.**

Deleting Completed To-Dos

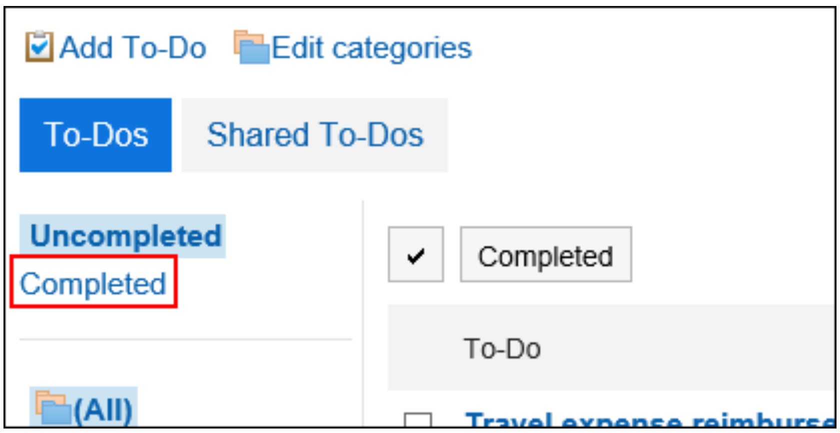
Delete the completed to-do Tasks.

Deleting To-Dos One by One

Delete the to-do Tasks.

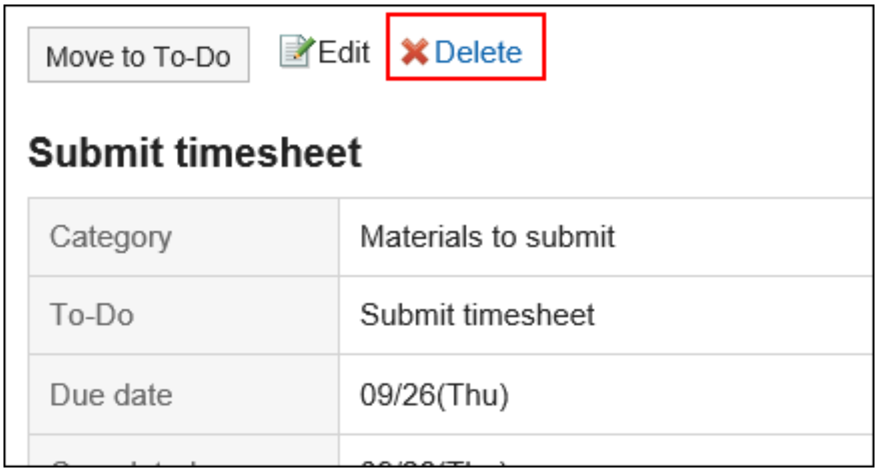
Steps:

1. **Click the app icon  in the header.**
2. **Click To-Do List.**
3. **On the "To-Do List (To-Dos)" screen, select "Done".**



4. **Click the to-do name of the to-do to delete.**

5. **On the "Completed To-Do" screen, click Delete.**



6. **Click Yes on the "Delete completed To-Do" screen.**

Deleting Multiple To-Dos in Bulk

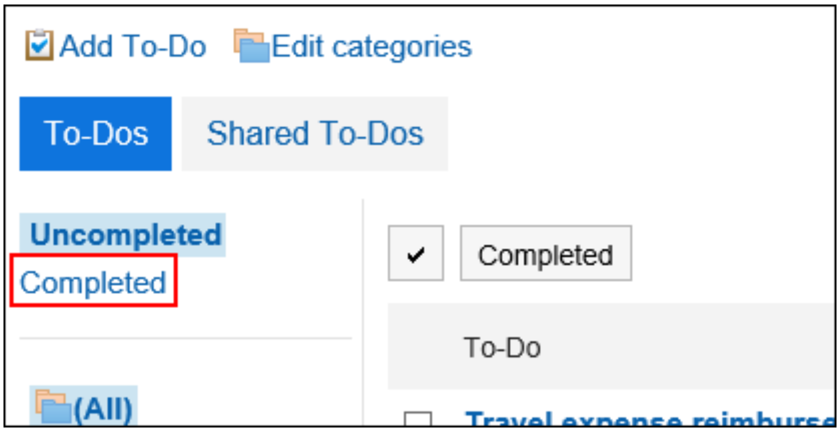
Delete multiple To-Dos in bulk.

Steps:

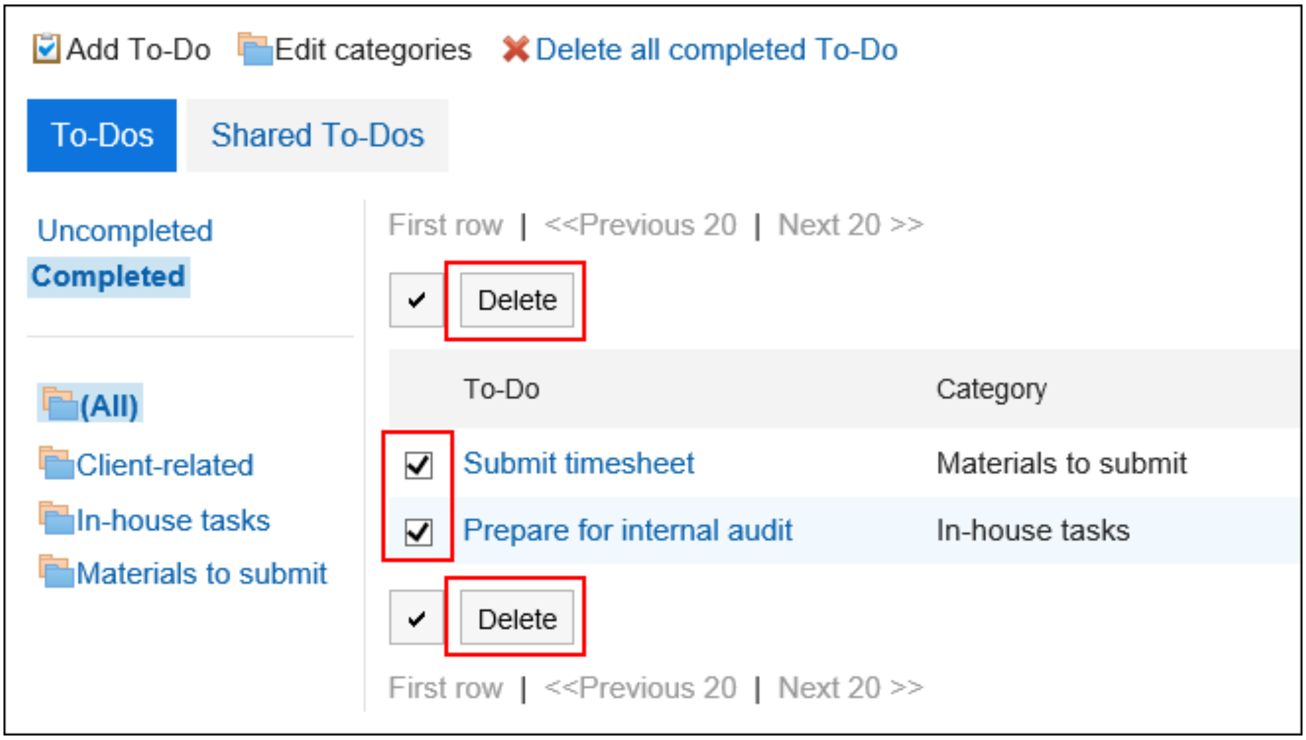
1. **Click the app icon  in the header.**

2. **Click To-Do List.**

3. **On the "To-Do List (To-Dos)" screen, select "Done".**



4. **Select the checkboxes of the To-Dos you want to delete, and click Delete.**



5. **Click Yes on the "Delete all completed To-Dos" screen.**

Deleting All Completed To-Dos

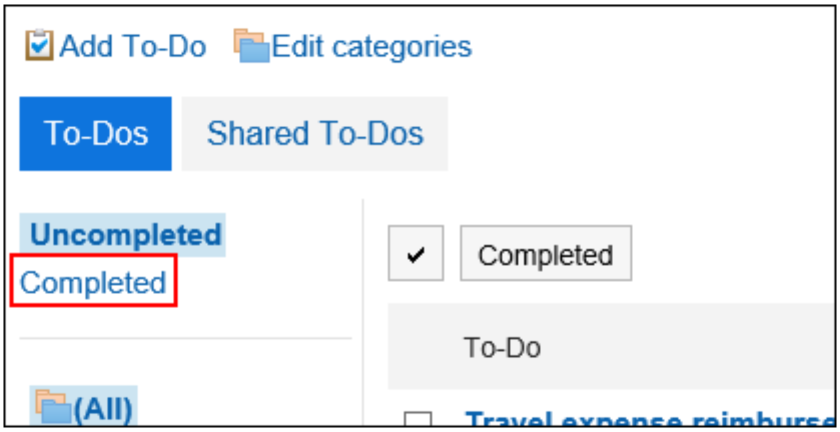
Delete all completed To-Dos.

Steps:

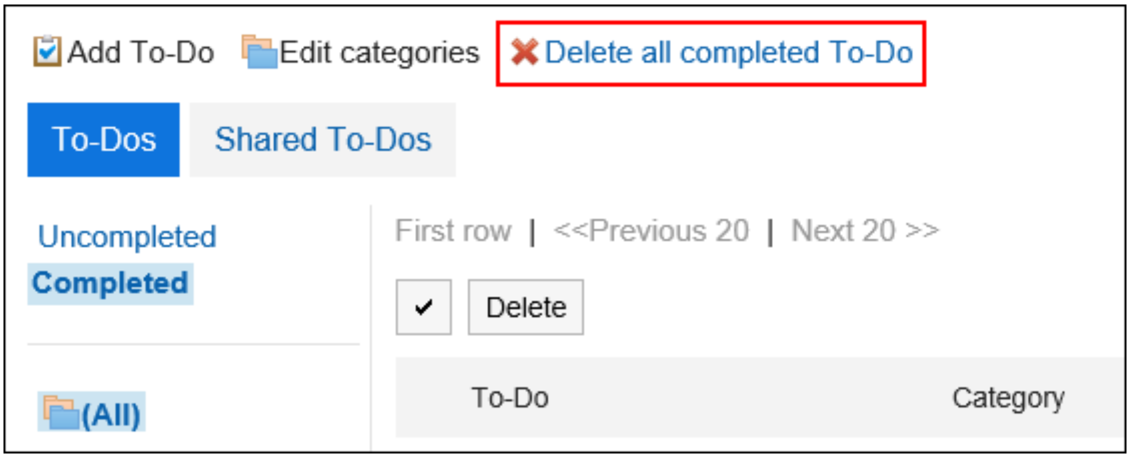
1. **Click the app icon**  **in the header.**

2. **Click To-Do List.**

3. **On the "To-Do List (To-Dos)" screen, select "Done".**



4. **Click "Delete all completed To-Dos".**



5. **Click Yes on the "Delete all completed To-Do" screen.**

3.12. Address Book

"Address Book" is an application for managing corporate and personal contacts.

The following types are available in the Address Book

- Shared Address Book

  You can share addresses with other users.

- Personal Address Book

  Only users can use them.

- User List

  Users who have been added to Garoon are displayed.

References

- Adding addresses(685Page)
- Copying addresses to other books(690Page)
- My Address group settings(697Page)
- Setting up Items to Show(704Page)

3.12.1. How to View the Screen

This section describes icons and buttons that are displayed on the Address Book screen.

"Address Book" Screen

A list of addresses is displayed. Addresses are displayed in each book.

You cannot change the order of the address book entries.

The order of addresses is as follows

- Address Book, Personal Address Book

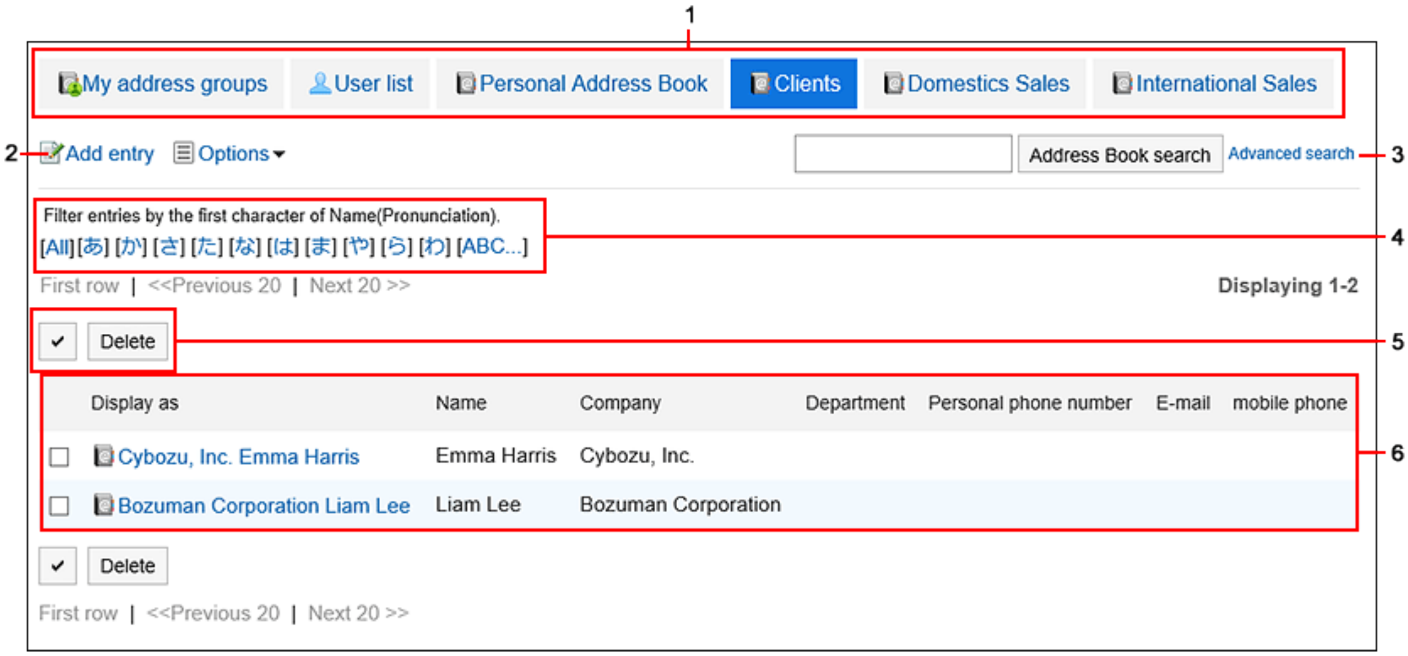
  The address is sorted by the "Name (Pronunciation)".

  If "Name (Pronunciation)" has not been set, it is sorted by the "Display name".
- User List

  Users are sorted by display order.

  If multiple users have the same display order, the user information is displayed in the order in which they are added.

You can change the items that are displayed in the address list of each book in personal settings.



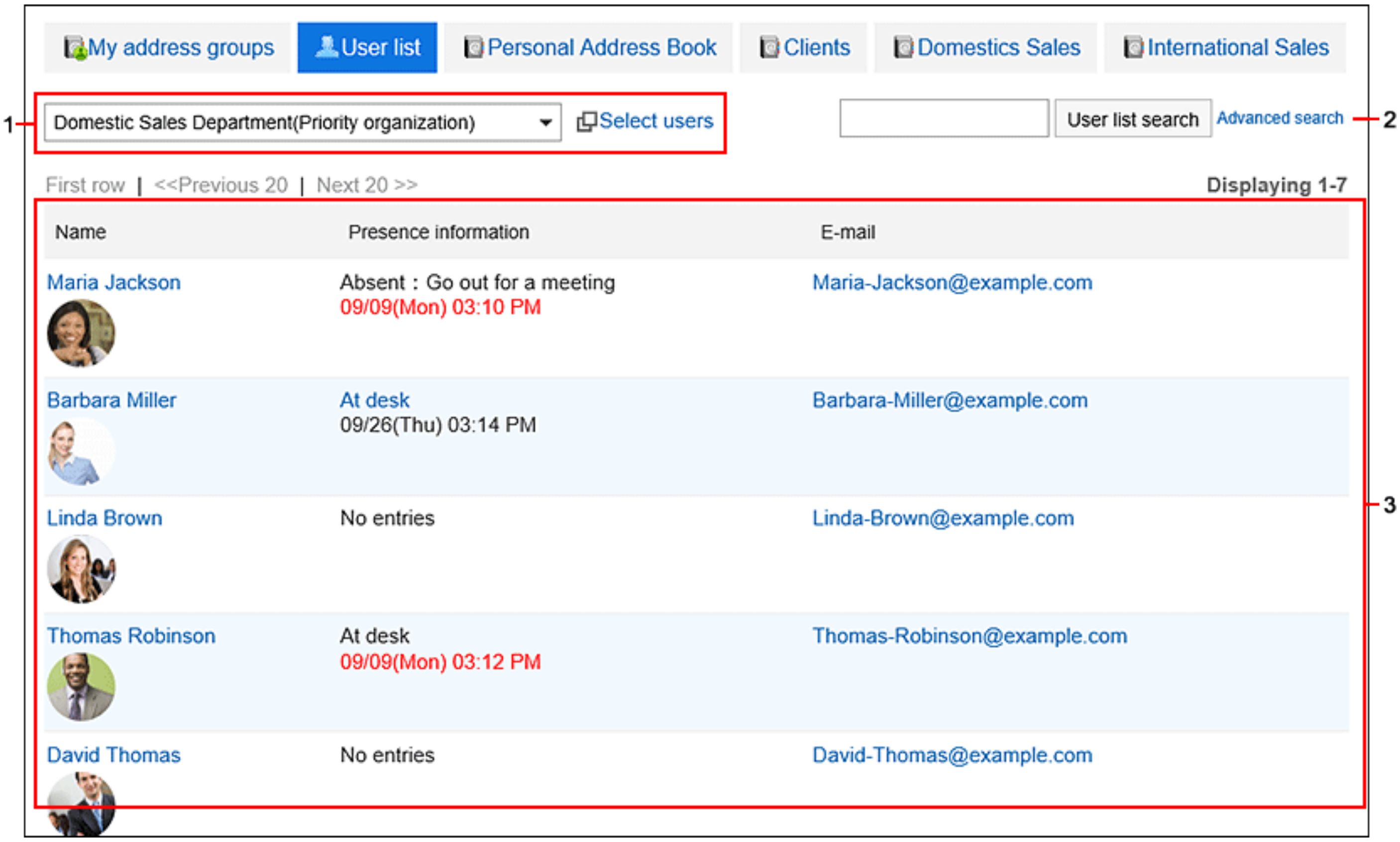
Description of the items

Number	Description
1	**List of books** • **My address Group** Addresses added to the My address group are displayed. • **User List** Users of Garoon are displayed. • **Personal Address Book** This is an individual address book. • **Shared Address Book** The Address book you want to share with other users. Created by your system administrator.
2	**Add Address Link:** Add an address.
3	**Items for Search:** • **Address Book Search button:** Enter keywords to search the address book.

Number	Description
	• **Advanced search link:** Search the Address Book by entering search conditions.
4	**Links for Narrowing addresses:** In the Personal Address Book and the shared address Book, you can filter the address using the first character of "personal name (pronunciation)". When you click a letter or alphabet, a list of addresses starting with the selected characters is displayed. • **日本語：** Double-byte, single-byte, hiragana, katakana, voiced sound (e.g.: "GA"), and semi-voiced sound (e.g.: "PA") are not distinguished. • **英語：** Double-byte, single-byte, uppercase, and lowercase letters are not distinguished. If "personal name (pronunciation)" has not been set, or if "personal name (pronunciation)" is not used, the address cannot be filtered.
5	• **Select a checkbox:** Click to select all checkboxes. The checkboxes are cleared when you click it again. • **"Delete" button:** Delete the selected addresses.
6	**List of addresses** • **Display Name Link:** The "Address Details" screen is displayed.

"User List" screen

A list of users registered in Garoon is displayed.



Description of the items

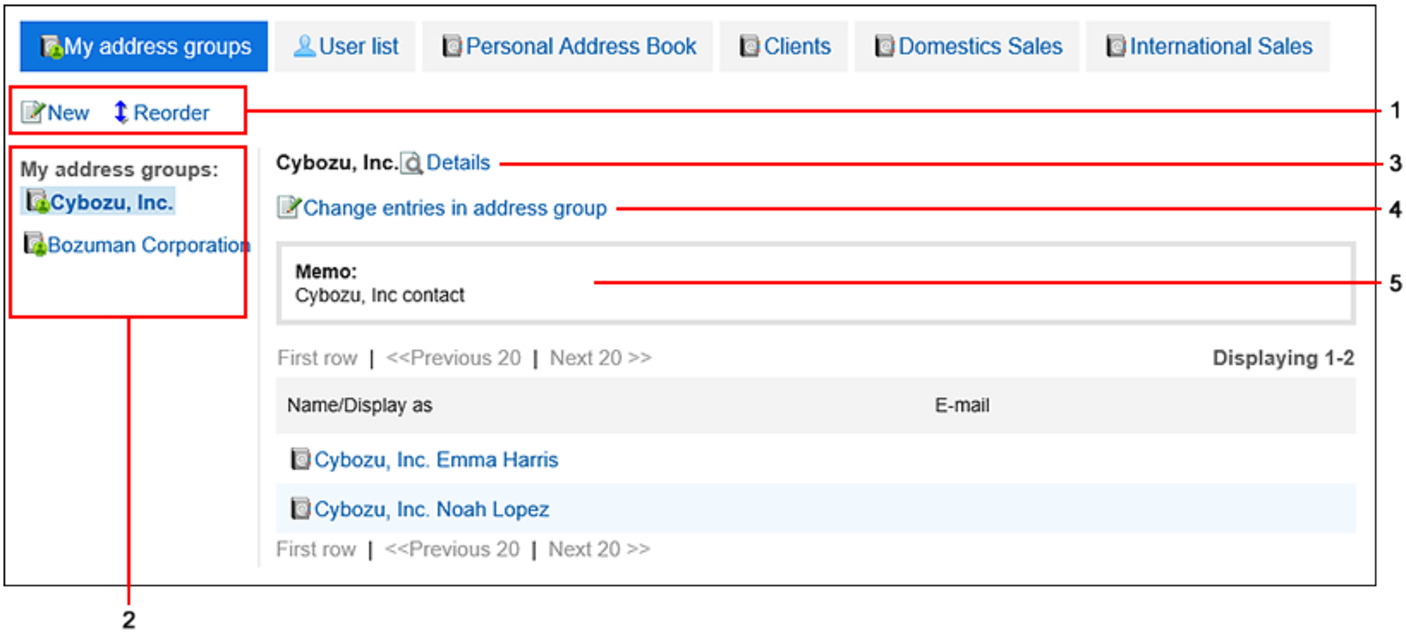
Number	Description
1	**User-Selected part:** Select the organization or user who you want to view the user information.
2	**Items for Search:** • **User List Search Button:** Enter keywords to search users. • **Advanced search link:** Search for users by entering search conditions.
3	**User list:** • **User name and image** The "User Details" screen is displayed when clicked. • **Presence Link:** It is displayed when you are able to change presence information.

Number	Description
	Click to change the user's presence information. For details, refer to Changing Presence Information(996Page).

My Address Groups Screen

My address groups are groups of addresses that you use frequently, from user list, personal address books, and shared address books.

The "My Address Group" screen displays the My address group and the addresses that are referenced in the group.

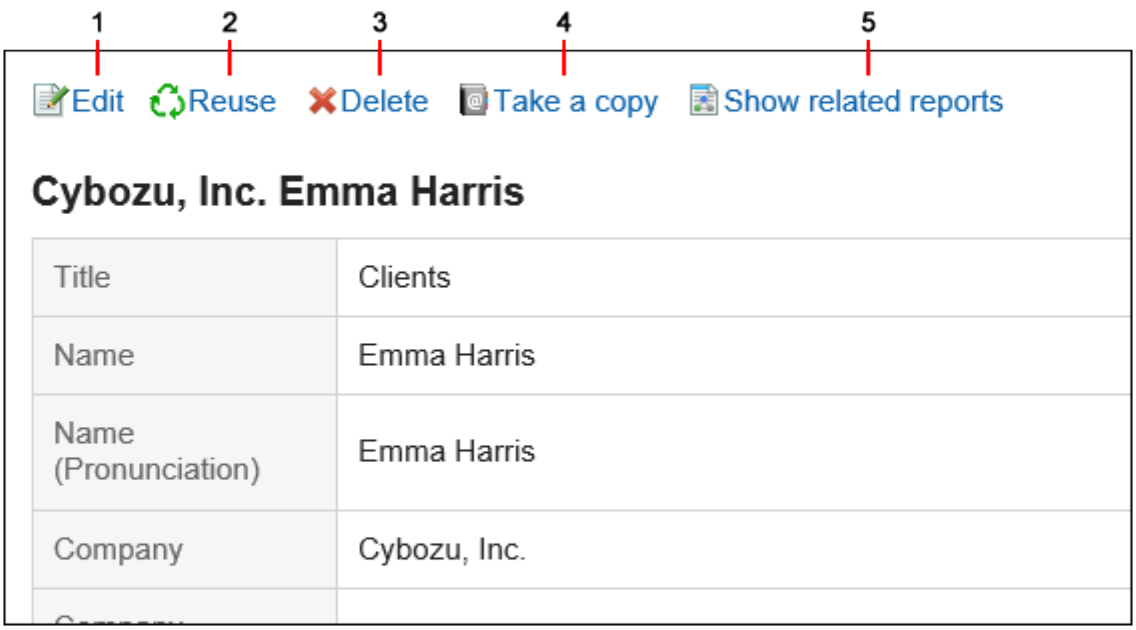


Description of the items

Number	Description
1	• **Add my address group link:** Add a My address group. • **Reorder my address groups Links:** Change the order in which the My addresses are displayed.
2	**My address groups** The added My address group.
3	**"Details" Link:** The "My Address group Details" screen appears.
4	**Change addresses in the My Address group link:** Change the address that you want to set in the My address group.
5	**Memo field:** Notes in my address group.

Address Details Screen

Edit the address information.



Description of the items

Number	Description
1	**"Change" Link:** Edit the address.
2	**Reuse Link:** Reuse addresses to add another address.
3	**"Delete" Link:** Delete the address.
4	**Copy to other book link:** Add a copy of the address to the other book. Addresses in the shared address book cannot be copied to the Personal Address Book.
5	**View related reports Link:** This is displayed when a report that has been created in MultiReport is associated with an address. Click to display a list of reports.

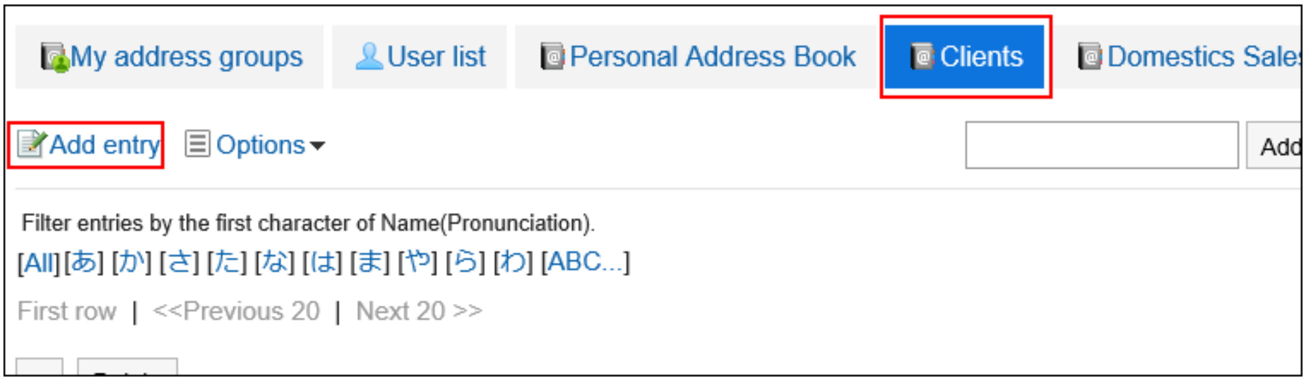
3.12.2. Adding Addresses

Add addresses to the Personal Address Book or shared Address Book.

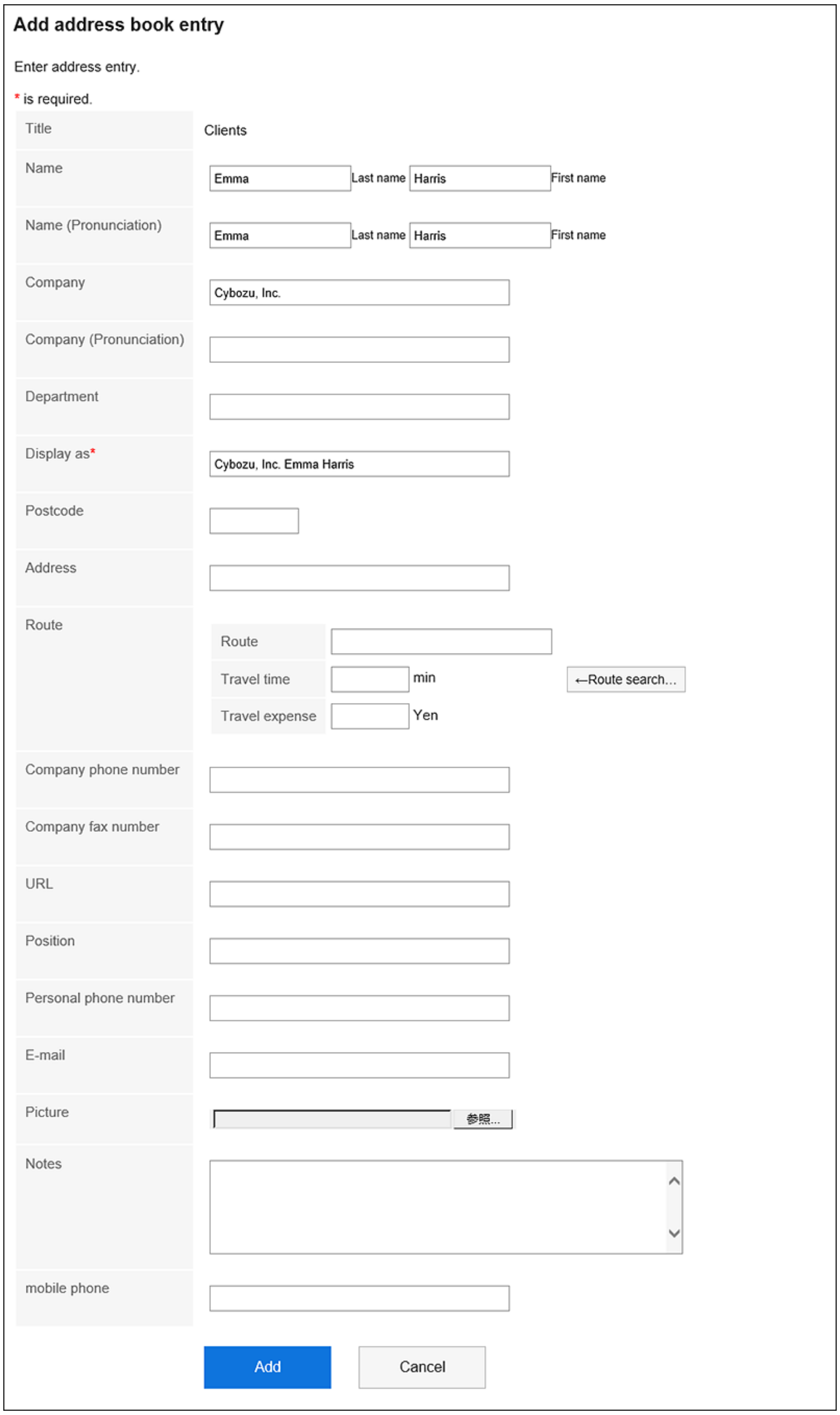
Steps:

1. **Click the app icon  in the header.**
2. **Click Address Book.**

3. **On the "Address Book" screen, select the book for which you want to add an address, and click "Add an Address".**



4. **On the "Add address" screen, set the required items.**



Items on the "Add Address" Screen

The items on the "Add addresses" screen vary depending on your system administrator settings.

Item	Description
Pronunciation	If you enter an empty name, the pronunciation type is entered automatically in the "Name (Pronunciation)" field. However, if you enter katakana, numeric, or full-width alphabetic characters in the name of an individual, the pronunciation type is not entered. "Name (Pronunciation)" is also used when the display order of addresses is determined. For details, refer to Order of the Entries of User List and Address Book.
[Route Search...]	Routes and fares are imported from the route search results on the Internet. You can search only routes in Japan. This feature is used for Internet connection service. The system administrator can disable this function.

5. **Confirm your settings and click Add.**

Reusing and Registering Addresses

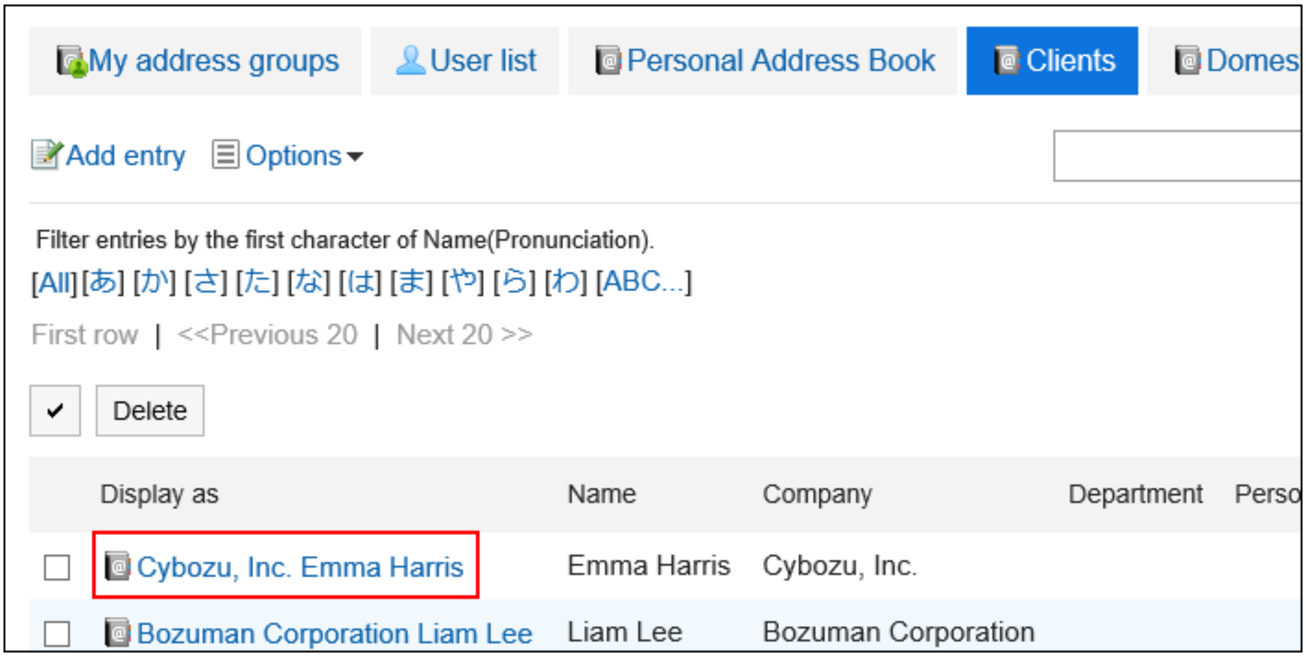
Reuse addresses to add addresses.

You can reuse addresses in the Personal Address Book and in the shared Address Book.

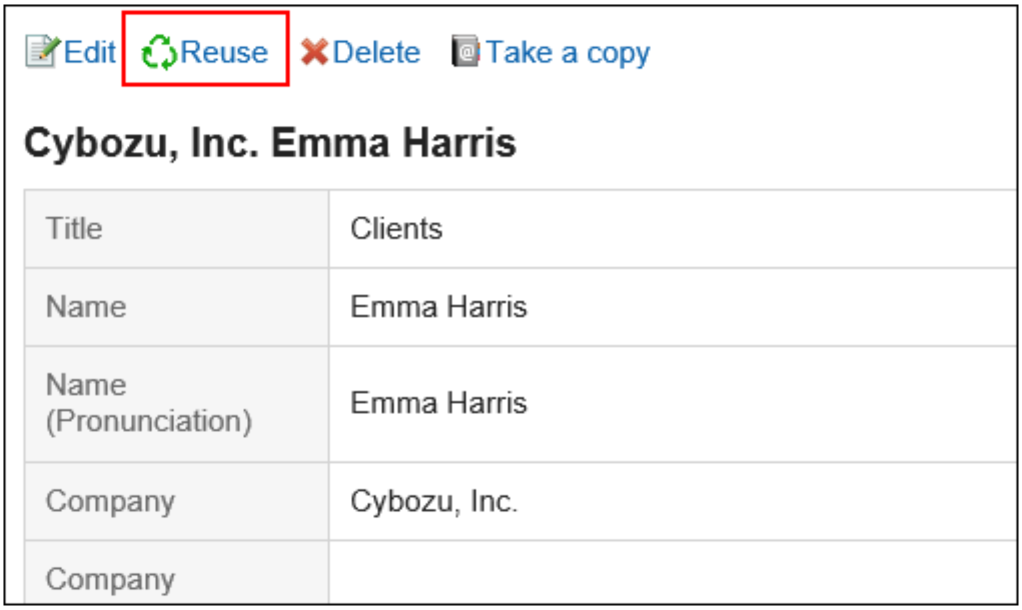
Steps:

1. **Click the app icon  in the header.**
2. **Click Address Book.**
3. **On the "Address Book" screen, select the book for which you want to add an address.**

4. **Click the name of the address you want to reuse.**



5. **On the "Address Details" screen, click "Reuse".**



6. **On the "Add address" screen, change the fields as necessary.**

7. **Confirm your settings and click Add.**

3.12.3. Copying Addresses to Other Books

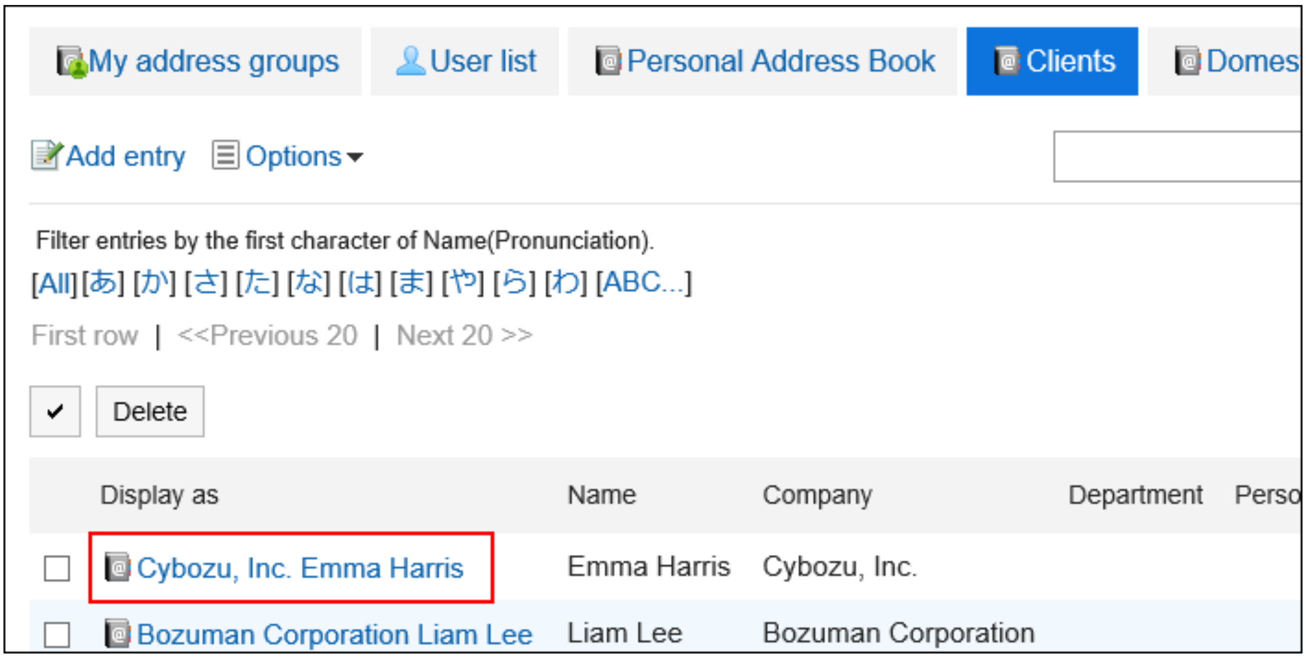
Copy existing addresses and add them to other books.

Note

- Addresses in the shared address book cannot be copied to the Personal Address Book.
- You cannot copy an address into a book for which system administrators set the view permission.
  For details, refer to Setting Up Permissions for Books.

Steps:

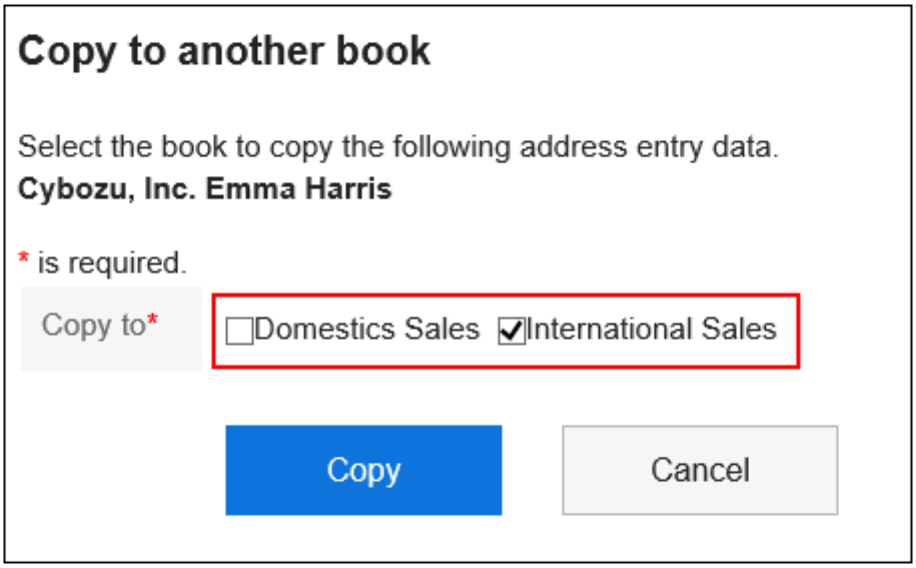
1. **Click the app icon  in the header.**
2. **Click Address Book.**
3. **On the "Address Book" screen, select a book.**
4. **Click the display name of the address you want to copy to other books.**



5. **On the "Address Details" screen, click "Copy to other books".**

6. **On the "Copy to other Books" screen, select the checkboxes of the books you want to copy.**

   If system administrators set the view permission for a book, the book is not displayed in the "Copy to" field.



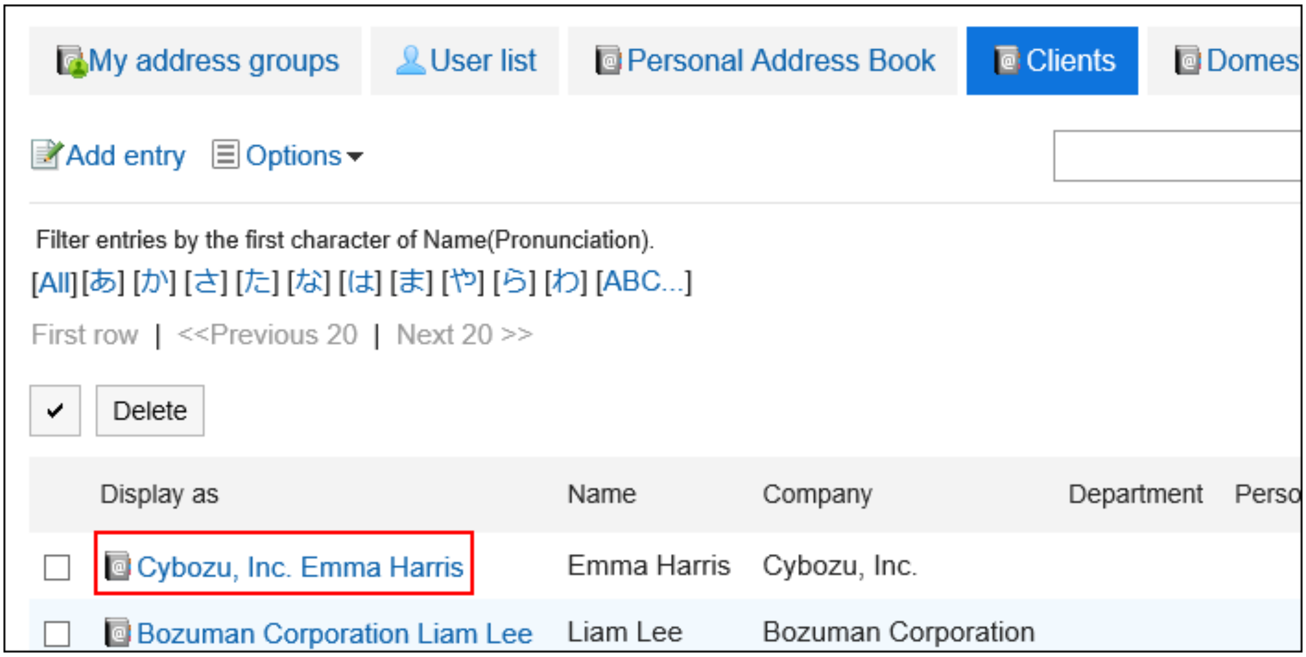
7. **Confirm your settings and click "Copy".**

3.12.4. Changing Addresses

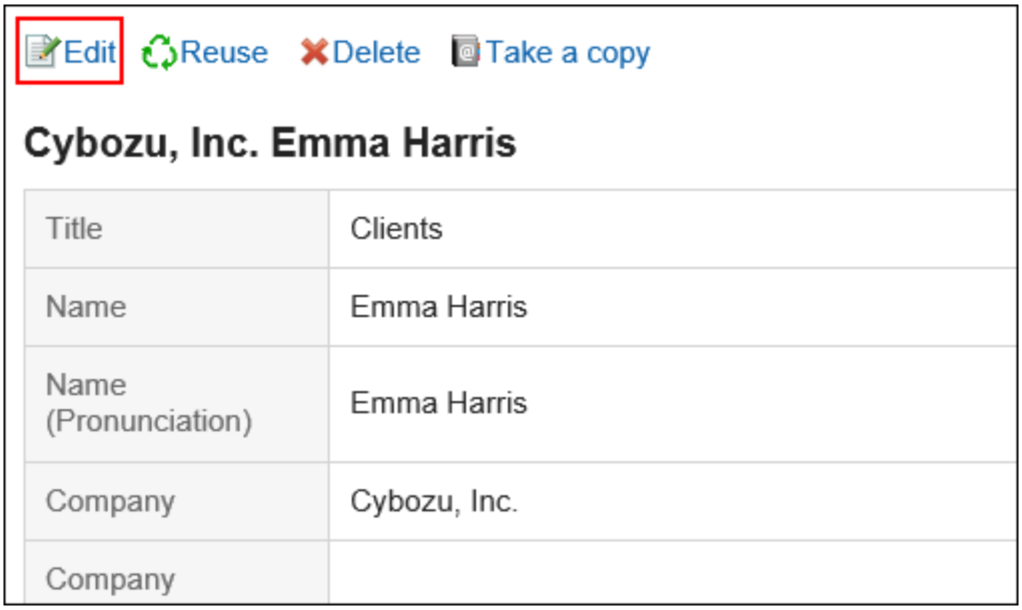
Change the address that has been added to the Address book.

Steps:

1. **Click the app icon in the header.**
2. **Click Address Book.**
3. **On the "Address Book" screen, select a book.**
4. **Click the display name of the address you want to change.**



5. **On the "Address Details" screen, click Edit.**



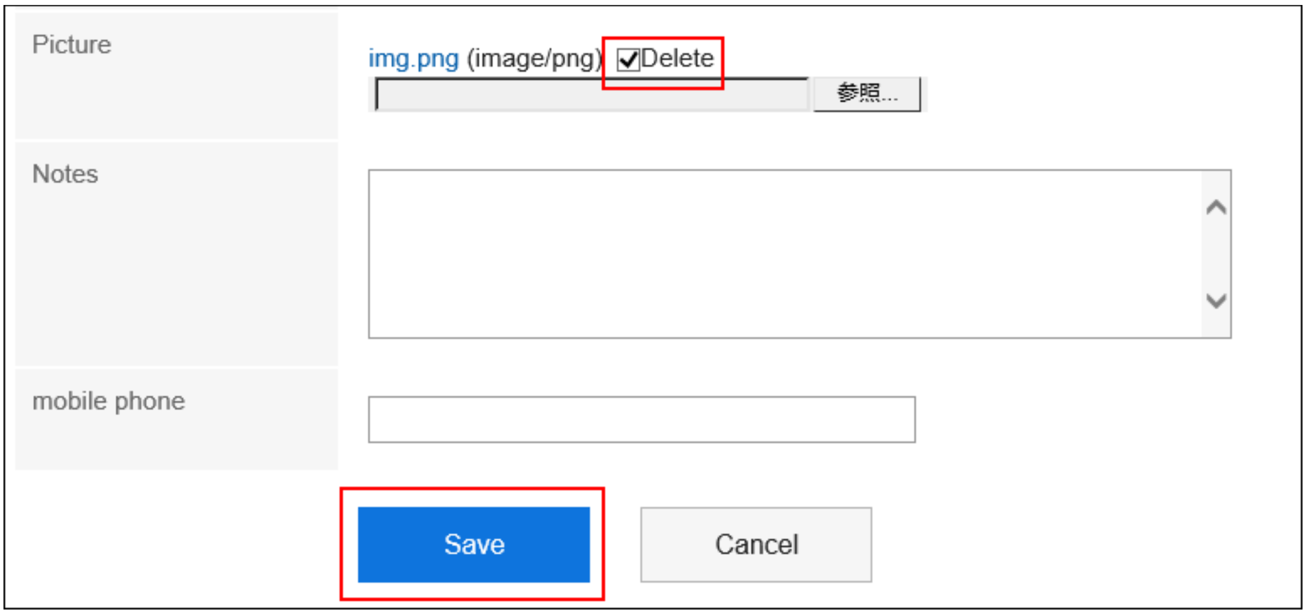
6. **On the "Change address information" screen, you can change the settings as necessary.**

   For details on the fields, refer to the [Items on the "adding addresses"(687Page)](#) screen.

7. **Confirm your settings and click Save.**

Note

- To delete a registered image, select the "Delete" checkbox, and then click **Save**.



3.12.5. Deleting Addresses

Delete addresses in the Personal Address Book and in the shared Address Book.

Caution

- Deleted addresses cannot be restored.

Note

- If you delete addresses that are referenced in the My address group, they are also deleted from the address list in the My address group.

Deleting Addresses One by One

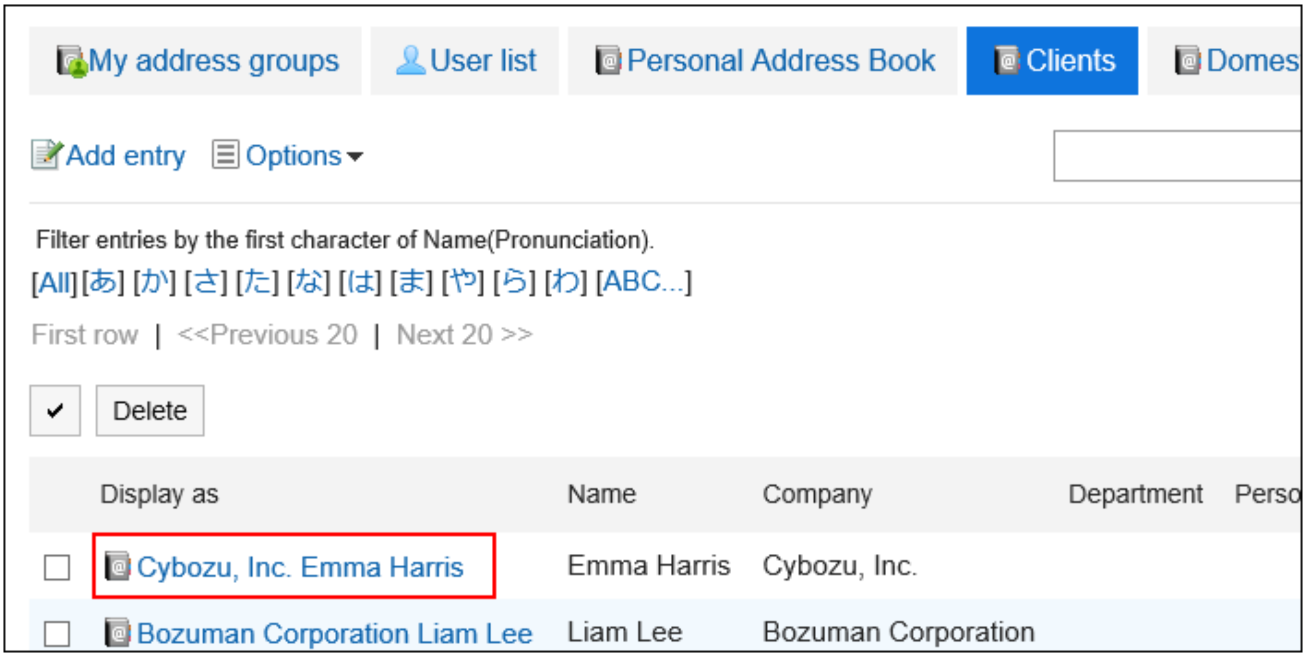
Delete Addresses one at a time.

Steps:

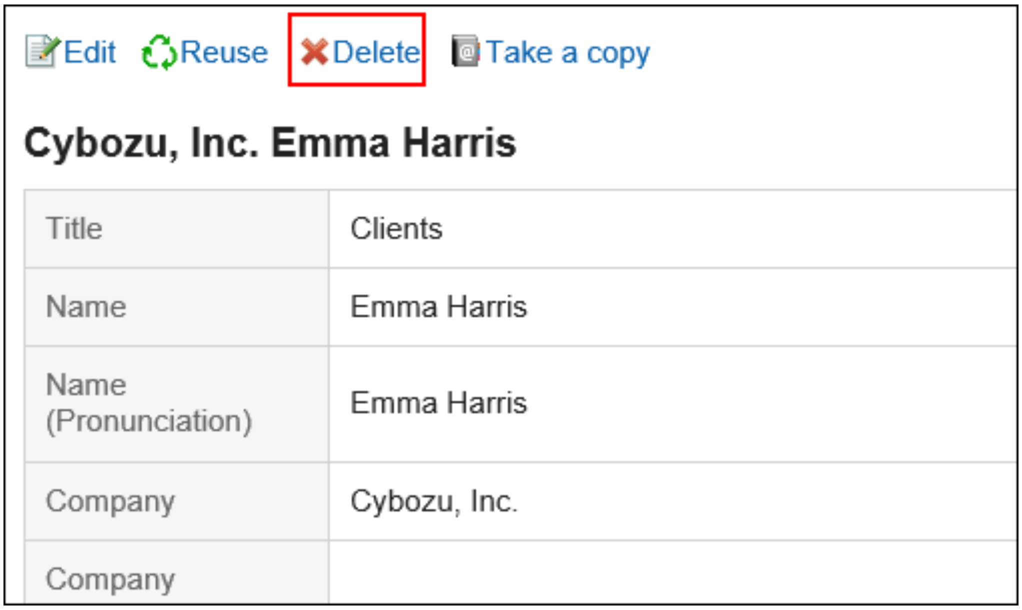
1. **Click the app icon in the header.**
2. **Click Address Book.**

3. On the "Address Book" screen, select a book.

4. Click the name of the address you want to delete.



5. On the "Address Details" screen, click Delete.



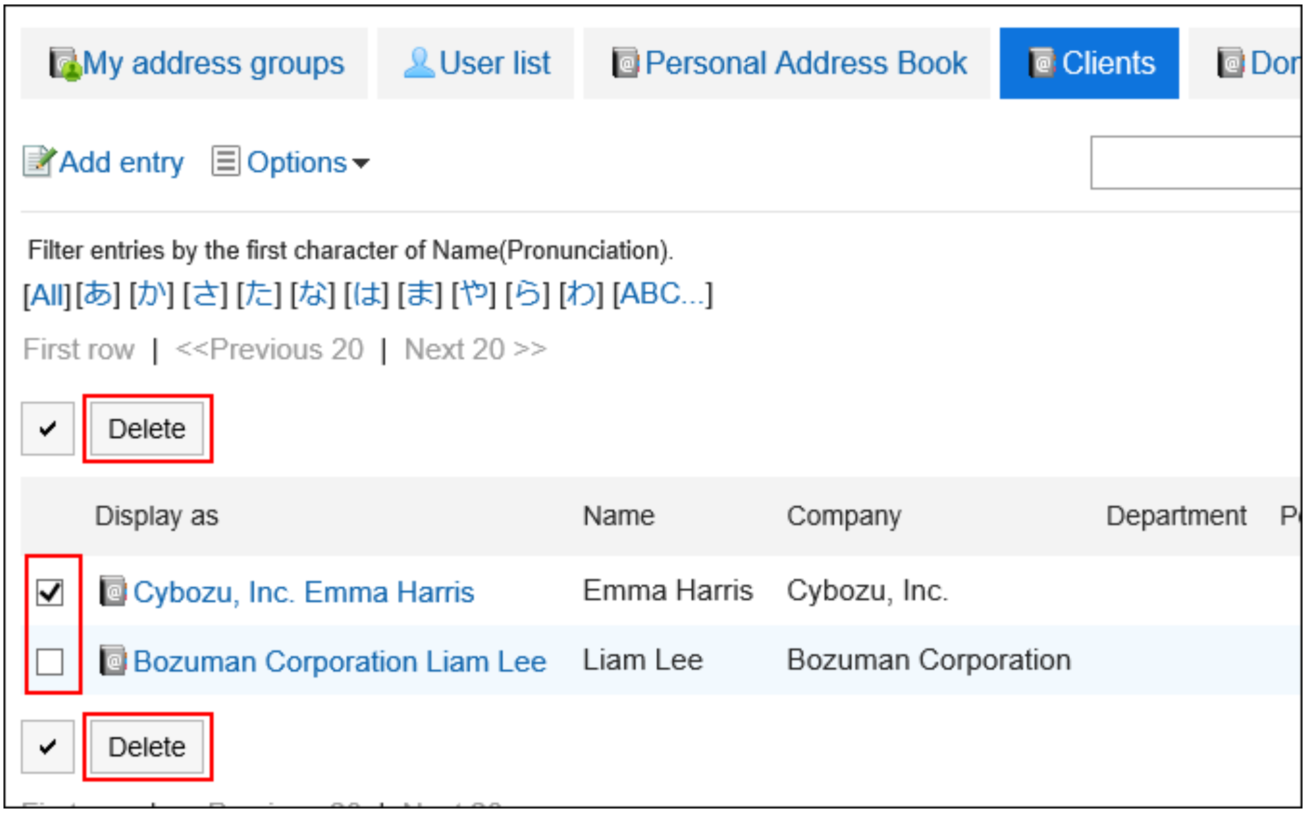
6. Click Yes on the "Delete addresses" screen.

Deleting Multiple Addresses in Bulk

Select the addresses you want to delete, and delete them all together.

Steps:

1. **Click the app icon  in the header.**
2. **Click Address Book.**
3. **On the "Address Book" screen, select a book.**
4. **Select the checkbox for the address you want to delete, and then click Delete.**



5. **Click Yes on the "Delete addresses" screen.**

3.12.6. My Address Group Settings

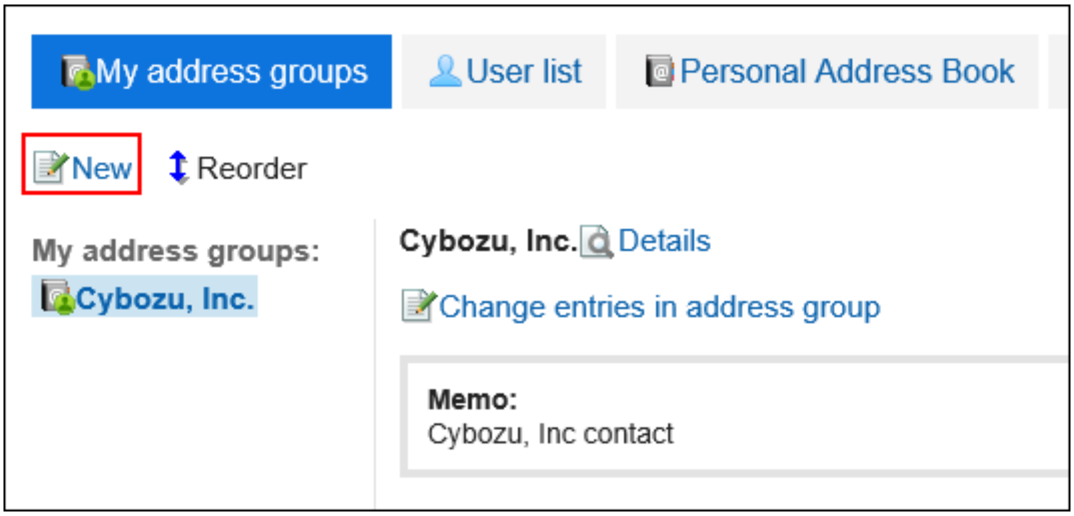
My address group is a feature to group addresses that you use frequently from user list, Personal Address Book, and shared Address Book.
For example, if you select a My address group when you send an e-mail, you can set users in the group as e-mail recipients.
The My address group is available only to users who have created it.

Adding My Address Groups

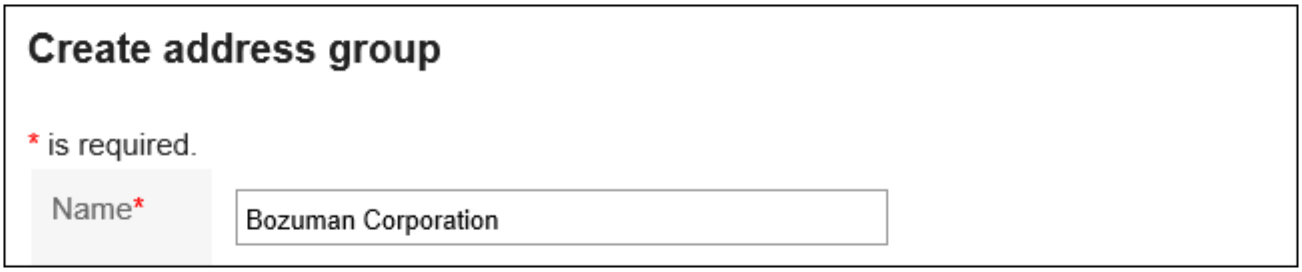
Add a My address group.

Steps:

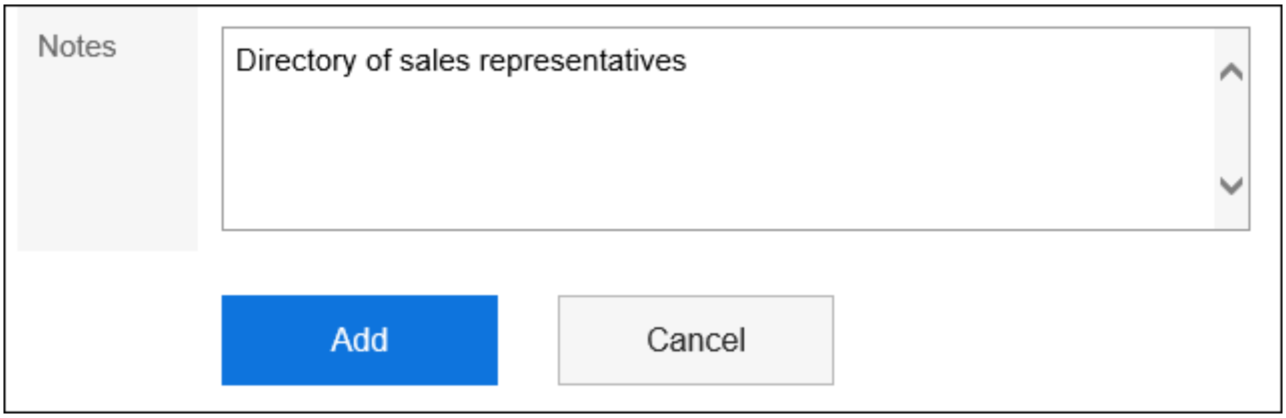
1. **Click the app icon in the header.**
2. **Click Address Book.**
3. **On the "Address Book" screen, select My Address Group.**
4. **On the "My Address Group" screen, click "Add My Address Group".**



5. **On the "Add My Address Group" screen, enter the name of the My address group.**



6. **Enter notes as necessary.**



7. **Confirm your settings and click Add.**

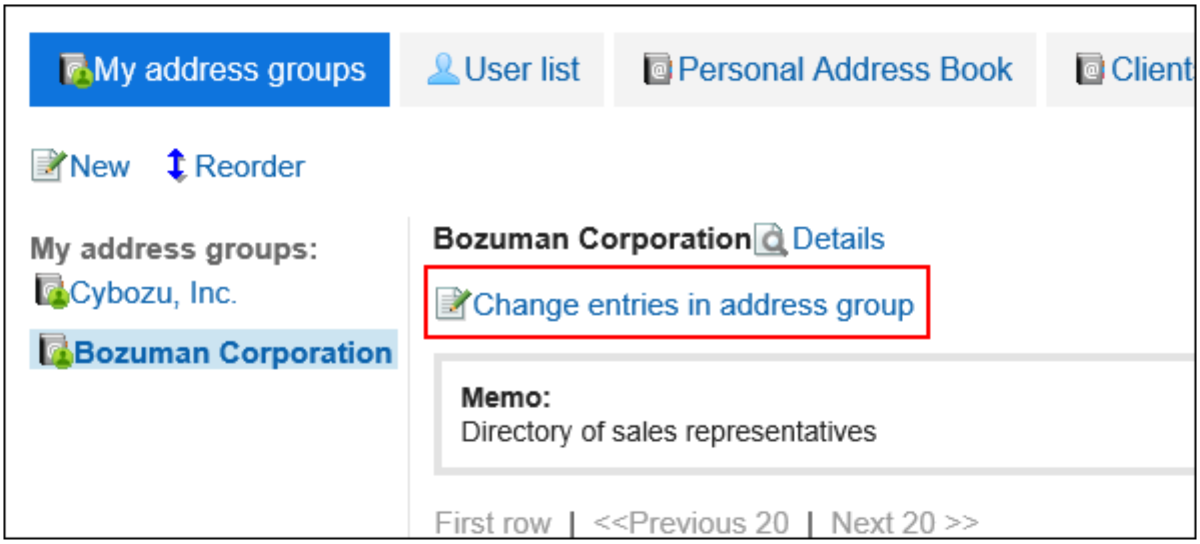
Changing Addresses in My Address Group

Add or delete addresses in the created My address group.

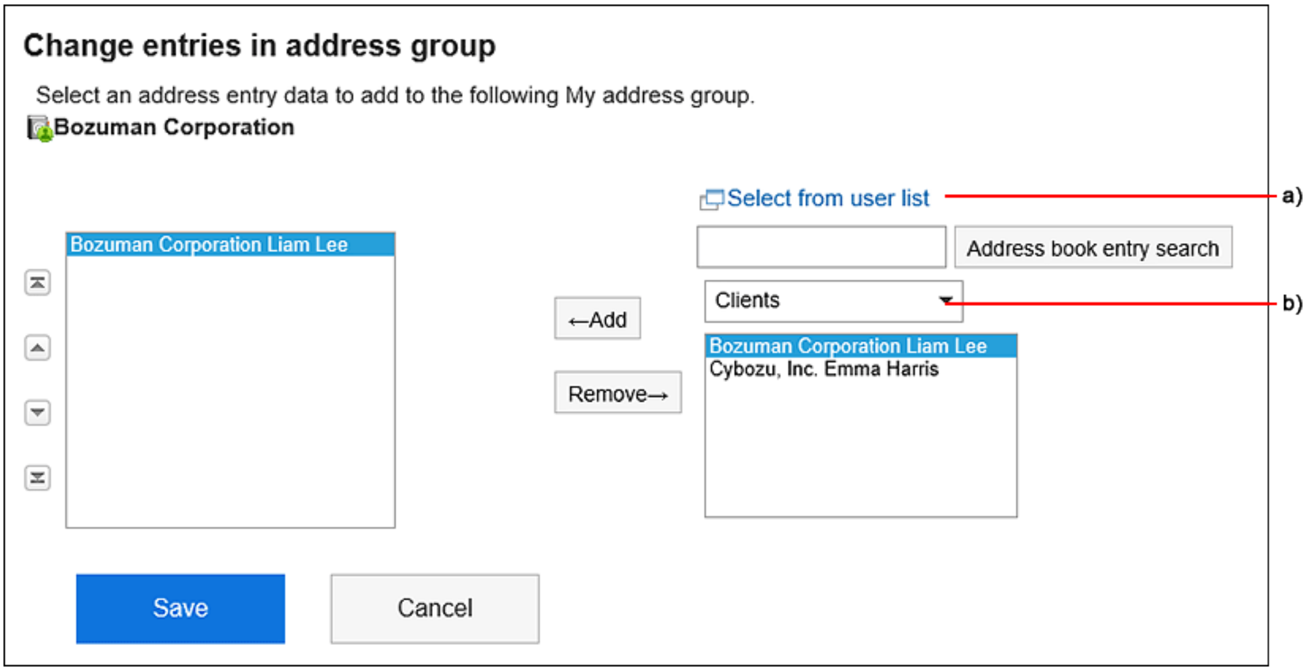
Select from user list, Personal Address Book, or shared Address Book.

Steps:

1. **Click the app icon  in the header.**
2. **Click Address Book.**
3. **On the "Address Book" screen, select My Address Group.**
4. **On the "My Address Group" screen, select the My address group for which you want to set addresses, and then click "Change addresses in My address group".**



5. **On the "Change addresses in my address Group" screen, add or delete addresses, and then click Save.**



A): When you click "Select from user List", a list of users is displayed on a separate screen.

For details, refer to how to select users(22Page).

B): In the dropdown list, you can filter the address book to search for addresses.

Note

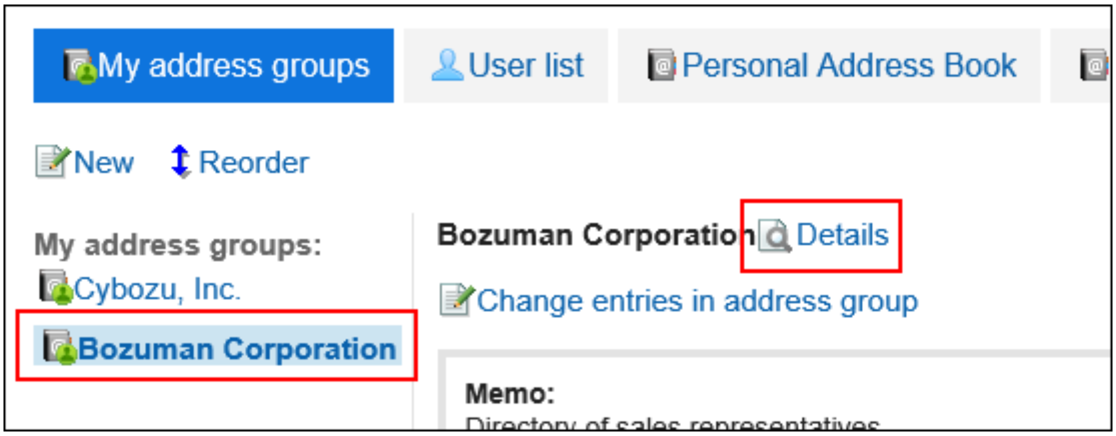
- The address information cannot be changed on the My Address group screen.
  You can change the address information in the Address Book and the user list.

Changing My Address Group Information

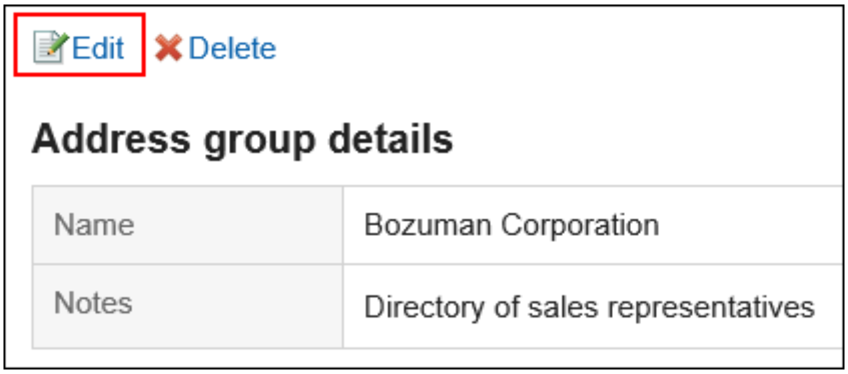
Change the information in the My address group.

Steps:

1. **Click the app icon  in the header.**
2. **Click Address Book.**
3. **On the "Address Book" screen, select My Address Group.**
4. **On the "My Address Group" screen, select the My address group for which you want to change information, and then click Details.**



5. **On the "My Address group Details" screen, click Edit.**



6. On the "Edit my Address group information" screen, you can change the fields as necessary.

7. Confirm your settings and click Save.

Reordering My Address Groups

Change the order of my address groups.

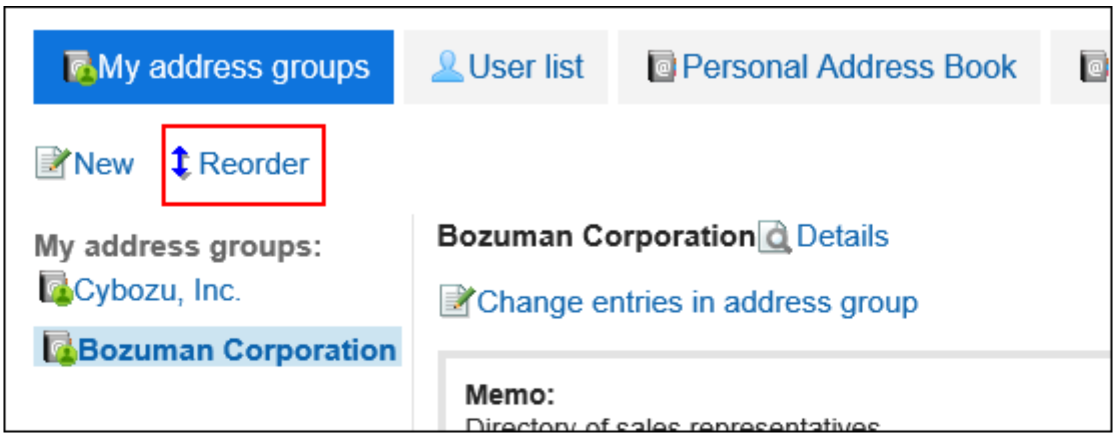
Steps:

1. Click the app icon  in the header.

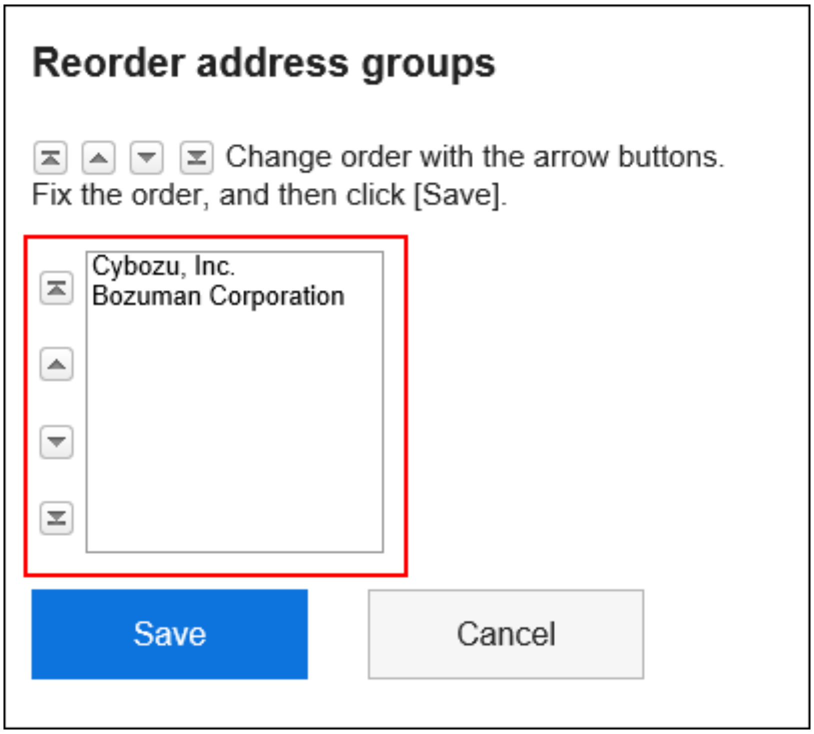
2. Click Address Book.

3. On the "Address Book" screen, select My Address Group.

4. On the "My Address Group" screen, select the My address group, and then click Reorder My address groups.



5. **On the "Reorder my Address Groups" screen, reorder the order of my address groups.**



6. **Confirm your settings and click Save.**

Deleting My Address Groups

Delete the My address group.

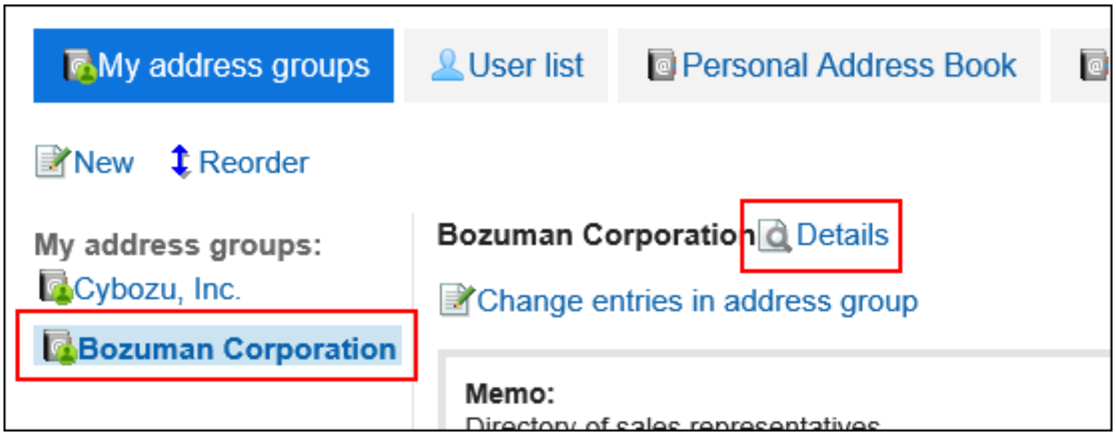
If you delete the My address group, addresses that are added to the Address Book and the user list are not deleted.

Caution

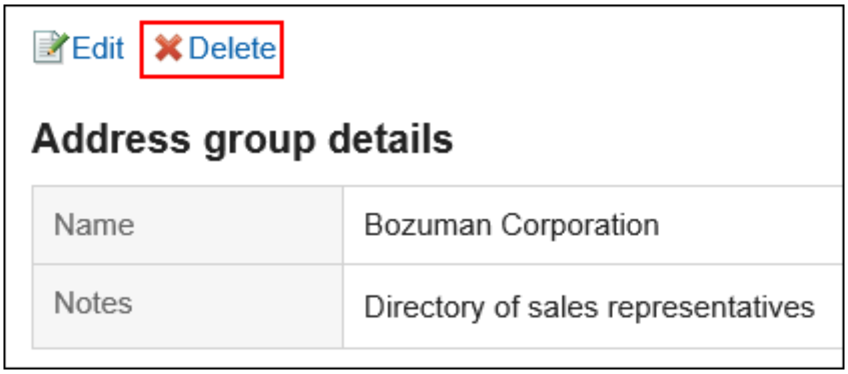
- The deleted My address group cannot be restored.

Steps:

1. **Click the app icon in the header.**
2. **Click Address Book.**
3. **On the "Address Book" screen, select My Address Group.**
4. **On the "My Address Group" screen, select the My address group you want to delete, and then click Details.**



5. **On the "My Address group Details" screen, click Delete.**



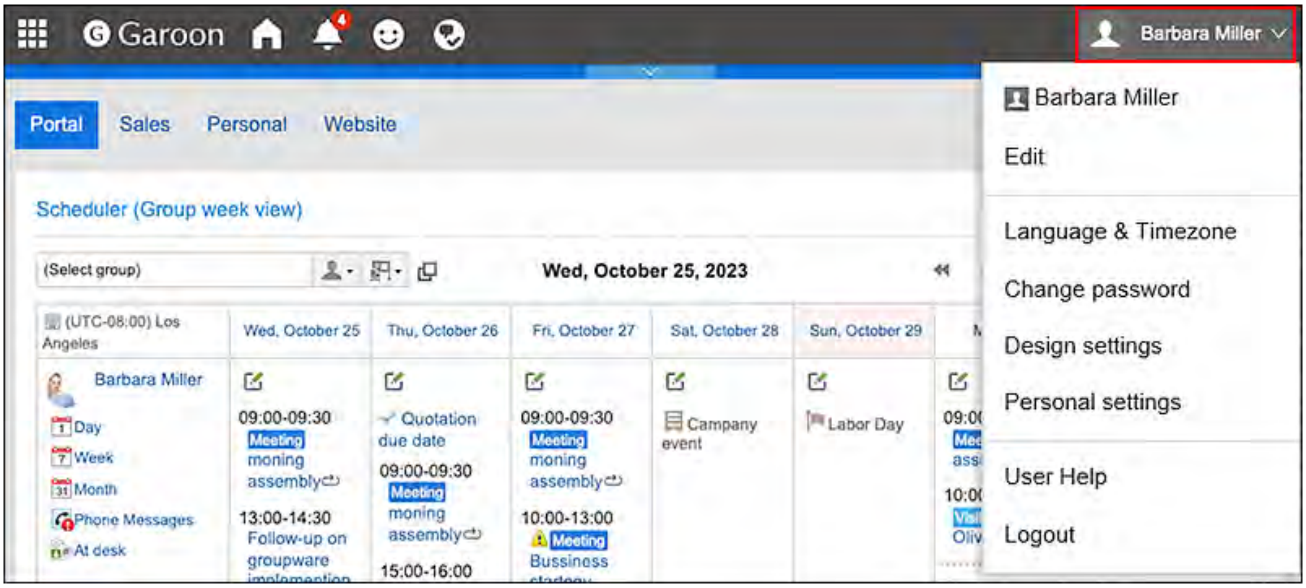
6. **Click Yes on the "delete my address Group" screen.**

3.12.7. Setting up Items to Show

You can change the items that are displayed in the list for each book.

Steps:

1. **Click User name in the header.**



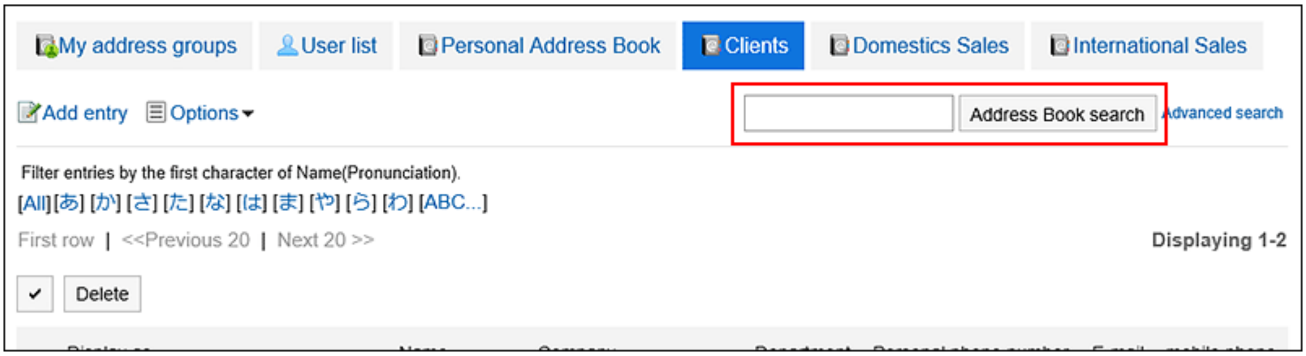
2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Address Book.**
5. **Click "Item Settings".**
6. **On the "Display Item Settings" screen, select the book for which you want to display items.**
7. **On the "Set items to be displayed in List" screen, select the checkboxes of the items you want to display in the list, and click "Save".**

3.12.8. Address Search

You can search for addresses and users by specifying keywords and conditions.

Steps:

1. **Click the app icon  in the header.**
2. **Click Address Book.**
3. **On the "Address Book" screen, select the book or the user list.**
4. **Type keywords in the search box, and then click "Address Book Search".**
   If you have selected the user list in step 3, click "User List Search".



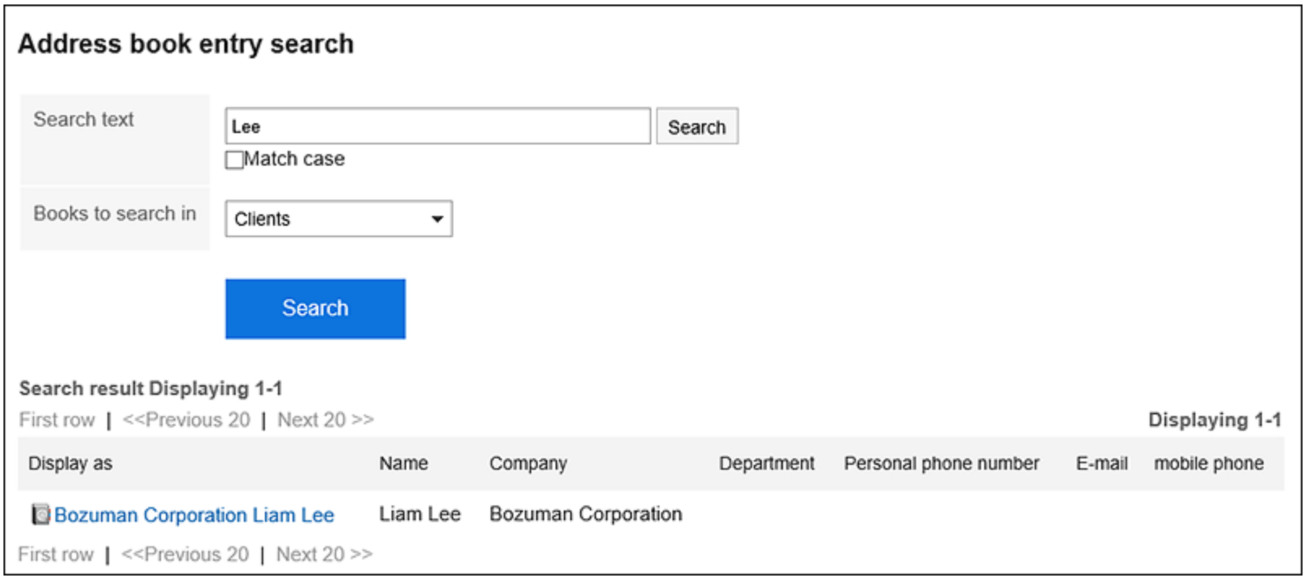
For details on available keywords, refer to the following page

Items that can be searched in the personal address Book in the search specification of the Address Book

Items that can be searched on users screen in the search of the user list

When you search without entering any keywords, or by clicking "Advanced Search", the "search History of phone messages" or "Search user List" screen in step 5 is displayed.

5. On the "Search Addresses" field, or the "Search user List" screen, confirm the search results.



6. If you want to search again, set the search conditions and click "Search".

The following search conditions can be set. For details on search conditions, refer to options available for searching in the search specifications of the Address book.

- Search "User List" screen
  - Search string:

    Enter the keywords you want to search.

- Address Book Search screen
    - Search string:
      Enter the keywords you want to search.
    - Search Book:
      Select the book you want to search.

3.12.9. Managing Personal Address Books in CSV files

Manages personal Address Book data in a CSV file.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

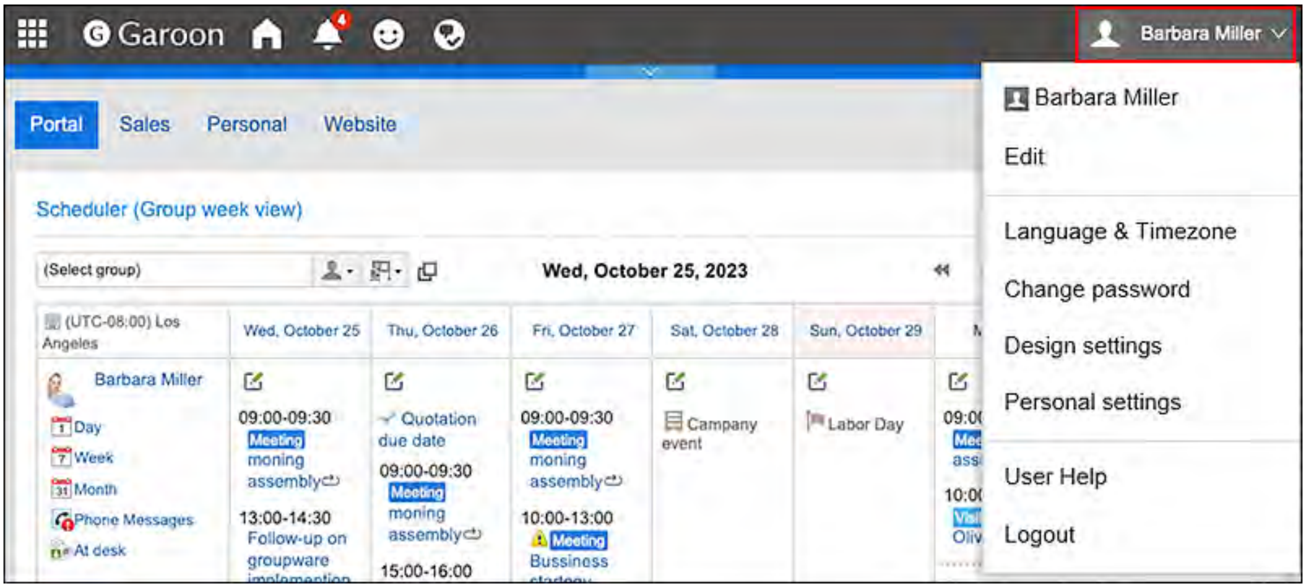
Importing Data from a CSV File

Import data from a CSV file.

Steps:

1. **Create a CSV file to import data.**
   For information on CSV files, refer to the CSV format in the Address Book.

2. **Click the "User name" in the header.**



3. **Click Personal Settings.**

4. **Click Setting of each application.**

5. **Click Address Book.**

6. **Click "Import Personal Address Book".**

7. **In the "Import Personal Address Book - Step 1/2" screen, select the CSV file that you created in step 1.**

8. **Set the data to import, and click Next.**

The setting fields are as follows:

- Character encoding:

  Encodes data from a CSV file with the selected character code.

  The following character encoding can be selected:

  - Unicode (UTF-8)
  - Japanese (Shift-JIS)
  - ASCII
  - English (Latin1)
  - Simplified Chinese (GBK/GB2312)
  - Thai (TIS-620)

- Skip the first row:

  If the header row contains information other than data such as an item name and a comment, select "Yes".

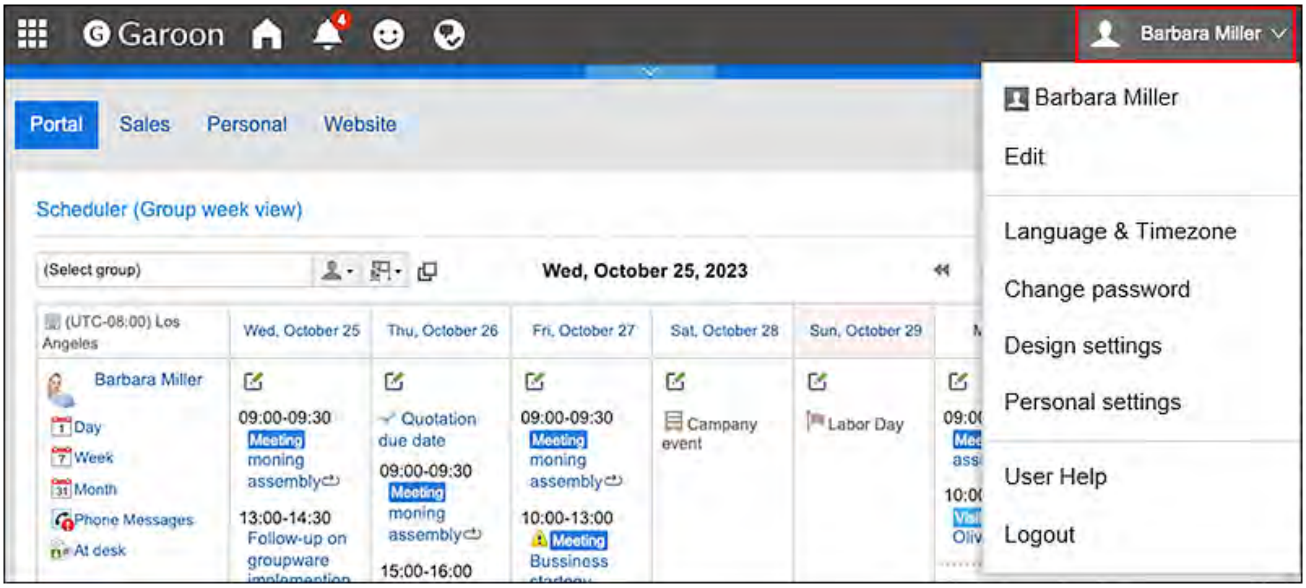
9. **On the "Import Personal Address Book-Step 2/2" screen, confirm the contents of the CSV file, and then click Import.**

Exporting Data to a CSV File

Export data from the Personal Address Book to a CSV file.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Address Book.**
5. **Click "Export Personal Address Book".**
6. **On the "Export Personal Address Book" screen, set required settings for the exported data.**

The setting fields are as follows:

- Character encoding:
  Select the character code that you want to use for encoding.
  The following character encoding can be selected:
  - Unicode (UTF-8)
  - Japanese (Shift-JIS)
  - ASCII
  - English (Latin1)
  - Simplified Chinese (GBK/GB2312)
  - Thai (TIS-620)
- Include header row:
  To export an item name to the header row of a CSV file, select "Yes".

7. Confirm your settings and click Export.

8. Save the file with a function provided by your Web browser.

3.13. E-mail

"E-mail" is an application for sending and receiving e-mails. It supports multiple accounts.

Drag and drop operations and automatic forwarding are available.
You can configure filters to sort out e-mails into specific folders. You can also use filters to sort out spam e-mails.

References

- Trash settings(817Page)
- Receive e-mails(726Page)
- Sending E-mails(765Page)

- Replying to E-mails(777Page)
- Forwarding E-mails(785Page)
- Signature settings(835Page)
- Filter settings(847Page)
- Automatic forwarding settings(857Page)

3.13.1. Video: Tips for E-mail

Short videos on this page provide tips that enable you to use E-mail more effectively. (Videos are available only in Japanese.)

Note

- The videos were recorded using the cloud version of Garoon, so some user interface texts might look different from the ones in the on-premise version of Garoon 5.

Adding Signature

Videos are provided on the Web pages.

(Duration: 2 min 15 sec)

How to Configure E-mail Filter Settings

Videos are provided on the Web pages.

(Duration: 1 min 27 sec)

3.13.2. How to View the Screen

This section describes icons and buttons that are displayed on the e-mail screen.

Screen with Preview

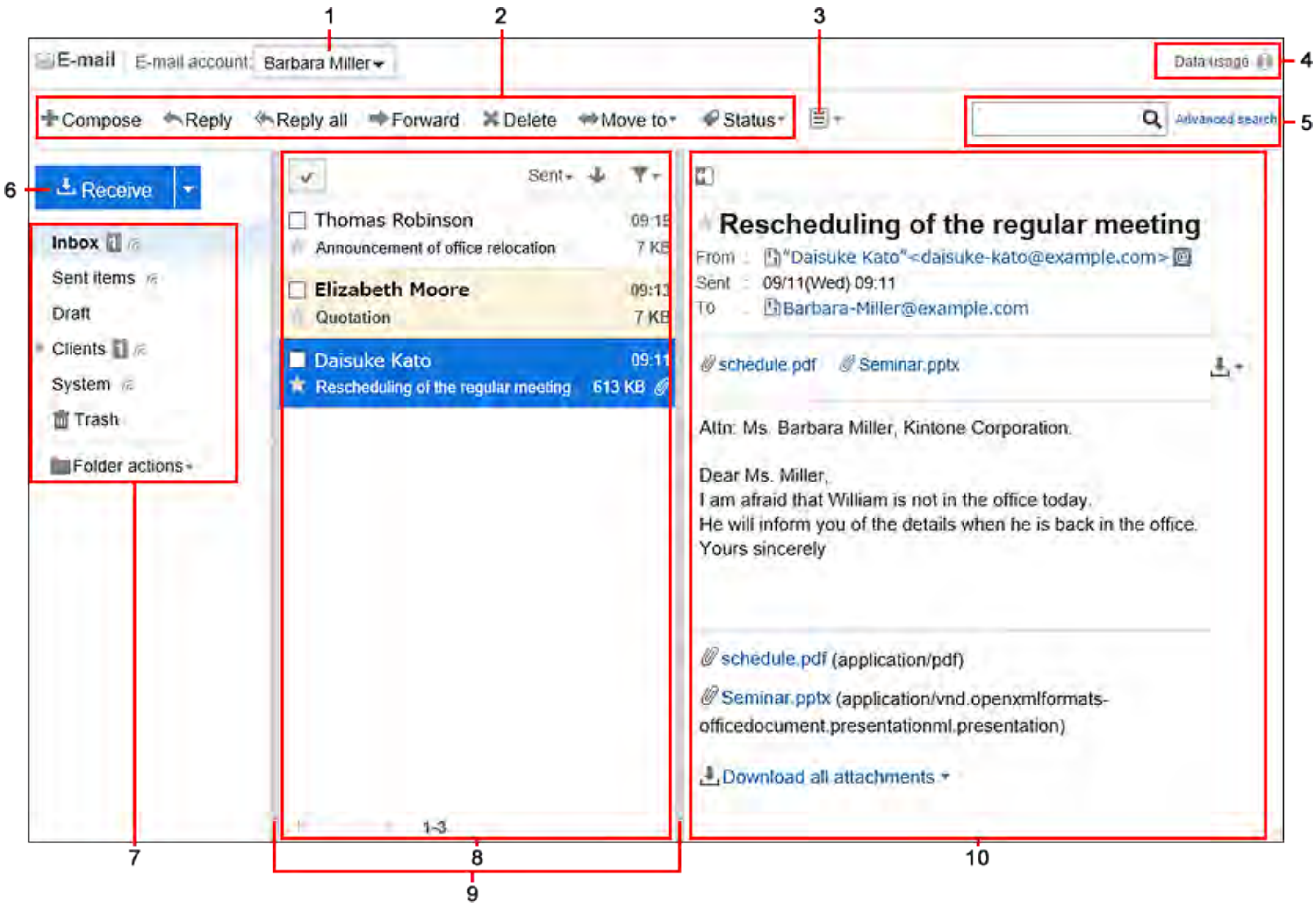
This section describes how to view the "E-mail" screen when it has a preview pane.

When you display the preview, you can check both the e-mail list and the mail content on the "E-mail" screen.

Unread e-mails are displayed with a yellow background color.

To switch to a preview screen from a screen without it, click "Show Preview" in "Options".

Depending on your system administrator settings, you may not be able to display the preview.

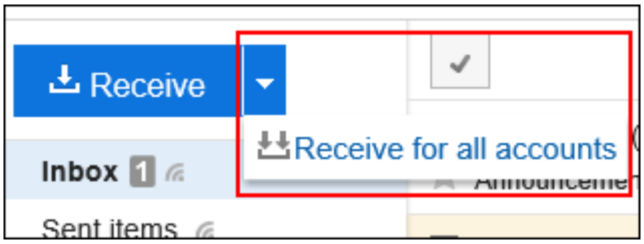


Description of the items

Number	Description
1	**E-mail account**: Shows the currently selected e-mail account. You can select which account to use if you have created multiple accounts.
2	• **"Compose" Link**: The "Compose E-mail" screen opens. • **"Reply" Link**: Replies to the recipients listed in "To:" field. • **"Reply all" Link**: Replies to all recipients listed in "To:" and "Cc:" address fields. • **"Forward" Link**: Forwards the e-mail to another recipient.

Number	Description
	• **"Delete" Link**: Deletes the e-mail. • **"Move to" Link**: Moves the selected e-mails to the specified folder. • **"Status" Link**: Sets the status of the selected e-mail.
3	**Options**: The following menus are displayed. • **"Printable version" Link**: The print settings screen appears. • **"Filter" Link**: Sets the filter conditions for e-mails. • **"View source" Link**: Displays the e-mail header information and body information in a text file. • **"Save as file" Link**: You can export e-mails to text files. • **"Character encoding" Link**: Sets the character encoding of the received e-mail for subjects and bodies. • **"View in text format" Link**: This option is displayed only when an HTML e-mail is displayed. By clicking this, an HTML e-mail is displayed in text format. • **"Forward by Messages" Link**: This option is displayed only if the system administrator has allowed to use the Messages feature. Compose a new message using the subject, body, and attachments of the current e-mail. For e-mails in HTML format, text and attachments are copied. Attachments are copied to attachments in the body of the new message. For details on actions, refer to Sending messages(466Page). • **"Forwarding" Link**: You can set up conditions and destinations for forwarding e-mails automatically.

Number	Description
	• **"Hide preview" Link**: Switches to a window without preview. • **"Delete attachments" Link**: This option is displayed when any files are attached to an e-mail. Delete all files attached to the selected e-mail. You cannot select which files to delete. The following functions are disabled when attachments are deleted from an e-mail: ◦ View E-mail Source ◦ Change character encoding ◦ Export to file (UNIX mbox format or eml format) • **"Delete all" Link**: Deletes all e-mails in the selected folder.
4	**E-mail quotas** : Displays the size of the e-mail data for each account and all accounts stored on the server. If your system administrator has set the maximum e-mail quota per user, data usage for your quota is also displayed.
5	**Items for Search**: • **E-mail Search**: Searches e-mails using keywords. • **Advanced search link**: You can search for e-mails by entering search conditions.
6	• **"Receive" button**: Receive e-mails for the account you selected. The number indicates the unread e-mails in the mail server. • **"Receive All" button**: This field is displayed when multiple user accounts are set.

Number	Description
	When you click "▼", "Receive All" is displayed and all the e-mails sent to all e-mail accounts are received in bulk. 
7	**Folder List**: The folders in the "E-mail" screen. • **(Number)**: The number of unread e-mails in the folder. • **Icon**: Indicates the folders for which update notifications are set. • **"Folder actions" Link**: The following menus are displayed. ◦ **"Add folder" Link**: You can add folders. ◦ **Link for reordering folders**: Reorders the folders. ◦ **Folder Details Link**: Displays folder details.
8	**E-mail list**: The e-mails that are saved in the folder that you selected in the Folder list are displayed in the list. • **Sort fields**: You can sort e-mails. You can select sort criteria from below. ◦ Received date and time ◦ Sent ◦ From ◦ Subject

Number	Description
	◦ Size • Icons for changing order (and **)**: Sorts e-mails in descending order or ascending order. • **icon**: You can filter e-mails to view by their statuses. • **E-mail page feed**: ◦ **Icon**[1]: Displays the first 100 e-mails. ◦ **Icon**[1]: Displays the previous 100 e-mails. ◦ **Icon**[1]: Displays the next 100 e-mails.
9	**Separator lines**: You can change the position of the separator line by moving it.
10	**E-mail details**: The content of the e-mail that you have selected in the e-mail list is previewed. • and **icon**: Displays or hides the list of e-mails. • **icon**: Displays information configured in the Personal Address Book. If a matching e-mail address does not exist in Personal Address Book, the "Add address book entry" screen is displayed. • **Address field**: The number the details of the recipients are displayed. To display hidden recipients, click "(Show all recipients)". When you click "(Shorten)", only the first recipient of "To:" is displayed. • **Attachment**: Downloads an attachment. You can also download multiple attachments at once.

[1]: Regardless of the setting of "Maximum number of items per screen" in the Personal settings, the number of e-mails displayed per page is 100.

E-mail shortcut key

If you are displaying the preview pane, the following keyboard shortcuts are available on the "E-mail" screen.

Shortcut key	Description
K	Go to the previous e-mail.
J	Go to the next e-mail.
TAB key	Moves the cursor focus to the body of the e-mail.
SHIFT + Tab	Moves the cursor focus to the e-mail list.
↑ or ↓	If the focus of the cursor is in the body of the e-mail, scrolls through the body of the e-mail. If the cursor focus is in the e-mail list, go to the next or previous e-mail.

E-mail Icons

Icon	Description
	E-mails replied to one recipient
	E-mails replied to all recipients
	Forwarded e-mails
	E-mails with attachments

Screen without Preview

This section describes how to view "E-mail" screen when it does not have a preview pane.

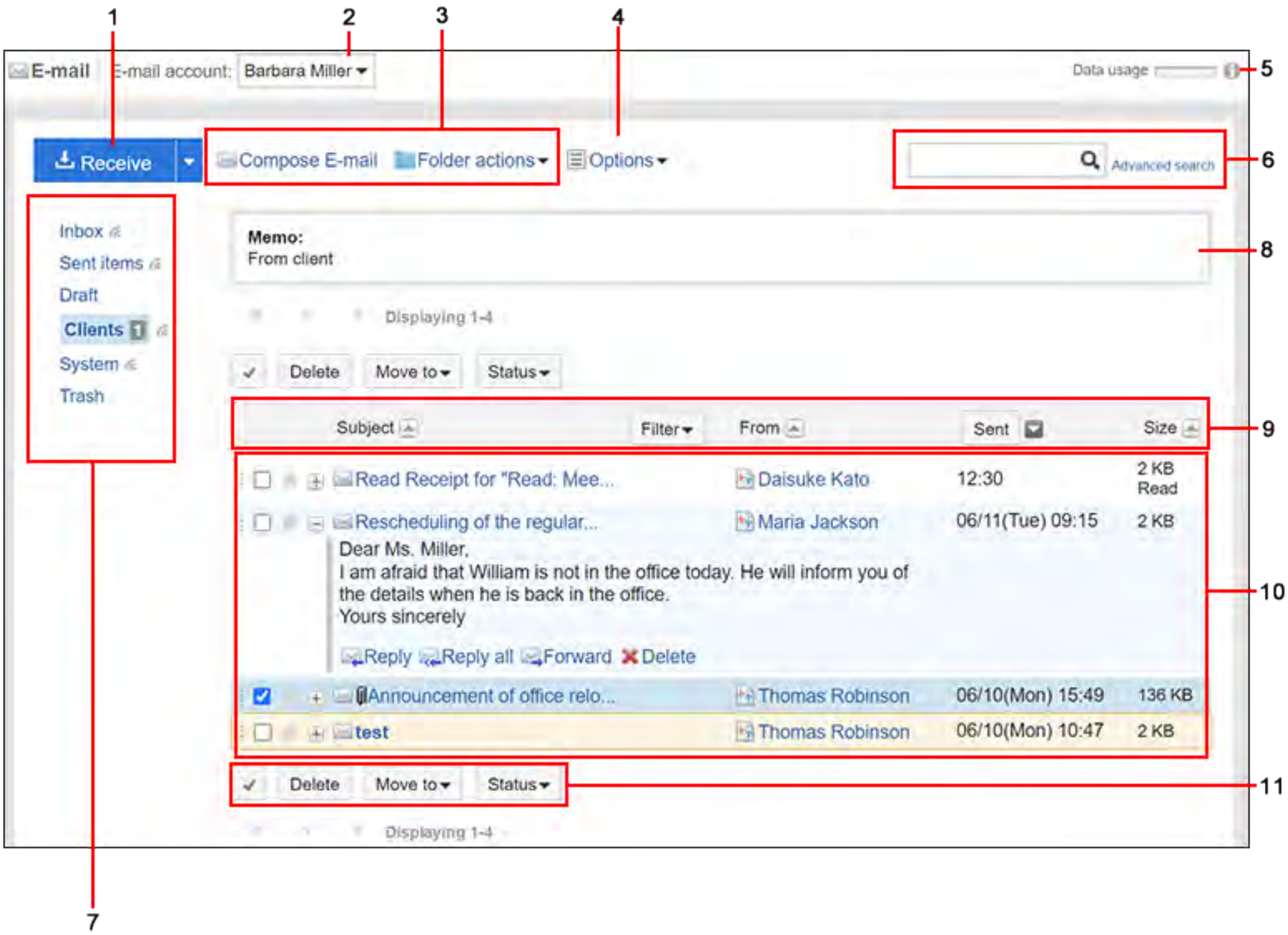
If you do not configure a preview pane on the "E-mail" screen, only the lists of e-mail subjects and senders will be displayed.

Unread e-mails are displayed with a yellow background color.

When you click an e-mail subject, the body of the e-mail can be viewed on the "E-mail Details" screen.

To switch to a screen that does not show previews from the preview screen, click the item to hide previews.

This feature may not be available depending on your system administrator settings.



Description of the items

Number	Description
1	• **"Receive" button**: Receive e-mails for the account you selected. The number indicates the unread e-mails in the mail server. • **"Receive All" button**: This field is displayed when multiple user accounts are set. When you click "▼", "Receive All" is displayed and all the e-mails sent to all e-mail accounts are received in bulk.
2	**E-mail account**: Shows the currently selected e-mail account. You can select which account to use if you have created multiple accounts.
3	• **"Compose E-mail" link**: The "Compose E-mail" screen opens. • **"Folder actions" Link**: The following menus are displayed. ◦ **"Add folder" Link**: You can add folders. ◦ **Link for reordering folders**: Reorders the folders. ◦ **Folder Details Link**: Displays folder details.
4	**Options**: The following menus are displayed. • **"Forwarding" Link**: You can set up conditions and destinations for forwarding e-mails automatically. • **Link for showing previews**: Switches to a window with preview. • **"Delete attachments" Link**: Delete all files attached to the selected e-mail. You cannot select which files to delete.

Number	Description
	The following functions are disabled when attachments are deleted from an e-mail: ◦ View E-mail Source ◦ Change character encoding ◦ Export to file (UNIX mbox format or eml format) • **"Delete all" Link**: Deletes all e-mails in the selected folder.
5	**E-mail quotas** : Displays the size of the e-mail data for each account and all accounts stored on the server. If your system administrator has set the maximum e-mail quota per user, data usage for your quota is also displayed.
6	**Items for Search**: • **E-mail Search**: Searches e-mails using keywords. • **Advanced search link**: You can search for e-mails by entering search conditions.
7	**Folder List**: The folders in the "E-mail" screen. • **(Number)**: The number of unread e-mails in the folder. • **Icon**: Indicates the folders for which update notifications are set.
8	**Memo field**: Memos for the folder.
9	

Number	Description
	• **Sort fields**: Sorts e-mails using the following criteria. ◦ Subject ◦ From ◦ Received date and time ◦ Sent date and time ◦ Size • **Filter**: You can filter e-mails to view by their statuses.
10	**E-mail list**: The e-mails that are saved in the folder that you selected in the Folder list are displayed in the list. • **buttons for e-mail details**: Displays or hides a part of the e-mail body. When you click **Read more**, the "E-mail Details" screen is displayed. • **E-mail subject link**: The e-mail details screen appears. • **"From" Link**: The "Show mail log" screen is displayed and you can check the history of sending and receiving e-mails of the sender. • **Read Receipts**: This e-mail tells the sender that the recipient of the e-mail has opened the e-mail and checked the contents.
11	• **Button for** : When you click it, all the checkboxes on the left of each mail are selected. The checkboxes are cleared when you click it again. • **"Delete" Button**[1]: Deletes the selected e-mail.

Number	Description
	• **"Move"** [1]: Moves the selected e-mail to the specified folder. • **"Status"** [1]: Sets the status of the selected e-mail.

[1] : You click these items after selecting the checkboxes for the target e-mails. These items are grayed out until you select the checkboxes.

E-mail Icons

Icon	Description
	Regular e-mails
	E-mails replied to all recipients
	E-mails replied to one recipient
	Forwarded e-mails
	E-mails with attachments

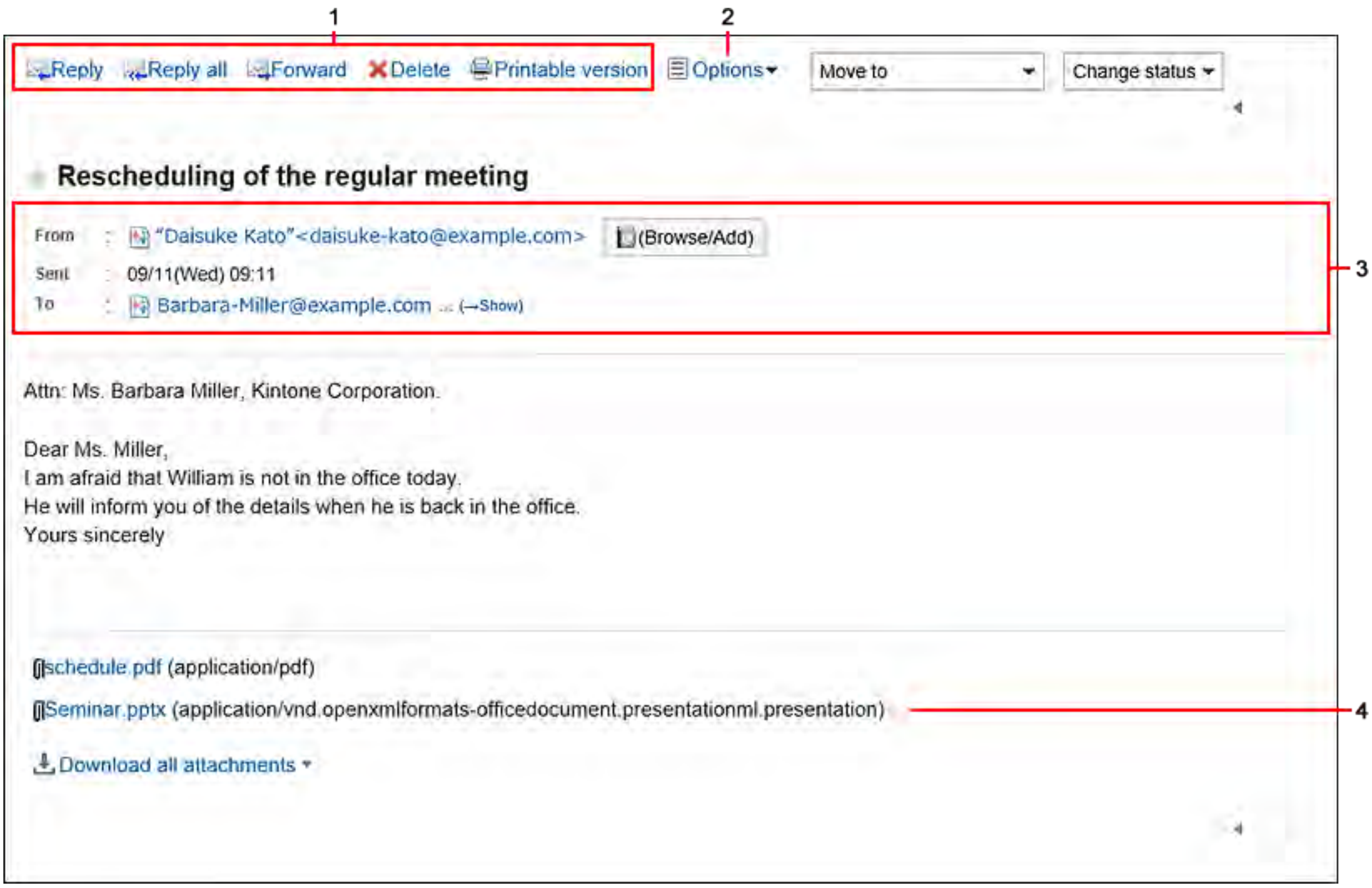
"E-mail Details" Screen

This section describes how to view the "E-mail Details" screen.

The icons that are displayed on the screen vary depending on the type of e-mails.

This page describes the icons that are displayed on the "E-mail Details" screen of incoming e-mails.

Items that overlap with the "E-mail" screen without preview are not described here.



Description of the items

Number	Description
1	• **"Reply" Link**: Replies to the recipients listed in "To:" field. • **"Reply all" Link**: Replies to all recipients listed in "To:" and "Cc:" address fields. • **"Forward" Link**: Forwards the e-mail to another recipient. • **"Delete" Link**: Deletes the e-mail. • **"Printable version" Link**: The print settings screen appears.
2	

Number	Description
	Options: The following menus are displayed. • **"Filter" Link**: Sets the filter conditions for e-mails. • **"View source" Link**: Displays the e-mail header information and body information in a text file. • **"Save as file" Link**: You can export e-mails to text files. • **"Character encoding" Link**: Sets the character encoding of the received e-mail for subjects and bodies. • **"View in text format" Link**: This option is displayed only when an HTML e-mail is displayed. By clicking this, an HTML e-mail is displayed in text format. • **"Forward by Messages" Link**: This option is displayed only if the system administrator has allowed to use the Messages feature. Compose a new message using the subject, body, and attachments of the current e-mail. For e-mails in HTML format, text and attachments are copied. Attachments are copied to attachments in the body of the new message. For details on actions, refer to Sending messages(466Page). • **"Delete attachments" Link**: This option is displayed when any files are attached to an e-mail. Delete all files attached to the selected e-mail. You cannot select which files to delete. The following functions are disabled when attachments are deleted from an e-mail: ◦ View E-mail Source ◦ Change character encoding ◦ Export to file (UNIX mbox format or eml format)
3	

Number	Description
	• **"(Browse/Add)" button**: Displays information configured in the Personal Address Book. If a matching e-mail address does not exist in Personal Address Book, the "Add address book entry" screen is displayed. • **Address field**: The number the details of the recipients are displayed. To display hidden recipients, click "(Show all recipients)". When you click "(Shorten)", only the first recipient of "To:" is displayed.
4	**Attachment**: Downloads an attachment. You can also download multiple attachments at once.

3.13.3. Receive E-mails

This section describes how to receive e-mails.
Depending on the settings configured by the system administrator, you may automatically receive e-mails on a regular basis.
For details, refer to Setting to Receive E-Mails Automatically.
If you chose not to receive e-mails automatically, or if you want to immediately check the latest e-mails since the last time you received them, you need to manually receive the e-mails.

If you receive an error e-mail from the e-mail server after sending an e-mail, refer to the article "I received an error e-mail after sending an e-mail. What shall I do?.

Steps:

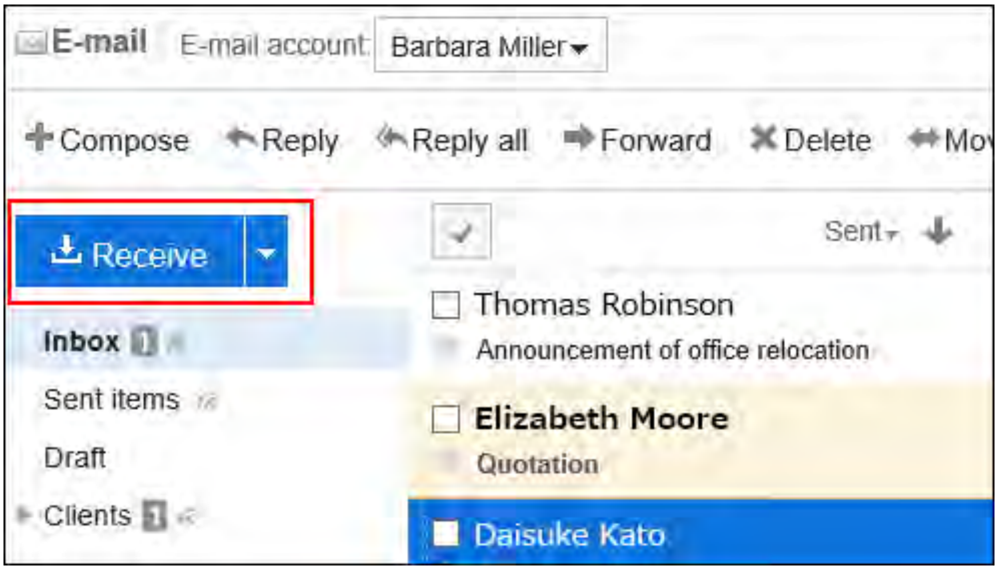
1. **Click the app icon in the header.**
2. **Click E-mail.**

3. Click "Receive" in the "E-mail" screen.

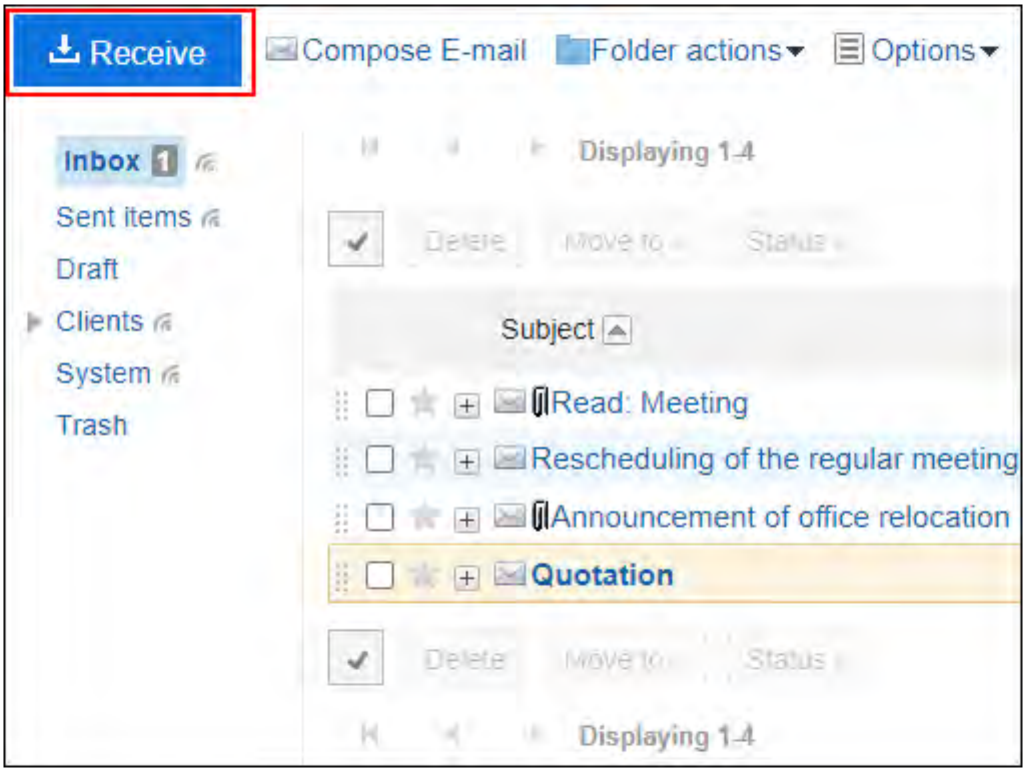
If you have more than one account, select the e-mail account you want to use from the dropdown list.

To receive e-mails for all accounts in bulk, click the down arrow in the right side of "Receive" and click "Receive All". Depending on your system administrator settings, you may not be able to receive e-mails in bulk.

- **When preview is shown**



- **When preview is hidden**



4. Select the e-mail you want to view and confirm the details.

Note

- If the character code of an e-mail is Windows-874, the language is considered as Thai.

Showing Recipients

If you have more than one recipient, the following icons and links are displayed in the "To:" field.

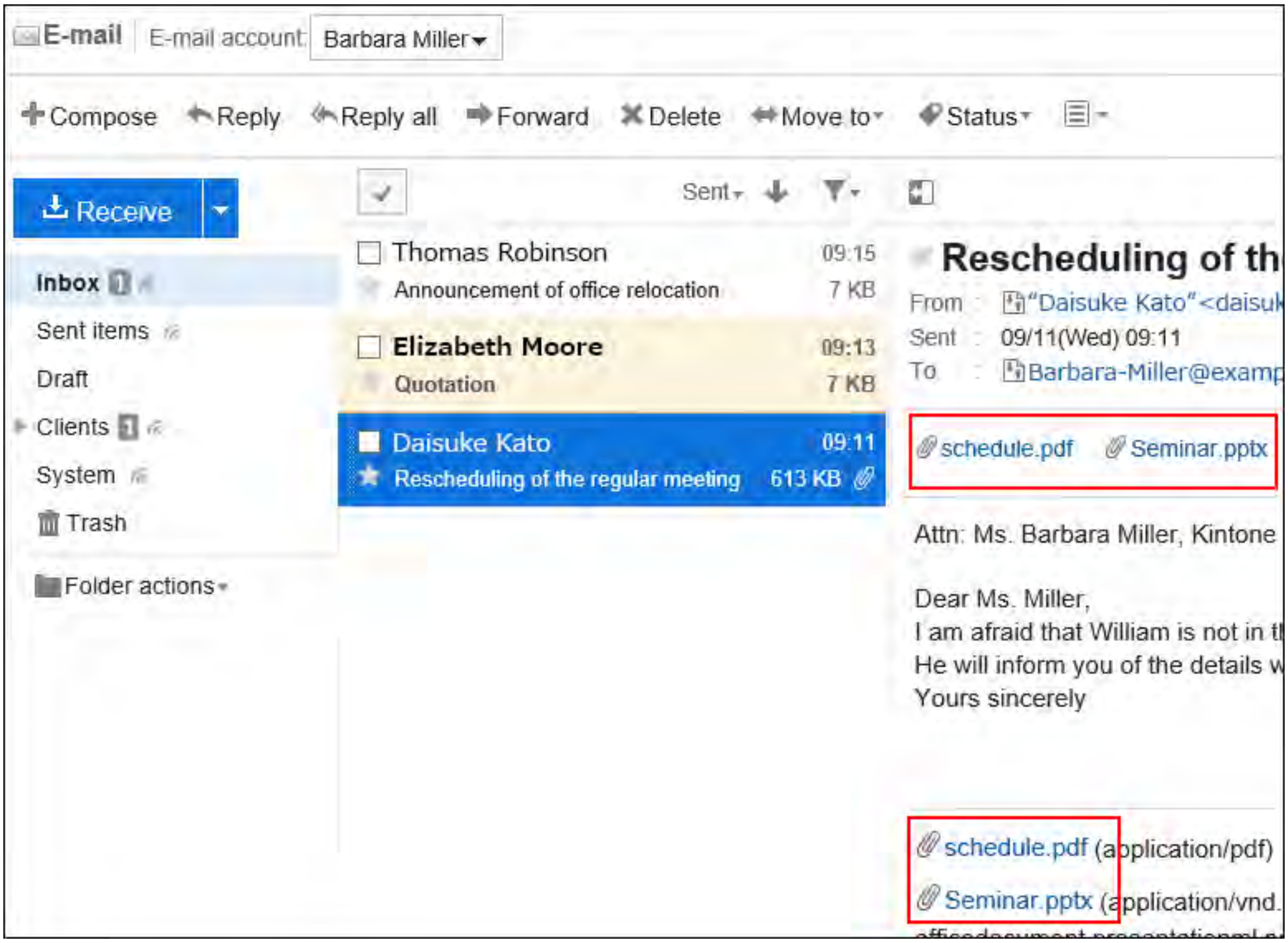
- Show All recipients:
  All recipients set to "To:" and "Cc:" are displayed.
- Hide Recipients:
  Only the first recipient that is set to "To:" is displayed.

If no recipients are set in "To:" and "Cc:", "To:" and "Cc:" field will not appear.

The "Bcc:" field is not displayed for recipients of incoming e-mails.

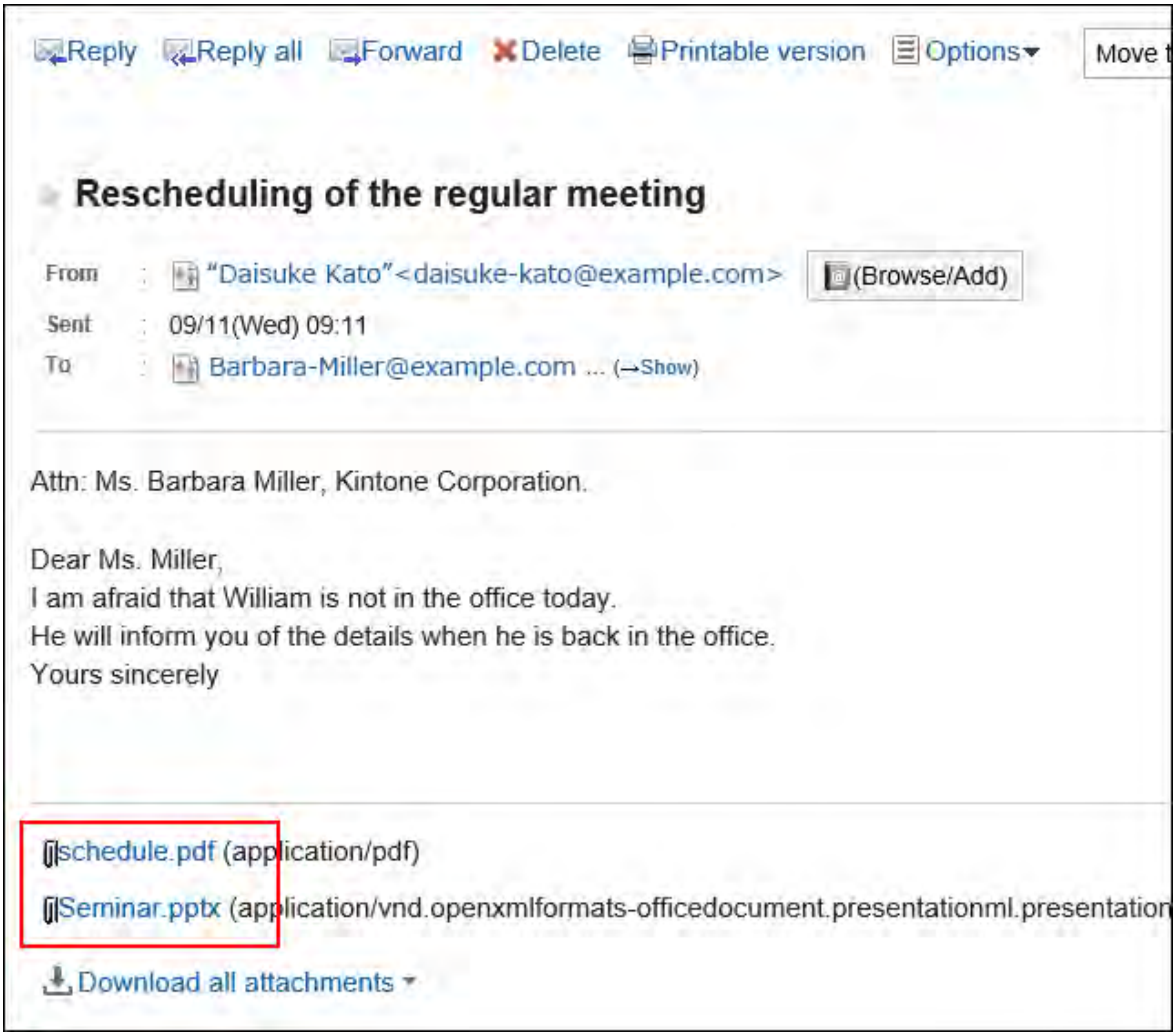
Show Attachments

- **When preview is shown**
  Attachments are displayed above and below the body of the e-mail.



- **When preview is hidden**

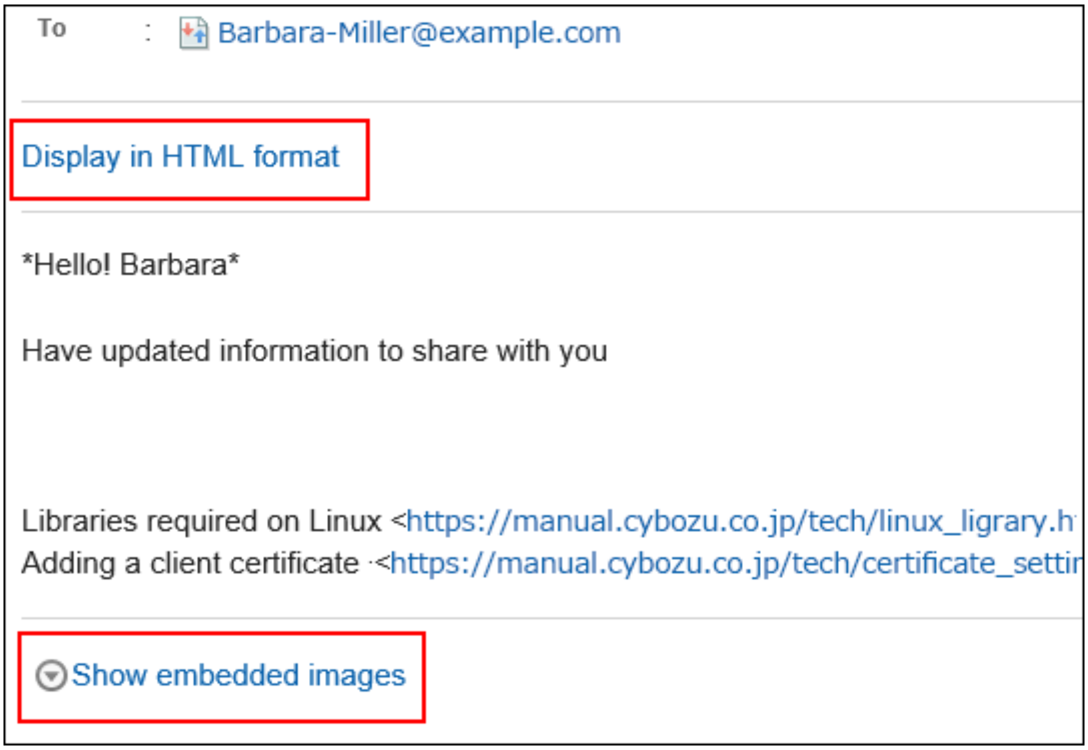
  Attachments are displayed only below the body of the e-mail.



Displaying E-mails in HTML Format

When you click "Display in HTML format", HTML e-mail that is displayed as plain text is displayed in HTML format. Appears when the system administrator has selected "Text only" for the "Default view of HTML e-mail" setting.

If an image is embedded in the body of an e-mail, clicking "Show embedded images" allows you to view the embedded images.



When you click "Show Images", the linked images of the HTML e-mail are displayed. This field is displayed when the system administrator allows users to view images in an HTML e-mail.

Note

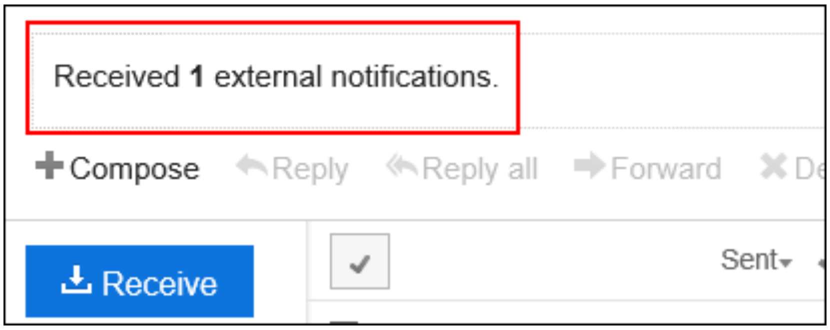
- For the security reason, images in the HTML e-mail are not displayed until you click "Show images".

Depending on your system administrator settings, you may not be able to display the images in HTML e-mail.

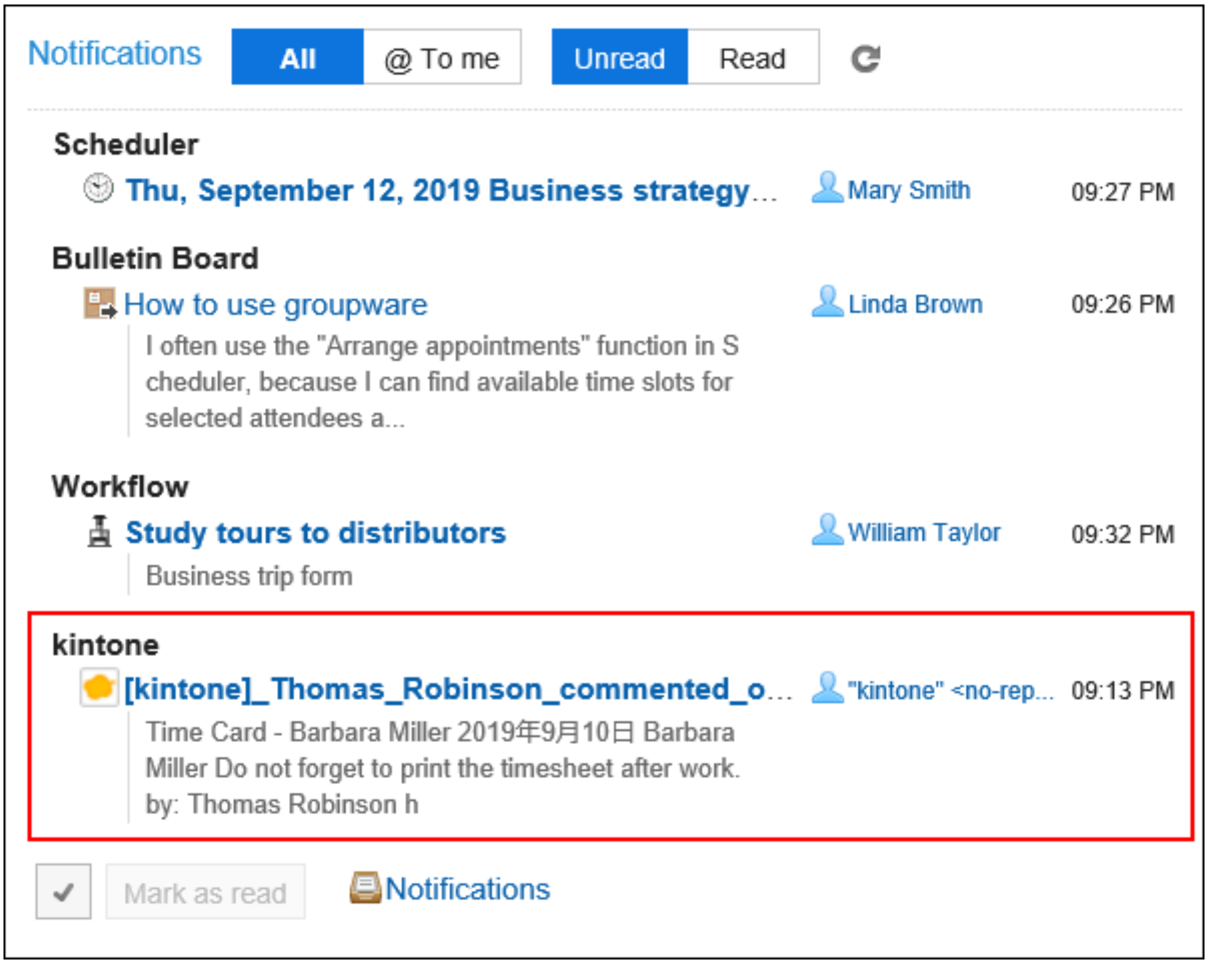
- To display images in the HTML e-mail, you need to access the server the images are stored on.
  To ensure security, we recommend that you show images only after you have made sure that HTML e-mail is actually safe for viewing.

When You Receive External Notifications

If your system administrator has configured the external notifications, notification e-mails sent from systems other than Garoon are sent.
A message appears on the "E-mail" screen indicating that you have received an external notification.

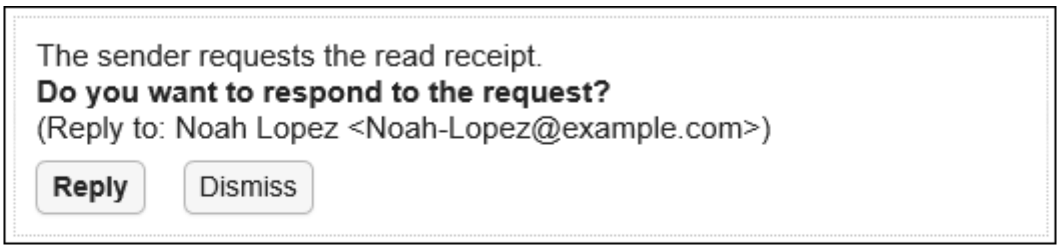


You can check the details of the incoming external notifications from the "Notifications" portlet.



When You Receive E-Mails Requesting Read Receipts

By using the e-mails requesting read receipts, senders can confirm whether recipients view the e-mails or not.
When you receive e-mail requesting a read receipt, the message below may be displayed above the e-mail sender column.

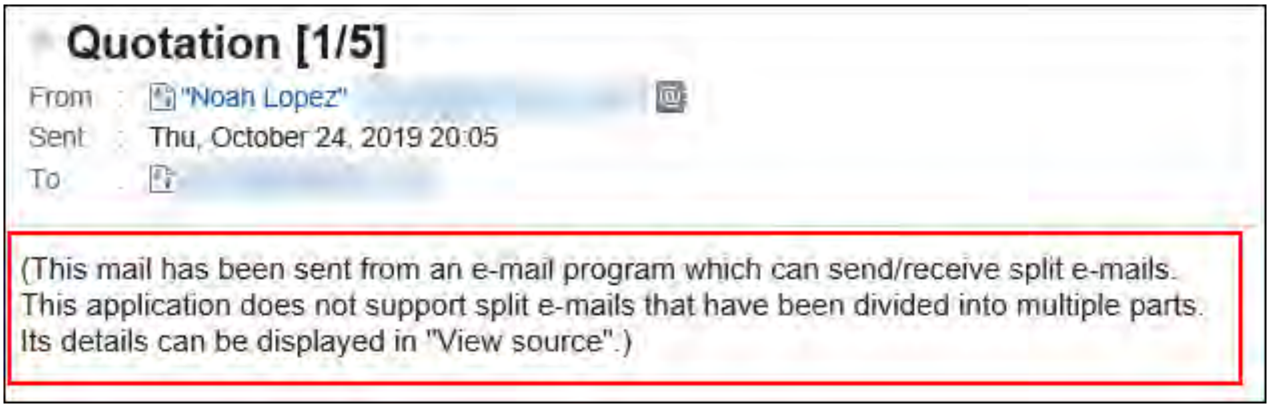


If you click "Reply", a read receipt is sent to notify the sender of the e-mail that you have viewed the e-mail.
Once you click either "Reply" or "Dismiss", the message is not displayed again.

Split E-Mails

Garoon does not support split e-mails.

In the e-mail body, you see a message saying that the received e-mail was split for sending.



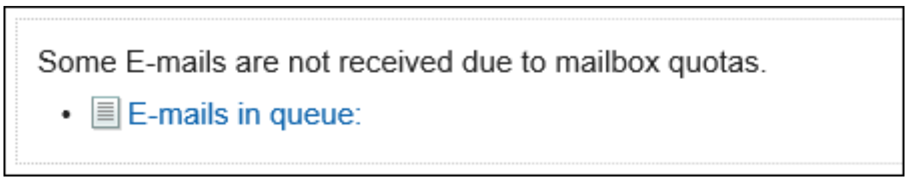
If this message is displayed, you can take either of the following approaches.

- Display the e-mail source to confirm its contents.
  For details, refer to View e-mail source(750Page).
- Confirm the e-mail contents by using the other e-mail programs which support split e-mails.

When Incoming E-Mail Size Exceeds the Maximum Limit

If your system administrator configures the incoming e-mail maximum size, you cannot receive e-mails which exceed the limit.

In the "E-mail" screen, you see a message saying that the e-mail could not be received.

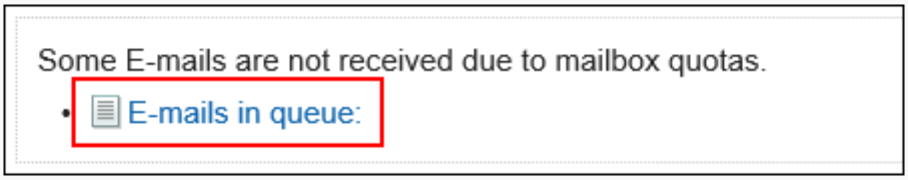


If this message is displayed, you can take either of the following approaches.

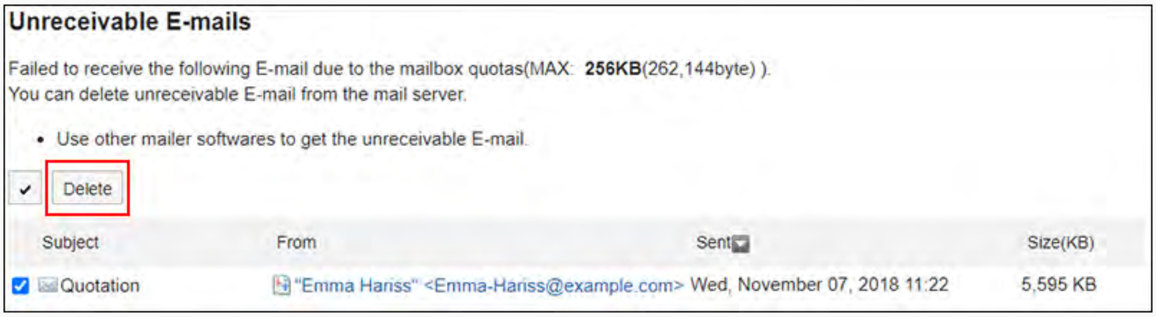
- Receive the e-mail which could not be received by using the other e-mail programs.

- Delete e-mails in queue from the e-mail server.

1. Click the app icon in the header.
2. Click **E-mail**.
3. Click "Receive" in the "E-mail" screen.
4. Click **E-mails in queue** in the displayed message.



5. In the "E-mails in queue" screen, select the checkboxes of e-mails which you want to delete from the e-mail server.
6. Click **Delete**.

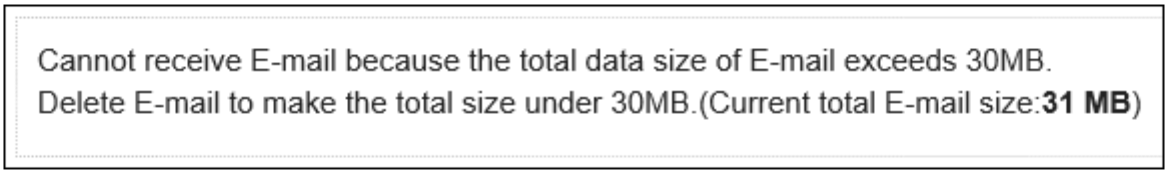


Note

- If you cannot solve the issue with the above solution, ask your system administrator to change the setting.
  For details, refer to Setting E-Mail Quotas for Each User .

When Total E-Mail Size Exceeds the Maximum Limit

You cannot send/receive e-mails when your total e-mail size saved in Garoon exceeds the maximum limit which your system administrator has configured.
In the "E-mail" screen, you see a message saying that the e-mail could not be sent/received.



When this message is displayed, completely delete unnecessary e-mails from Garoon to reduce the total e-mail size and receive e-mails again.
For details, refer to Deleting E-mails(795Page).

When E-Mails Cannot Be Received at a Time

If a large amount of e-mails has been delivered to the e-mail server, receiving all e-mails may not be completed at a time.
In the "E-mail" screen, you see a message saying that receiving all e-mails is not completed.

When this message is displayed, click **Receive** in the "E-mail" screen and receive e-mails again.

3.13.4. How to Revert E-mails from Read to Unread

You can revert the status of a read e-mail to unread.
You can distinguish which e-mails you must read again.

Steps:

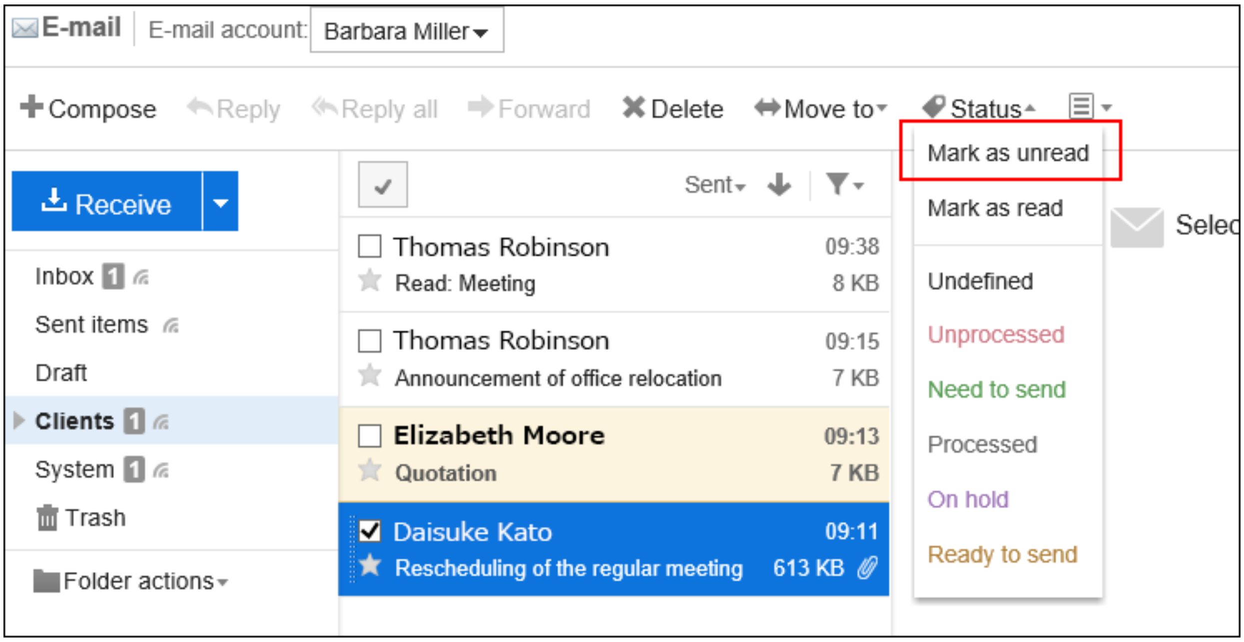
1. Click the app icon in the header.

2. **Click E-mail.**

3. **On the "E-mail" screen, select a folder.**

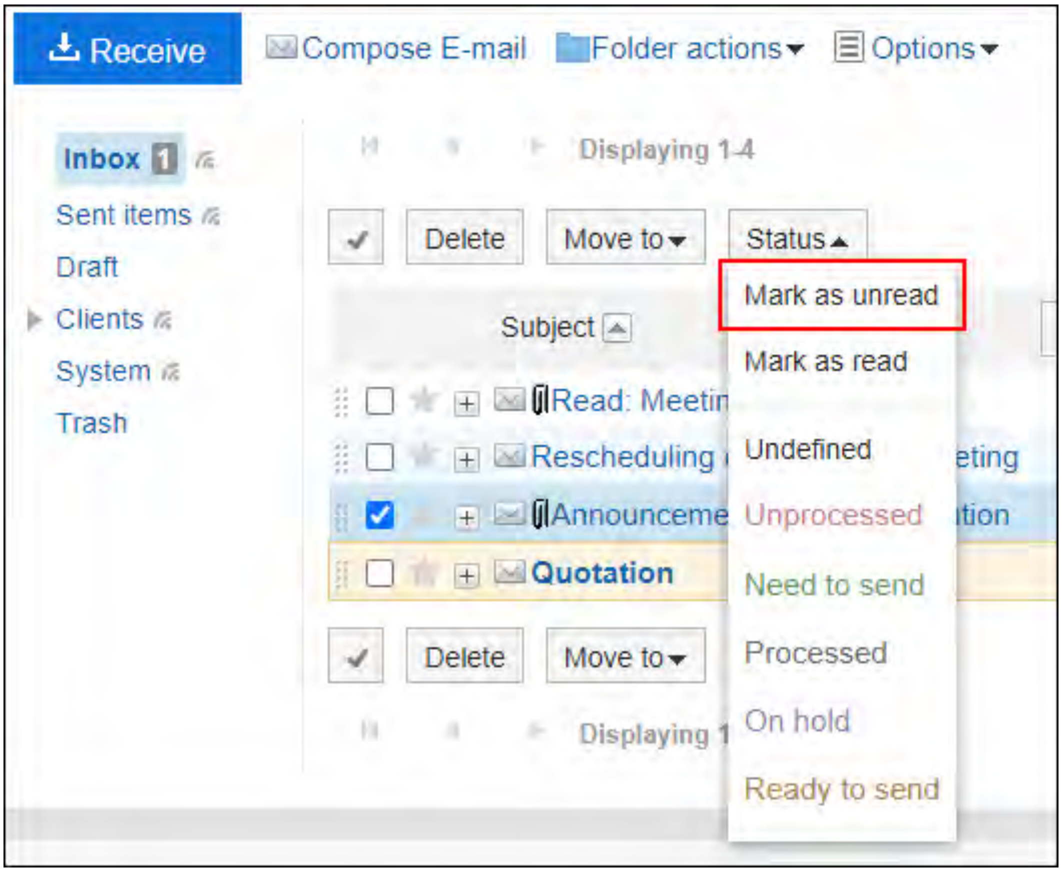
4. **Select the checkboxes for the e-mails that you want to revert to unread, and then click "Mark as unread" in "Status".**

• **When preview is shown**



You can revert the status to unread even when you click "Mark as unread" in the "Status" field with the e-mail details are shown.

• **When preview is hidden**



Note

- Reverting the e-mail status to unread won't affect the e-mail arrival notifications.
- For e-mails requesting read receipts, the read receipt will be sent only once when the recipient has opened it for the first time.
- Even if the e-mail that has been read is reverted to unread on Garoon, it is still displayed as a read e-mail in KUNAI (sync mode).

Filtering Unread E-mails

Yon can filter unread e-mails.

Steps:

1. Click the app icon in the header.

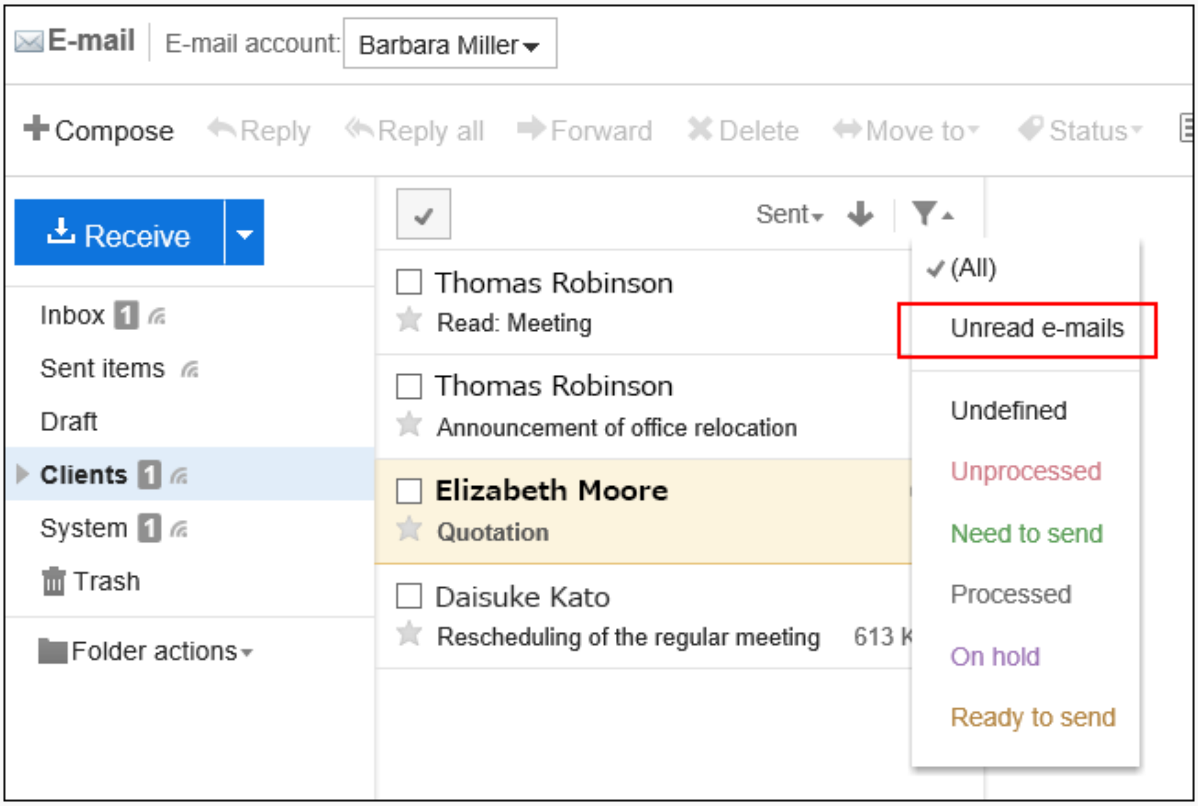
2. Click E-mail.

3. On the "E-mail" screen, select a folder and filter unread e-mails.

The steps to filter unread e-mails vary depending on the view that you are using.

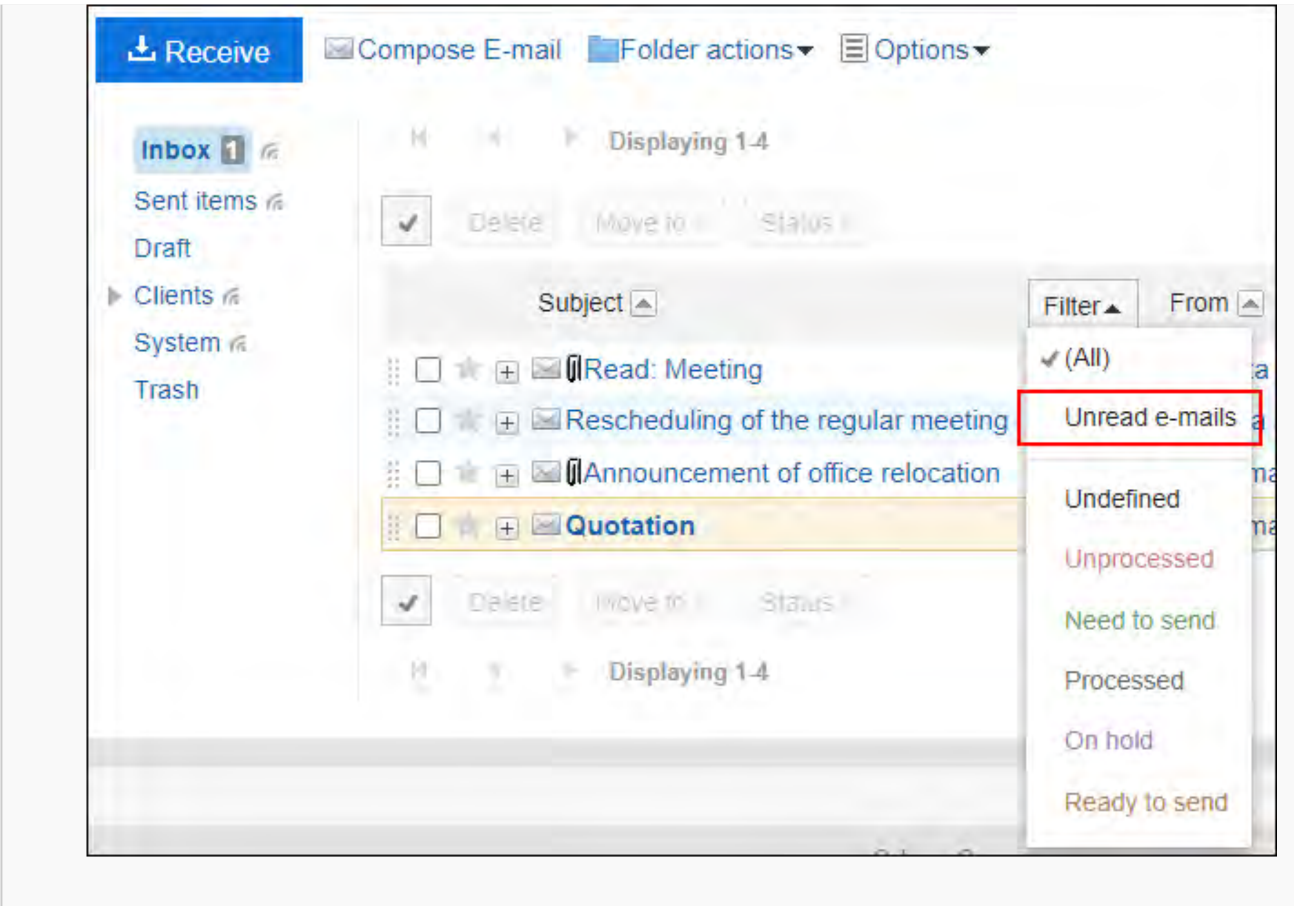
- **When preview is shown**

1. Click "Unread only" on the icon.



- **When preview is hidden**

1. Under "Filter", click the item for filtering only unread e-mails.



3.13.5. Using Manage E-Mails by Status

When you use the status management function, you can set status of each e-mail to quickly understand its progress.

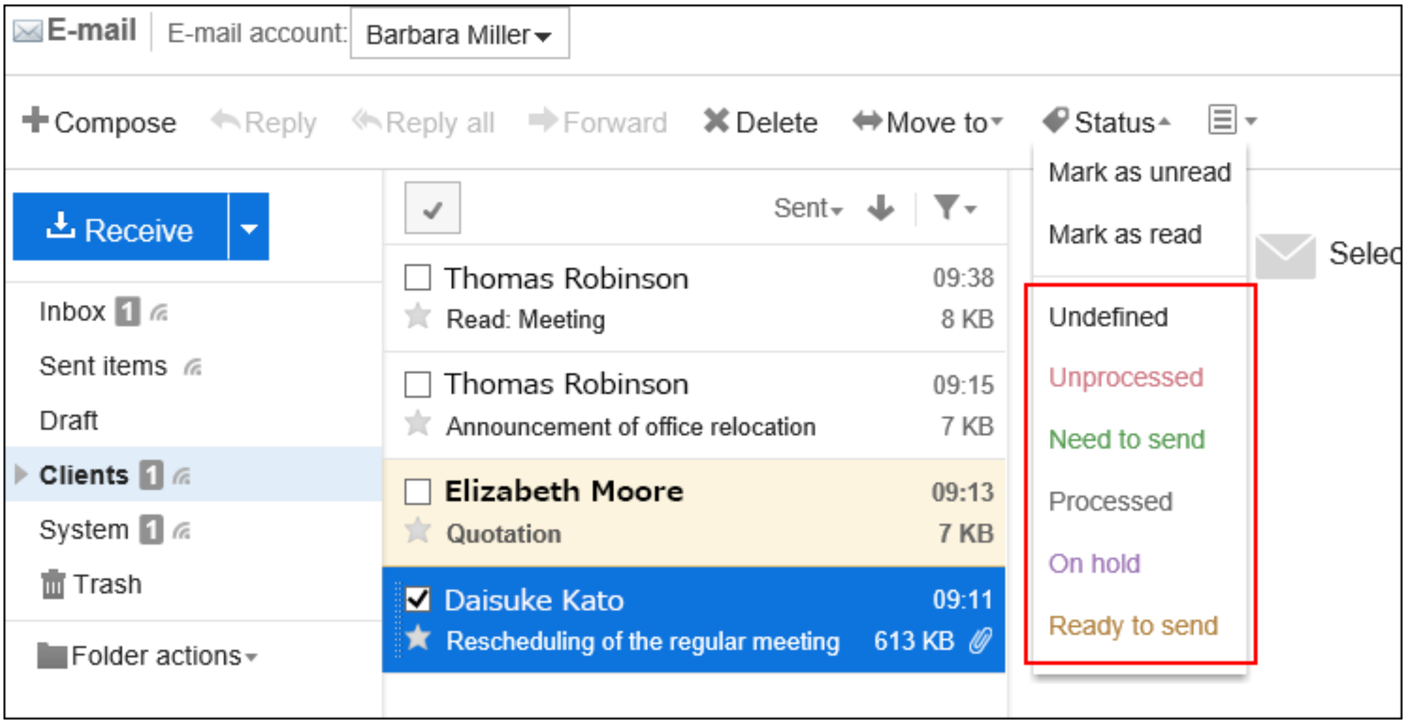
You can filter and sort e-mails using the status on the "E-mail" screen.

You can also set the status automatically for e-mails that match the filter conditions.

The following statuses can be set.

- Not set
- Unprocessed
- Need to send
- Processed
- On hold

- Ready to send

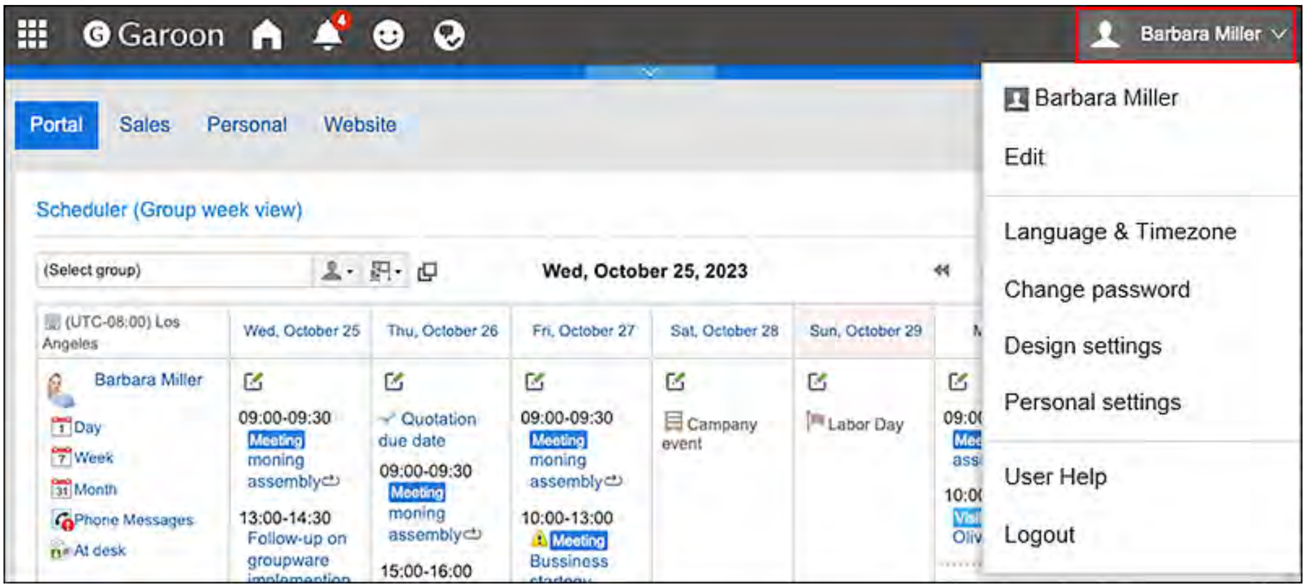


Enabling the Manage E-Mails by Status Feature

You can enable Manage e-mails by status.

Steps:

1. Click User name in the header.



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click item for the Status Management.**
6. **In the item of "Manage e-mails by status"on the "Status Management" screen, select the "Allow" checkbox.**
7. **Confirm your settings and click Save.**

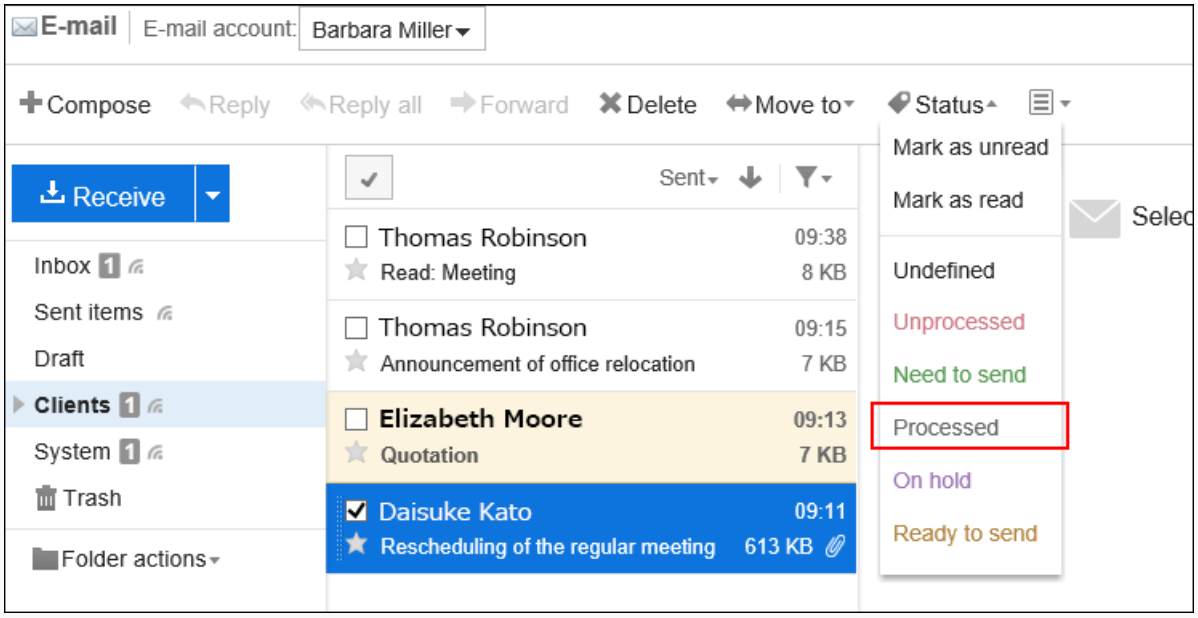
Setting the Status to E-mails

You can set the statuses to e-mails.

Steps:

1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **To set statues to e-mails, select a folder on the "E-mail" screen.**
   The steps for setting the status vary by views you are using.
   - **When preview is shown**

     1. Select the e-mail for which you want to set the status.
     2. From the "Status" dropdown list, select the status you want to set.



• **When preview is hidden**

1. Click the subject of the e-mail for which you want to set the status.
2. On the "E-mail Details" screen, select the status you want to set from the "Status" dropdown list.

3.13.6. Downloading E-mail Attachments

You can download files that are attached to e-mails.

Note

- If you do not check "Preserve attachments in outgoing e-mails" option in E-mail General settings of Personal settings, the attachments of sent e-mail are already deleted.
  For details, refer to General Settings of E-mails(815Page).

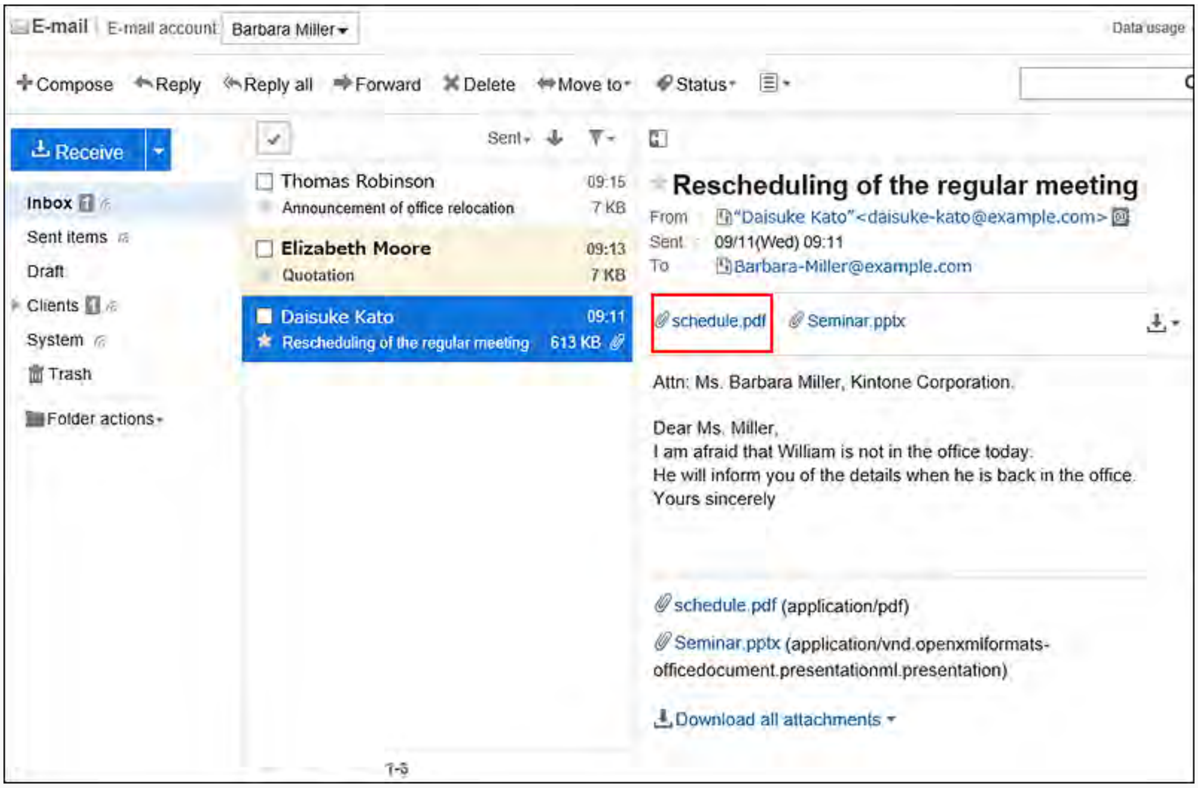
Downloading Attachments of E-Mails One by One

You can download files that are attached to e-mails one by one.

Steps:

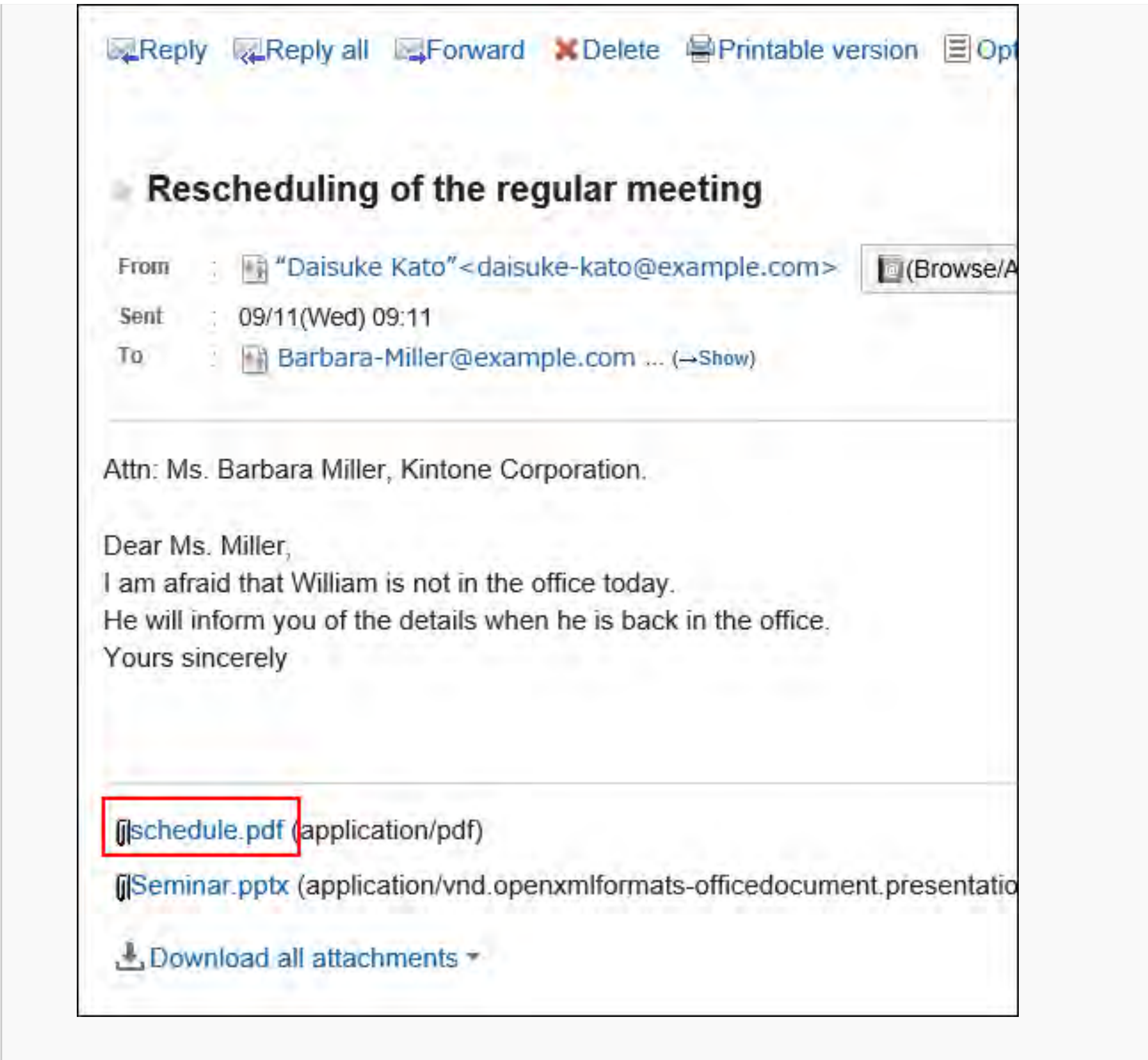
1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select a folder and download the attachment.**
   Steps to download attachments vary depending on views you are using.
   - **When preview is shown**

     1. Select the e-mail of which you want to download attachments.
     2. Click the file name.



- **When preview is hidden**

1. Click the subject of the e-mail of which you want to download attachments.
2. Click the file name in "E-mail details" screen.



4. Save the file with a function provided by your Web browser.

Downloading All Attachments of E-Mails in Bulk

You can download multiple files that are attached to e-mails in bulk.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

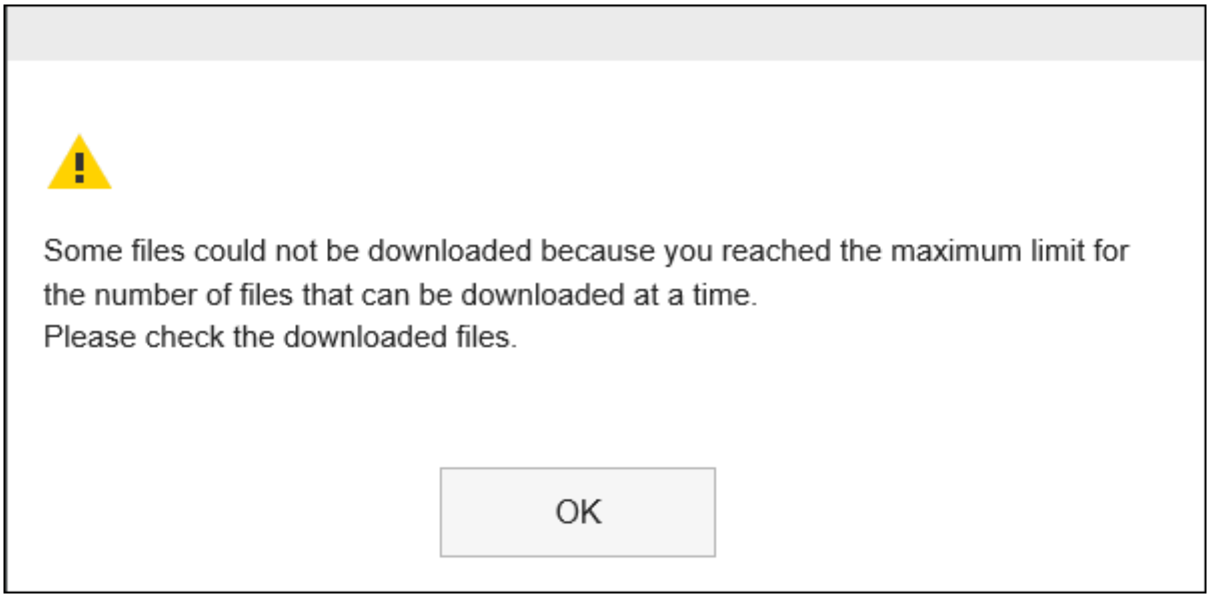
Total Size and Number of Attachments Which Can Be Downloaded at a Time

Total size and number of attachments which can be downloaded at a time are as follows:

- Number of attachments:

  You can download up to 200 attachments at a time.

  If you try to download more than 200 attachments, the following dialog is displayed.



  If you acknowledge that some files will not be downloaded and click **OK** to download files, check whether all necessary files are downloaded.

- Maximum total file size per user:

  The total file size you can download at a time is up to 100MB. If you cannot download all attachments in bulk, download attachments one by one.

Steps:

1. **Click the app icon in the header.**

2. **Click E-mail.**

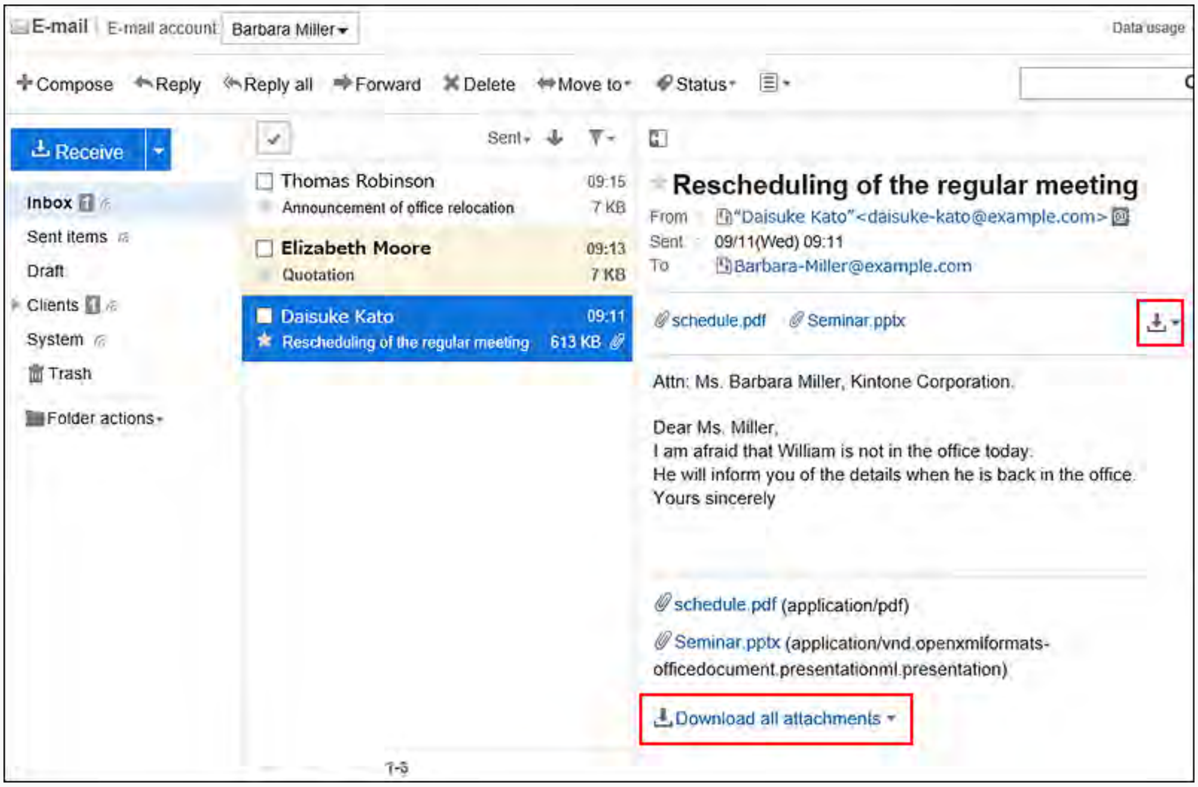
3. **On the "E-mail" screen, select a folder and download all the attachments.**

   Steps to download all attachments vary depending on views you are using.

   - **When preview is shown**

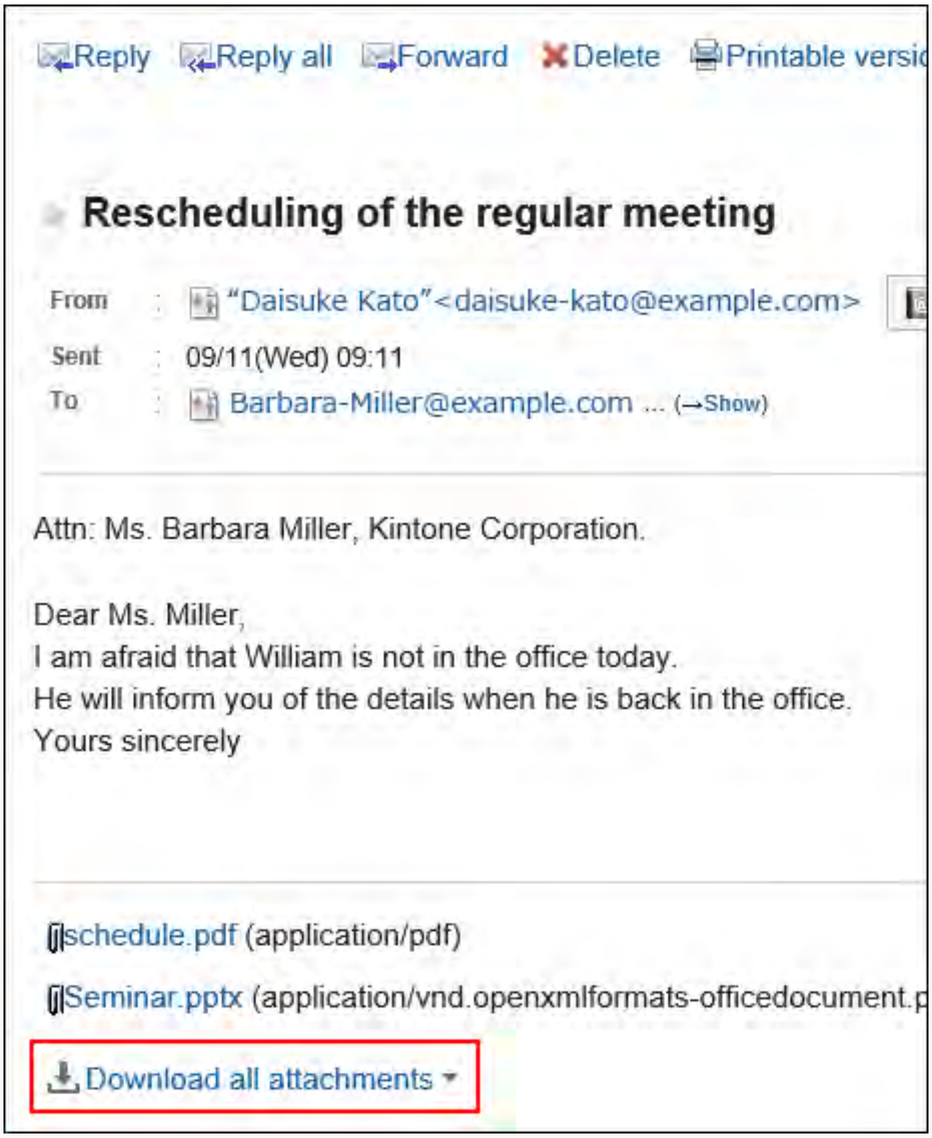
     1. Select the e-mail of which you want to download all attachments.

2. Click the icon ⬇ ▾ for bulk download shown above the message body or [⬇ Download all attachments ▾] shown below the e-mail message body.



• **When preview is hidden**

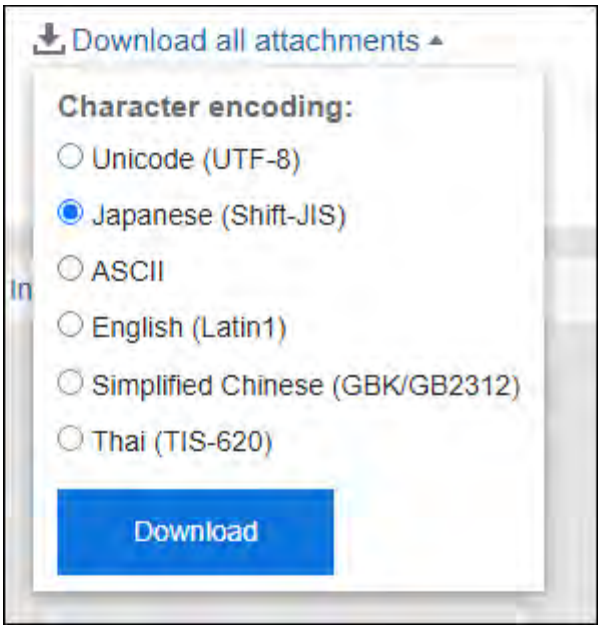
1. Click the subject of the e-mail of which you want to download attachments.
2. Click [⬇ Download all attachments ▾] shown below the e-mail message body on the "E-mail Details" screen.



4. **5. Select the character encoding of the file you want to download.**

The following character encoding can be selected:

- Unicode (UTF-8)
- Japanese (Shift-JIS)
- ASCII
- English (Latin1)
- Simplified Chinese (GBK/GB2312)
- Thai (TIS-620)



5. **Confirm your settings and click "Download".**

6. **Save the file with a function provided by your Web browser.**

   Zip format file is downloaded.

   The subject of the e-mail you selected is used for the file name.

   If the same file name is already used as an attachment of the e-mail, a sequence number is appended.

3.13.7. View E-mail Source

You can view the header information and e-mail data in a text file.

The e-mail source for the draft e-mails cannot be displayed.

Steps:

1. **Click the app icon  in the header.**

2. **Click E-mail.**

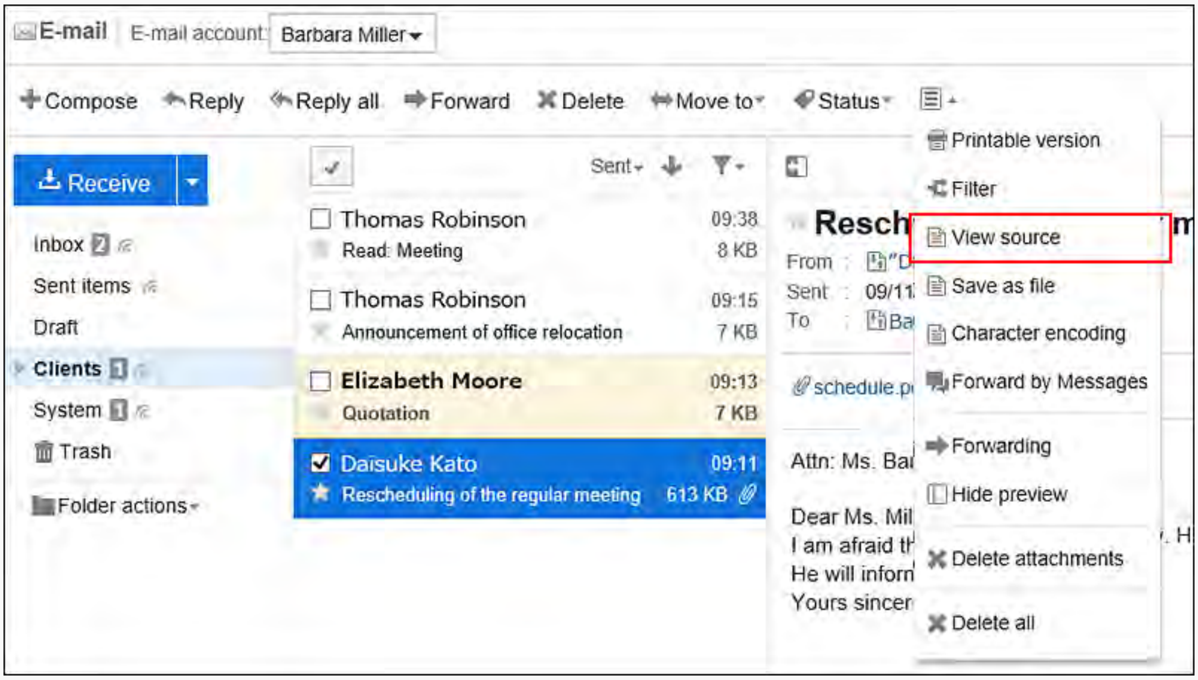
3. **On the "E-mail" screen, select a folder and display the e-mail source.**

The steps to display the e-mail source vary depending on views you are using.

- **When preview is shown**

1. Select the e-mail for which you want to display the e-mail source.

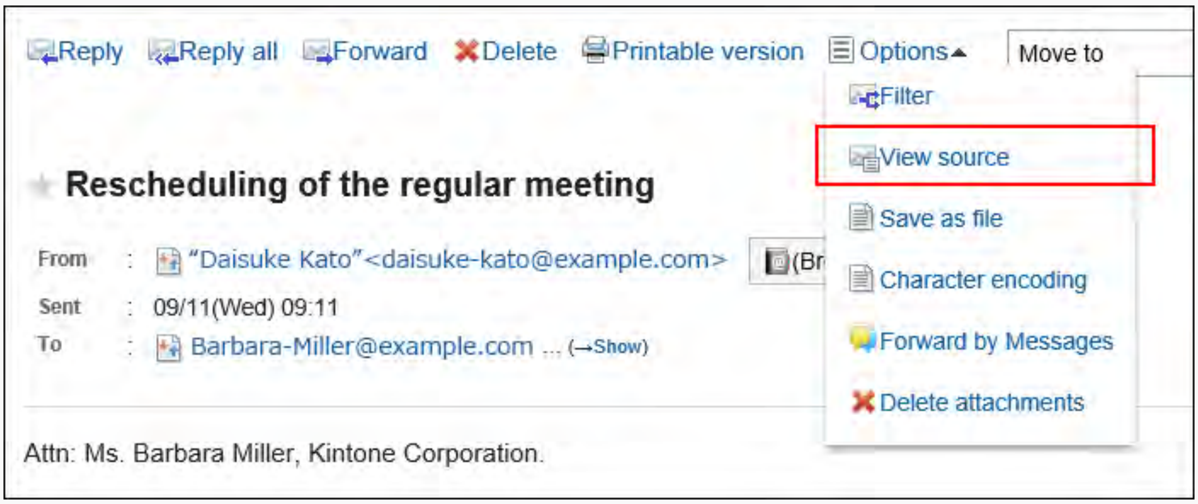
2. Click "Show source" on the ☰ icon.



- **When preview is hidden**

1. Click the subject of the e-mail for which you want to view the e-mail source.

2. On the "E-mail details" screen, click "View source" under "Options".



4. **Save the file with a function provided by your Web browser.**

3.13.8. Exporting E-mails to Text Files

You can export e-mails to text files.

Only file names are exported for mail attachments.

The draft e-mails are not exported to files.

Note

- When you import e-mail data using Garoon and other e-mail programs, you should export them in UNIX mbox format or EML format.
  For details, refer to the method to export to files(872Page).

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

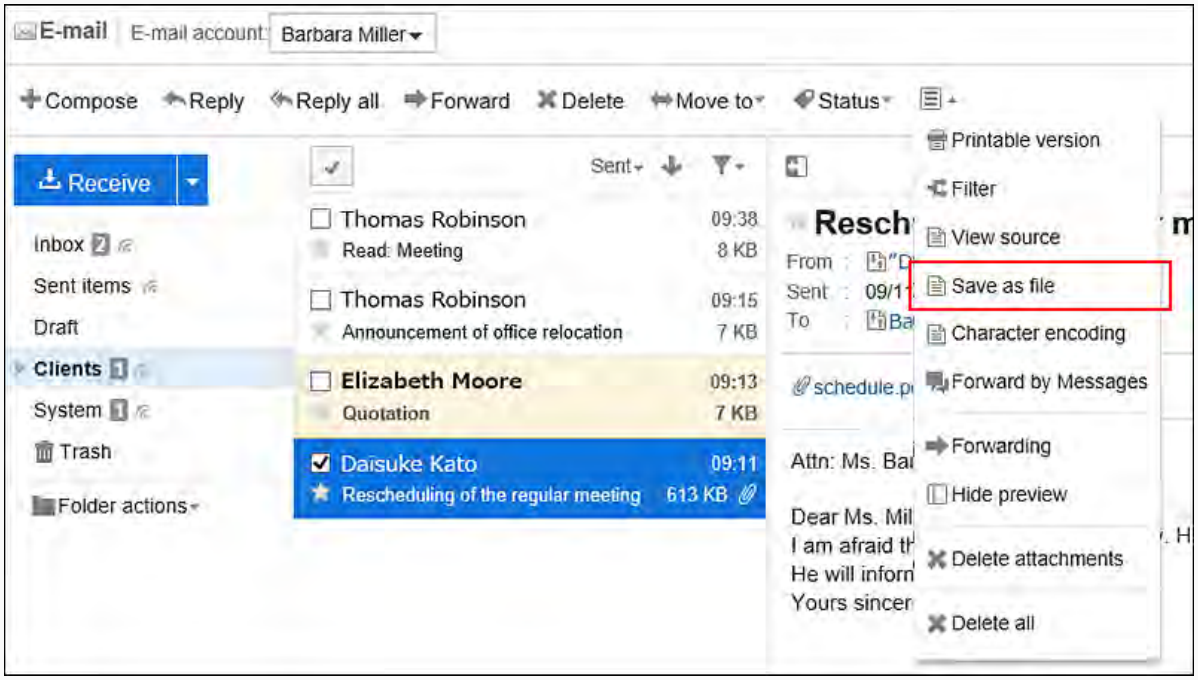
Steps:

1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select a folder and display the "Save as file" screen.**

The steps to display the "Save as file" screen vary depending on the view that you are using.

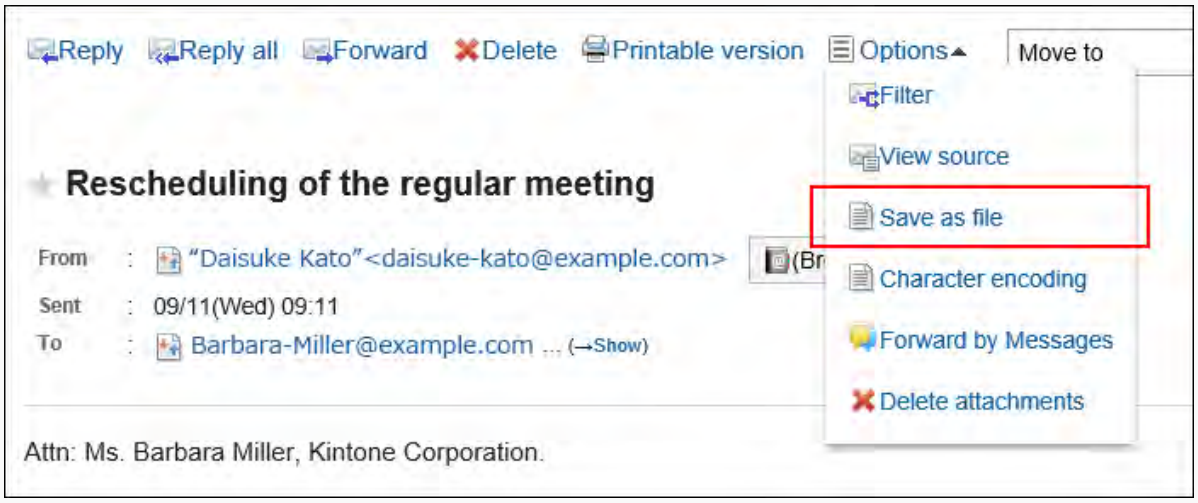
- **When preview is shown**

1. Select an e-mail and click "Save as file" on the ☰ icon.



- **When preview is hidden**

1. Click the subject of the e-mail you want to export to a file.
2. On the "E-mail details" screen, click "Save as file" under "Options".



4. **On the "Save as file" screen, set the character encoding.**

   The following character encoding can be selected:
   - Unicode (UTF-8)
   - Japanese (Shift-JIS)
   - ASCII
   - English (Latin1)
   - Simplified Chinese (GBK/GB2312)
   - Thai (TIS-620)

   When the "Do not show this screen from the next time" checkbox is selected, an e-mail is exported to a file without displaying the "Save as file" screen.

   Note

   - If "Save as file" screen is not displayed, select "Screen" from personal settings, and select "General setting" to configure "Character encoding for file output".
     For details, refer to the settings in the display field and the input field(80Page).

5. **Confirm your settings and click Export.**
6. **Save the file with a function provided by your Web browser.**

3.13.9. Changing the Character Encoding of Incoming E-mails

This section describes how to change the character encoding of incoming e-mails.

You can set the character encoding separately in titles and message bodies.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

Steps:

1. **Click the app icon in the header.**

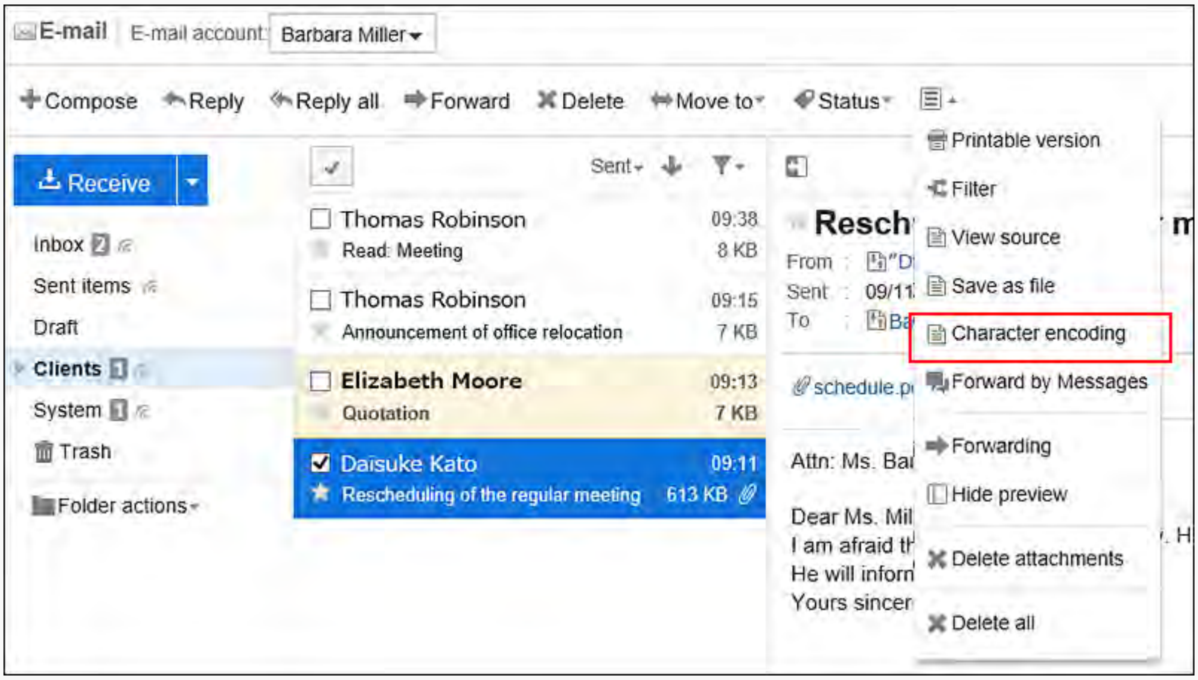
2. **Click E-mail.**

3. **On the "E-mail" screen, select a folder and click "Character encoding".**

   The steps to show "Character encoding" vary by views you are using.

   - **When preview is shown**

     1. Select the e-mail for which you want to change the character encoding.
     2. Click "Character encoding" on the icon.

   - **When preview is hidden**

     1. Click the subject of the e-mail for which you want to change the character code.
     2. On the "E-mail details" screen, click "Character encoding" in "Options".

4. From the "Character encoding" dropdown list, select the character encoding you want to change, and click Save.

The following character codes can be selected.

- Unicode (UTF-8)
- Japanese (Shift-JIS)
- Japanese (JIS)
- Japanese (EUC)
- ASCII
- English (Latin1)
- Simplified Chinese (GBK/GB2312)
- Thai (TIS-620)

3.13.10. Adding E-mail Addresses to Address Books

You can add e-mail addresses of the senders to the Garoon Address Book.

Steps:

1. **Click the app icon in the header.**

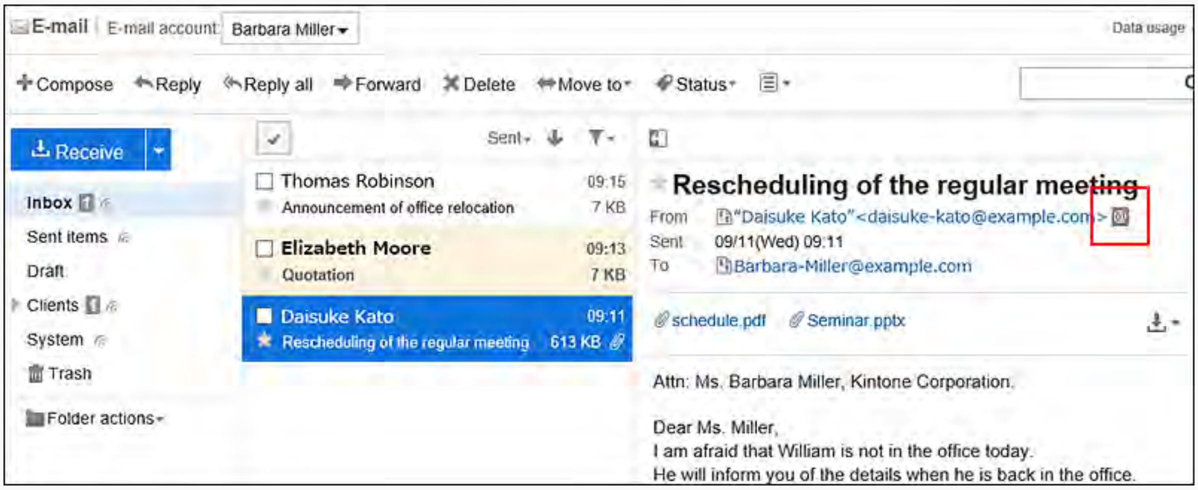
2. **Click E-mail.**

3. **On the "E-mail" screen, select a folder and display the adding addresses screen.**

   The steps to display the screen for adding addresses vary depending on the view that you are using.

   - **When preview is shown**

   1. Select the e-mail that you want to add to the Address Book.
   2. Click the icon.



   - **When preview is hidden**

   1. Click the subject of the e-mail that you want to add to the Address Book.
   2. On the "E-mail Details" screen, click "Browse/Add" to the right of the sender.

4. On the adding addresses screen, set the required items and click "Add".

For details on the fields, refer to the items in "Add address" screen(687Page).

3.13.11. Showing Mail Logs

Showing mail logs is a feature to confirm the history of specific e-mail address. You can view the history of received and sent e-mails by e-mail senders or recipients.

Depending on your system administrator settings, you may not be able to use the mail log feature.

Steps:

1. Click the app icon  **in the header.**

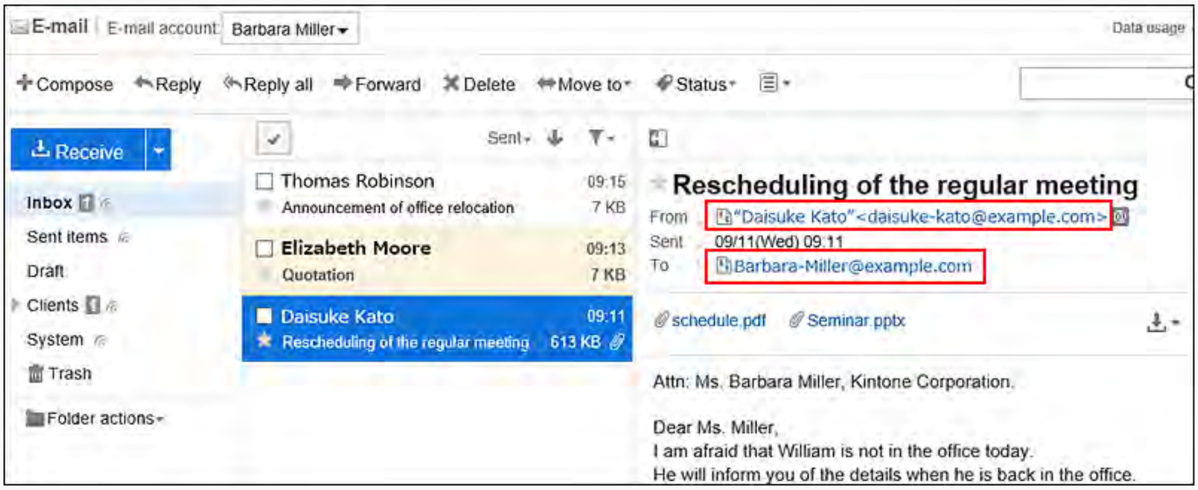
2. Click E-mail.

3. On the "E-mail" screen, select a folder and display the "Show mail log" screen.

The steps to show the mail logs vary depending on the view that you are using.

- **When preview is shown**

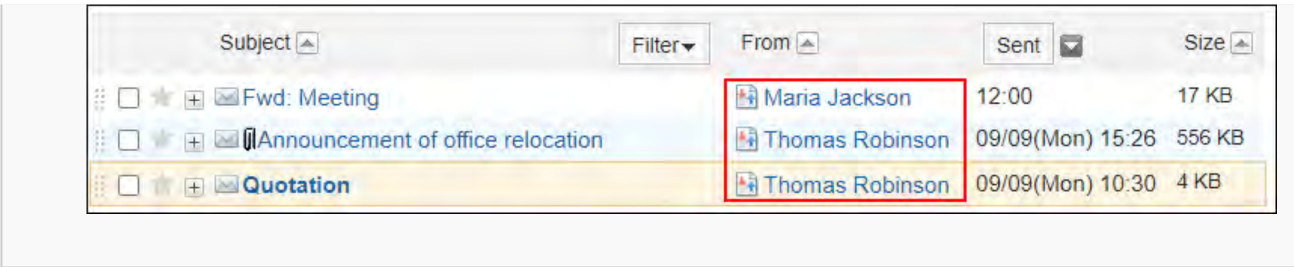
1. On the "E-mail" screen, select the e-mail for which you want to display the mail logs.
2. Click the source link or the target link.



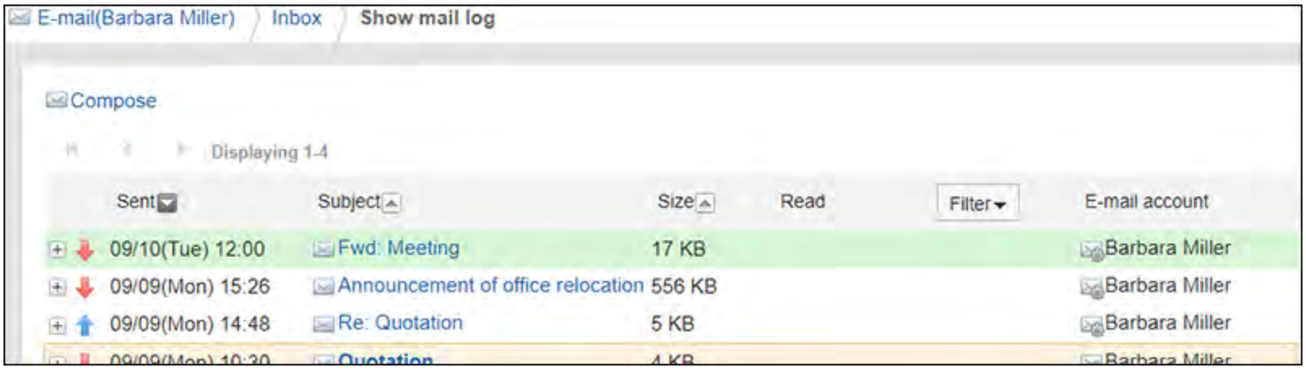
- **When preview is hidden**

1. On the "E-mail" screen, click on the e-mail subject for which you want to show the mail logs.
2. On the "E-mail details" screen, click the From link or the Recipient link.

Or, click the "From" or "To" link on the "E-mail" screen.



4. **Confirm the details on the "Show mail log" screen.**



3.13.12. Searching E-mails

You can search e-mails by specifying keywords and conditions.

However, the body of unread e-mails cannot be searched.

This page describes how to search topics when you do not use full text search.

If you are using full text search, see Working with Full Text Search(34Page).

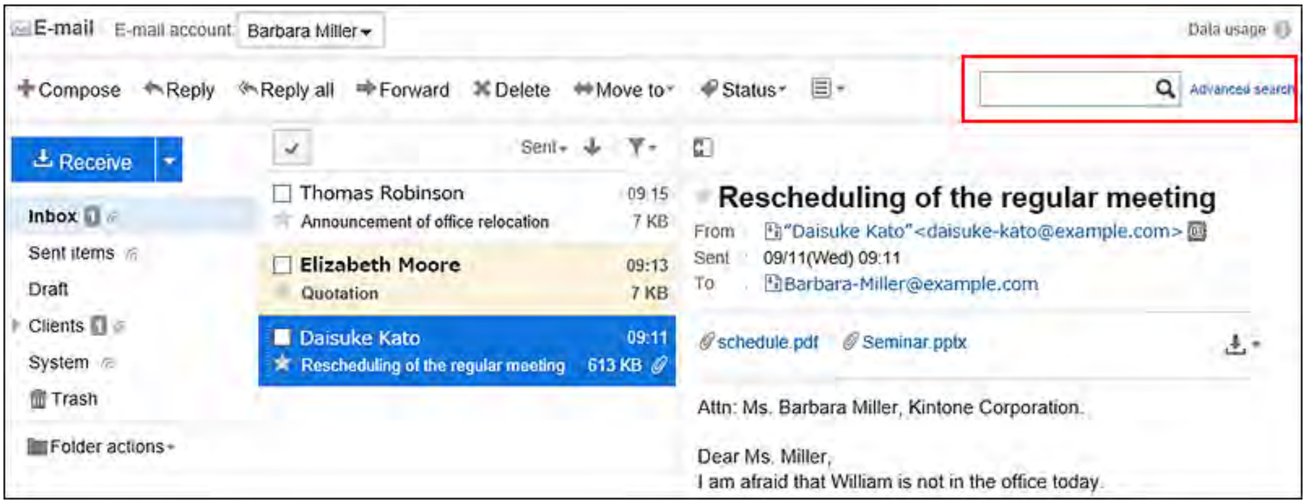
Steps:

1. **Click the app icon in the header.**

2. **Click E-mail.**

3. **On the "E-mail" screen, select the folder you want to search in.**

4. **Type keywords in the search box, and then click .**

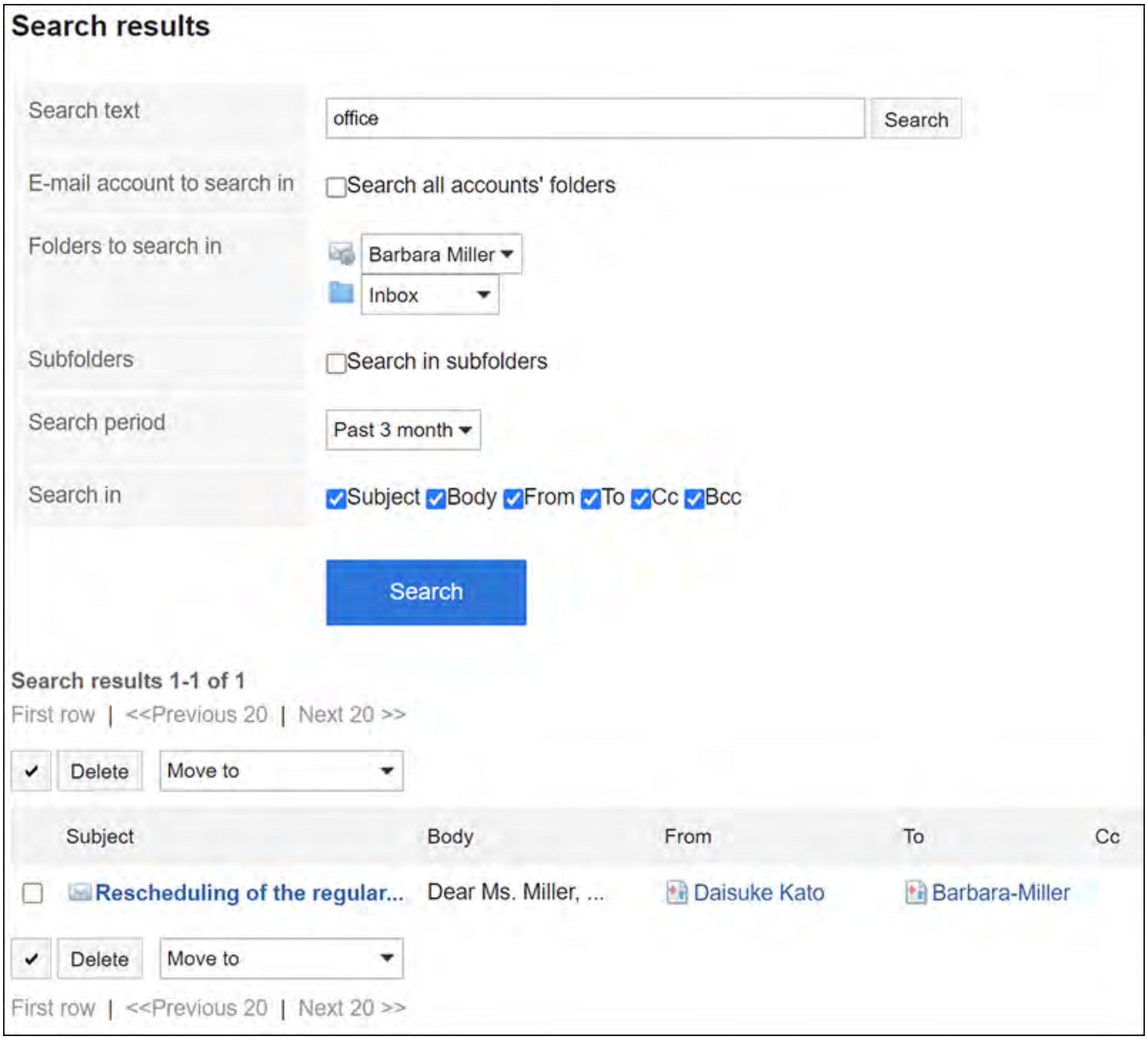


You can search for e-mails that contain keywords in one of the following fields.

- Subject
- Body
- From
- To
- Cc
- Bcc

When you search without entering any keywords, or by clicking the item for advanced search, the "Search Results" screen in step 5 is displayed.

5. On the "Search Results" screen, confirm the search results.



6. If you want to search again, set the search conditions and click "Search".

The following search conditions can be set. For details on search conditions, see options available for searching e-mails in search specifications.

- Search string:

  Enter the keywords you want to search.
- Search e-mail account:

  You can search folders for all e-mail accounts.
- Search folders:

  Set the folder that you want to search in.
- Subfolders:

  You can also search in subfolders.

- Search Period:
  Set the period to search.
- Search Items:
  You can specify the search items.

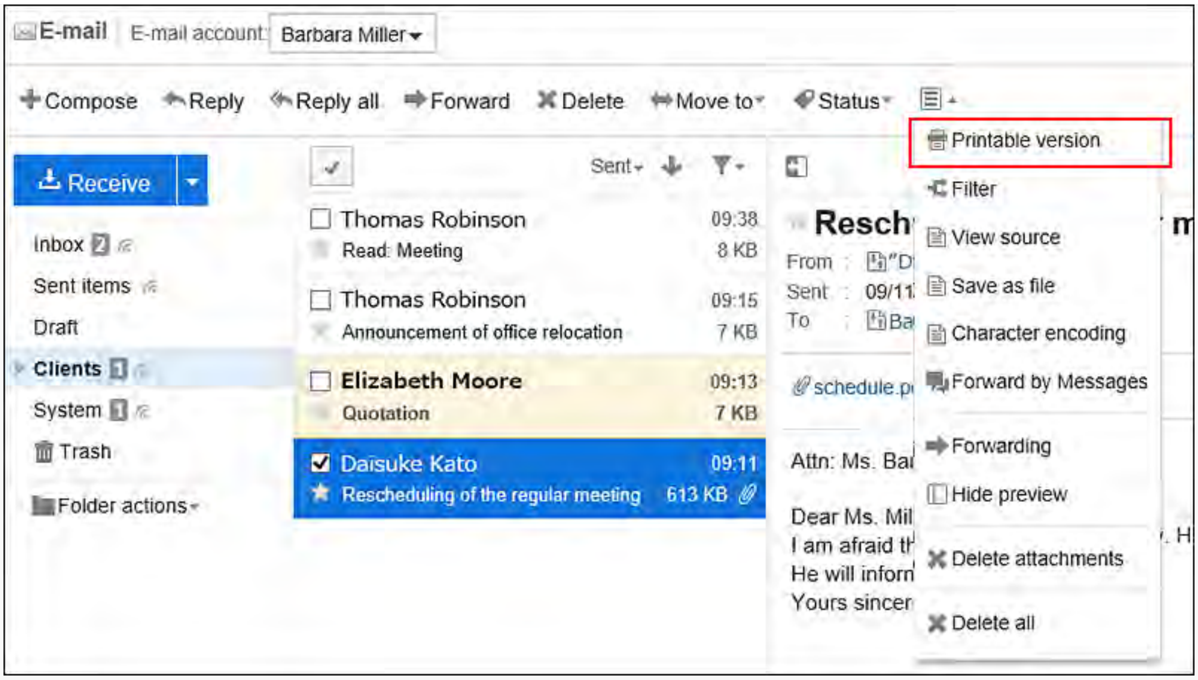
3.13.13. Printing E-mails

You can print one e-mail at a time.
Files attached to e-mails cannot be printed. Only the file name is printed.
The draft e-mails cannot be printed.

Steps:

1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select a folder and display the "Print settings" screen.**
   The steps to display the print settings screen vary depending on the view that you are using.
   - **When preview is shown**

     1. Select the e-mail you want to print.
     2. Click "Printable Version" on the icon.



• **When preview is hidden**

1. Click the subject of the e-mail you want to print.
2. Click "Printable Version" on the "E-mail Details" screen.

4. **On the print settings screen, set the required items.**
   - Character Size:

     Select the text size you want to print.

- Locale:
  Set the format for displaying date and time.
  Select either of the locale for the user or the locale for printing.
  The locale for printing is set by your system administrator.

5. **Click "Print" and print the e-mail using the print feature of the Web browser.**

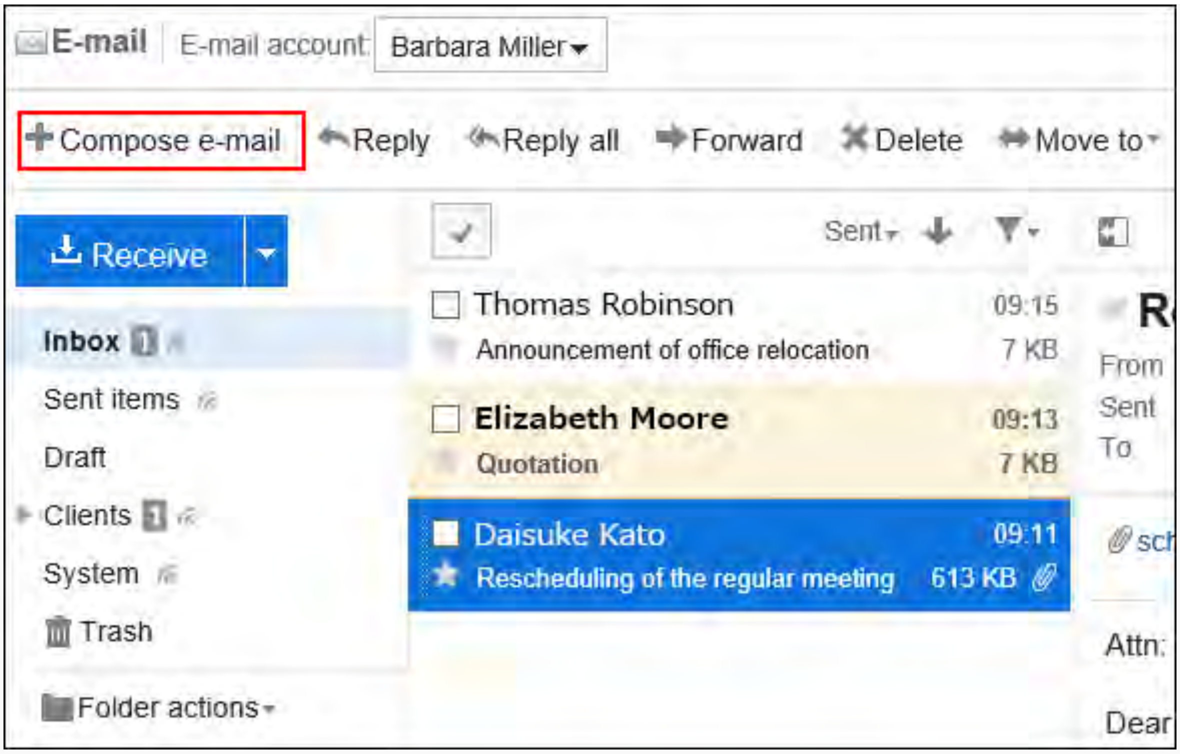
3.13.14. Send E-mails

You can send e-mails.
Depending on your settings configured by system administrators, you may not be able to send HTML e-mails.

Steps:

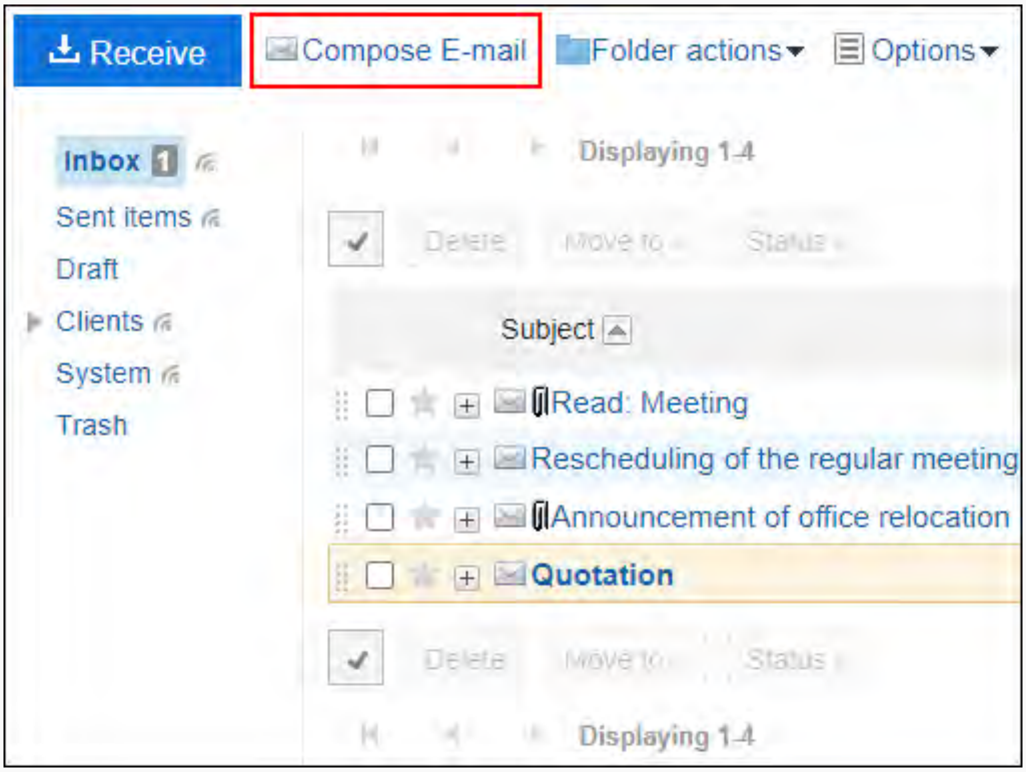
1. **Click the app icon  in the header.**
2. **Click E-mail.**
3. **Open the "Compose E-mail" screen.**
   The steps to display the "Compose E-mail" screen vary depending on the view that you are using.
   - **When preview is shown**

     1. Click **Compose**.



• **When preview is hidden**

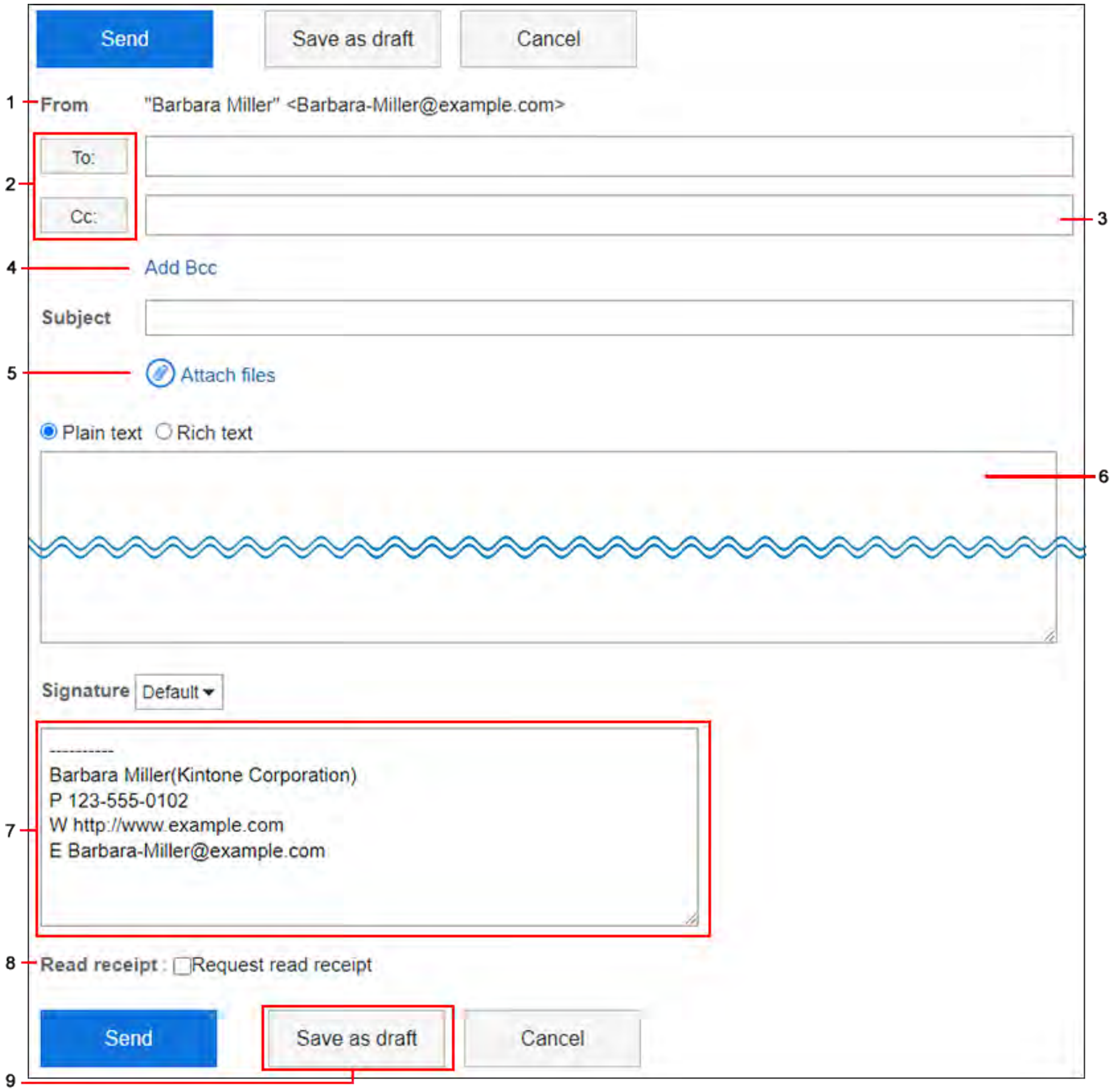
1. Click "Compose E-mail".



4. On the "Compose E-mail" screen, set the required items.

Items on The "Compose E-Mail" Screen

This section use a window without preview as an example.



Number	Description
1	**From**: Select the account you want to use for the sender if all of the following conditions are met. • You are using multiple e-mail accounts. • The preview pane is hidden in the "E-mail" screen.
2	**"To:" and "Cc:" button**: When clicked, the "Select e-mail address" screen is displayed in a new window. Finds recipients from the following data in the Address Book. • My address groups • User list • Personal Address Book • My Group • Shared Address Book For the search specifications on the "Select e-mail address" screen, refer to Items You Can Search For on the "Select E-mail Address" Screen.
3	**Address field**: Enter the e-mail address of the recipient. If your system administrator has allowed you to use the incremental search, you can enter the address using the incremental search. For details on the incremental search, refer to Incremental search(773Page). If you entered an invalid e-mail address, the background is displayed in red.
4	**Link for adding Bcc**: When clicked, the "Bcc:" field is displayed. The e-mail address that is set to "Bcc:" are not shown to other recipients in "To:", "Cc:", and "BCC:".
5	**Attachments Link**: Attach a file if necessary.

Number	Description
	You can also attach files by drag and drop. For details, refer to When you use drag and drop function(33Page).
6	**Body**: You can use plain text e-mail or text formatting. For details, refer to Working with Rich Text Formatting(36Page).
7	**Signature**: This is displayed if you have set a signature. Selected signature is inserted at the end of the e-mail body.
8	**Request for Read receipts**: To know whether or not the e-mail has been opened by the recipient, select the checkbox for requesting a read receipt. You may not be able to use the read receipt feature, depending on the settings configured by your system administrator.
9	**Save as draft button**: Save the e-mail as a draft. The draft e-mail is saved in the Drafts folder.

5. Check your entries, and then click Send.

The confirmation screen is displayed according to the user's settings.

- If you have disabled "Confirmation before sending e-mail" in your personal settings:
  Sending e-mail is completed in step 5.
- If you have enabled "Confirmation before sending e-mail" in your personal settings:
  Proceed to step 6.

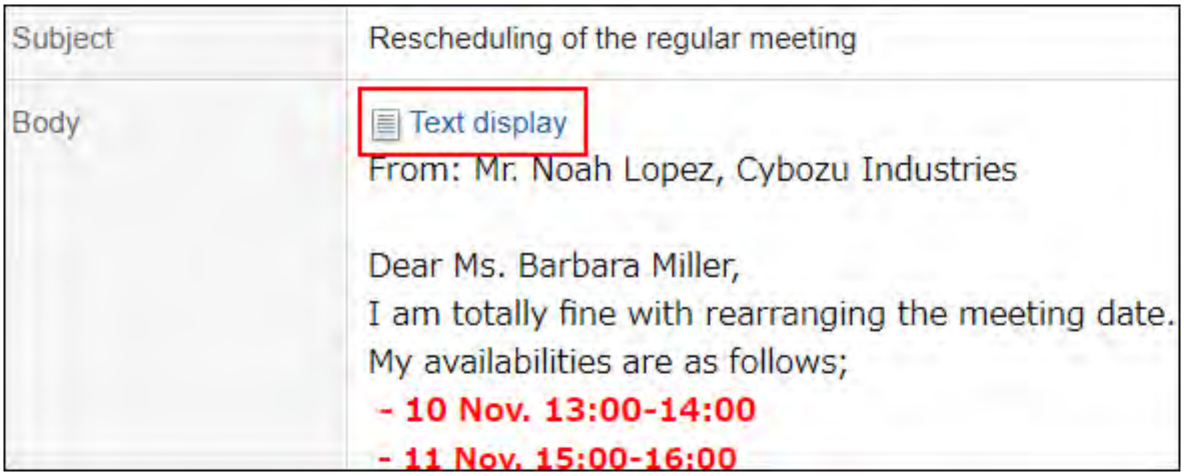
For confirmation before sending, refer to General Settings of E-mails(815Page).

6. Click Send on the "Confirm E-mail sending" screen.

To change the contents of the e-mail, click Reedit".

Note

- If you have created an HTML e-mail with no preview on the "E-mail" screen, an item for text view appears on the "Confirm E-mail sending" screen.
  When you click it, the body text that you created in HTML is displayed as text.



Resending E-mails

Users can resend the e-mails only which they sent by themselves.

What is the difference between resending e-mails and forwarding sent e-mails?

You can forward your sent e-mails in Garoon version 5.9.0 or later.

- Resending e-mails:
  You can recycle the entire e-mail with the same content and the target recipients and send it again.
  It is useful when the recipients of your e-mail ask you to resend the e-mail because they deleted it, for example.
  - Recipients: The recipients specified in To, Cc, and Bcc in the sent e-mail will also be used in a new e-mail.
  - Subject: The subject in the sent e-mail will be displayed.
  - Attachment: The attachment in the sent e-mail will also be attached in a new e-mail.

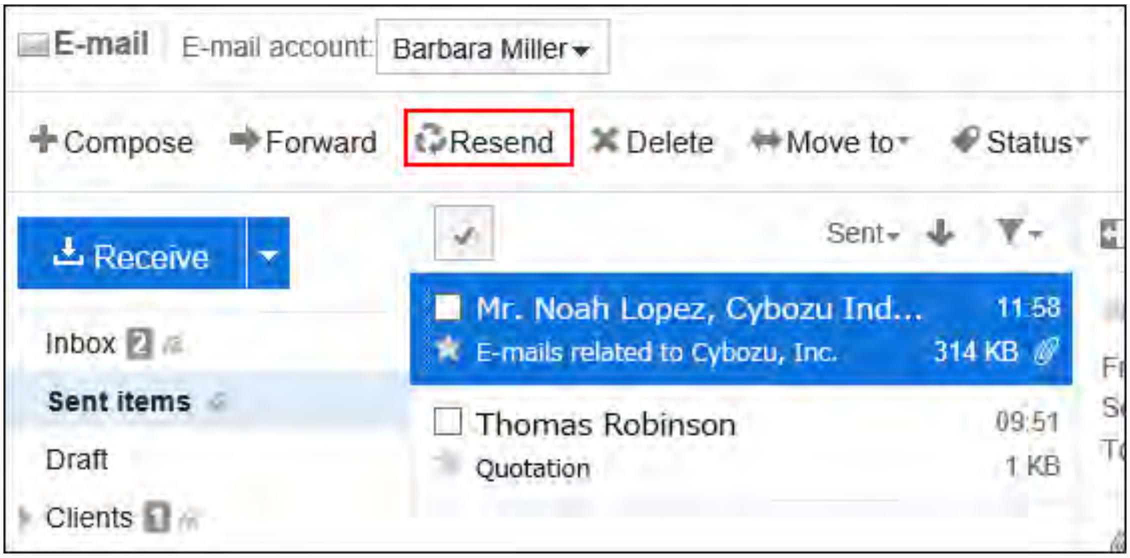
- Body: The body text in the sent e-mail will be displayed.

- Forwarding the sent e-mail:
  You can share the sent e-mails with their information, such as the date and time delivered and target recipients.
  It is useful when you want to share the information with your supervisors about the e-mail correspondences you exchanged with your customers after you sent a quote, for example. For details, refer to Forwarding E-mails(785Page).
  - Recipients: The recipients specified in To, Cc, and Bcc in the sent e-mail will not be used in a new e-mail.
  - Subject: "Fwd:" will be inserted.
  - Attachment: The attachment in the sent e-mail will also be attached in a new e-mail.
  - Body: The information in the sent e-mail (sent date and time, sender, and recipients) and the body text in the sent e-mail will be displayed as "Original Message".

Steps:

1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select the Sent items folder and display the screen for resending e-mails.**
   The steps to display the screen for resending e-mails vary depending on the view that you are using.
   - **When preview is shown**

     1. Select the e-mail you want to resend.
     2. Click "Resend".



• **When preview is hidden**

1. Click the subject of the e-mail you want to resend.
2. Click "Resend" on the "E-mail Details" screen.

4. **On the screen for resending e-mails, set the required items.**

   For details on the settings, refer to the Settings on the "Compose E-mail" screen(767Page).

5. **Check your entries, and then click Send.**

The confirmation screen is displayed according to the user's settings.

- If you have disabled "Confirmation before sending e-mail" in your personal settings:
  Sending e-mail is completed in step 5.
- If you have enabled "Confirmation before sending e-mail" in your personal settings:
  Proceed to step 6.

For confirmation before sending, refer to General Settings of E-mails(815Page).

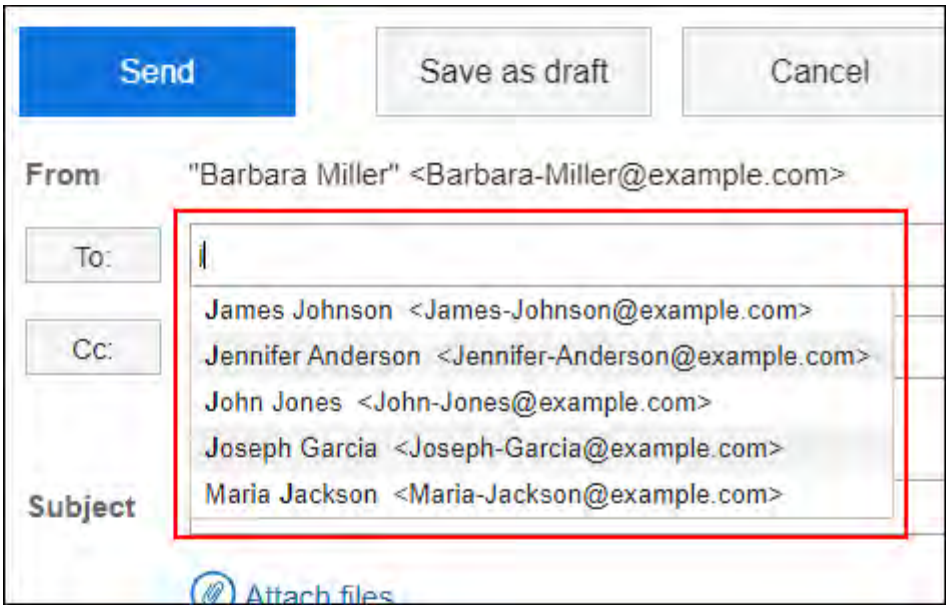
6. Click Send on the "Confirm E-mail sending" screen.

Note

- If you have configured not to preserve the attachments of the sent e-mails in the General settings of E-mail(815Page), the attachments will not be included when you resend the sent e-mails.
  You need to change this setting if you want to resend the e-mails with the attachments.

Incremental Search Specification

While typing in part of an e-mail address in the e-mail destination field, user display names and e-mail address that start with the typed characters are displayed as suggestions.
Suggestions are sorted by display names and e-mail addresses, and up to ten suggestions appear in ascending order.



The recipients of the sent e-mail are displayed in the suggestions.

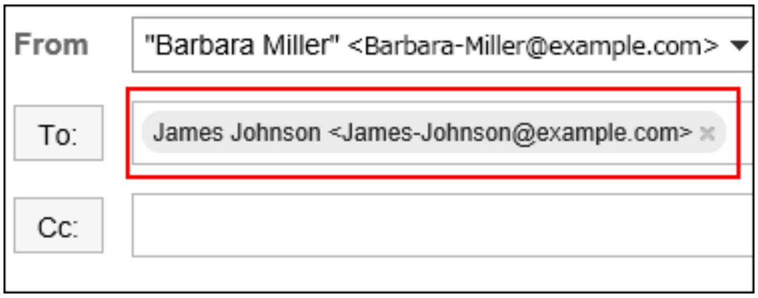
Addresses registered in the following address books are also displayed as suggestions.

- User list
- Personal Address Book
- ◦ Shared address book to which the user has access rights

Note

- "E-mail" address of custom items in Address Book is not displayed as suggestions.
- If users select "Priority organizations" as "Information to display after Names" in personal settings, priority organizations will also be displayed in e-mail address suggestions.

Once addresses are confirmed, priority organizations are not displayed.



For details on priority organization settings, see Setting Display Fields and Input Fields(80Page).

Search Priority

The order of items to be searched is as follows.

1. Display Name
   If the display name contains a space, the string before the space will be the search target.
   Search will be done in the order of personal address books, shared address books, user list, and sent e-mail addresses, and will be performed until finding the up to 10 results.
2. Text after the space of the display name
   If the search results of 1 are less than 10, the text after the space in display name will also be searched.
   Search will be done in the order of personal address books, shared address books, user list, and sent e-mail addresses, and will be performed until finding 10 total results.
3. E-mail address
   If the total search results for 1 and 2 are less than 10, e-mail addresses will become the target of search.
   Search will be done in the order of personal address books, shared address books, user list, and sent e-mail addresses, and will be performed until finding 10 total results.

Display Order of Search Results

If "aiko" is searched, the search results of the incremental search will be displayed in the following order.

Display order	Display name	E-mail address	Items to be searched
1	aiko1 sato	aiko1-sato@example.com	The display name in the Personal Address Book
2	aiko2 sato	aiko2-sato@example.com	The display name in the Shared Address Book
3	aiko tanaka	aiko-tanaka@example.com	The display name in the user list
4	aiko yamada	aiko-yamada@example.com	The display name in the sent e-mail address
5	suzuki aiko	aiko-suzuki@example.com	Text after the space in the display name in the Personal Address Book
6	suzuki aiko	aiko@example.com	Text after the space in the display name in the Shared Address Book
7	suzuki aiko	aiko.s@example.com	Text after the space in the display name in the user list
8	suzuki aiko	aikosuzuki@example.com	Text after the space in the display name in sent addresses
9	佐藤 愛子	aiko3@example.com	E-mail address in Personal Address Book

Display order	Display name	E-mail address	Items to be searched
10	佐藤 愛子	aiko2@example.com	E-mail address in Shared Address Book

Note

- Search is not case-sensitive.

3.13.15. Reply to E-mails

You can reply to the received e-mail.

Note

- When you reply to an HTML e-mail in one of the following cases, e-mail is converted to text format and sent.
  - System administrators do not allow users to send HTML e-mails
  - Replied from a Web browser that does not support formatting

Replying to the Sender

You can reply to the sender of the e-mail.

Steps:

1. Click the app icon  in the header.

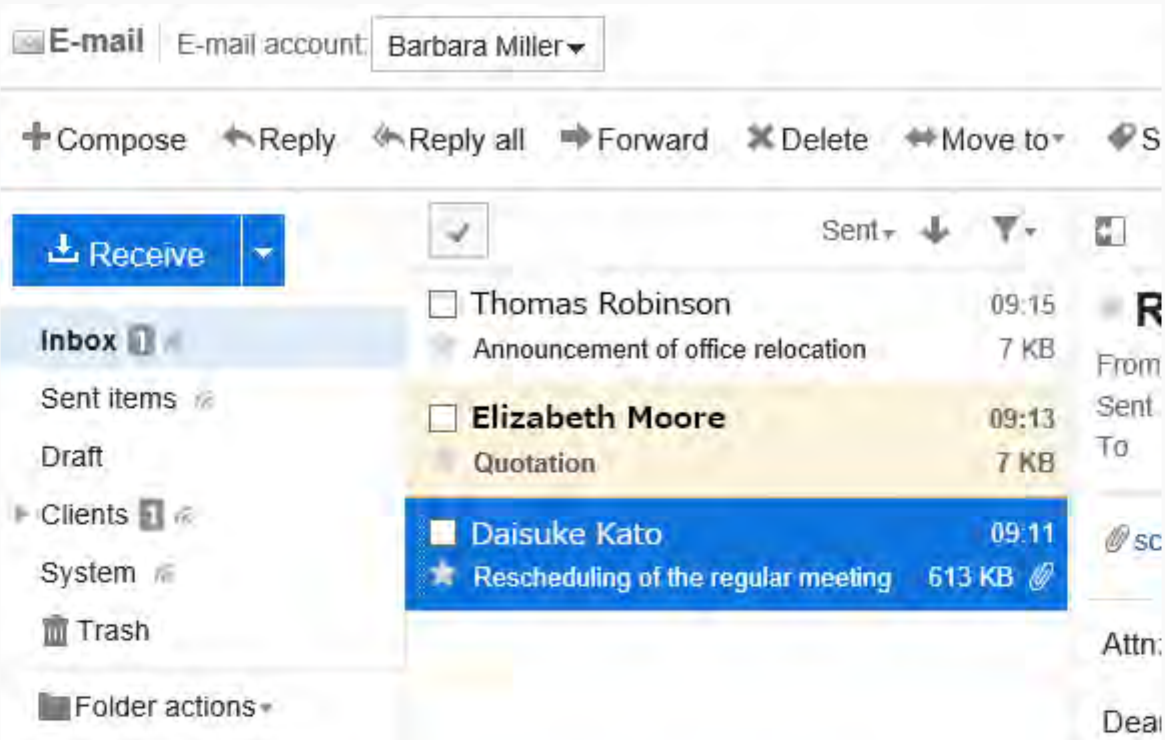
2. Click E-mail.

3. On the "E-mail" screen, select a folder and display the screen for replying to e-mails.

The steps to display the screen for replying to e-mails vary depending on the view that you are using.

- **When preview is shown**

1. Select the e-mail you want to respond to.
2. Click "Reply".



- **When preview is hidden**

1. Click the subject of the e-mail you want to respond to.
2. Click "Reply" on the "E-mail Details" screen.

4. On the screen for replying to e-mails, set the required items.

For details on the settings, refer to the Settings on the "Compose E-mail" screen(767Page).

5. Check your entries, and then click Send.

The confirmation screen is displayed according to the user's settings.

- If you have disabled "Confirmation before sending e-mail" in your personal settings: Sending e-mail is completed in step 5.
- If you have enabled "Confirmation before sending e-mail" in your personal settings: Proceed to step 6.

For confirmation before sending, refer to General Settings of E-mails(815Page).

6. Click Send on the "Confirm E-mail sending" screen.

To change the contents of the e-mail, click Reedit".

Reply All

You can reply to all recipients in "To:" and "Cc:" fields.

Steps:

1. **Click the app icon  in the header.**

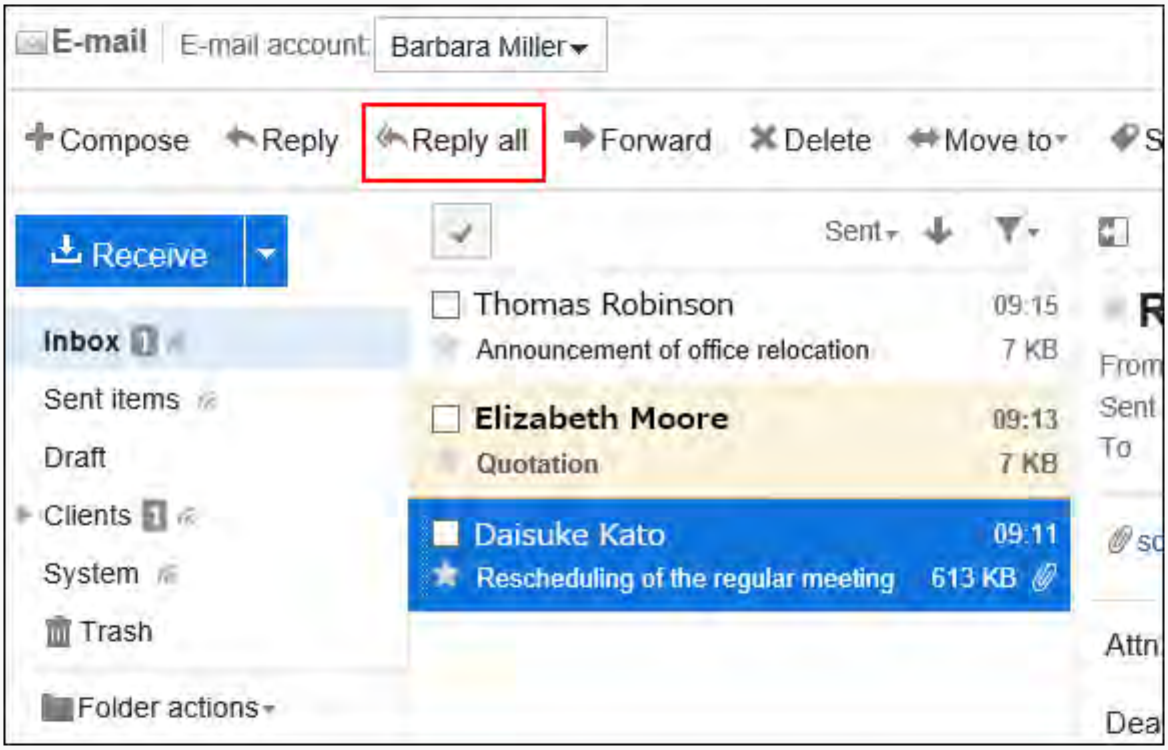
2. **Click E-mail.**

3. **On the "E-mail" screen, select a folder and display the "Reply E-mail to all" screen.**

   The steps to display the "Reply E-mail to all" screen vary depending on the view that you are using.

   - **When preview is shown**

   1. Select the e-mail you want to respond to.
   2. Click **Reply all**.

   - **When preview is hidden**

   1. Click the subject of the e-mail you want to respond to.
   2. On the "E-mail Details" screen, click **Reply all**.

4. On the "Reply E-mail to all" screen, set the required items.

The "Reply E-mail to all" screen displays the recipients of received e-mails.

"Re:" is inserted in the subject of the e-mail you reply.

If you reply to an e-mail with a file attached, the file will not be attached to the reply e-mail.

For details on the settings, refer to the Settings on the "Compose E-mail" screen(767Page).

5. Check your entries, and then click Send.

The confirmation screen is displayed according to the user's settings.

- If you have disabled "Confirmation before sending e-mail" in your personal settings: Sending e-mail is completed in step 5.
- If you have enabled "Confirmation before sending e-mail" in your personal settings: Proceed to step 6.

For confirmation before sending, refer to General Settings of E-mails(815Page).

6. Click Send on the "Confirm E-mail sending" screen.

To change the contents of the e-mail, click Reedit".

3.13.16. E-Mail Drafts

This section describes how to use e-mail drafts.
You can save e-mails as drafts that you are still composing and do not send immediately, or save e-mails as drafts that you want to keep them as templates.

Save E-Mails as Drafts

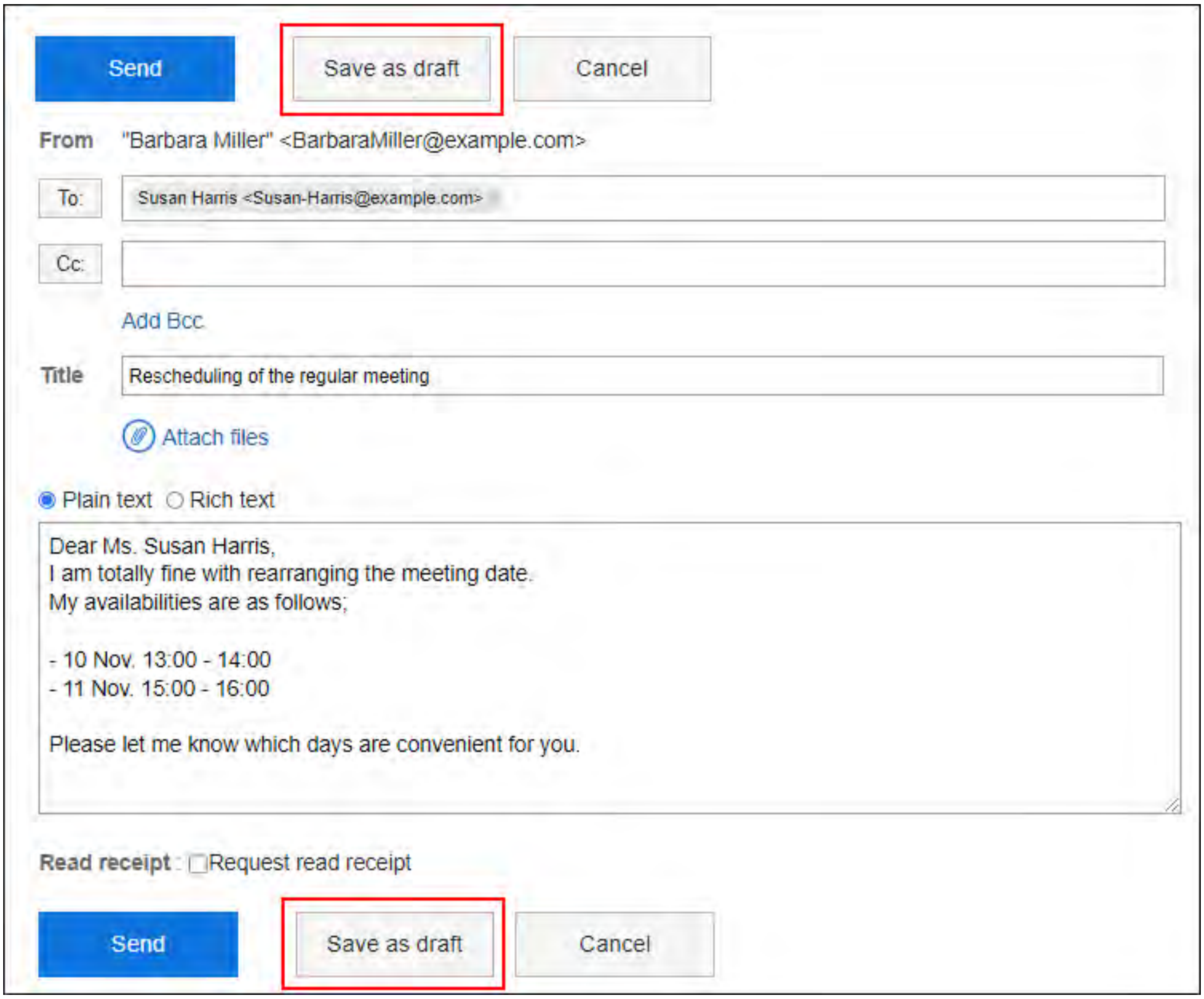
Save e-mails as drafts in the "Compose E-mail" screen or in the "Reply E-mail" screen.

Steps:

1. **Display the "Compose E-mail" screen or the "Reply E-mail" screen.**
   To display the screen, refer to how to send e-mails(765Page) or how to reply to e-mails(777Page).

2. **Set necessary items in the "Compose E-mail" screen or in the "Reply E-mail" screen.**

3. **Confirm your entries and click Save as draft.**



Editing E-Mail Drafts

Edit e-mails saved as drafts.

Steps:

1. **Click the app icon  in the header.**

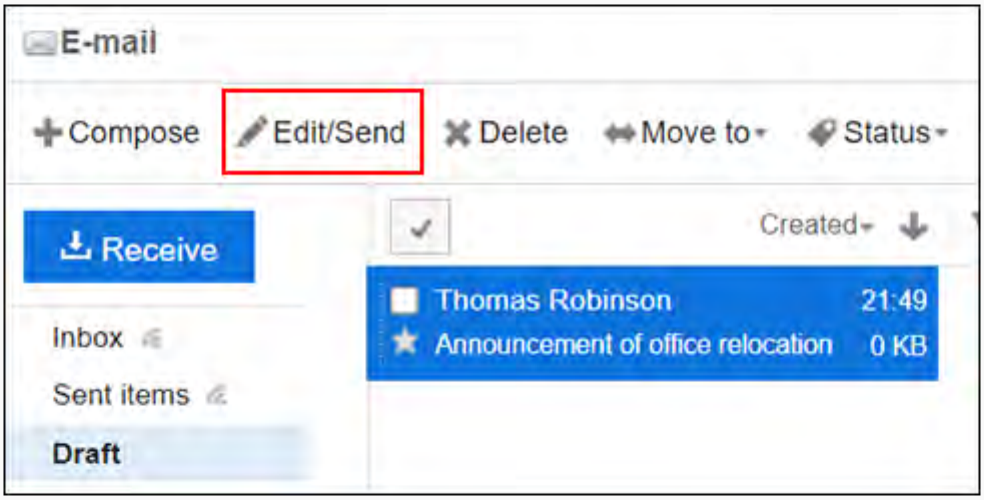
2. **Click E-mail.**

3. **On the "E-mail" screen, select the Draft folder and display the "Edit/send draft" screen.**

The steps to display the "Edit/send draft" screen vary depending on the view that you are using.

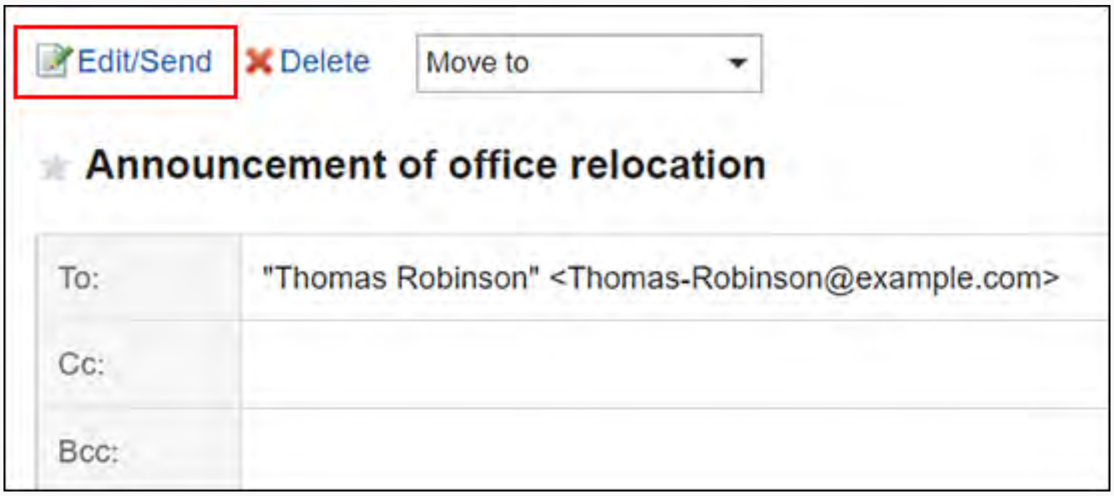
- **When preview is shown**

1. Select the e-mail you want to edit.
2. Click **Edit/Send**.



- **When preview is hidden**

1. Click the subject of the e-mail you want to edit.
2. In the "Draft details" screen, click **Edit/Send**.



4. Set necessary items in the "Edit/send draft" screen.

For details on the settings, refer to the Settings on the "Compose E-mail" screen(767Page).

5. **Check your entries, and then click Send.**

   The confirmation screen is displayed according to the user's settings.

   - If you have disabled "Confirmation before sending e-mail" in your personal settings:
     Sending e-mail is completed in step 5.
   - If you have enabled "Confirmation before sending e-mail" in your personal settings:
     Proceed to step 6.

   For confirmation before sending, refer to General Settings of E-mails(815Page).

6. **Click Send on the "Confirm E-mail sending" screen.**

   If you want to save the edited draft without sending it, click **Edit draft**.

3.13.17. Forward e-mails

You can forward received e-mails.

In Garoon version 5.9.0 or later, you can also forward e-mails you already sent.

Note

- When you forward an HTML e-mail in one of the following cases, e-mail is converted to text format and sent.
  - System administrators do not allow users to send HTML e-mails
  - Forwarded from a Web browser that does not support formatting
- If you have configured not to preserve the attachments of the sent e-mails in the General settings of E-mail(815Page), the attachments will not be included when you forward the

sent e-mails.

You need to change this setting if you want to forward the sent e-mails with the attachments.

- If you want to reuse the e-mails you sent, refer to how to resend the e-mails(770Page).

Steps:

1. Click the app icon in the header.

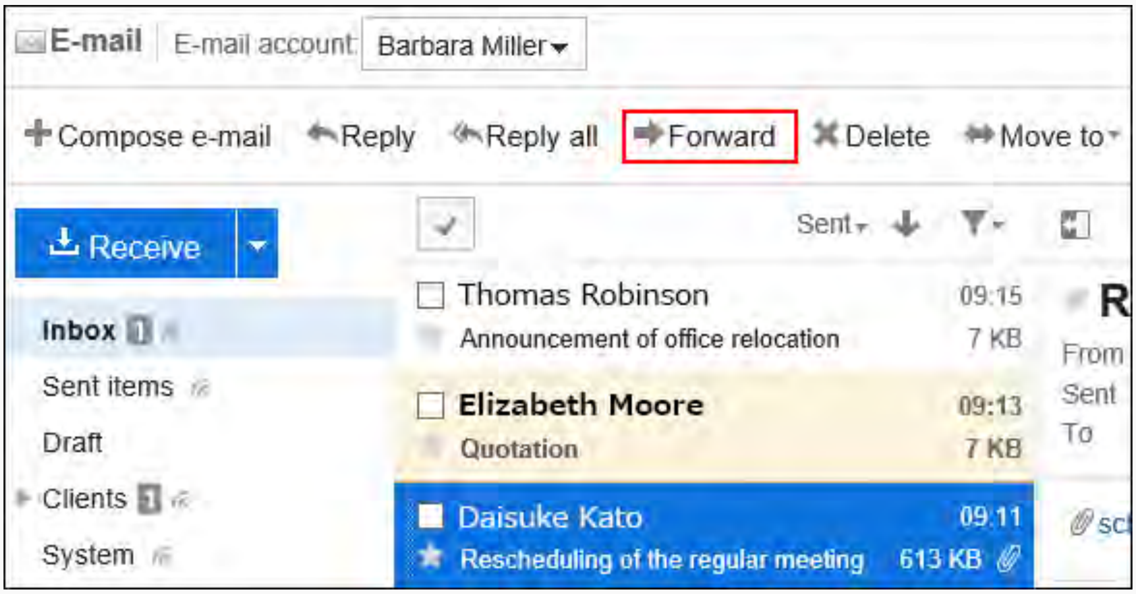
2. Click E-mail.

3. On the "E-mail" screen, select a folder and display the screen for forwarding e-mails.

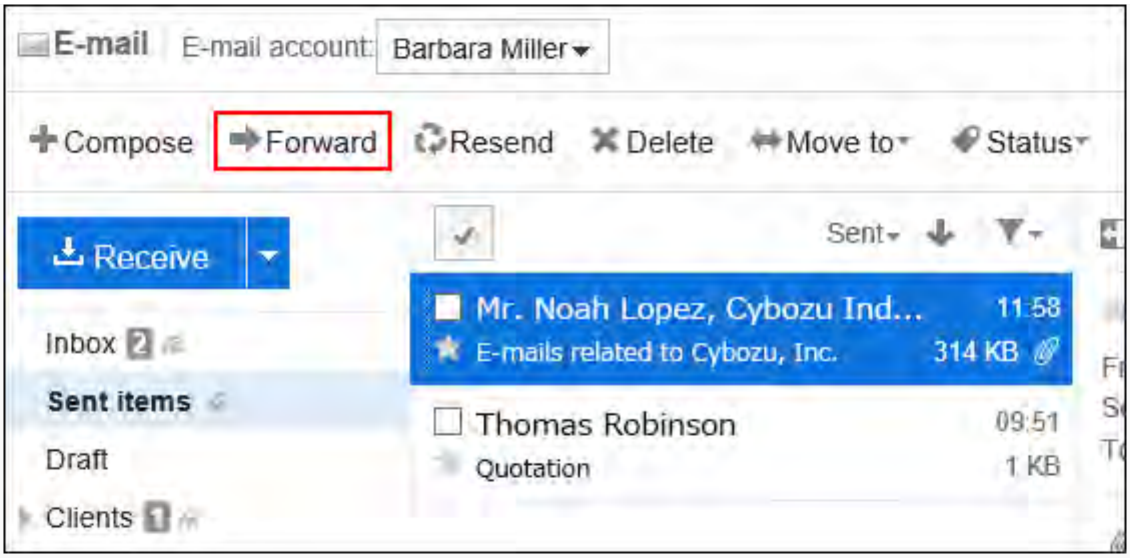
The steps to display the screen for forwarding e-mails vary depending on the view that you are using.

- **When preview is shown**

1. Select the e-mail that you want to forward.
2. Click "Forward".
   - When using a received e-mail



   - When using a sent e-mail



• **When preview is hidden**

1. Click the subject of the e-mail that you want to forward.
2. On the "E-mail Details" screen, click "Forward".

   • When using a received e-mail

   • When using a sent e-mail

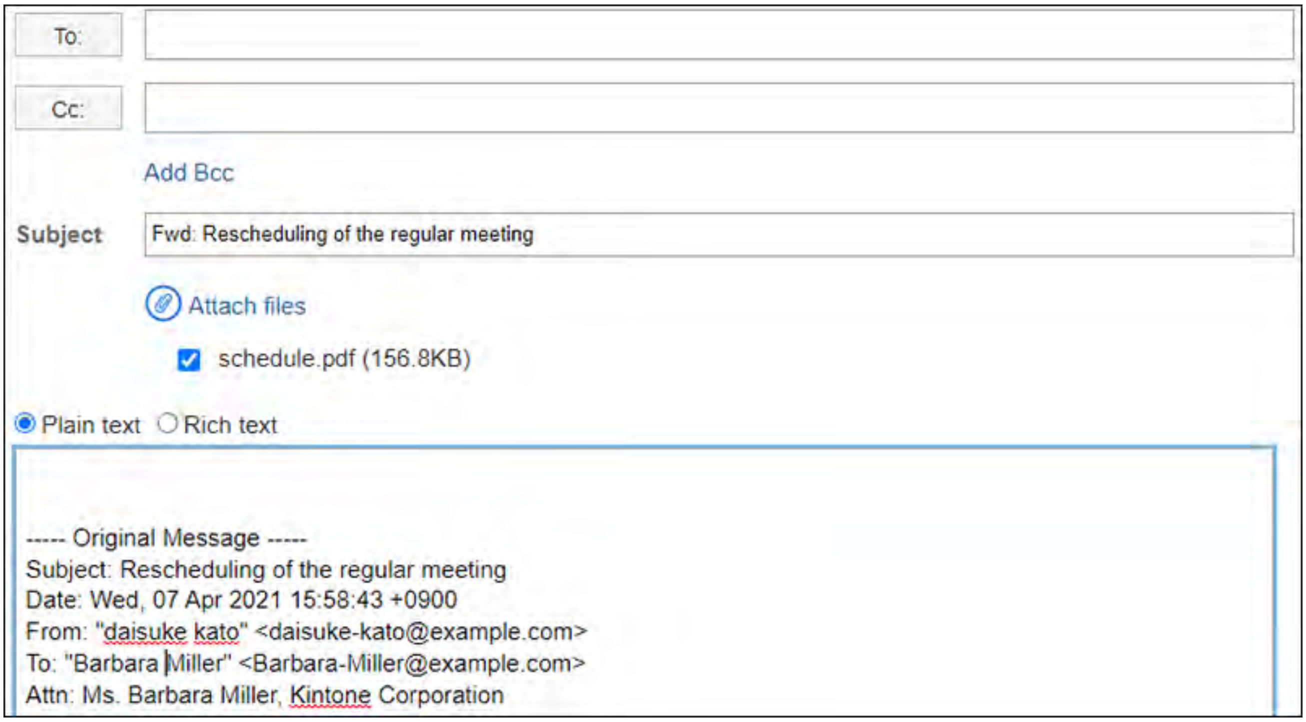
4. On the screen for forwarding e-mails, set the required items.

"Fwd:" is inserted in the subject of the e-mail that you forward.

The body text contains the text "----- Original Message -----", followed by the original e-mail content.

Attachments are also forwarded.

For details on the settings, refer to the Settings on the "Compose E-mail" screen(767Page).



5. Check your entries, and then click Send.

The confirmation screen is displayed according to the user's settings.

- If you have disabled "Confirmation before sending e-mail" in your personal settings:
  Sending e-mail is completed in step 5.
- If you have enabled "Confirmation before sending e-mail" in your personal settings:
  Proceed to step 6.

For confirmation before sending, refer to General Settings of E-mails(815Page).

6. Click Send on the "Confirm E-mail sending" screen.

To change the contents of the e-mail, click Reedit".

3.13.18. Moving E-mails

You can move e-mails to another folder.

You can also move an e-mail to a folder of another e-mail account.

Moving E-mails One by One

You can move e-mails to another folder one by one.

Steps:

1. Click the app icon in the header.

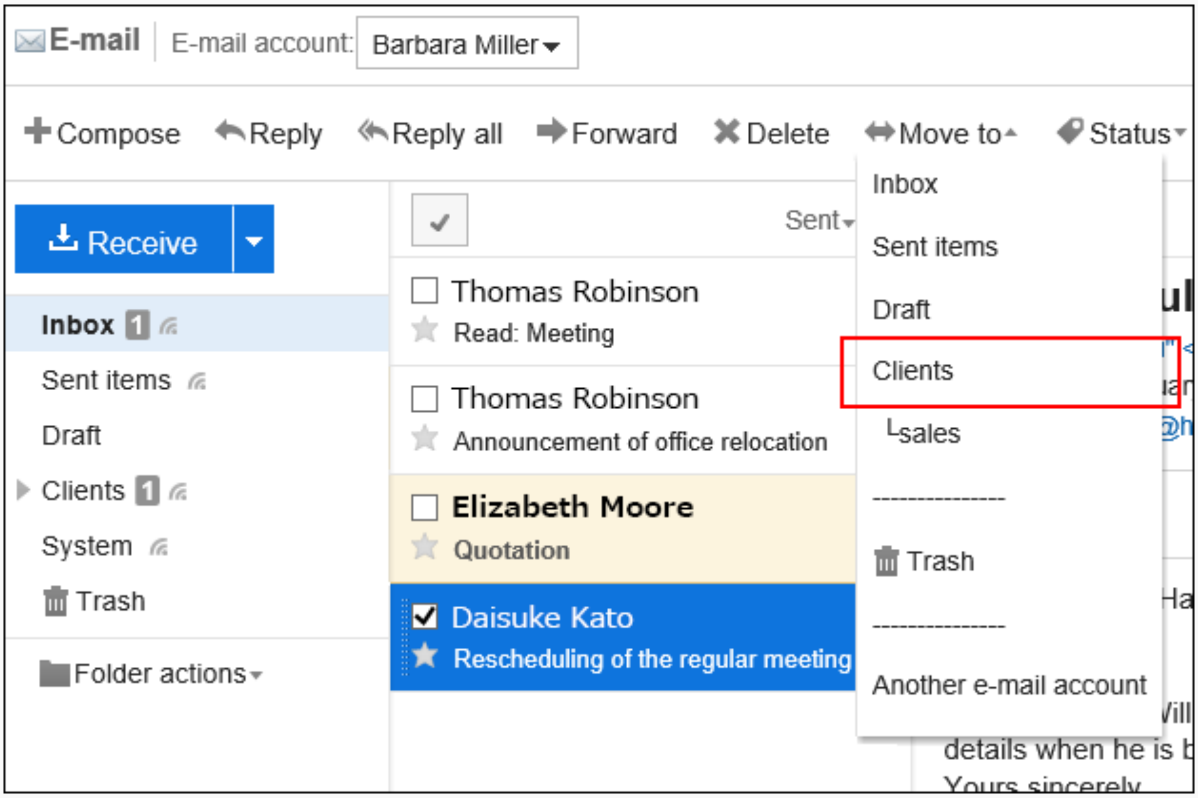
2. Click E-mail.

3. On the "E-mail" screen, select a folder and move the e-mail.

The steps to move an e-mail vary depending on the view that you are using.

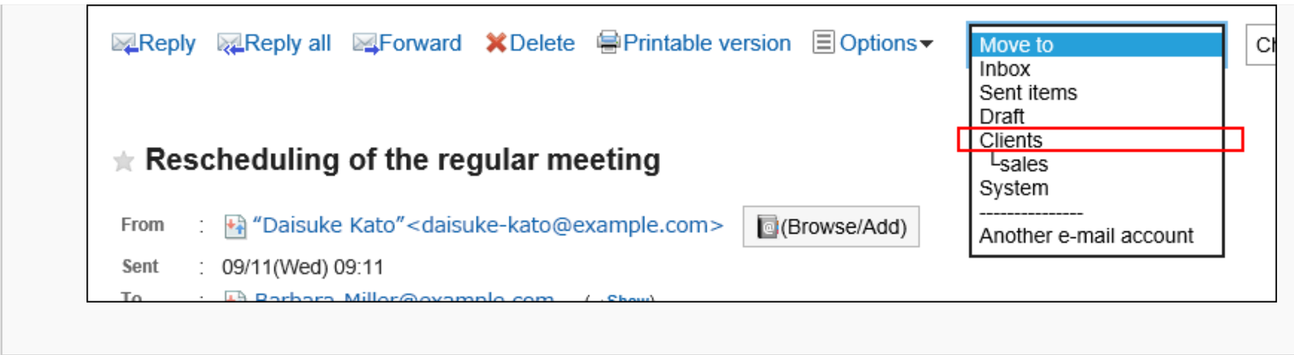
- **When preview is shown**

1. Select the e-mails to move, and then select the destination folder from the "Move to" dropdown list.
   To move an e-mail to a folder of another e-mail account, select "Another e-mail account".

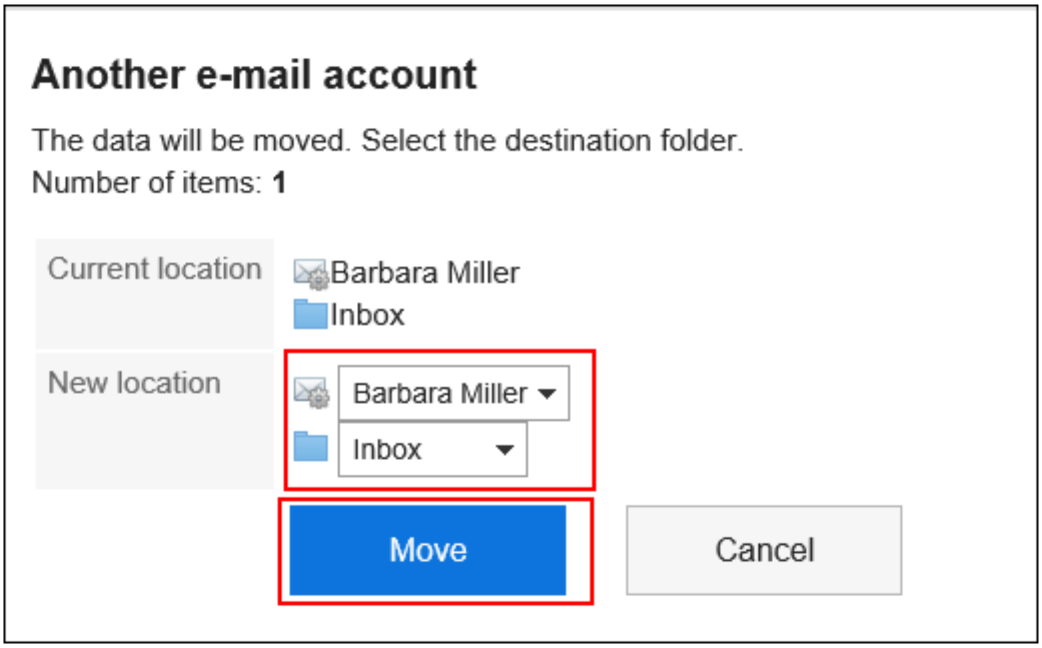


- **When preview is hidden**

1. Click the subject of the e-mail that you want to move.
2. On the "E-mail Details" screen, select a destination folder from the "Move to" dropdown list.
   To move an e-mail to a folder of another e-mail account, select "Another e-mail account".



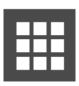
4. When you select "Another e-mail account", select an e-mail account and a folder for "New location" in the "Another e-mail account" screen, then click Move.



Moving Multiple E-mails in Bulk

Move multiple e-mails to another folder together.

Steps:

1. Click the app icon  in the header.

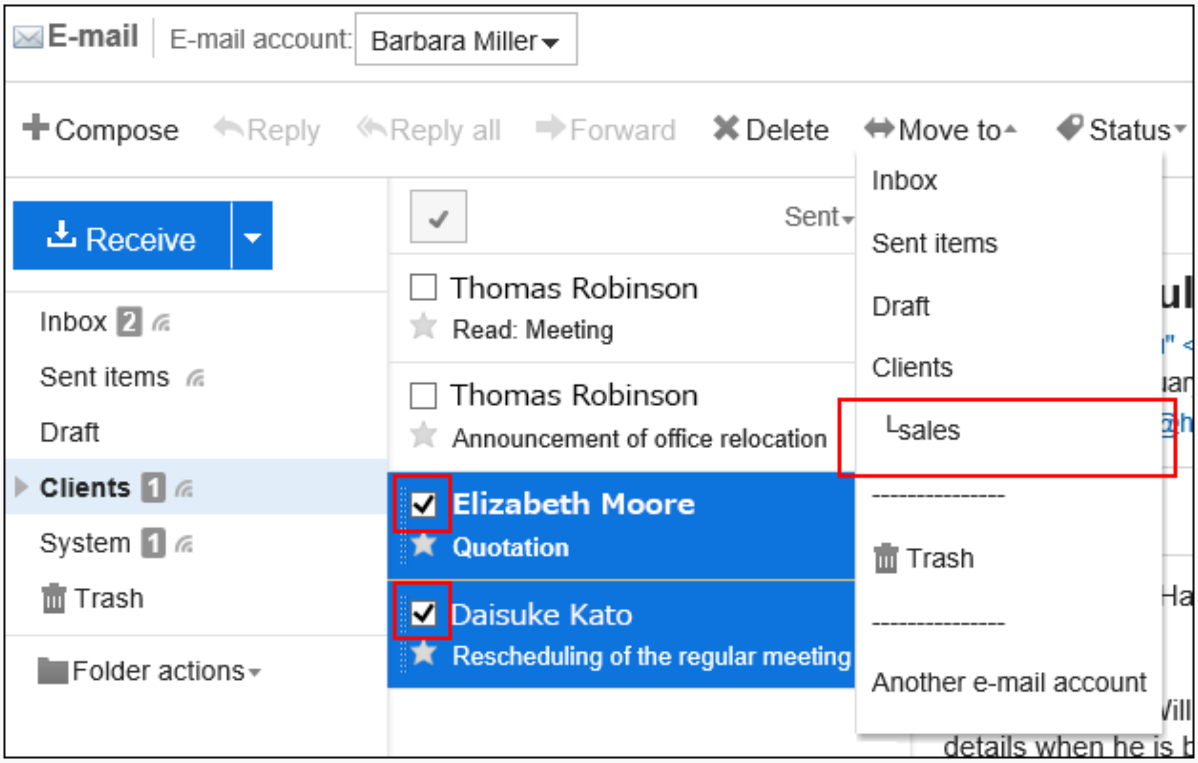
2. **Click E-mail.**

3. **On the "E-mail" screen, select a folder and move the e-mail.**

The steps to move an e-mail vary depending on the view that you are using.

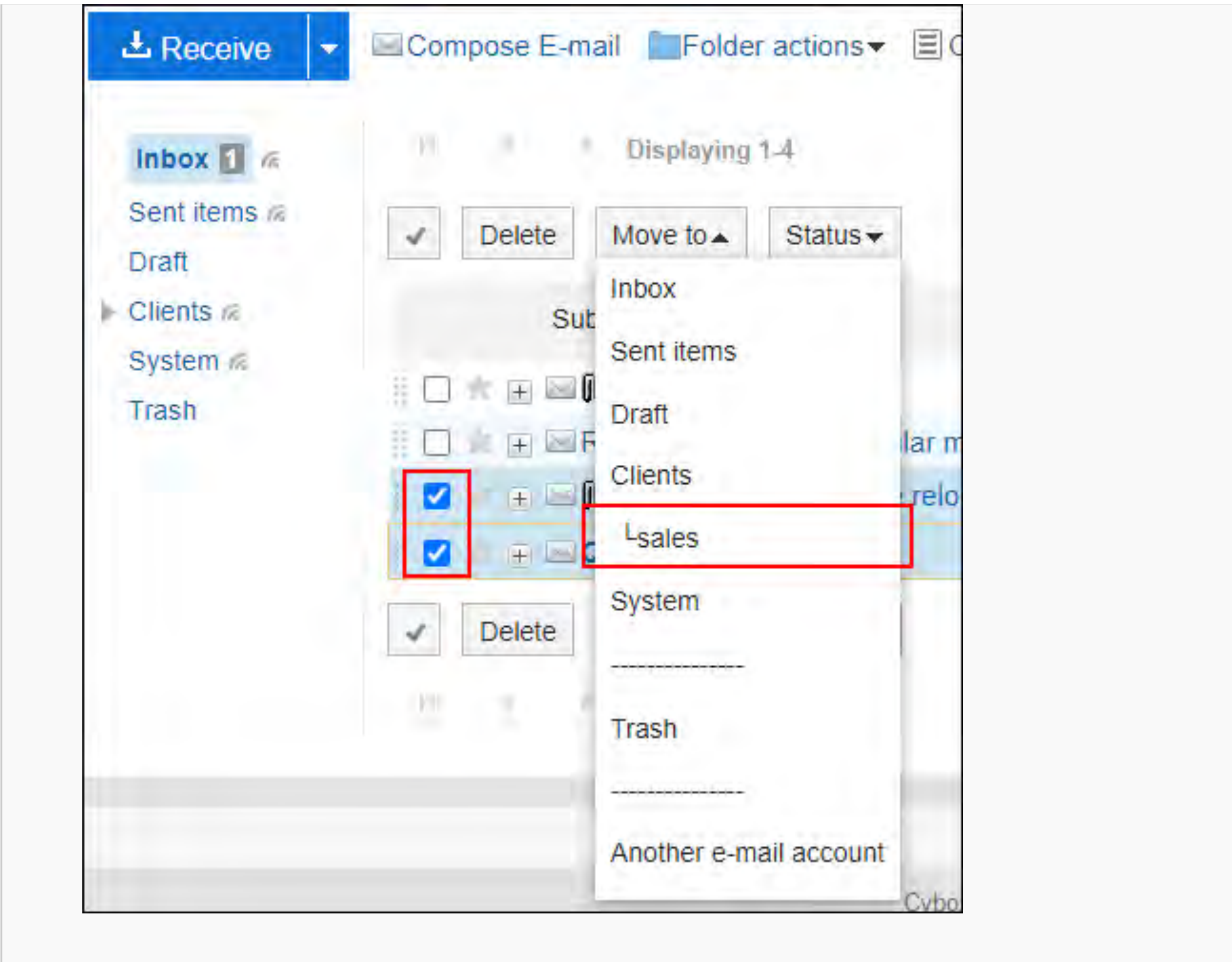
- **When preview is shown**

1. Select the checkboxes for the e-mails to move, and then select the destination folder from the "Move" dropdown list.
   To move an e-mail to a folder of another e-mail account, select "Another e-mail account".

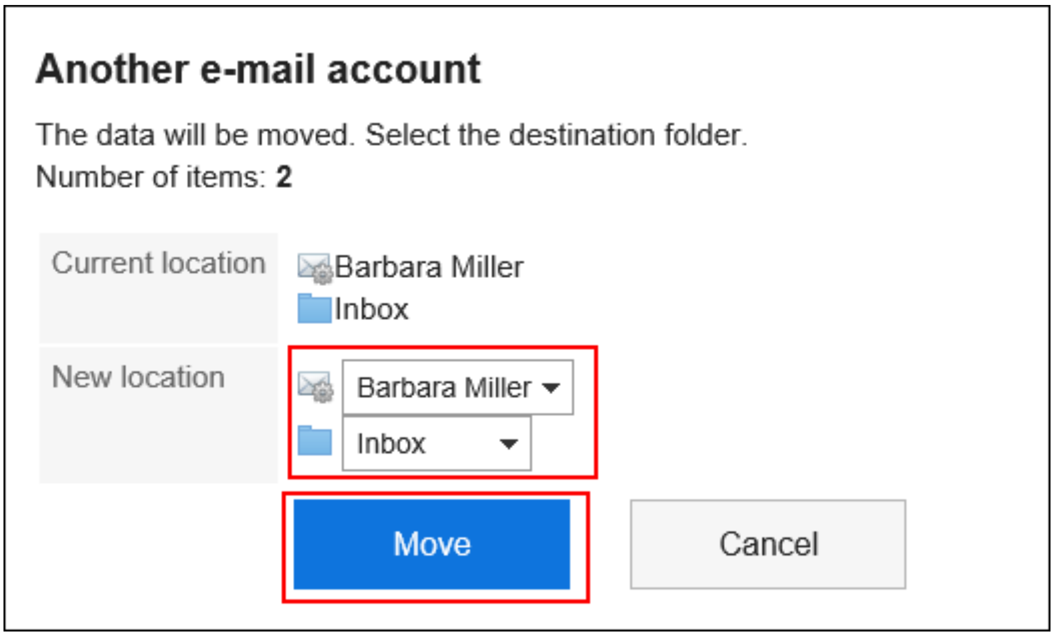


- **When preview is hidden**

1. Select the checkboxes for the e-mails to move, and then select the destination folder from the "Move" dropdown list.
   To move an e-mail to a folder of another e-mail account, select "Another e-mail account".



4. **When you select "Another e-mail account", select an e-mail account and a folder for "New location" in the "Another e-mail account" screen, then click Move.**



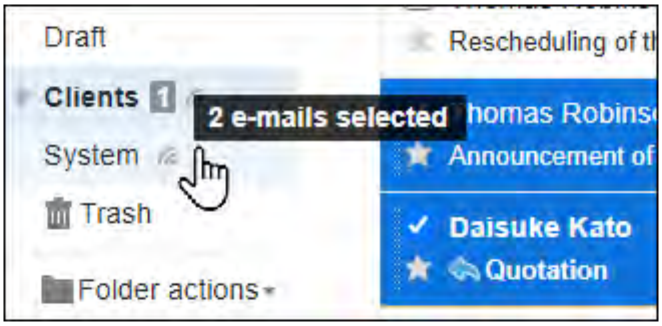
Moving E-Mails by Drag and Drop

You can move e-mails to another folder by dragging and dropping them.

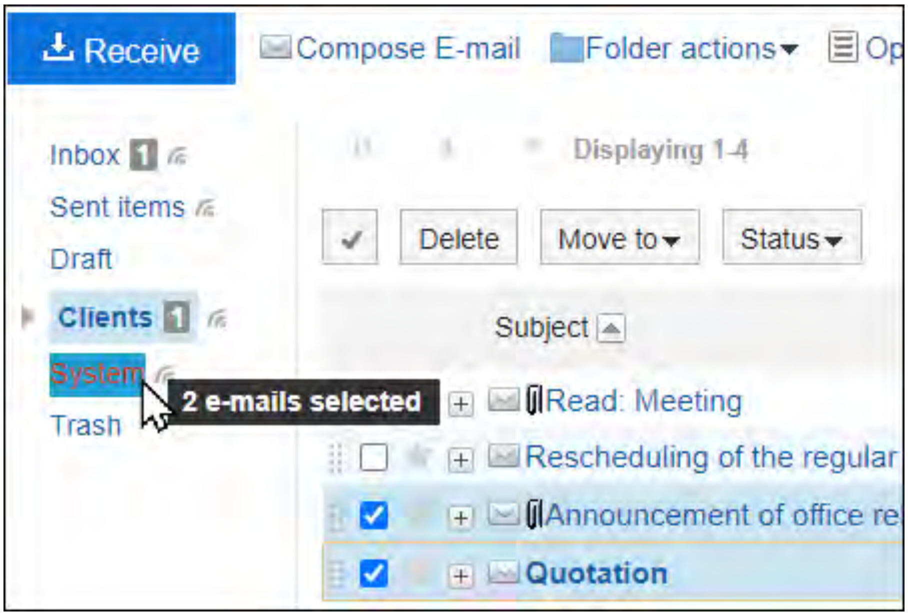
You can also move e-mails to trash.

Steps:

1. **Click the app icon  in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select a folder.**
4. **Select the checkboxes for the e-mails that you want to move and drag and drop them to the destination folder.**
   - **When preview is shown**



   - **When preview is hidden**



When you release the e-mail, the number of e-mails you have moved and the "undo" field are displayed.

To restore the moved e-mail to the original folder, click "Restore".

3.13.19. Delete E-mails

This section describes how to delete e-mails.

If you are using the Trash feature, the deleted e-mail is moved to trash.

You can recover deleted e-mails from Trash if they are within retention period.

However, the e-mail is permanently deleted in the following cases.

- If you delete e-mails in bulk by specifying a date
- If you are not using the Trash feature
- Retention period has elapsed
- If you have deleted e-mails from the Trash folder

You can configure the Trash feature in the "Personal settings" screen.

For details, refer to Trash settings(817Page).

Deleting E-mails One by One

You can delete e-mails one by one.

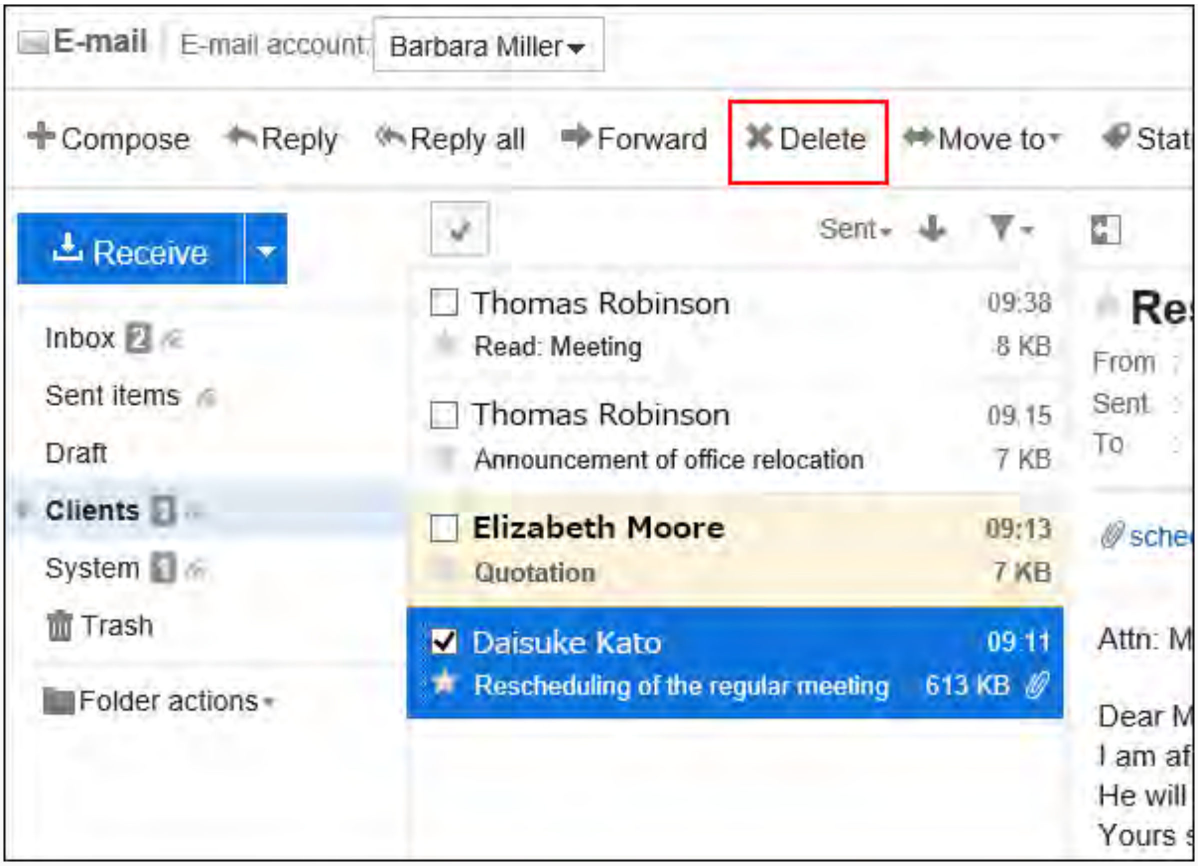
Steps:

1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select a folder and delete the e-mail.**

   Steps to delete e-mails vary by views you are using.

   - **When preview is shown**

   1. Select the e-mail you want to delete.
   2. Click "Delete".



• **When preview is hidden**

1. Click the subject of the e-mail you want to delete.
2. On the "E-mail Details" screen, click **Delete**.

4. **Click Yes on the screen for deleting all e-mails or on the screen for deleting e-mails.**

Deleting Multiple E-mails in Bulk

You can select the e-mails you want to delete, and delete them all together.

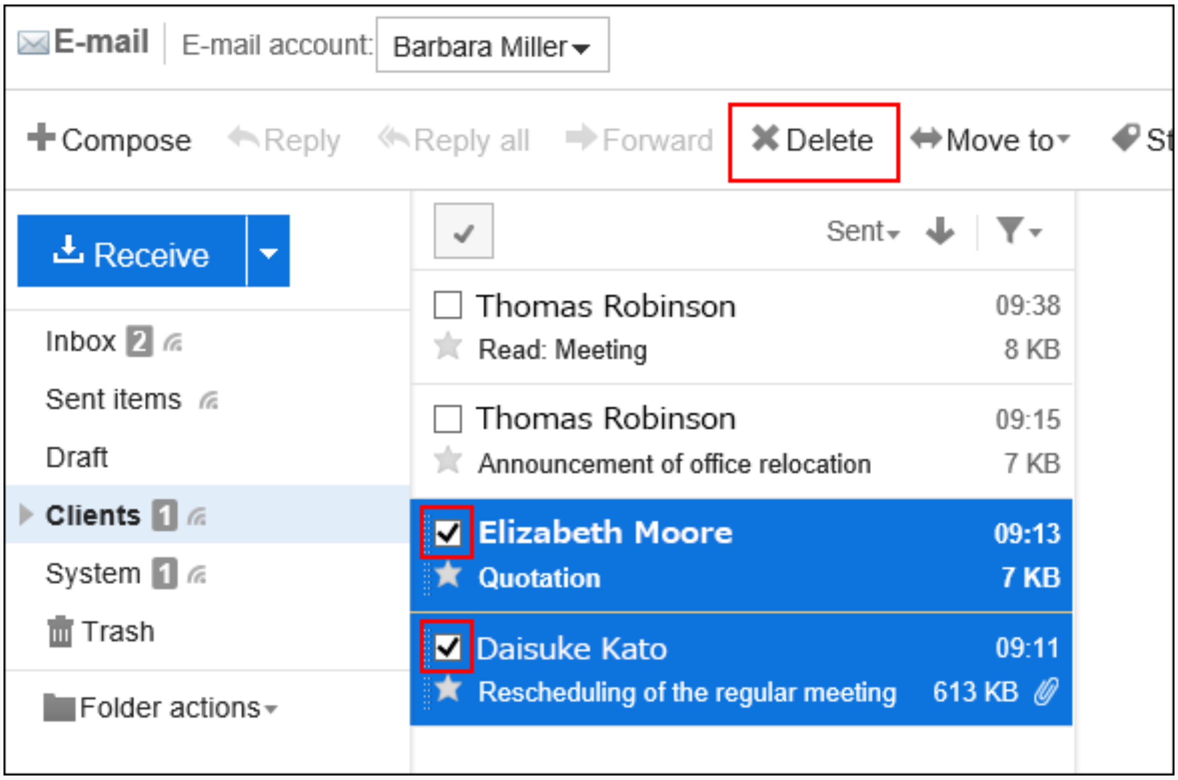
Steps:

1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select a folder and delete the e-mail.**

   Steps to delete e-mails vary by views you are using.

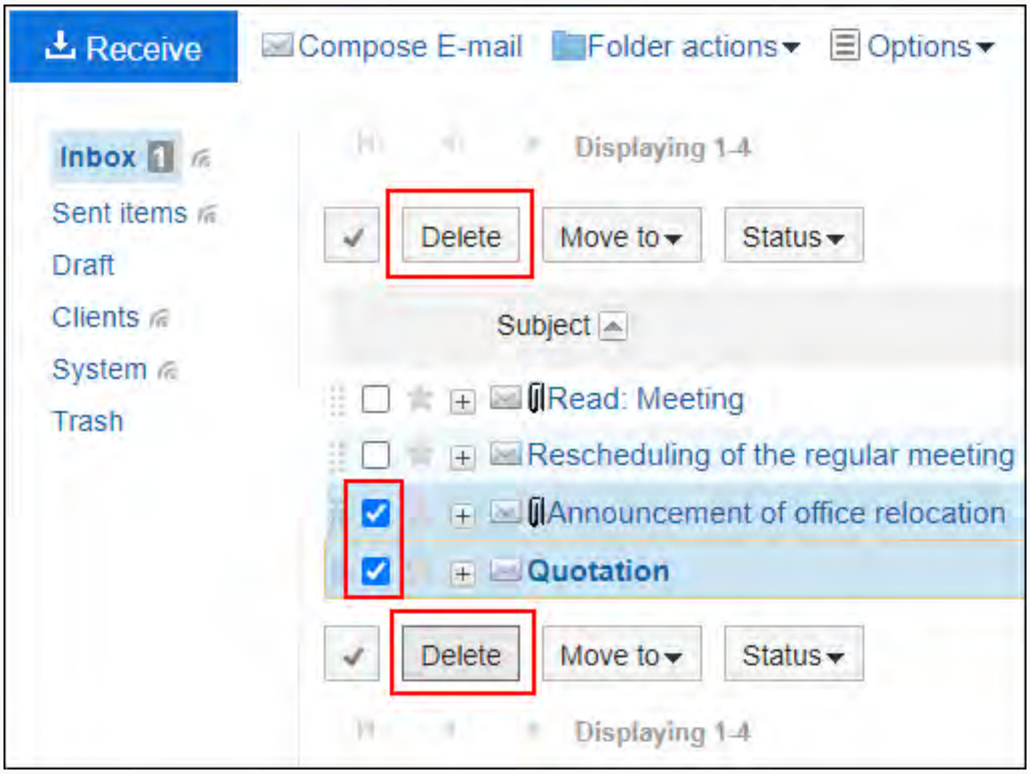
   - **When preview is shown**

     1. Select checkboxes for the e-mails you want to delete, and then click "Delete".



- **When preview is hidden**

1. Select checkboxes for the e-mails you want to delete, and then click **Delete**.



4. **Click Yes on the Delete all e-mails screen.**

Deleting All Data in a Folder

Delete all e-mails in each folder.

Steps:

1. **Click the app icon in the header.**

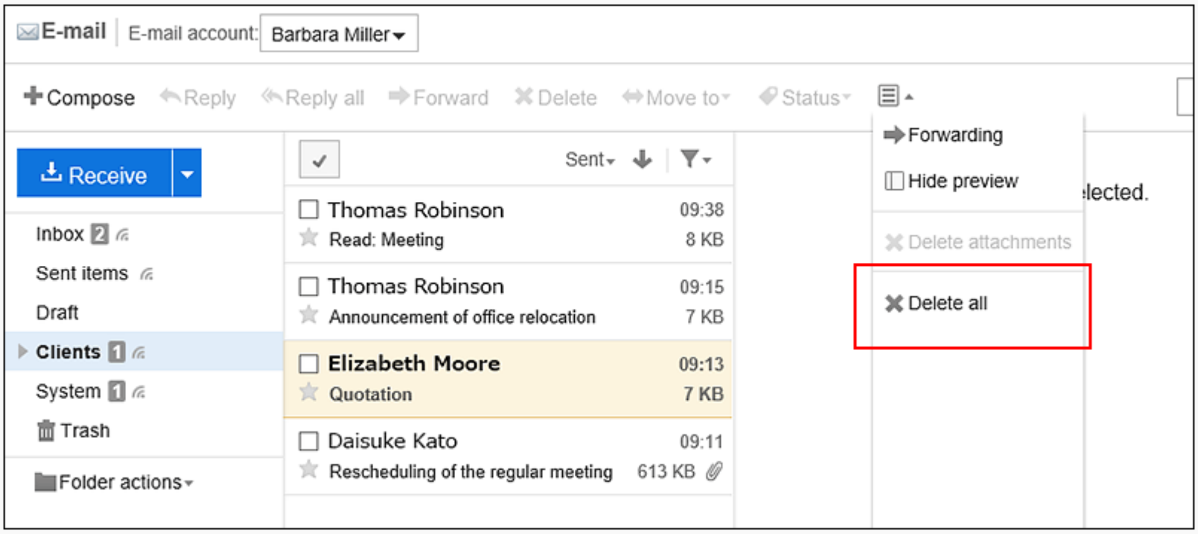
2. **Click E-mail.**

3. **On the "E-mail" screen, select a folder and delete all data.**

Steps to delete all data vary by views you are using.

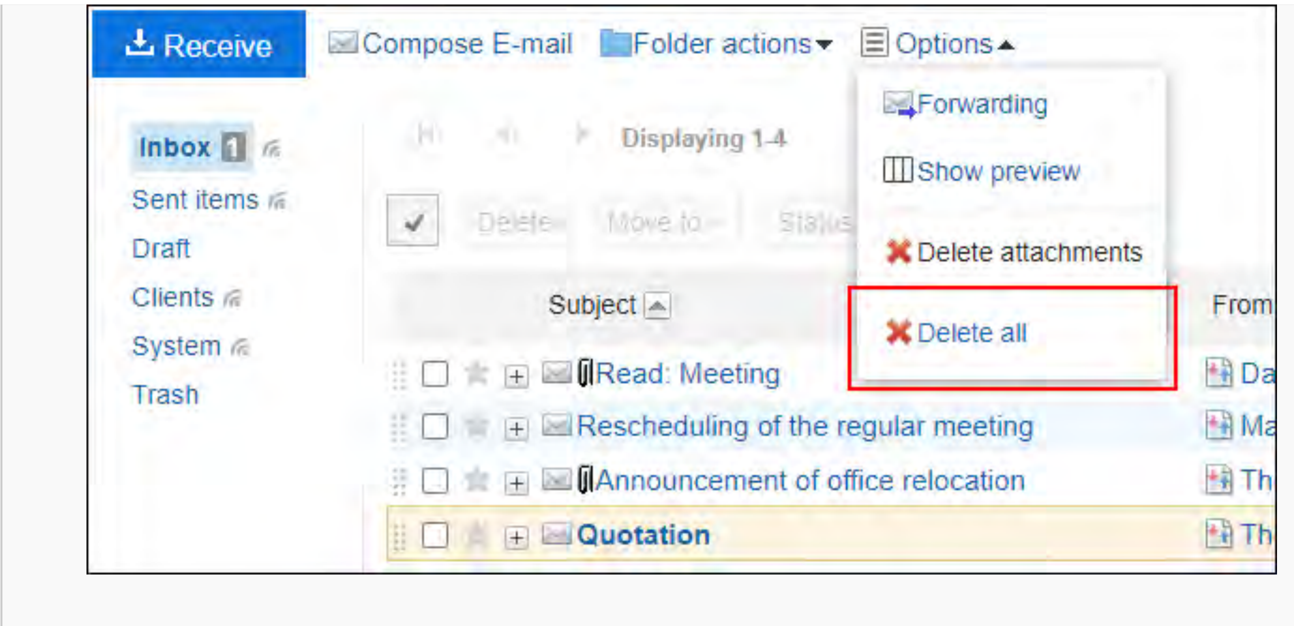
- **When preview is shown**

1. Click "Deleting all data in a folder" on the icon.



- **When preview is hidden**

1. Under "Options", click the item to delete all data in the folder.

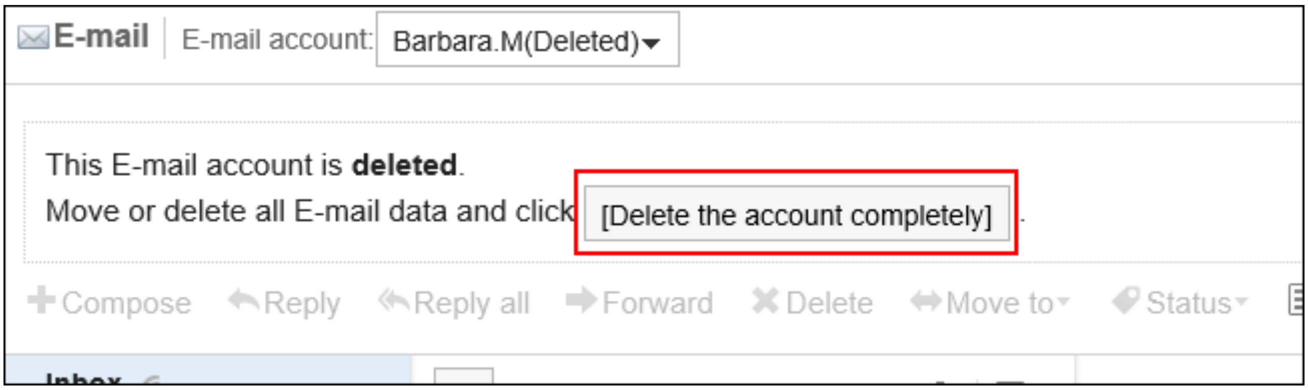


4. **Click Yes on the screen to delete all data in the folder.**

Deleting Deleted E-mail Account Data

You can delete the data of deleted e-mail accounts.

If your system administrator leaves e-mail data and have deleted only the e-mail account, a message indicating "the e-mail account has been deleted" is shown in the "E-mail" screen.



Steps:

1. **Click the app icon in the header.**
2. **Click E-mail.**

3. **On the "E-mail" screen, select the e-mail account for which you want to delete data, and then click the item to permanently delete accounts.**
4. **Click Yes on the "Delete account data" screen.**

Deleting E-mails in Bulk by Specifying a Date

You can delete the following e-mails and drafts in bulk by specifying a particular date.

- The e-mails you received or sent before the specified date
- The drafts saved before the specified date

Note

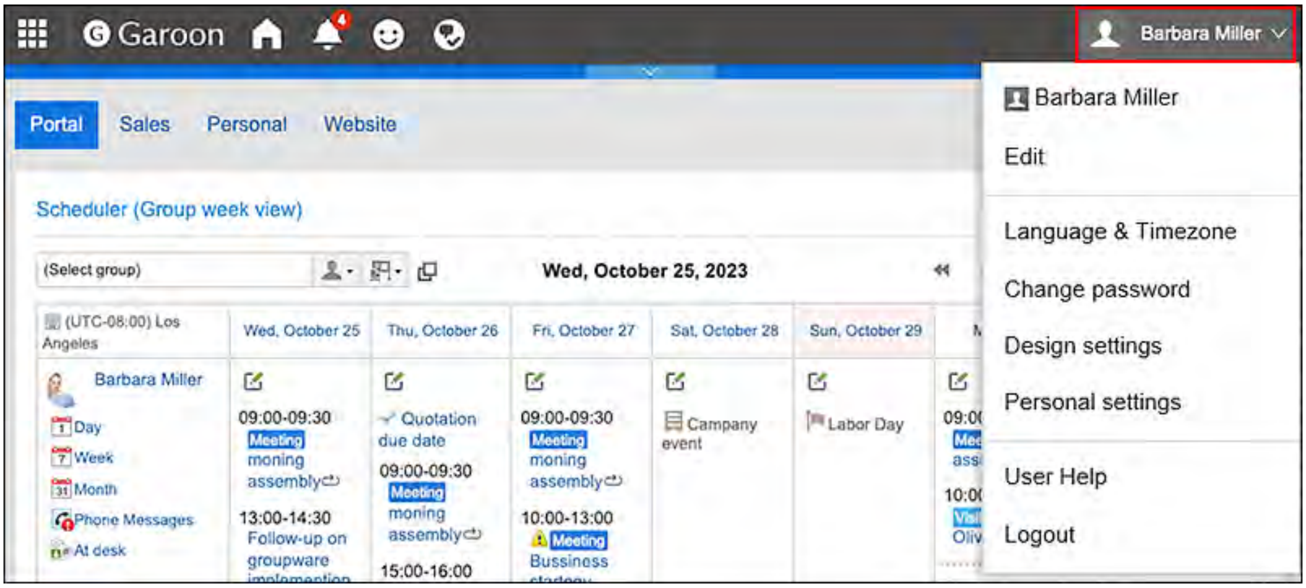
- E-mails imported from files will be deleted if the sent dates listed in the e-mails are prior to the specified date.

Caution

- E-mails deleted by this method will not remain in Trash. E-mail data will be permanently deleted.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**

3. **Click Setting of each application.**

4. **Click E-mail.**

5. **Click the item to delete all e-mails.**

6. **On the screen to delete all e-mails, set the required items and click Delete.**
   - E-mail account:
     Specify the e-mail account for which you want to delete e-mails.
   - Date:
     Specify the base date to use for deletion.

7. **Click Yes on the confirmation screen of bulk deletion.**

3.13.20. Deleting E-mail Attachments

You can delete attachments in the sent and received e-mail. This is convenient to delete unnecessary files and files infected by the virus.

Caution

- If more than one files are attached to the e-mail, all files will be deleted at once from the e-mail.
  Deleted attachments cannot be restored.
- Once the attachments are deleted, the following operations will become unavailable.
  - View E-mail Source
  - Change character encoding
  - Export to file (UNIX mbox format or eml format)

Note

- If you do not check "Preserve attachments in outgoing e-mails" option in E-mail General settings of Personal settings, the attachments of sent e-mail are already deleted.
  For details, refer to General Settings of E-mails(815Page).

Deleting Attachment of Each E-mail

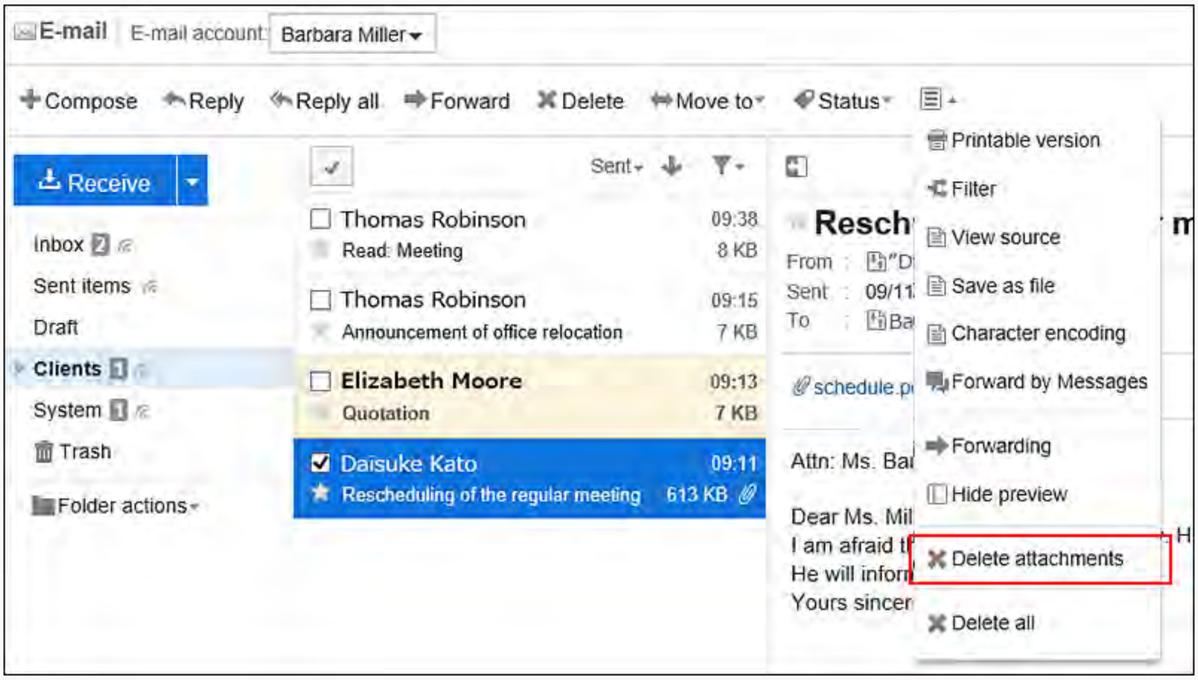
You can delete attachments of each e-mail one by one.

Steps:

1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select a folder and delete the attachment.**
   Steps to delete attachments vary depending on views you are using.
   - **When preview is shown**

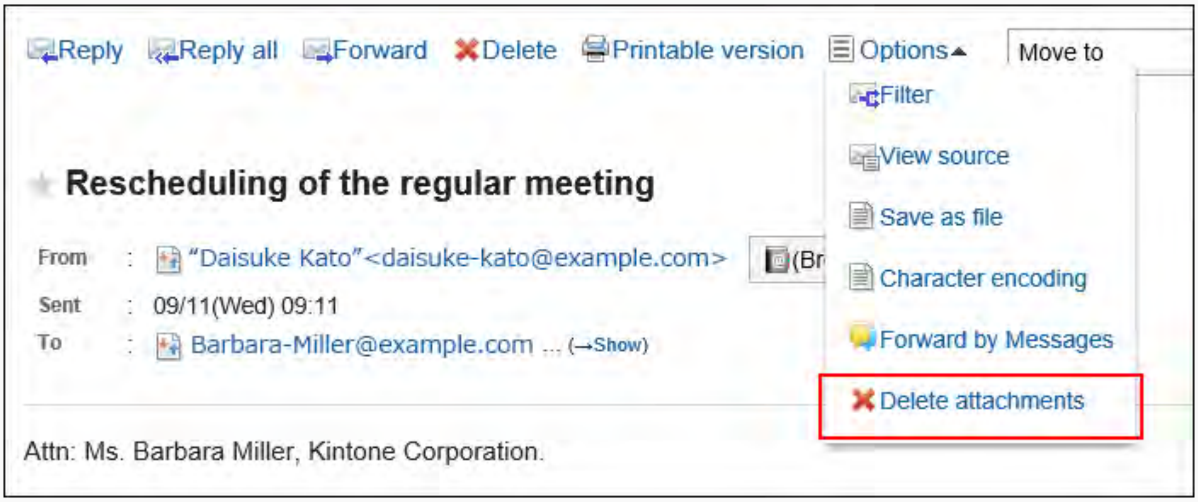
     1. Select the e-mail of which you want to delete the attachments.

2. Click **Delete attachments** on the icon.



• **When preview is hidden**

1. Click the subject of the e-mail of which you want to delete the attachments.
2. In the "E-mail details" screen, click "Delete attachments" under "Options".



4. **Click Yes on the page to delete attachments.**

Deleting Attachments of Multiple E-mail in Bulk

You can select multiple e-mail in the "E-mail" screen and delete all attachments in bulk.

If you delete the attachments, the status of e-mail will be marked as read.

Steps:

1. Click the app icon in the header.

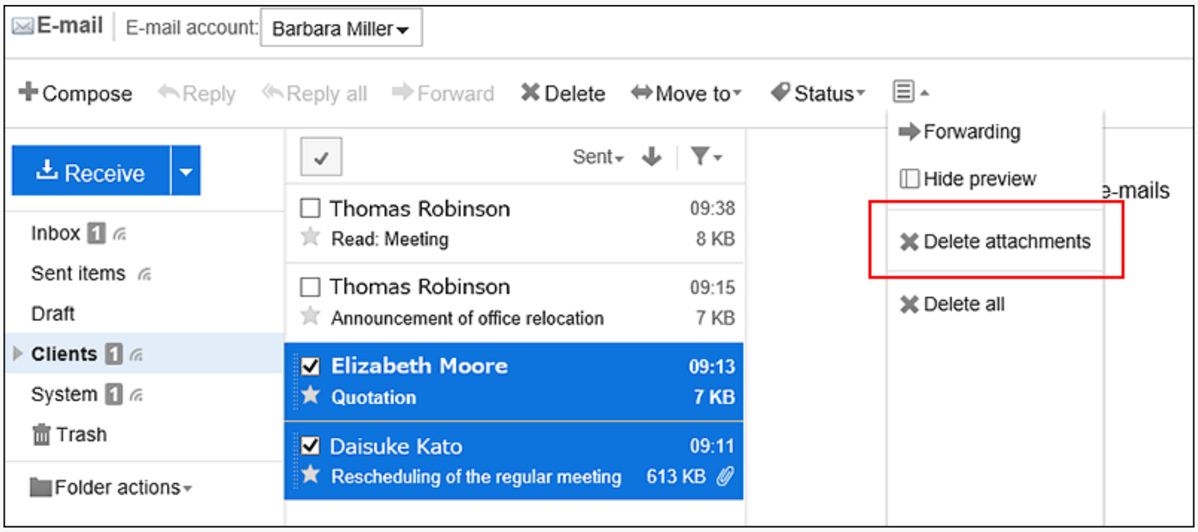
2. Click E-mail.

3. On the "E-mail" screen, select a folder and delete the attachment.

Steps to delete attachments vary depending on views you are using.

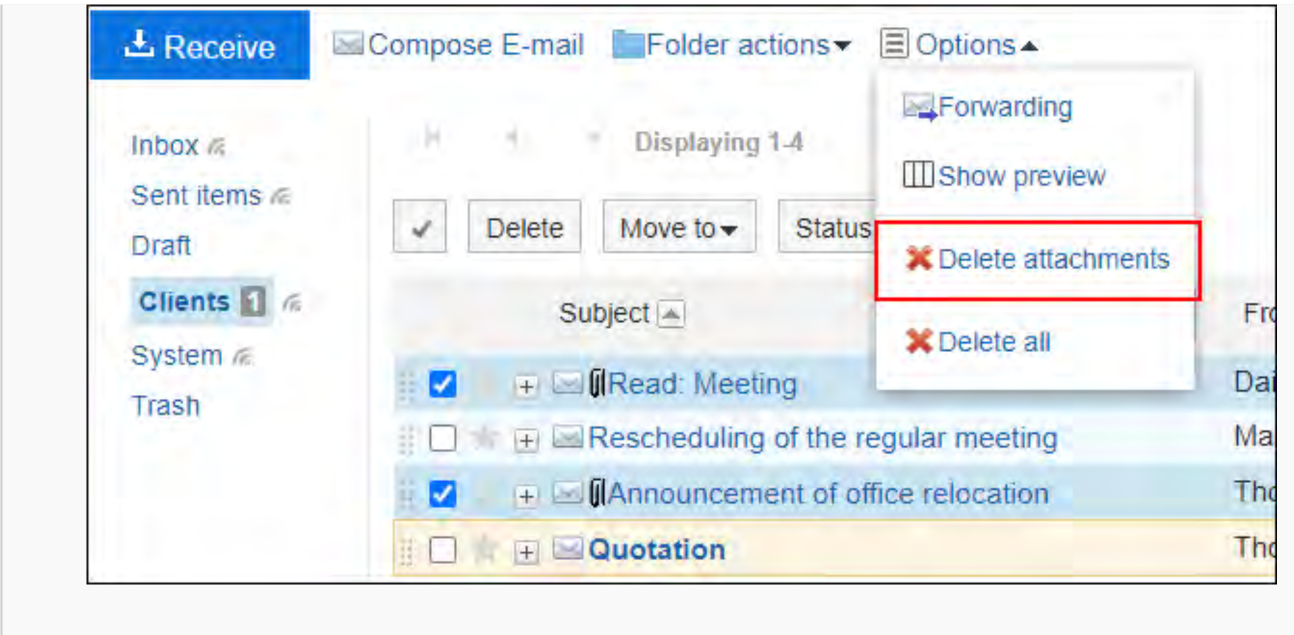
- **When preview is shown**

1. Select the checkboxes of e-mail of which you want to delete the attachments.
2. Click **Delete attachments** on the icon.



- **When preview is hidden**

1. Select the checkboxes of e-mail of which you want to delete the attachments.
2. Click "Delete attachments" under "Options".



4. **Click Yes on the page to delete attachments.**

3.13.21. Setting Up Folders

You can set up folders to save e-mails.

When you create folders matching your requirements, you can set filters for incoming e-mails.

For details, refer to Filter settings(847Page).

Adding Folders

You can add folders.

Updates are notified on each added folder.

Subfolders cannot be added to the Inbox, Sent items, Drafts, and Trash folders.

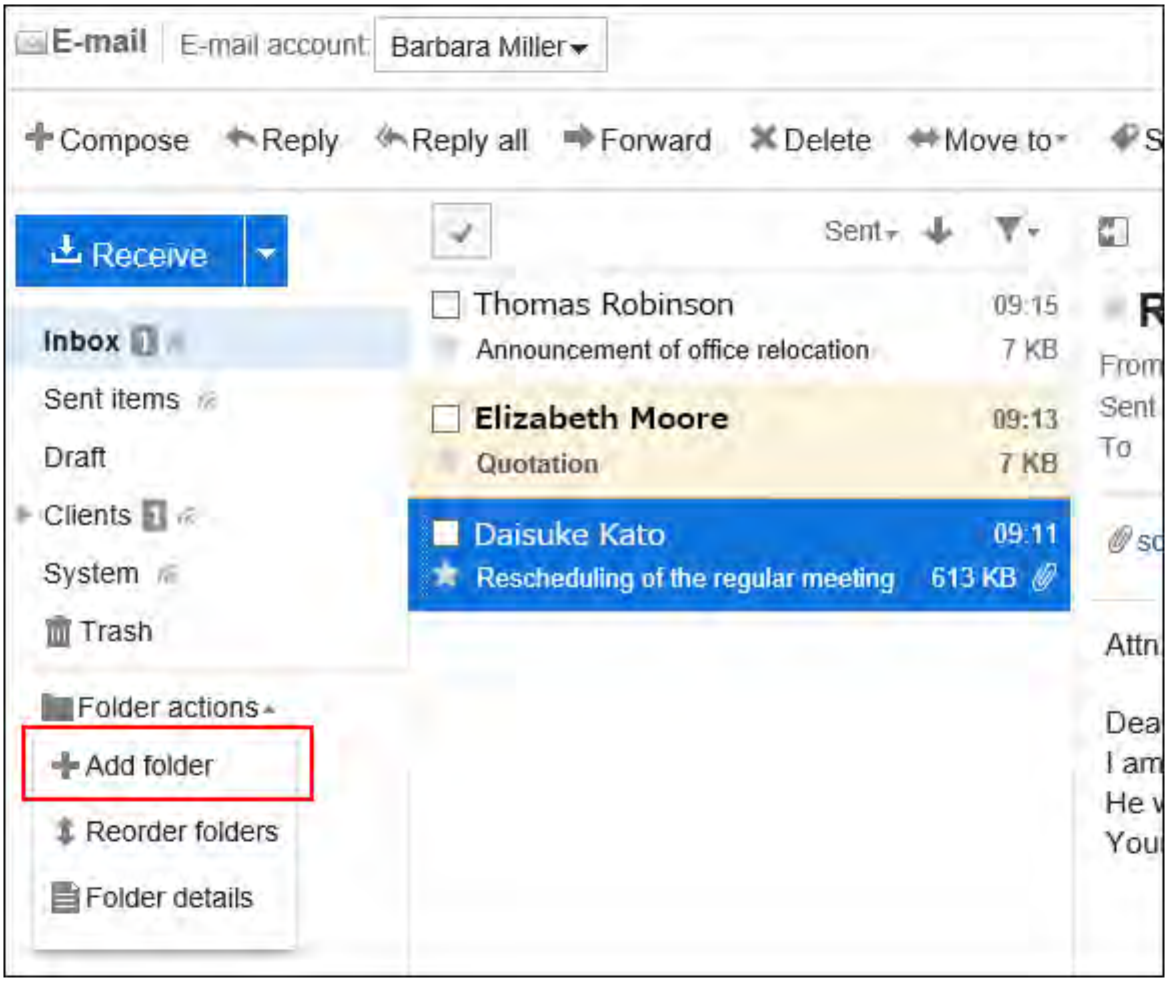
Steps:

1. **Click the app icon in the header.**

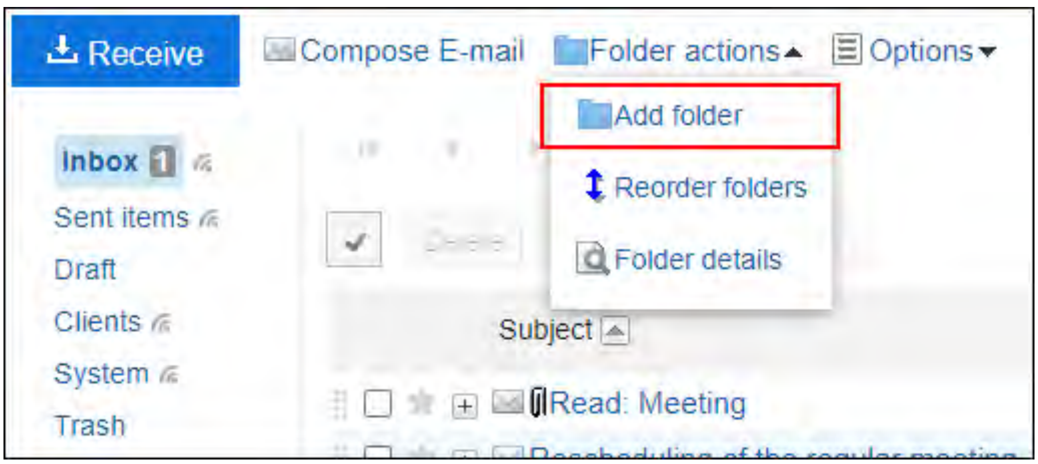
2. **Click E-mail.**

3. **On the "E-mail" screen, click "Add Folder" in "Folders".**

   - **When preview is shown**



   - **When preview is hidden**



4. **On the "Adding folders" screen, set the required items.**
    - Subject:
      You configure the name of the folder. This is a required field.
    - Location:
      Select the parent folder of the folder you want to add.
    - Memo:
      Enter a description of the folder. It is displayed at the top of the "E-mail" screen when you set the window to hide the preview.

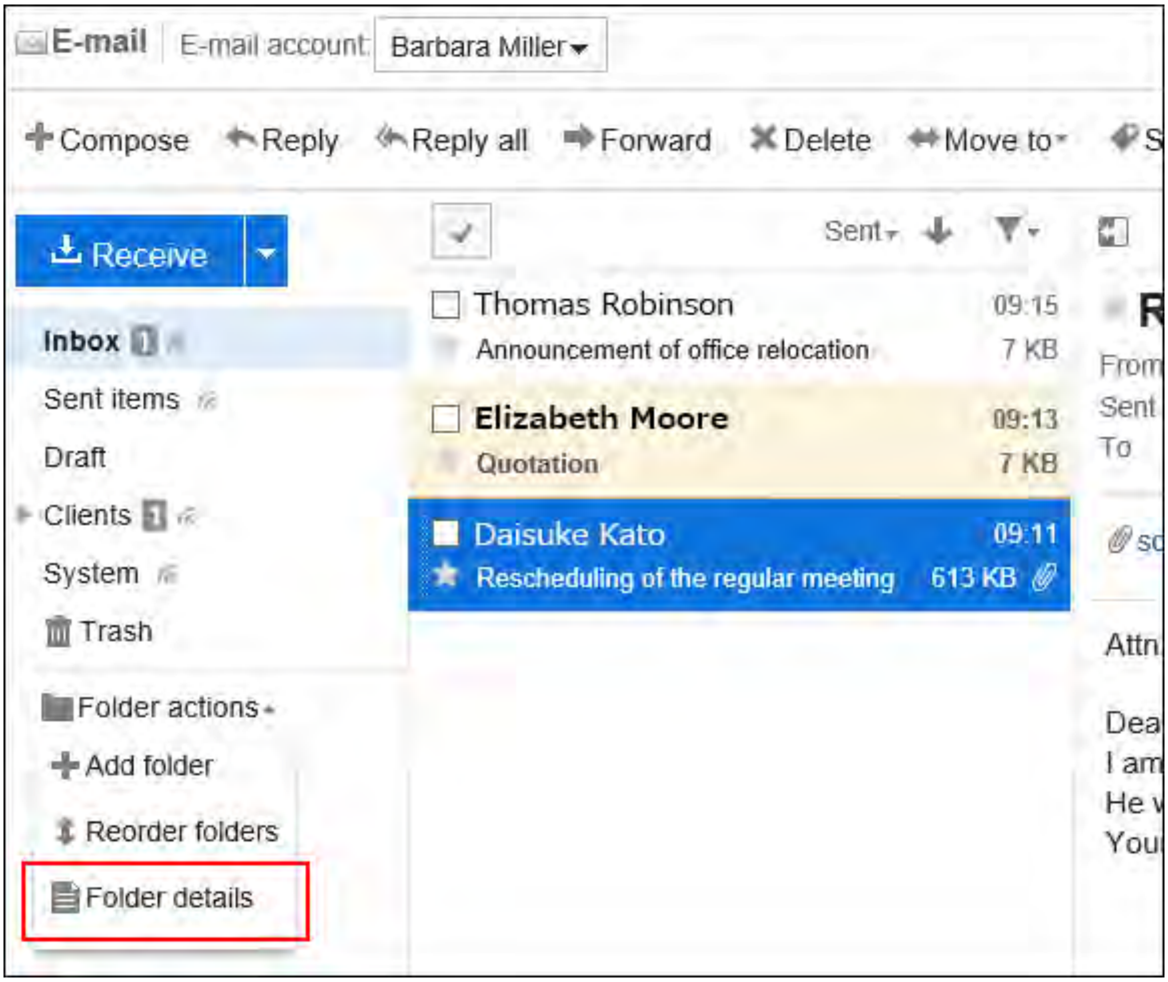
5. **Confirm your settings and click Add.**

Changing Folders

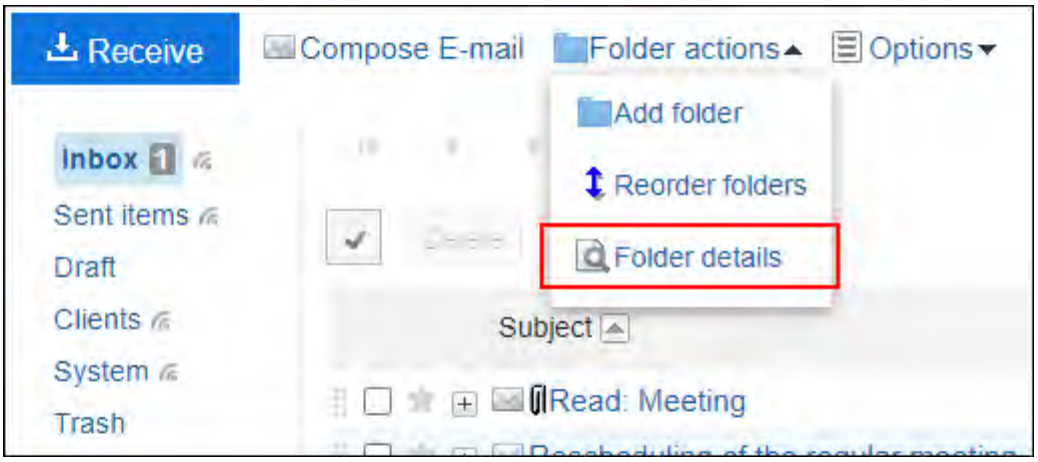
You can change the folder location and notes settings.
You cannot change the Trash folder information.
Note that you can only change the Inbox, Sent items, and Drafts folder.

Steps:

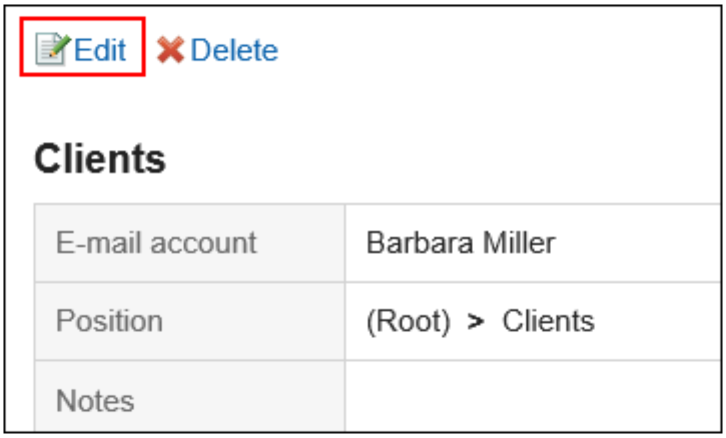
1. **Click the app icon  in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select the folder you want to change, and then click "Folder Details" in "Folders".**
    - **When preview is shown**



• **When preview is hidden**



4. On the item for folder details, click Edit.



5. **On the "Editing folders" screen, you can change the settings as necessary.**
6. **Confirm your settings and click Save.**

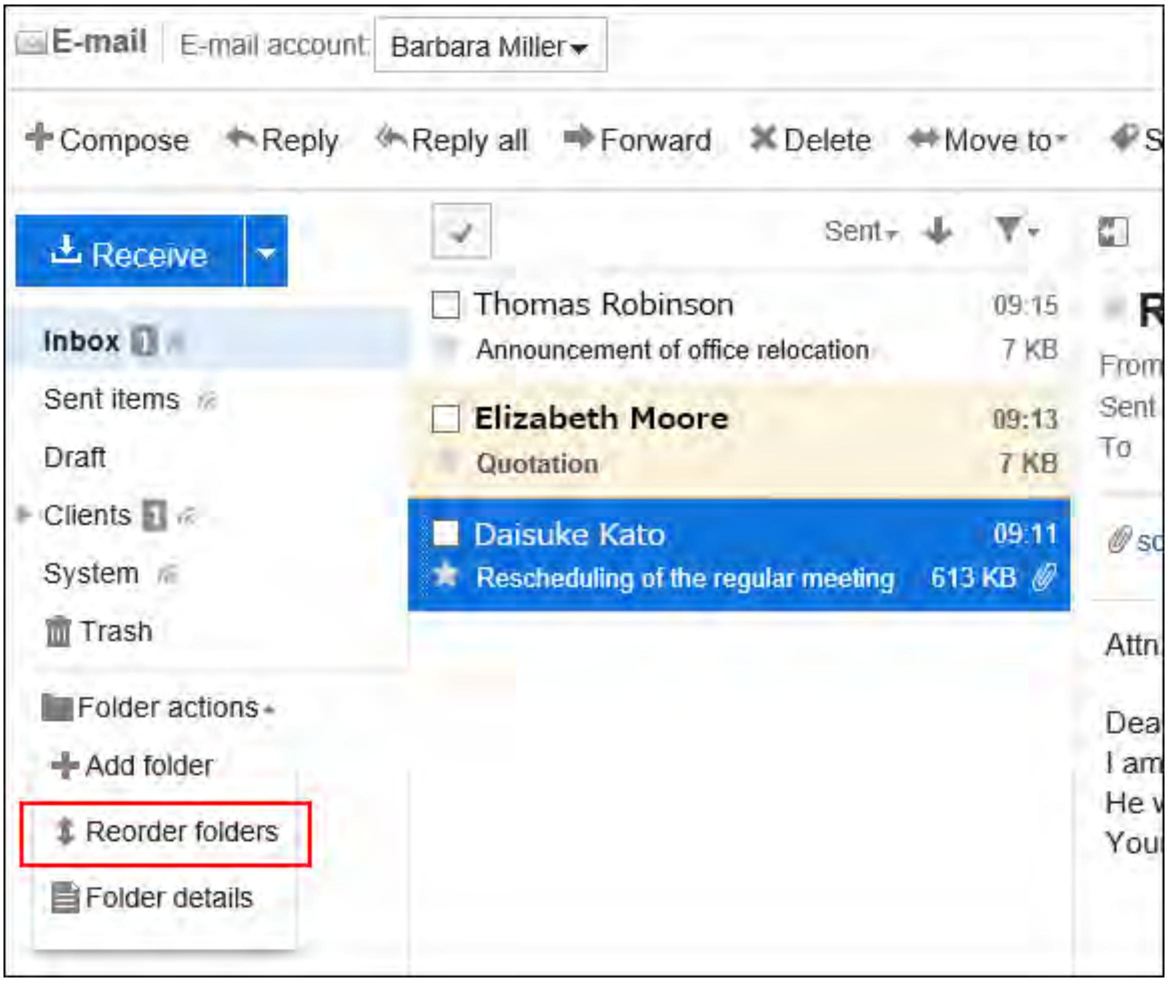
Reordering Folders

You can reorder folders in the same hierarchy.

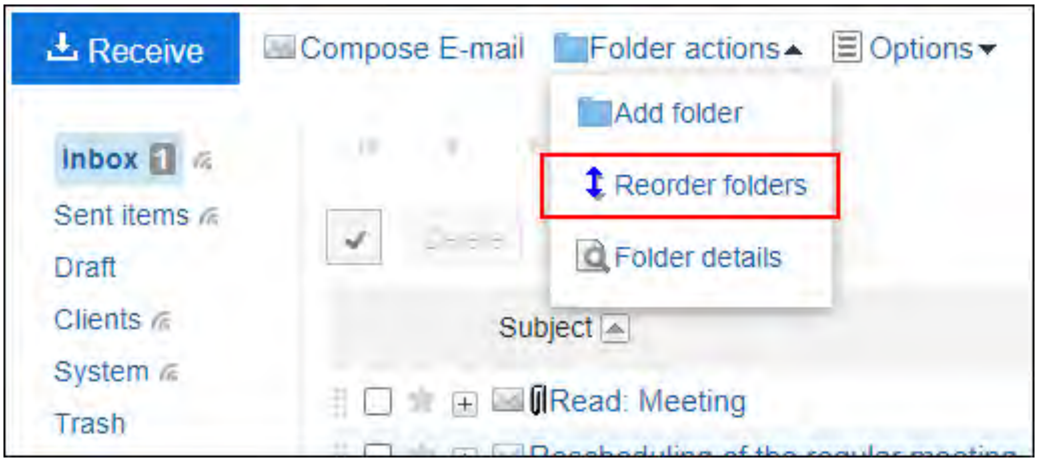
You cannot change the order of Inbox, Sent items, Drafts, and Trash folders.

Steps:

1. **Click the app icon  in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select the folder you want to reorder, and then click the item to reorder folders in the "Folders" field.**
   - **When preview is shown**



• **When preview is hidden**



4. **Reorder folders on the screen for reordering folders.**

5. **Confirm your settings and click Save.**

Deleting Folders

You can delete folders.

If you delete any folder, its subfolders are also deleted.

You cannot delete the Inbox, Sent items, Drafts, and Trash folders.

When you use trash, all e-mails in folders and subfolders are moved to trash.

You can recover deleted e-mails from trash if they are within retention period.

However, the e-mail is permanently deleted in the following cases.

- If you are not using the Trash feature
- Retention period has elapsed

You can configure the Trash feature in the "Personal settings" screen.

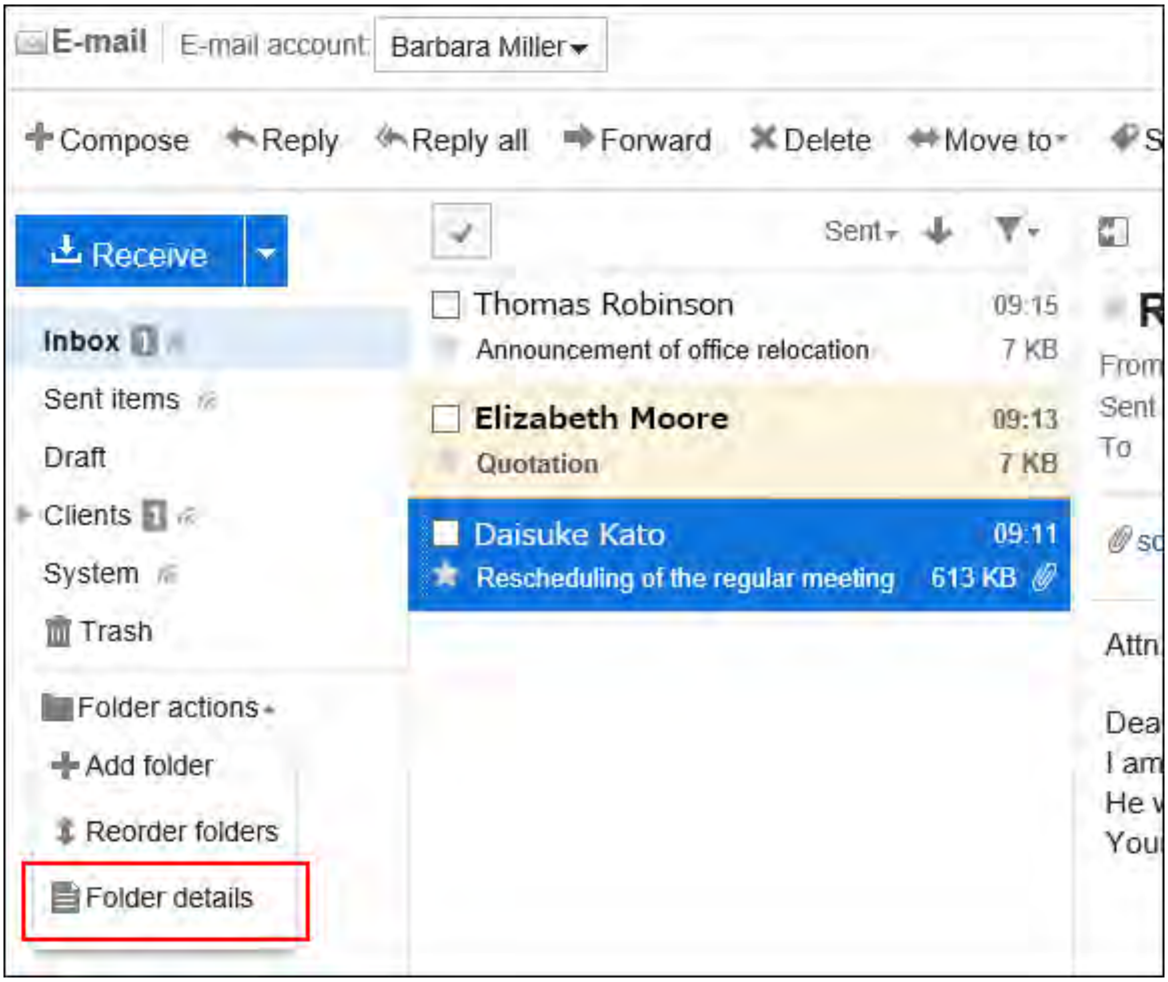
For details, refer to Trash settings(817Page).

Caution

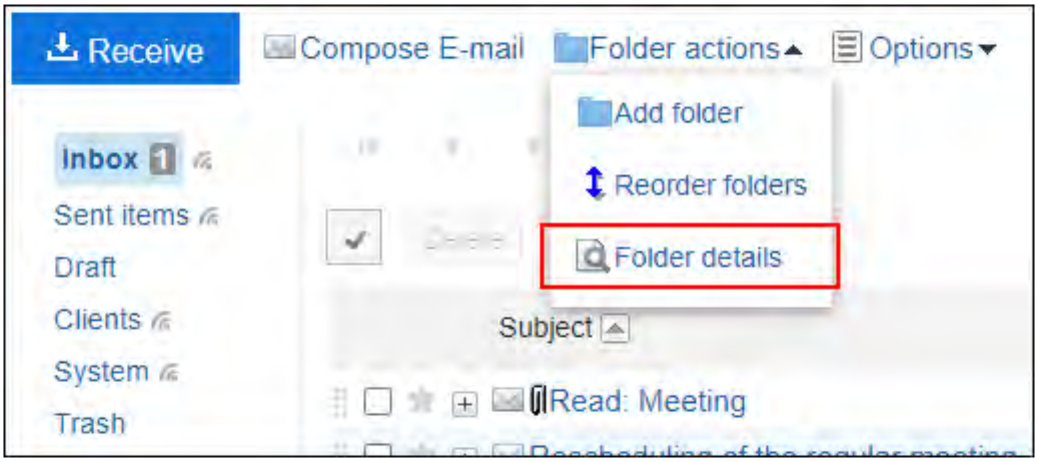
- Deleted folders cannot be restored.

Steps:

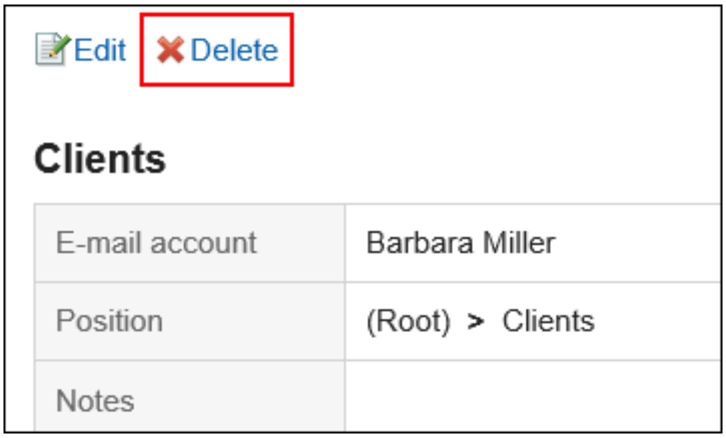
1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **On the "E-mail" screen, select the folder you want to delete, and then click "Folder Details" in "Folders".**
   - **When preview is shown**



• **When preview is hidden**



4. On the item for folder details, click Delete.



5. **Click Yes on the page to delete folders.**

3.13.22. General Settings of E-mails

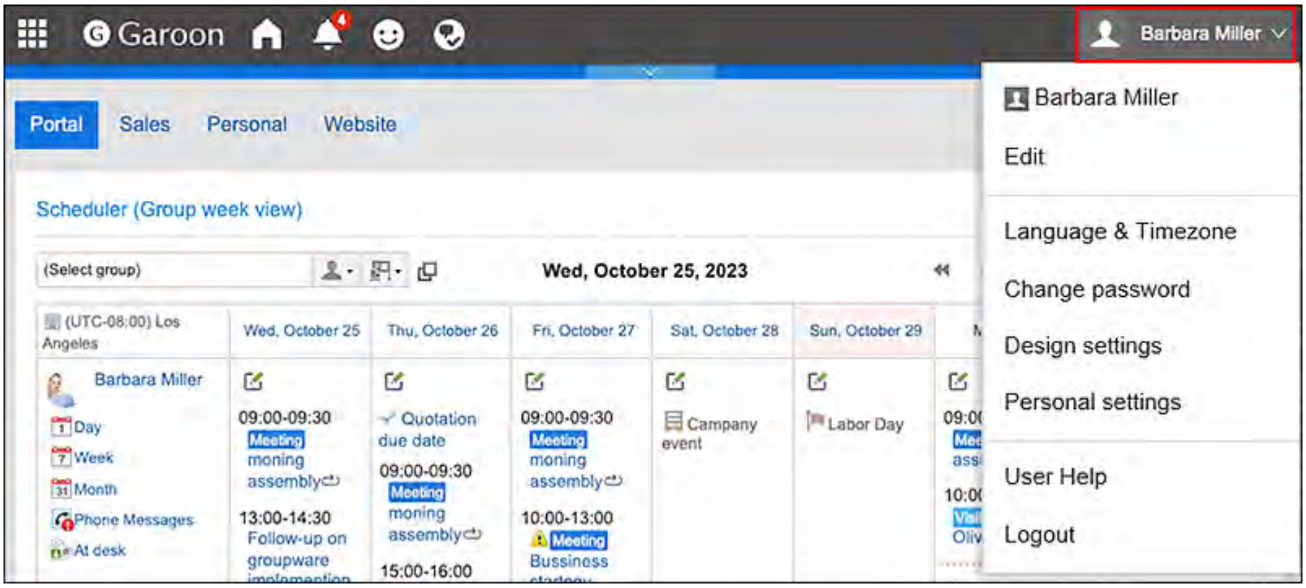
You can set the format of names to be displayed in the list and whether to display the confirmation screen before sending e-mails.

Update Information

- In Garoon version 5.15.0, the texts in the "Character encoding" option have been revised.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**

3. **Click Setting of each application.**

4. **Click E-mail.**

5. **Click General settings.**

6. **On the "General settings" screen, configure any required items.**

- Name format to be displayed in the list:

  Select the format to display on the "E-mail" screen.

  You can select "Name", "E-Mail address", or "Name ".
- Save attachment:

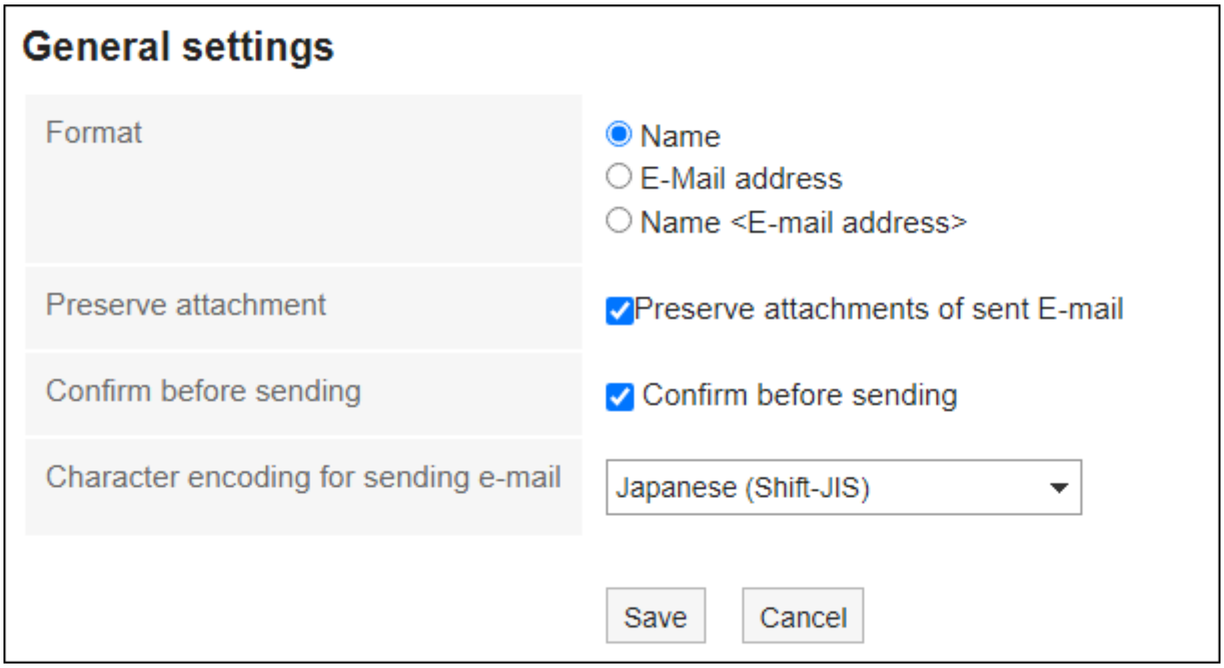
  Select whether to save files attached to outgoing e-mails with the e-mail data.
- Confirmation before sending e-mail:

  Select whether to display the confirmation screen before sending an e-mail.
- Character encoding of outgoing e-mails

  The default value is Japanese (JIS). Change it to match the language configured in language and time zone settings.

  You can use following character codes.
  - Unicode (UTF-8)
  - Japanese (Shift-JIS)
  - Japanese (JIS)
  - Japanese (EUC)
  - ASCII

◦ English (Latin1)
◦ Simplified Chinese (GBK/GB2312)
◦ Thai (TIS-620)



7. Confirm your settings and click Save.

3.13.23. Trash Settings

You can set whether to use trash and how long to store e-mails in the trash.

- **If you do not use Trash:**
  Deleted e-mails cannot be restored.
- **If you use Trash:**
  Deleted e-mails are moved to Trash. You can recover deleted e-mails from Trash if they are within retention period.
  However, if you delete e-mails from Personal settings, e-mails are not moved to Trash and

deleted permanently in Garoon. For details, refer to how to delete e-mails in bulk by specifying a date(802Page).

- **Cases when e-mails in Trash are permanently deleted:**

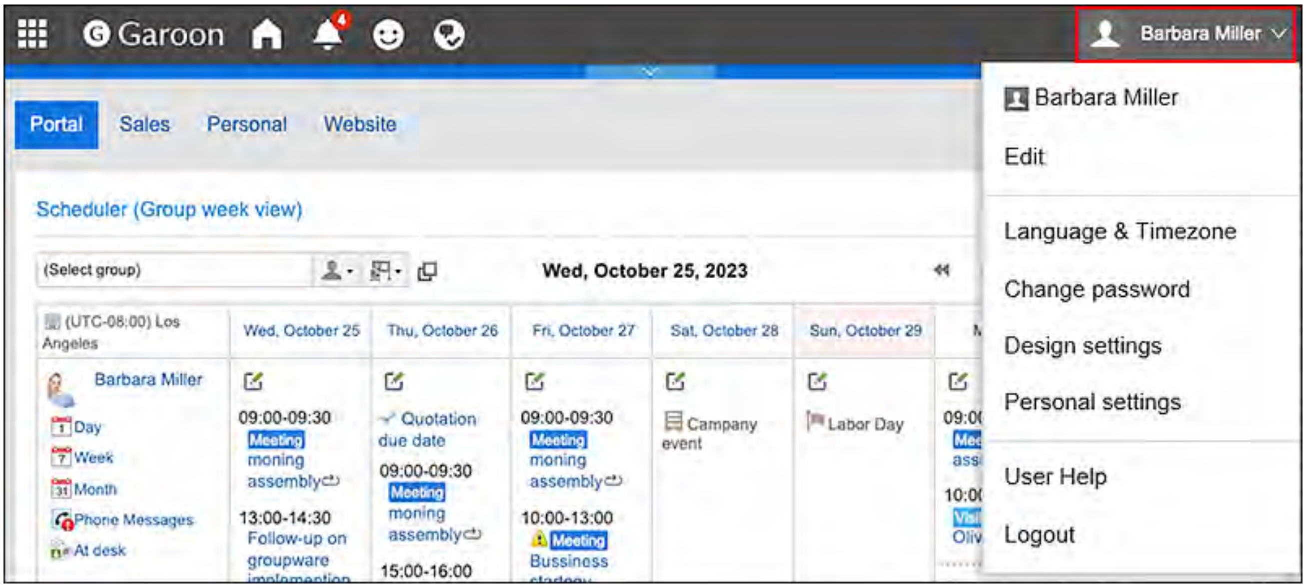
  E-mails in Trash are permanently deleted in Garoon in the following cases.

  - E-mails in Trash are manually deleted
  - The e-mail list screen is displayed after the retention period of Trash has elapsed

    The maximum number of e-mails that are deleted at a time is 100, from Trash folders of all e-mail accounts.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click Trash settings.**
6. **Set the "Trash" field on the "Trash settings" screen.**

   To use the trash, select the "Use" checkbox.

   If the "Use" checkbox is not selected, the trash folder does not appear on the "E-mail" screen.

7. **Set the field for the retention period.**

   Set the number of days to save deleted e-mails in the trash.

8. **Confirm your settings and click Save.**

3.13.24. E-mail Account Settings

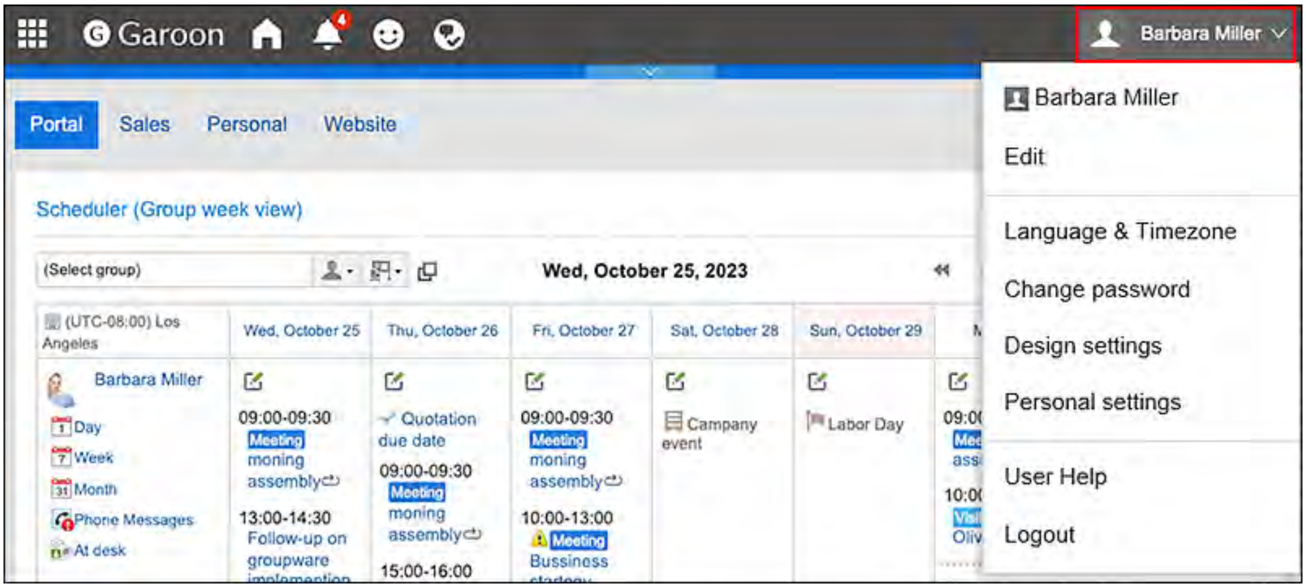
You can add, edit, reorder, and delete your e-mail accounts. Depending on the settings by your system administrator, you may not be able to take these actions on e-mail accounts, or you may only be allowed to change them.

Adding E-mail Accounts

You can add an e-mail account. You can also add multiple e-mail accounts.

Steps:

1. **Click User name in the header.**



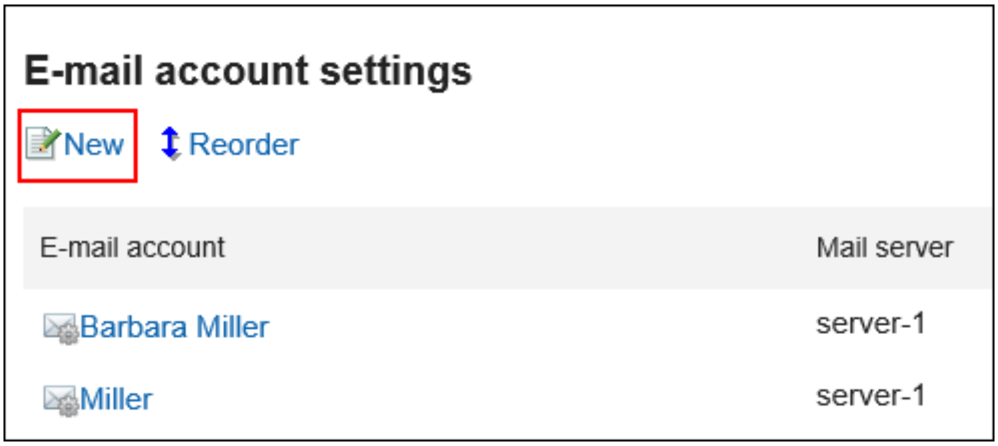
2. **Click Personal Settings.**

3. **Click Setting of each application.**

4. **Click E-mail.**

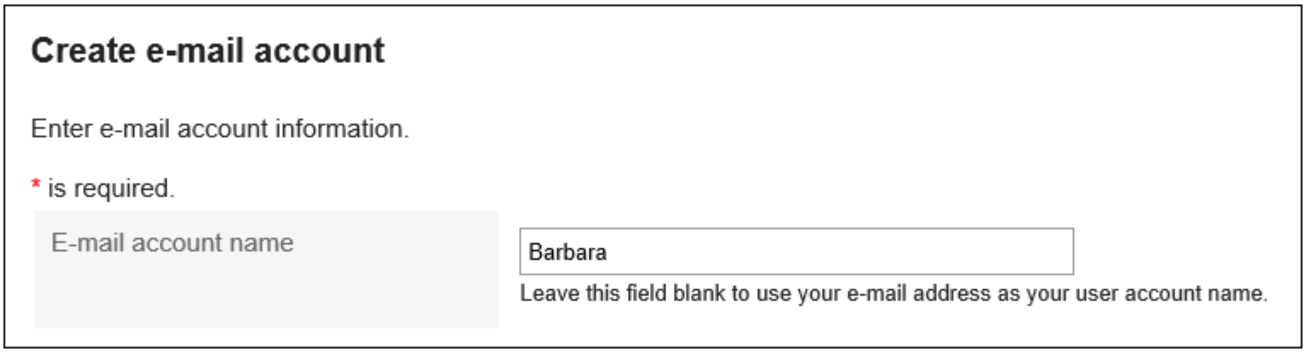
5. **Click "E-mail account settings".**

6. **On the "E-mail account settings" screen, click Add.**

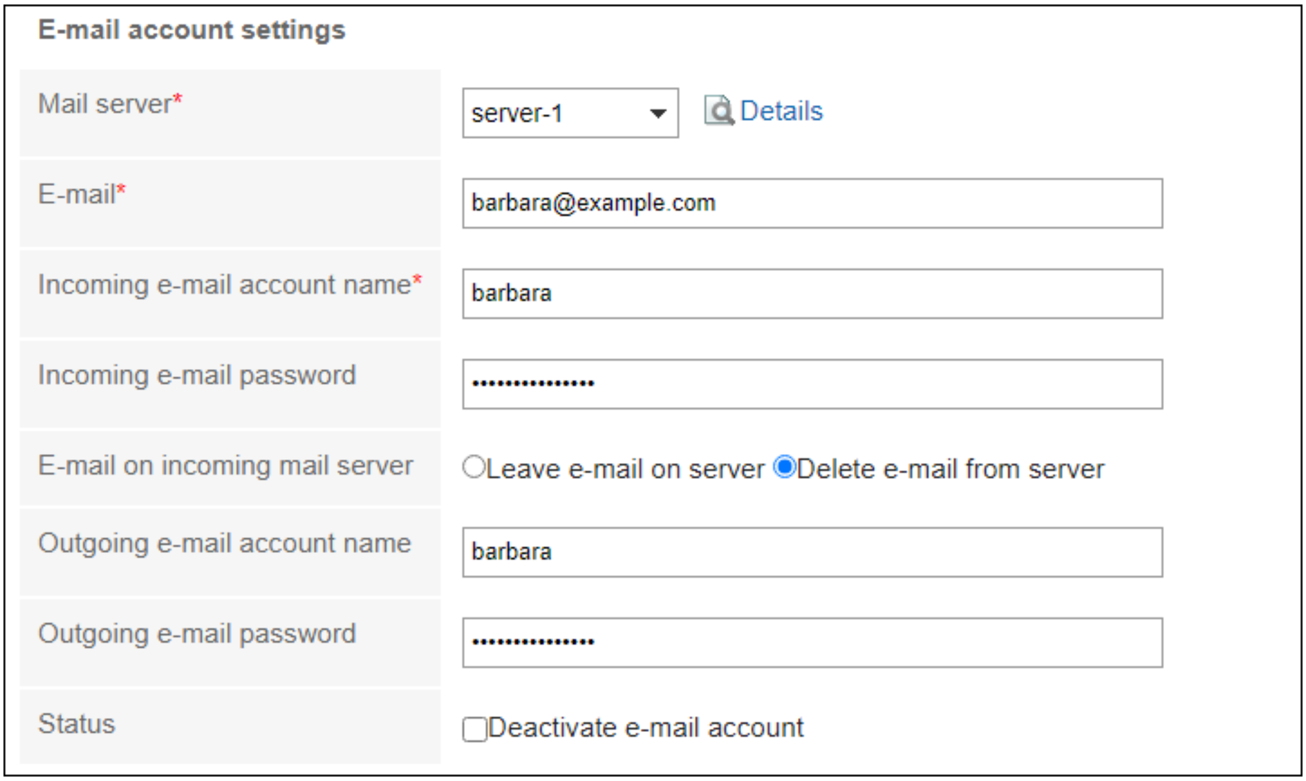


7. **On the Add E-mail Account screen, enter the name of the e-mail account.**

You should set the e-mail account name. When this field is left blank, the address specified in "E-mail" is used as the e-mail account name.



8. **Set up an e-mail account.**



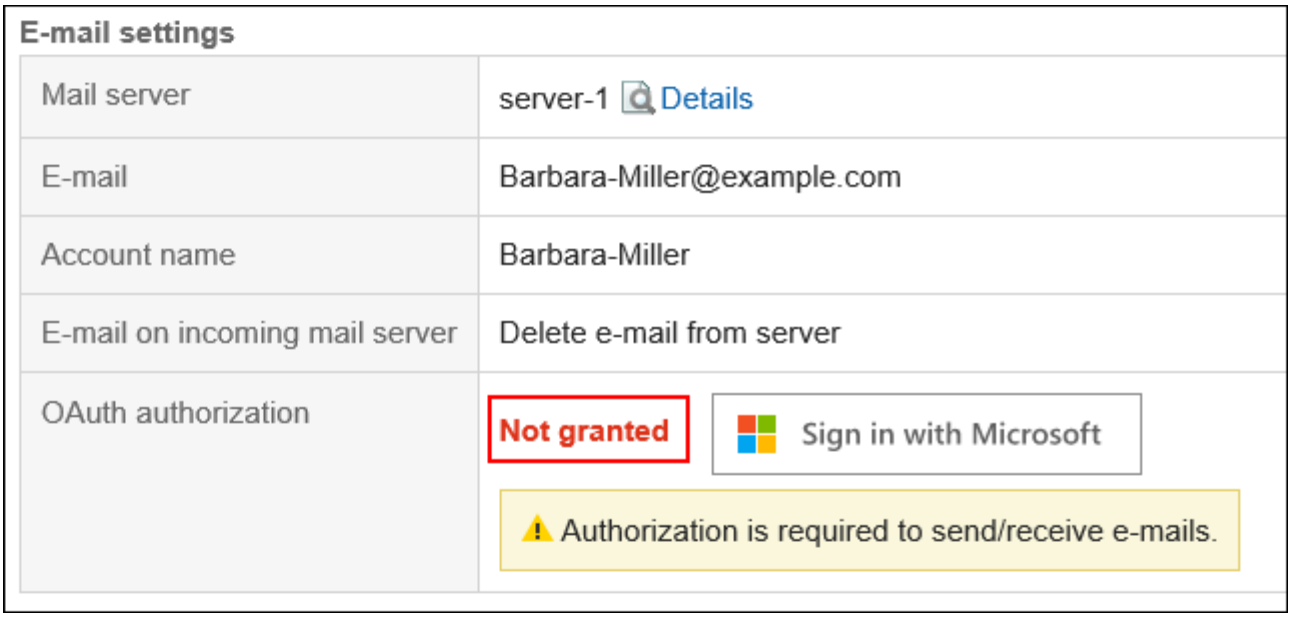
E-Mail Account Setting Fields

Mail Servers	You must set up a mail server. The target mail server must be set by your system administrator. Click **Details** to check the details of the mail server.
E-mail	Enter the e-mail address to be used with the selected mail server. You must set the E-mail field.

Incoming e-mail account name	Enter the e-mail account to receive e-mails. You should set the Incoming e-mail account name filed.
Incoming e-mail password	Enter the password for the incoming e-mail account.
E-mail on incoming mail server	Select whether to leave e-mails on the incoming mail server. Select "Delete e-mail from server" if you do not want to leave e-mails on incoming e-mail servers. You may not be able to use this feature depending on the configurations by your system administrator.
Outgoing e-mail account name	This is displayed if your system administrator has set the account and password for sending in e-mail server settings. Enter the e-mail account set for the outgoing mail server.
Outgoing e-mail password	This is displayed if your system administrator has set the account and password for sending in e-mail server settings. Enter the password for the e-mail account set for the outgoing mail server.
Status	If you do not want the account to use the e-mail account shown, select the "Deactivate" checkbox.

9. **Confirm your settings and click Add.**

If "Not granted" is displayed in the "OAuth authorization" item, users must perform OAuth authorization(823Page). This is a mandatory operation to send/receive t-mails.



Note

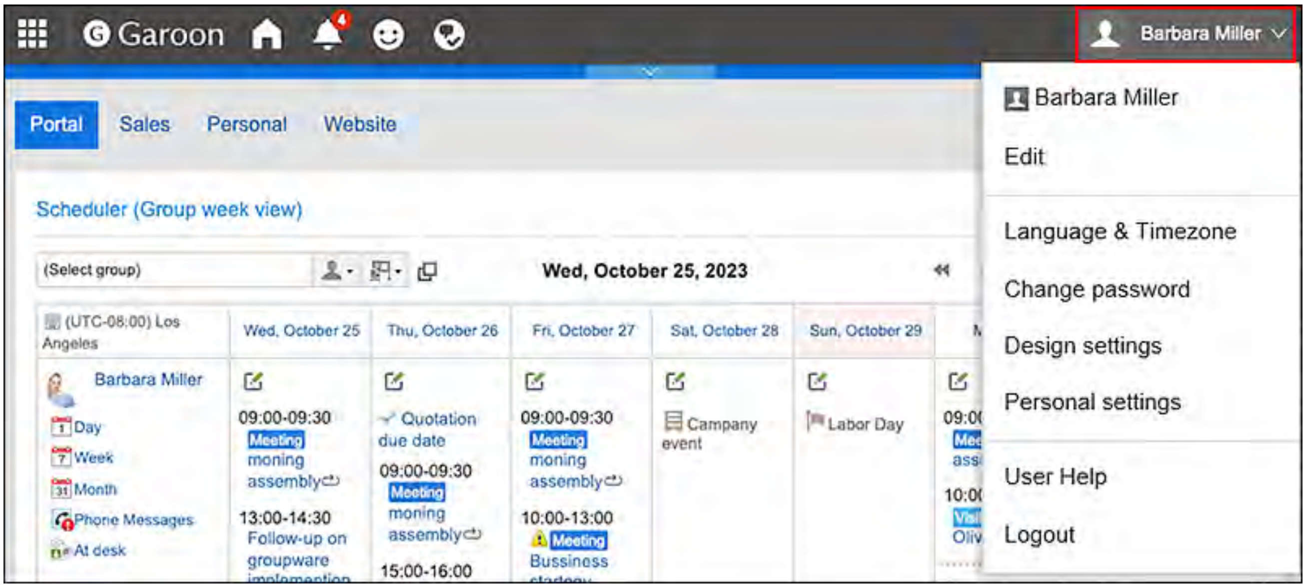
- Selecting "Leave e-mails on server" in "E-mail on incoming mail server" may degrade the performance of the e-mail server.

Performing OAuth Authorization

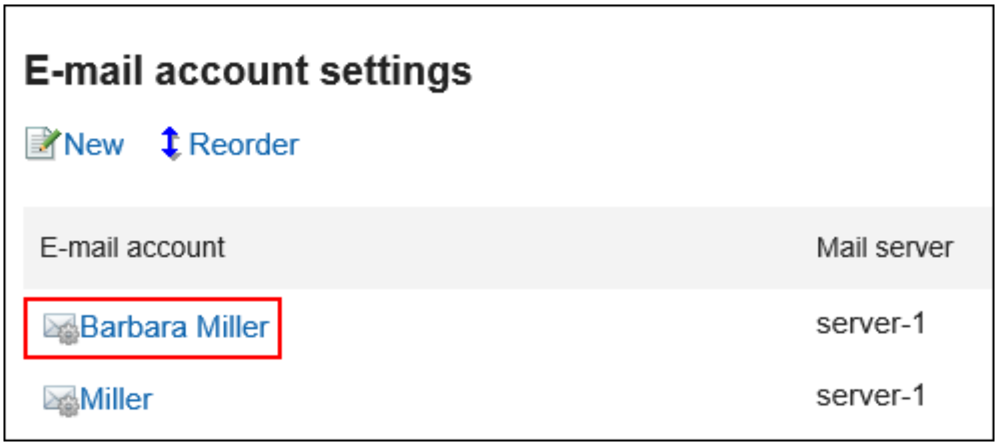
In Garoon version 5.5.1 or later, users must perform OAuth authorization if they are using the Gmail or Exchange Online accounts to send and receive e-mails.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click "E-mail account settings".**
6. **On the "E-mail account settings" screen, click the e-mail account name for which you want to perform OAuth authorization.**

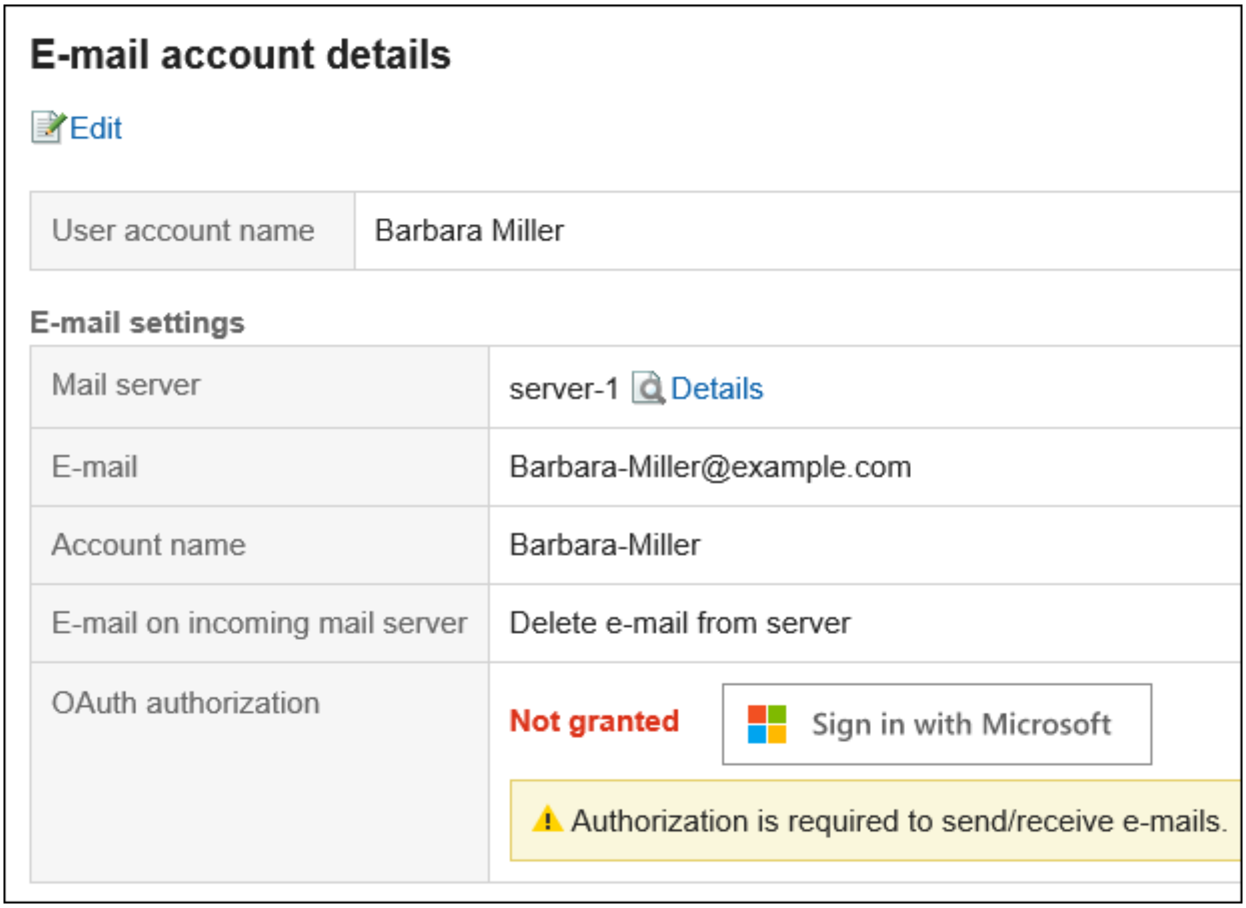


7. **In the "E-mail account details" screen, click the displayed button in the "OAuth authorization" item to authorize the e-mail account and allow accesses.**
   - For Gmail account:

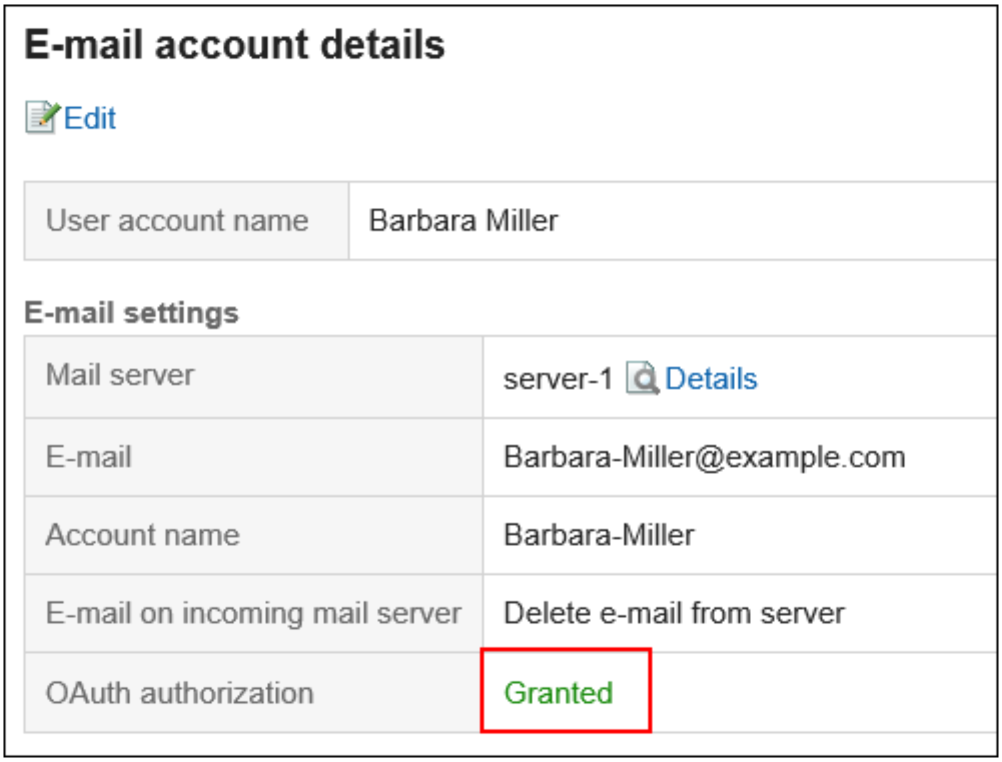
     Click **Sign in with Google**.

- For Exchange Online account:

  Click **Sign in with Microsoft**.



8. **Confirm that the "Granted" is displayed in the "OAuth authorization" item.**



Note

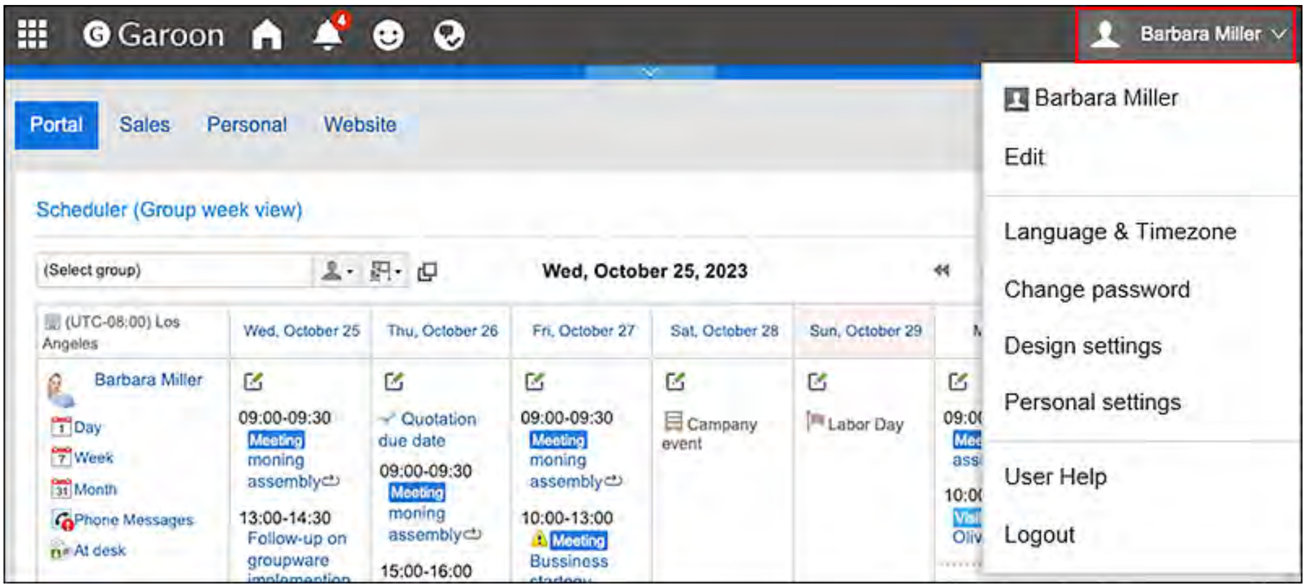
- You cannot perform the OAuth authorization in KUNAI and Garoon mobile.

Changing E-mail Accounts

You can change the e-mail account.

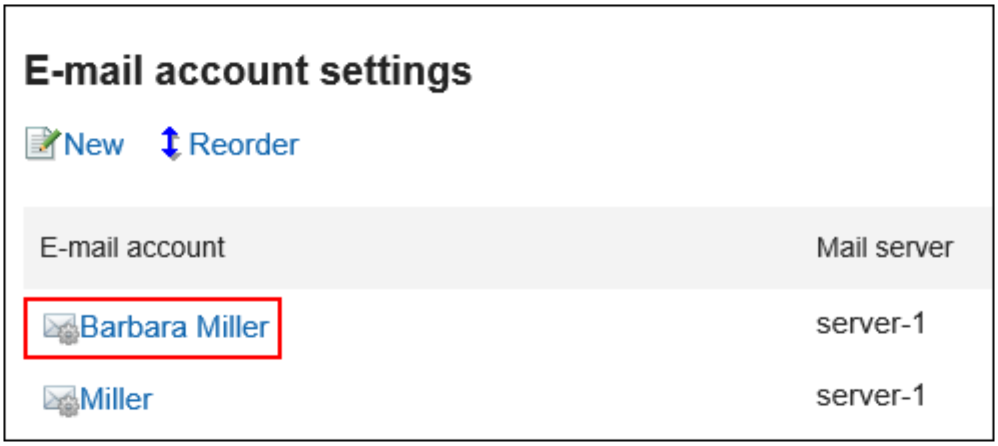
Steps:

1. **Click User name in the header.**

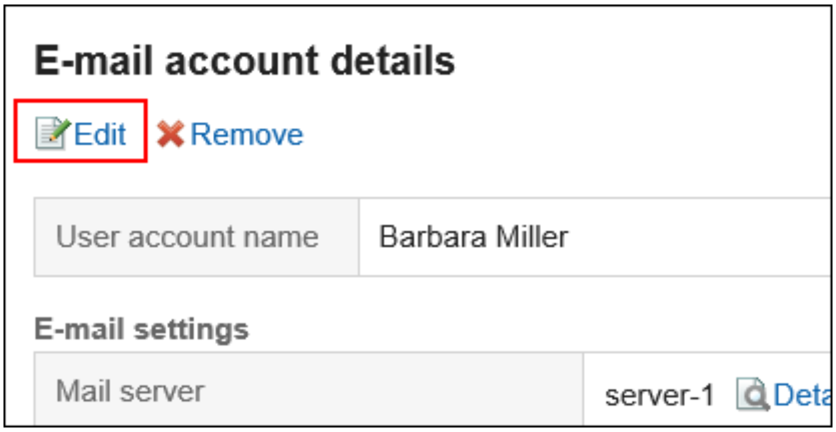


2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click "E-mail account settings".**

6. On the "E-mail account settings" screen, click the e-mail account you want to change.



7. On the "E-mail account details" screen, click Edit.



8. On the Edit E-mail Account screen, set the fields as necessary.

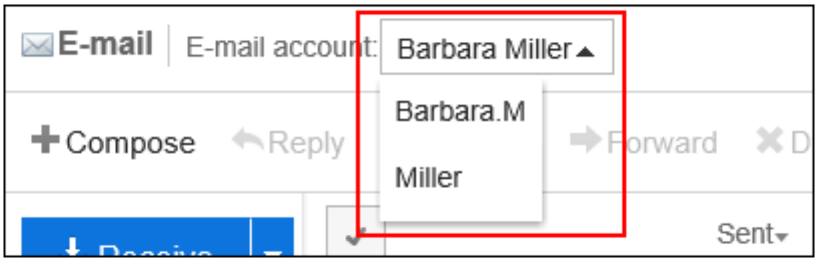
For details on the settings, refer to E-mail account settings.

9. Confirm your settings and click Save.

Reordering E-mail Accounts

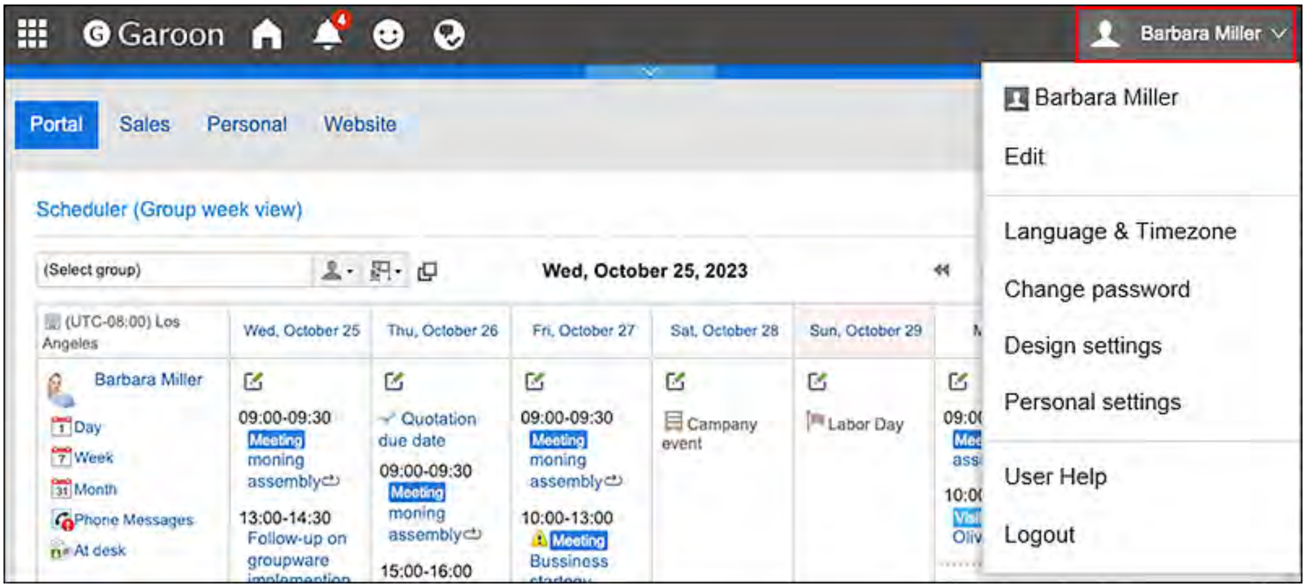
You can change the order of e-mail accounts.

The order set in this procedure is applied to the order in the dropdown list to select e-mail accounts on the "E-mail" screen.

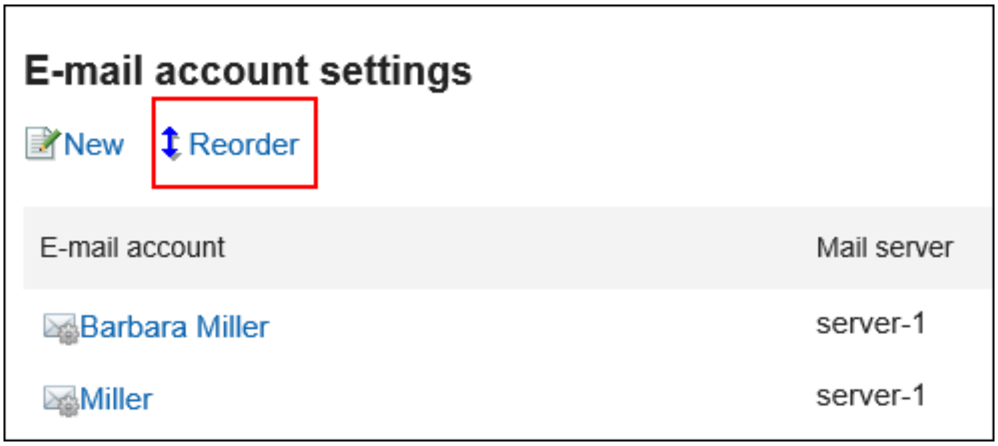


Steps:

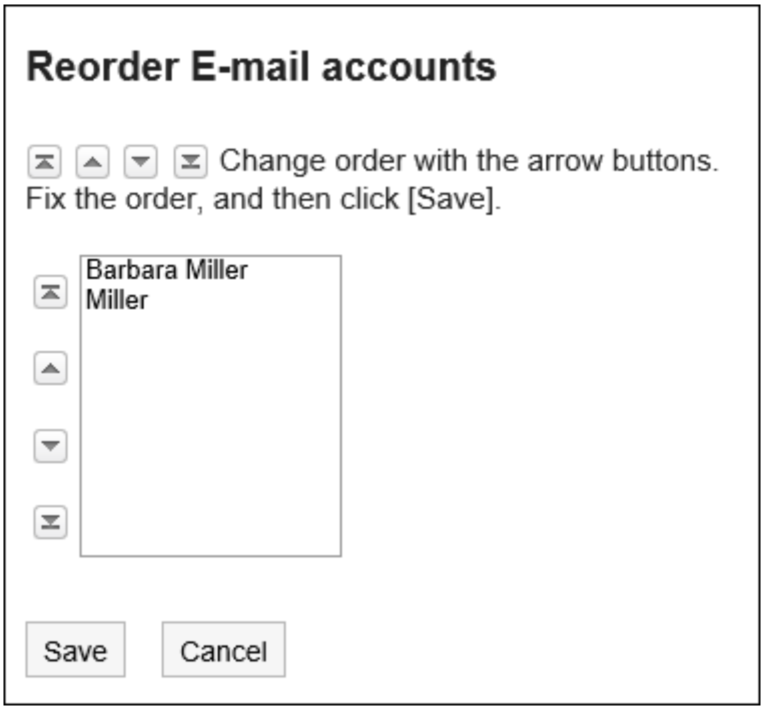
1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click "E-mail account settings".**
6. **On the "E-mail account settings" screen, click the item to reorder E-mail accounts.**



7. On the reordering e-mail accounts screen, reorder the e-mail accounts.



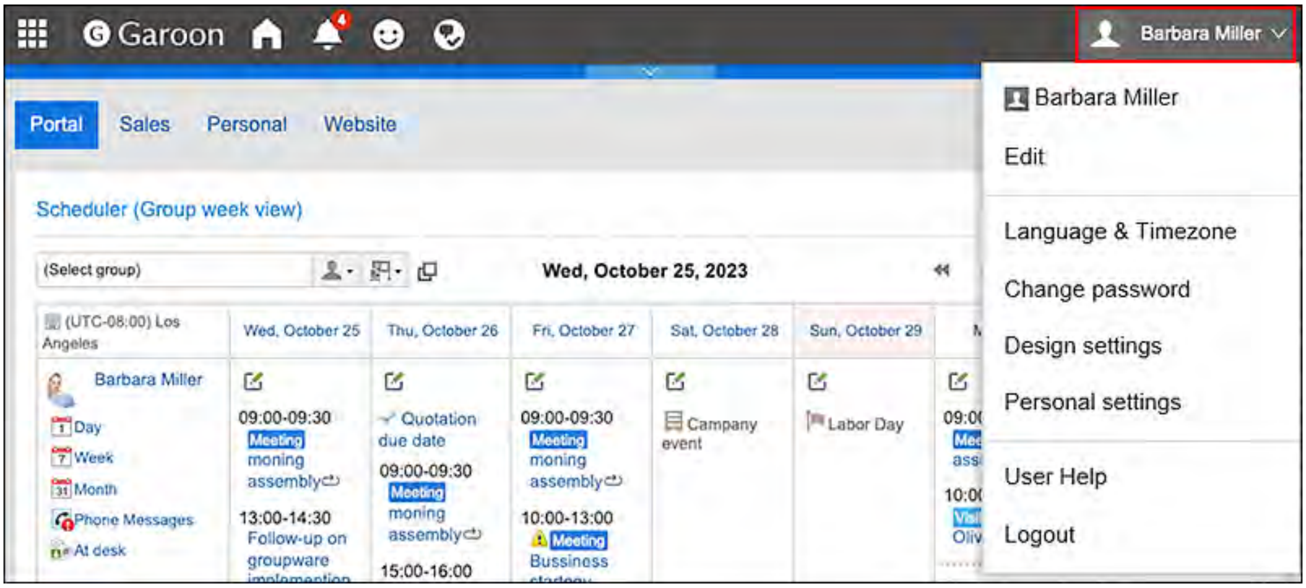
8. Confirm your settings and click Save.

Deactivating E-mail Accounts

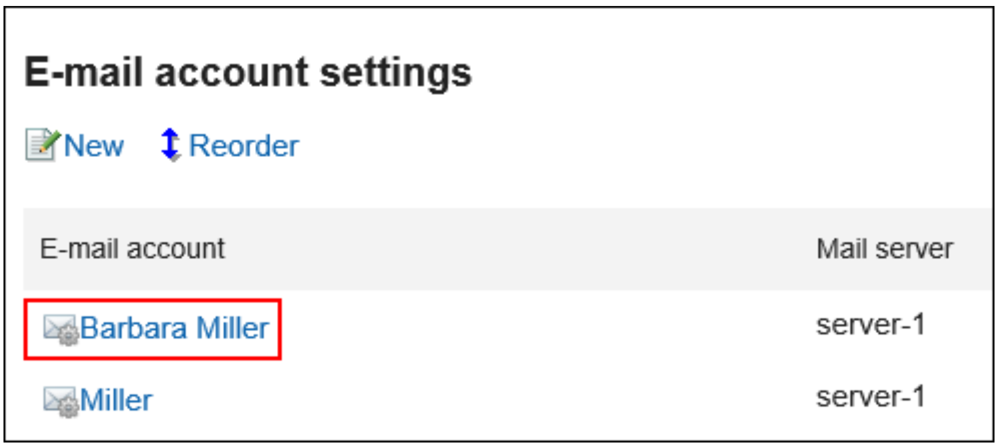
Once an e-mail account is deactivated, you can no longer send or receive e-mails with the deactivated account.
E-mails that were sent or received before the account is deactivated remain in Sent items, Inbox, or other folders.

Steps:

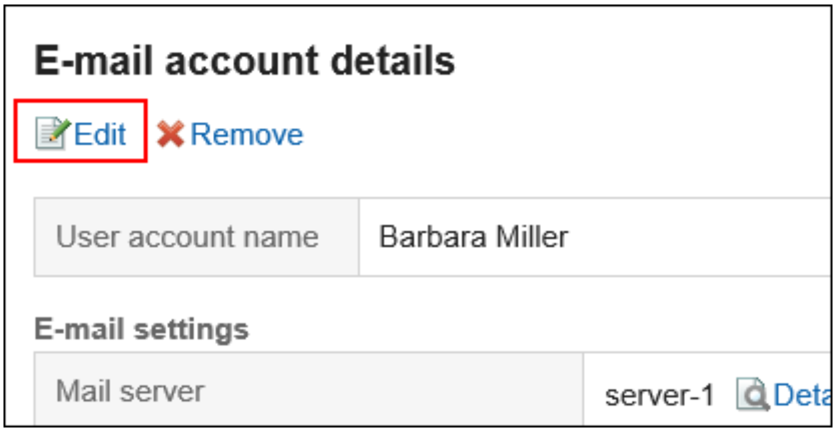
1. **Click User name in the header.**



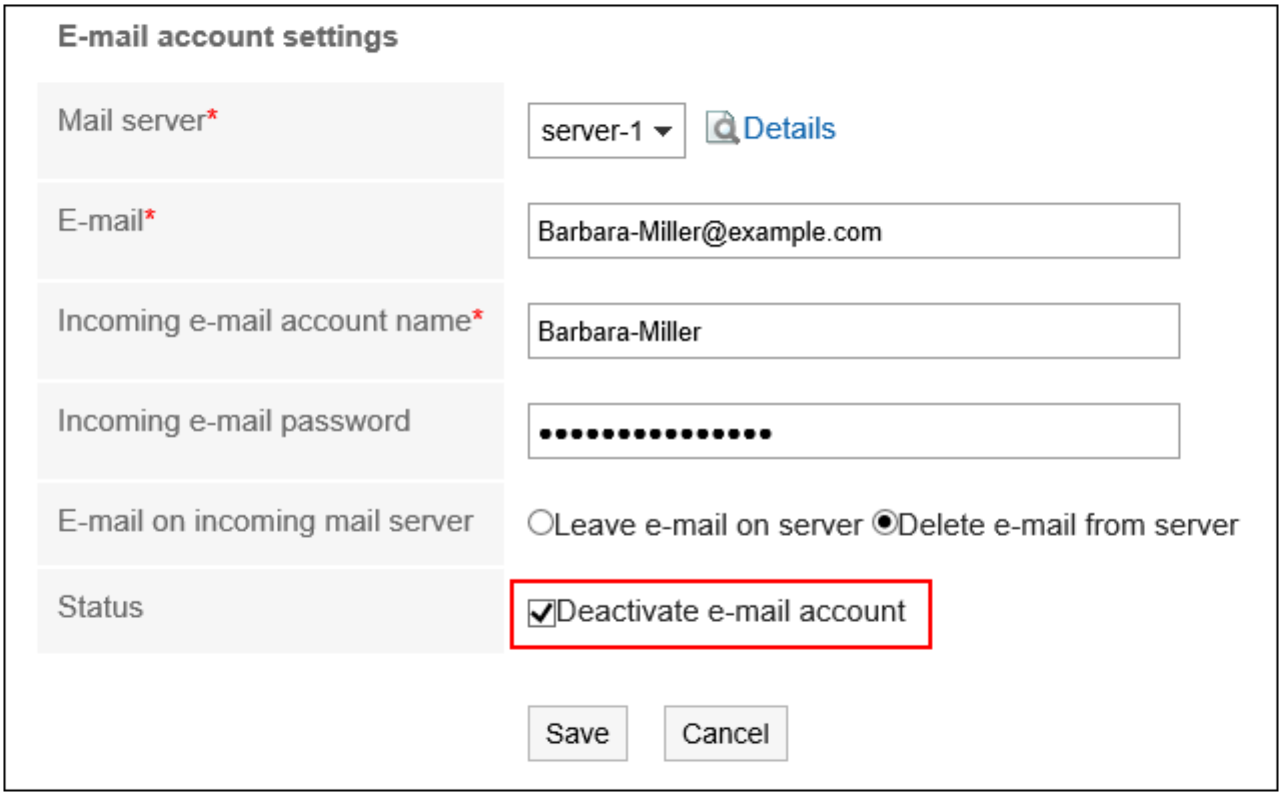
2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click "E-mail account settings".**
6. **On the "E-mail account Settings" screen, click the e-mail account you want to deactivate.**



7. **On the "E-mail account details" screen, click Edit.**



8. **On the "Edit e-mail account" screen, select the "Deactivate e-mail account" checkbox and then click Save.**



Inactive e-mail accounts are displayed in gray on the "E-mail account settings" screen.

Note

- To reactivate the deactivated user account, clear the "Deactivate e-mail account" checkbox on the "Editing E-mail Accounts" screen. When it is activated, the account starts to receive e-mails sent to the account in the e-mail server during it was deactivated.

Deleting E-mail Accounts

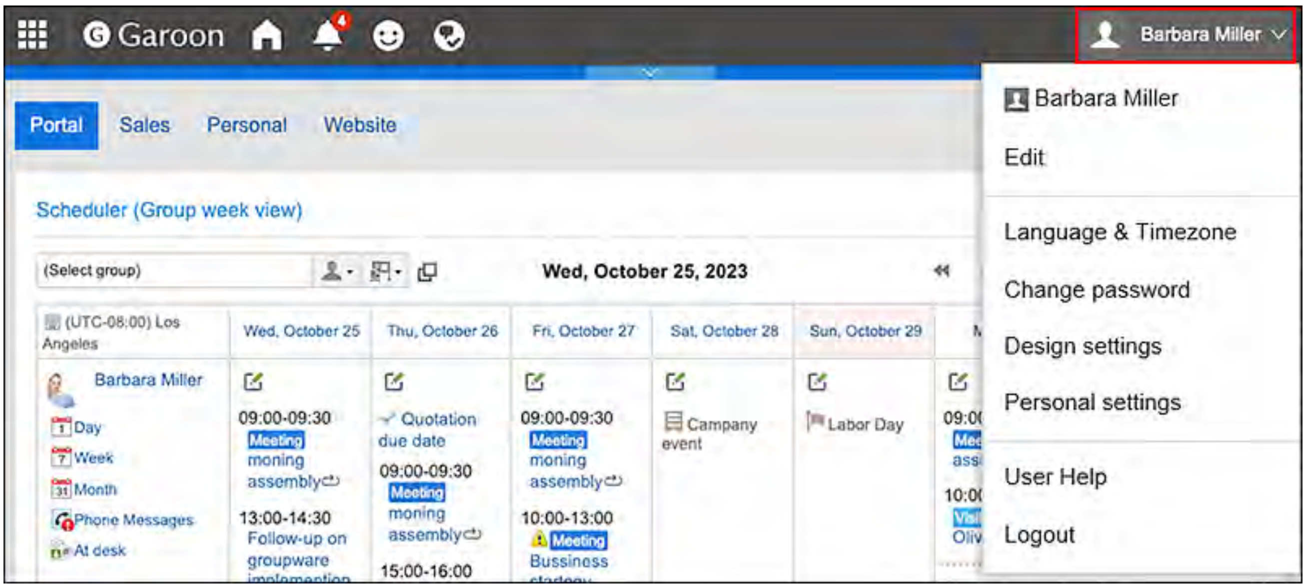
You can delete your e-mail accounts. Once an e-mail account is deleted, you can no longer send or receive e-mails with the deleted account.

Caution

- The deleted e-mail account cannot be restored.

Steps:

1. **Click User name in the header.**



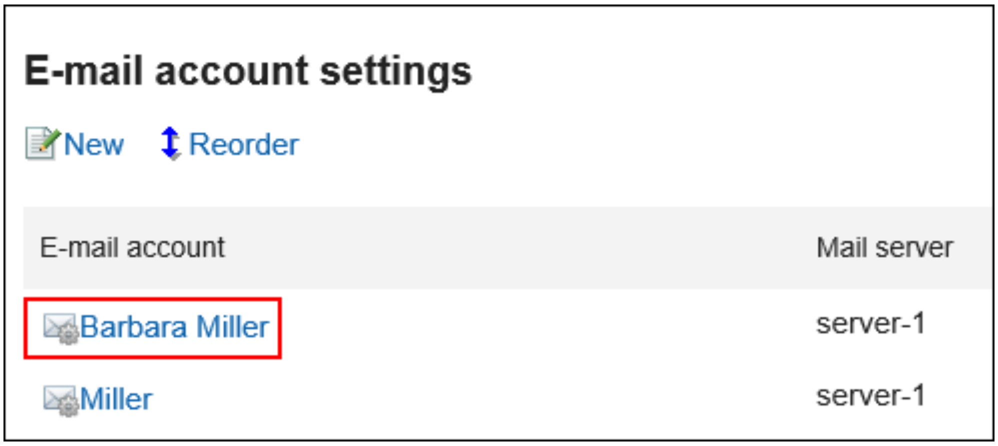
2. **Click Personal Settings.**

3. **Click Setting of each application.**

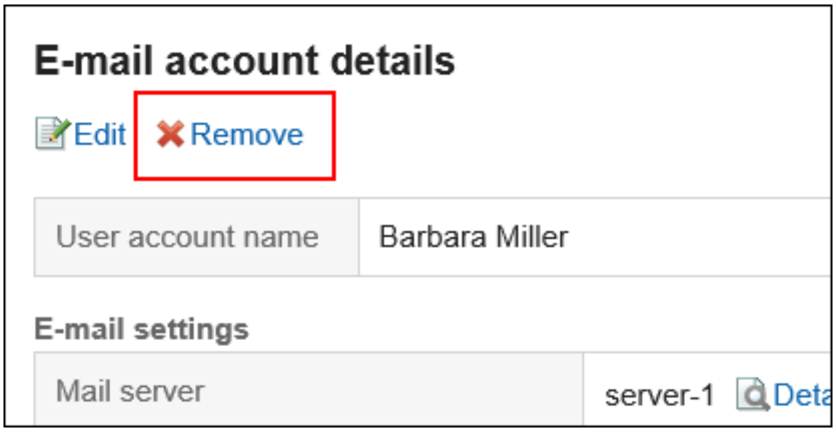
4. **Click E-mail.**

5. **Click "E-mail account settings".**

6. **On the "E-mail account settings" screen, click the email account you want to delete.**

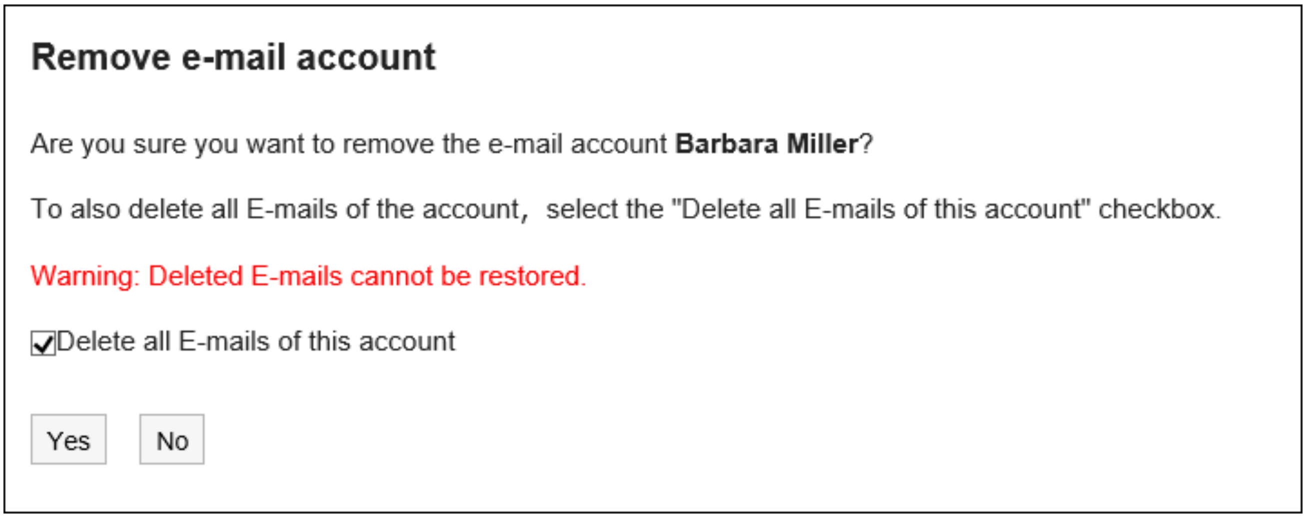


7. **On the "E-mail account details" screen, click Delete.**



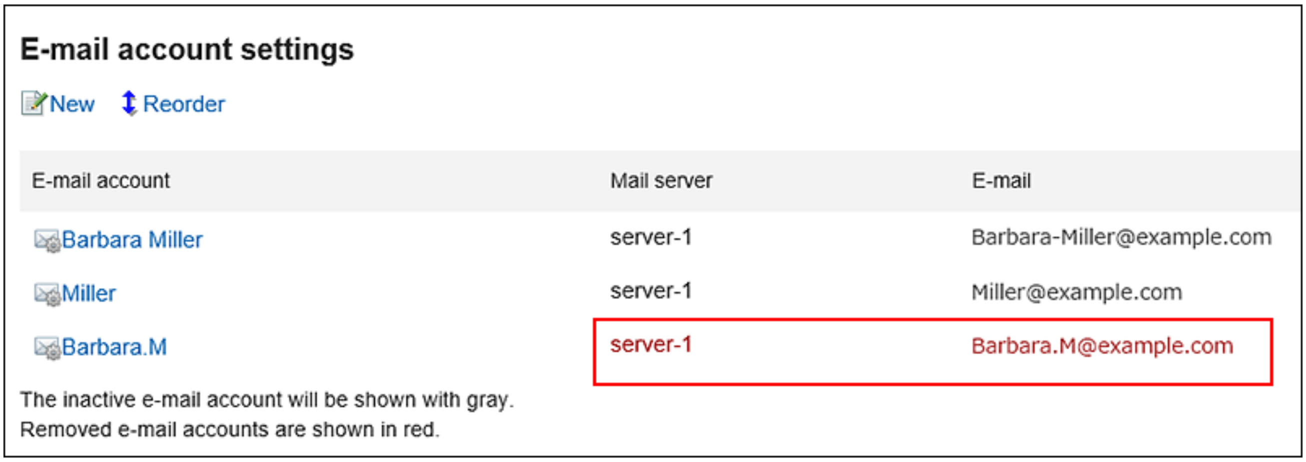
8. **Click Yes on the deleting e-mail accounts screen.**

To delete e-mail data, select the "Delete all E-mails of this account" checkbox.



When Only an E-mail Account Is Deleted

When only an e-mail account is deleted, e-mails that were received before the account is deleted remain in the folders. You can view or export the e-mails stored in Inbox, Sent items, or other folders, even after the e-mail account is deleted.
For the e-mail accounts whose e-mail data are remained in the folder, the mail server and e-mails are displayed as red characters in the "E-mail account settings" page.



When You Delete an E-mail Account by Mistake

When you delete an e-mail account by mistake, you can add an e-mail account that uses the same account code of the deleted e-mail account. By doing so, you can restart receiving e-mails with the e-mail account. However, e-mails that were deleted when the e-mail account was deleted cannot be restored any more.

3.13.25. Signature Settings

You can configure signatures.

You can set multiple signatures for each e-mail account and select a signature according to the e-mail you want to send.

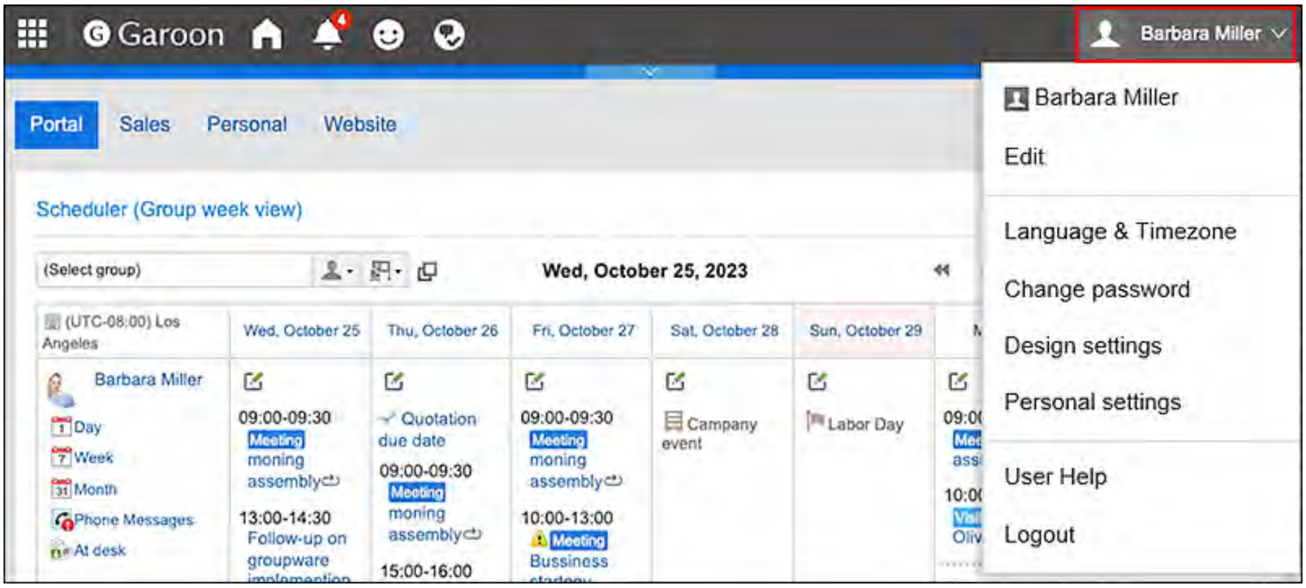
The selected signature appears in the end of the body of the e-mail.

Watch Video

- For steps to add an e-mail signature, also refer to Adding Signature(711Page) video.

Steps:

1. **Click User name in the header.**



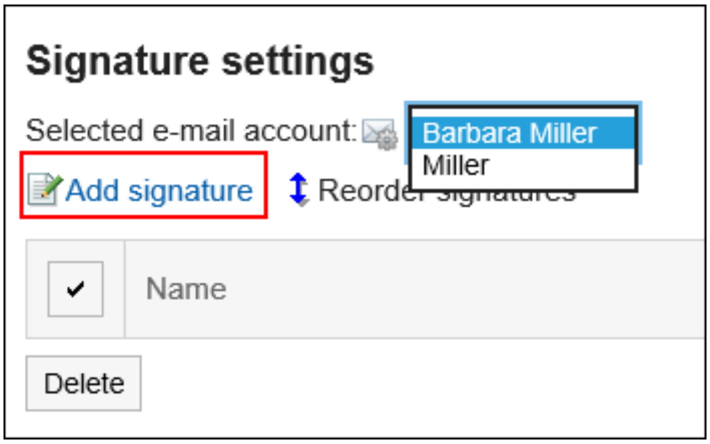
2. **Click Personal Settings.**

3. **Click Setting of each application.**

4. **Click E-mail.**

5. **Click "Signature settings".**

6. **On the "Signature settings" screen, select the e-mail account for which you want to add a signature from the dropdown list, and click the item for adding signatures.**



7. **On the adding signature screen, set the required items.**

- Name:

  The name of the signature must be set.

- Signature position:
  Select whether or not to add the signature before the quoted text in reply and forward e-mails.
- Contents:
  Fill in the details of the signature.

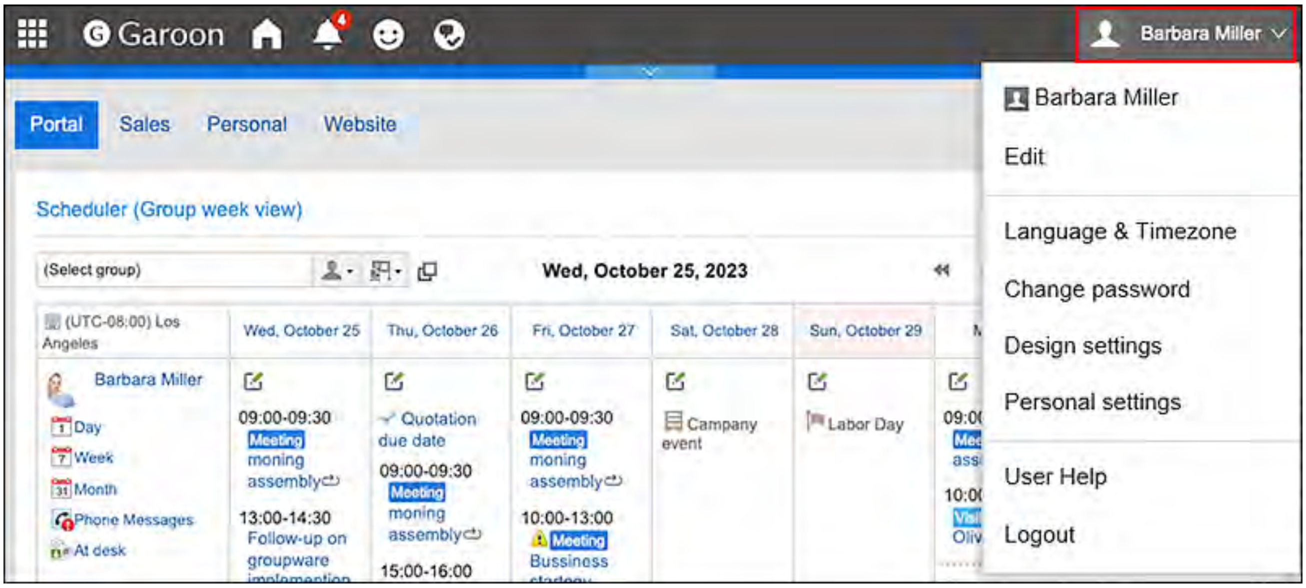
8. Confirm your settings and click "Add".

Changing Signatures

You can change the signatures.

Steps:

1. Click User name in the header.



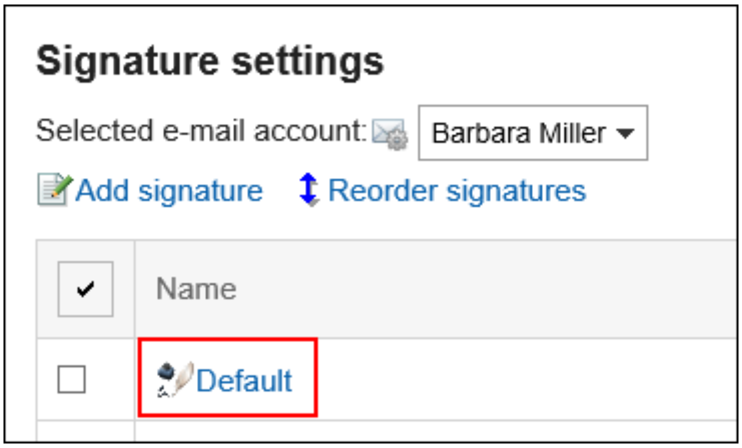
2. Click Personal Settings.

3. Click Setting of each application.

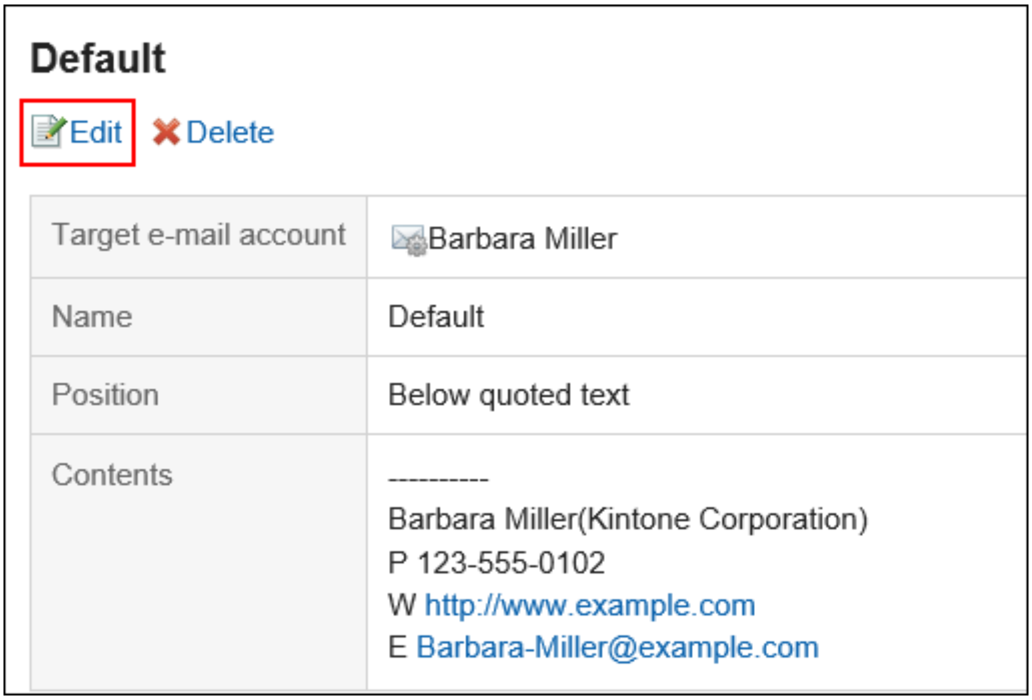
4. Click E-mail.

5. Click "Signature settings".

6. **On the "Signature settings" screen, select an e-mail account, and then click the name of the signature you want to change.**



7. **On the signature details screen, click Edit.**

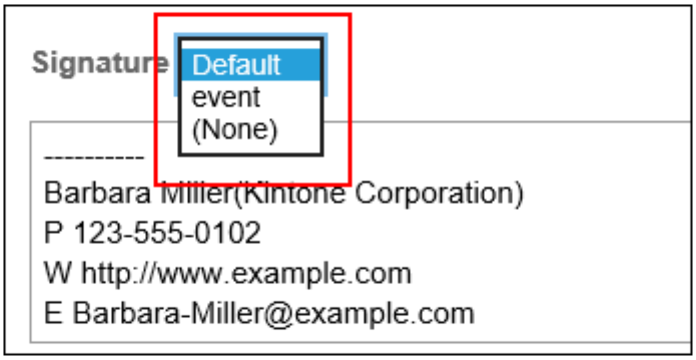


8. **On the screen for changing signatures, set the required items and click Edit.**

Reordering Signatures

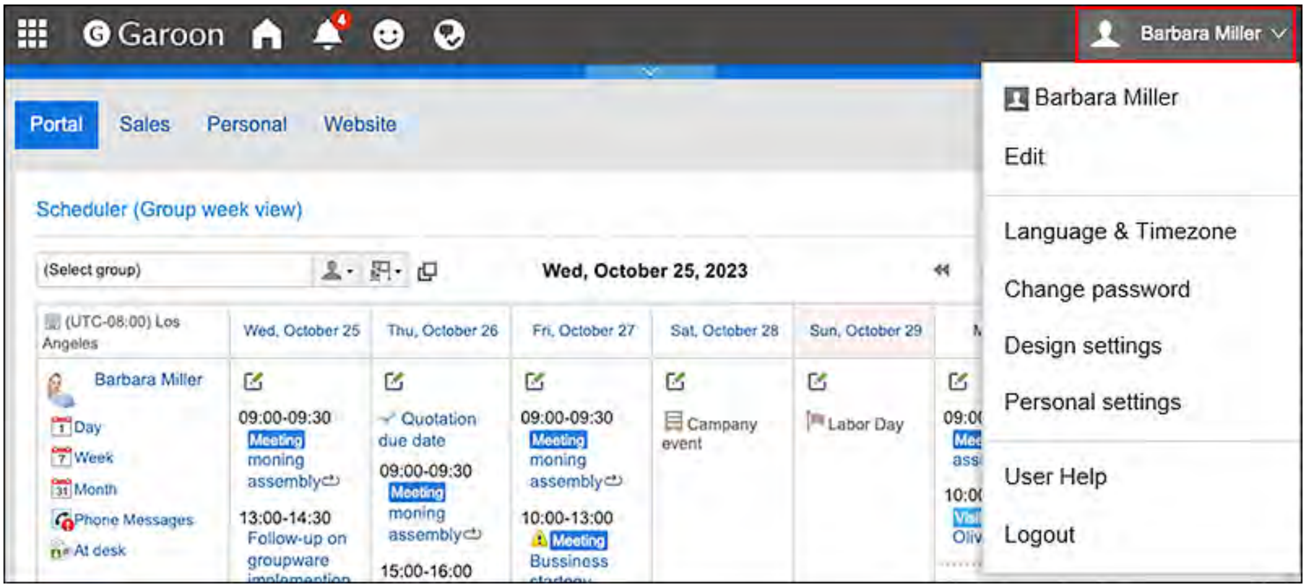
You can change the order of signatures.

The display order that you set is reflected to the order in the dropdown list on "Compose E-mail" screen.

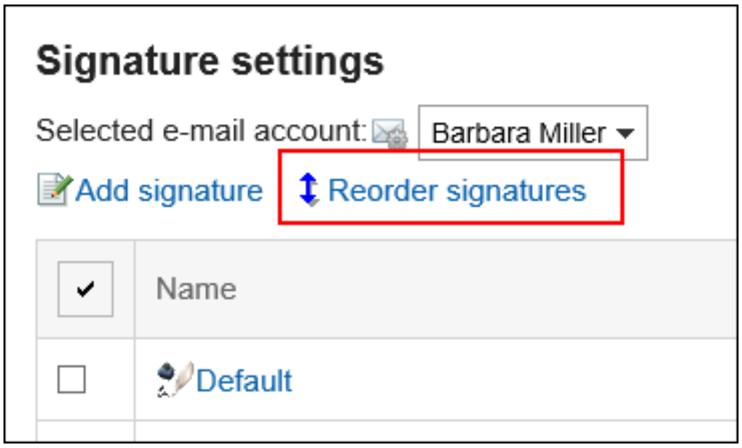


Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click "Signature settings".**
6. **On the "Signature settings" screen, click "Reordering Signatures".**



7. **Change the order of signatures on the screen for reordering them.**

8. **Confirm your settings and click Save.**

Removing Signatures

You can delete signatures.

Caution

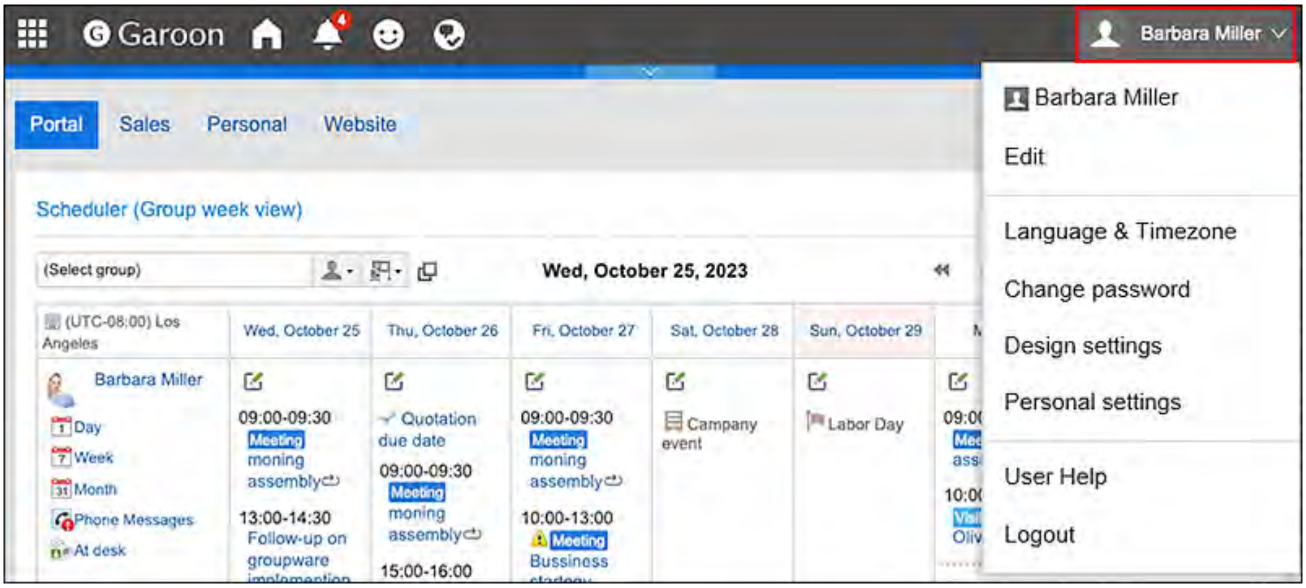
- The deleted signature cannot be restored.

Removing Signatures One by One

You can delete one of the signatures.

Steps:

1. **Click User name in the header.**



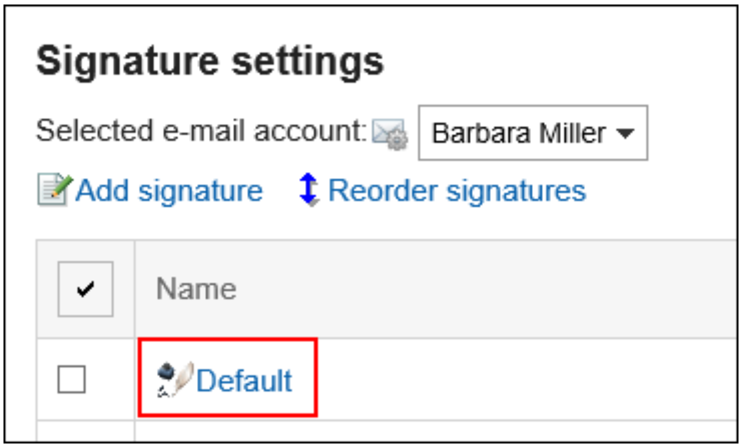
2. **Click Personal Settings.**

3. **Click Setting of each application.**

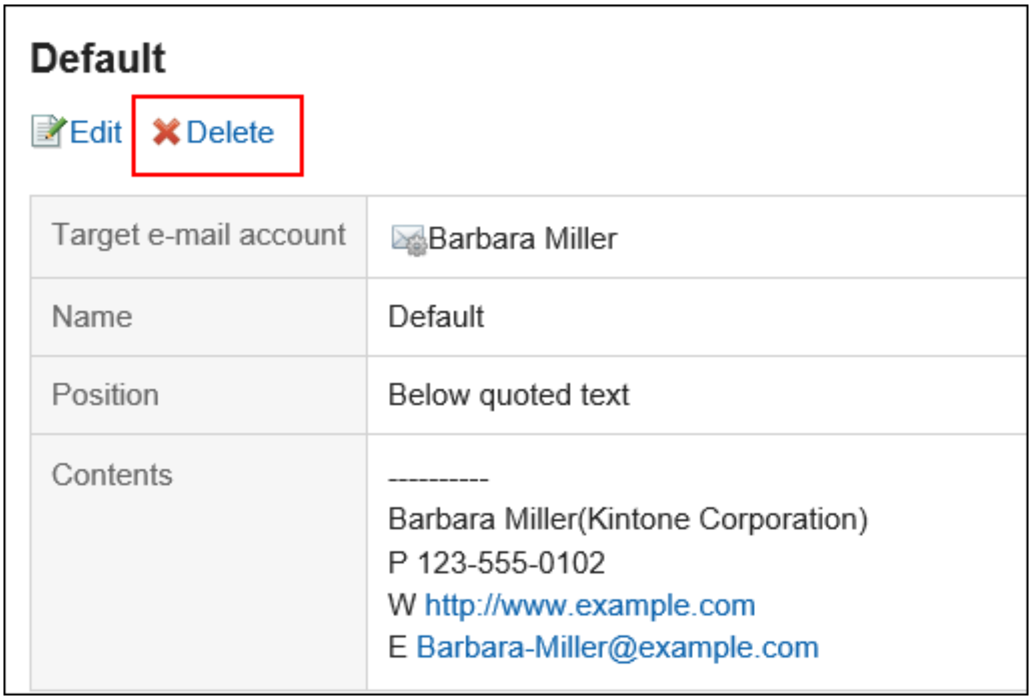
4. **Click E-mail.**

5. **Click "Signature settings".**

6. **On the "Signature settings" screen, click the name of the signature you want to delete.**



7. **On the details screen for signatures, click Delete.**



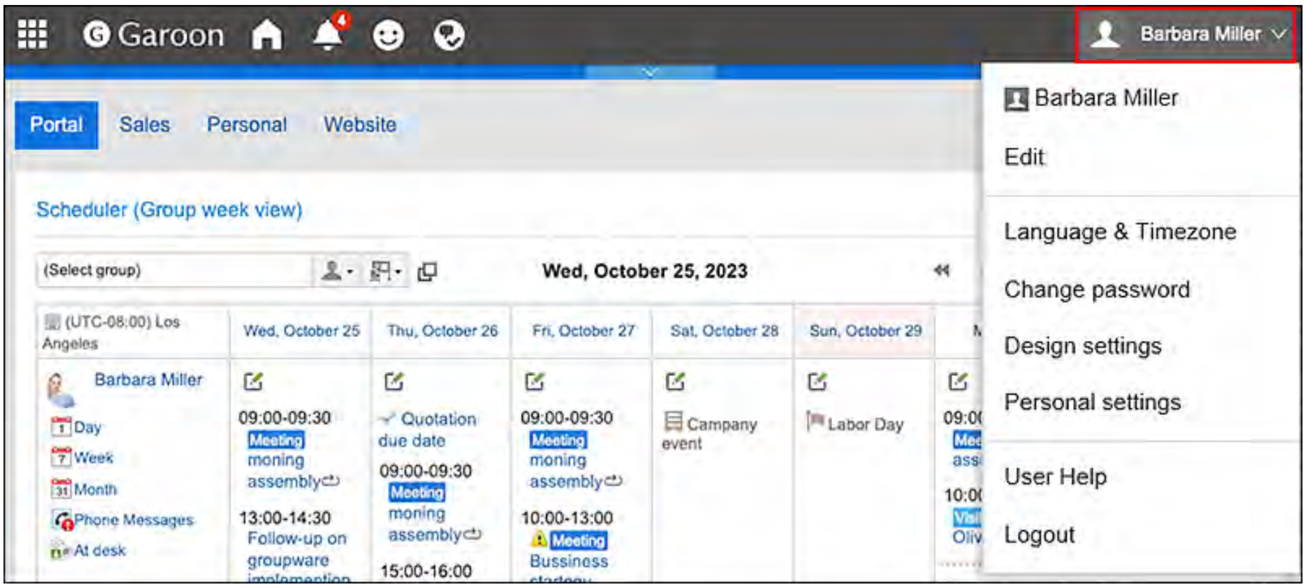
8. **Click Yes on the confirmation screen.**

Removing Multiple Signatures in Bulk

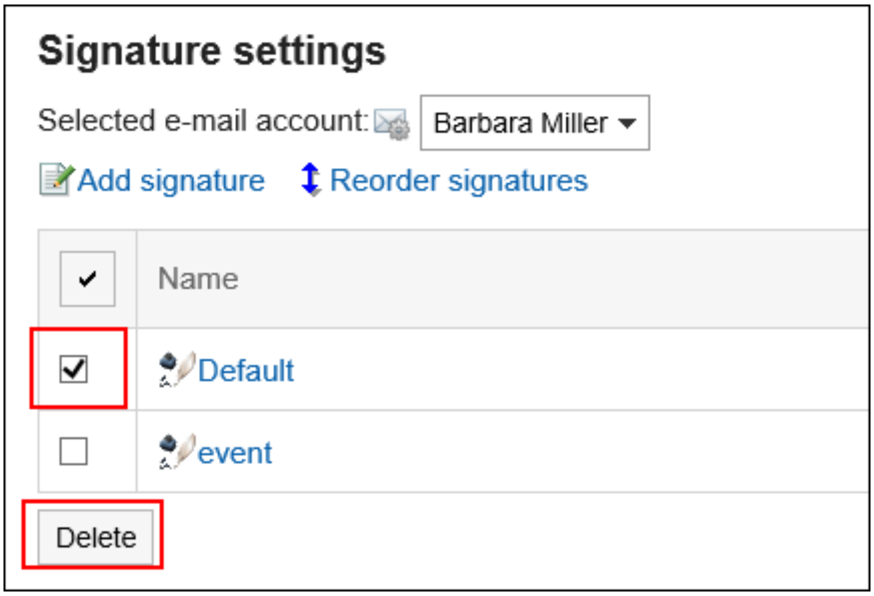
You can select signatures you want to delete, and delete them all together.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click "Signature settings".**
6. **On the "Signature Settings" screen, select the checkboxes for the signatures you want to delete, and then click Delete.**



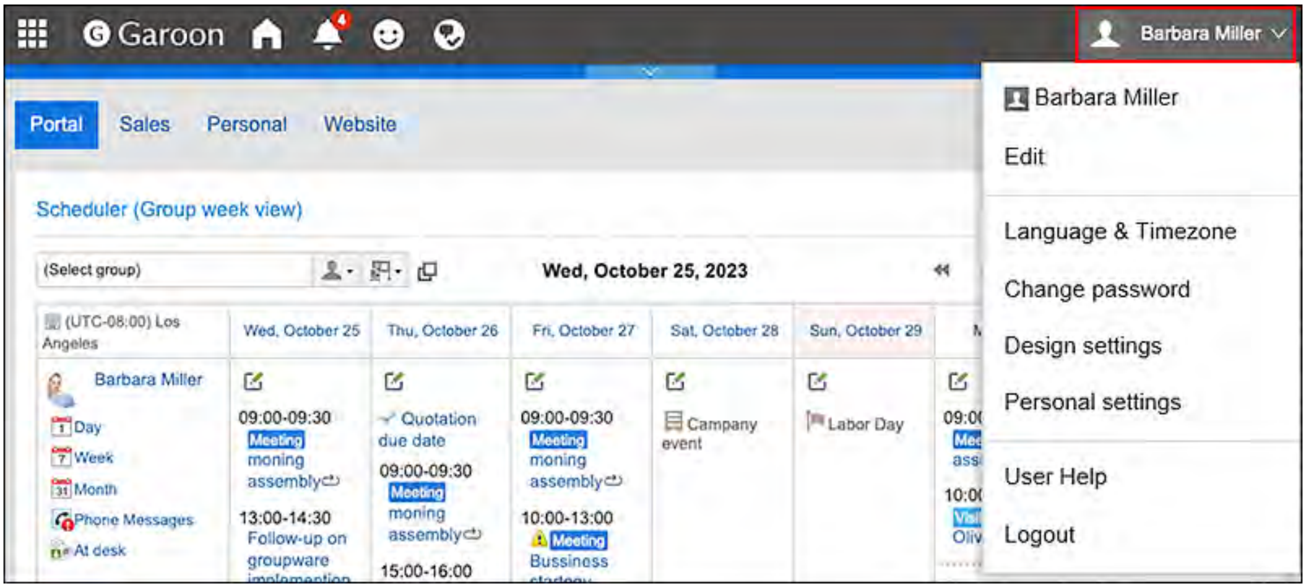
7. **Click Yes on the delete all signatures screen.**

3.13.26. Setting Up Sender Information

You can set up sender names which will be shown on the out-going e-mails for each e-mail account.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click "Sender information settings".**
6. **In the "Select E-mail Account" field on the "Sender information settings" screen, select an e-mail account from the dropdown list.**
7. **Set the name to be used in the From line.**

   Enter the name of the sender you want to display in the From line of the outgoing e-mail.

8. **Confirm your settings and click Save.**

3.13.27. Receiving Notifications

You can set update notifications for folders.

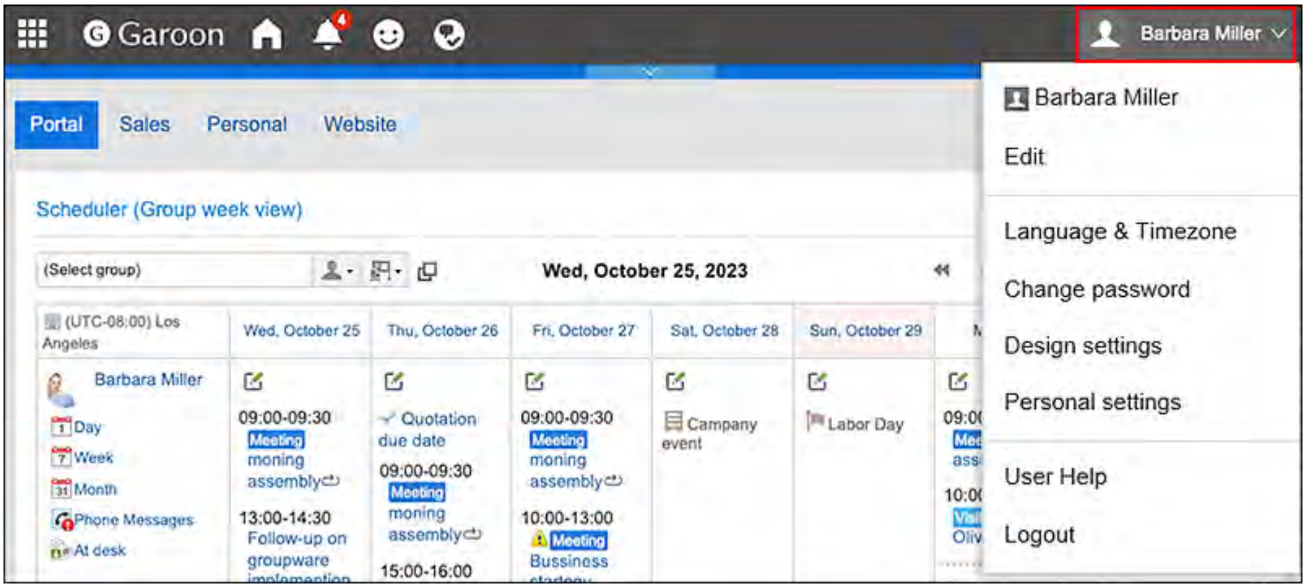
When you set up update notifications, you can receive notifications when you receive a new e-mail in the specified folder.

You cannot set update notifications for the Trash folder.

On the "E-mail" screen, is shown on the right of the folder names where update notifications have been set.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**

3. **Click Setting of each application.**

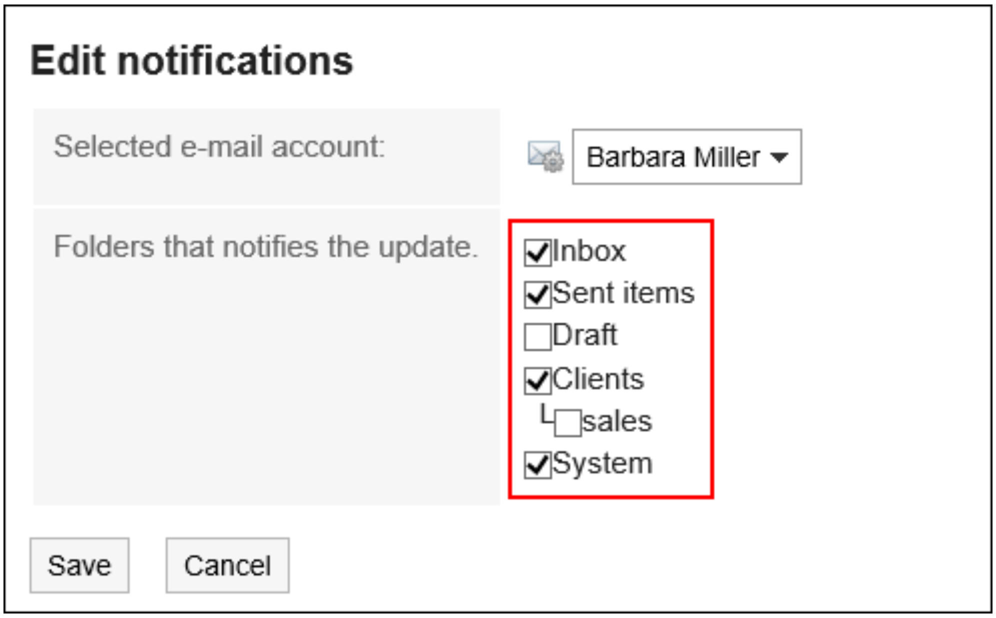
4. **Click E-mail.**

5. **Click "Edit notifications".**

6. **On the "Edit notifications" screen, configure the item for selecting e-mail accounts.**

   Select an e-mail account from the dropdown list to configure update notifications.

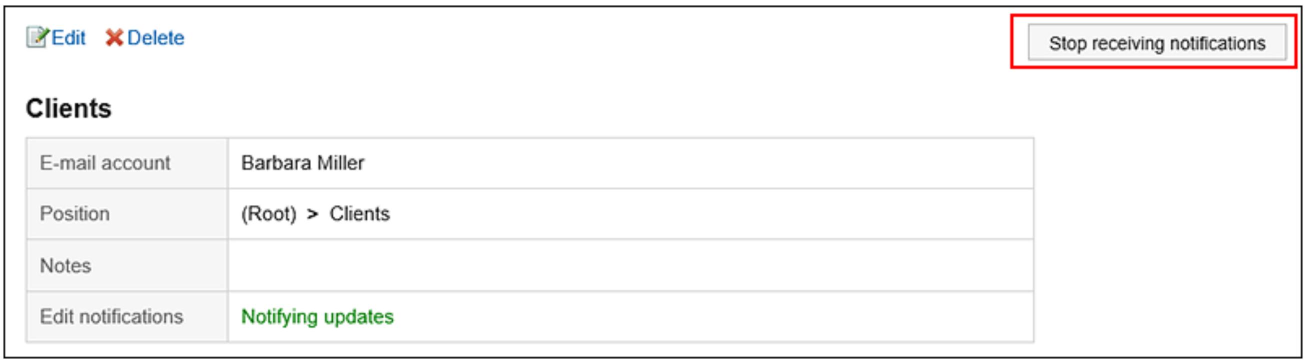
7. **In the "Update Notifications folder" field, select the check boxes for the folders for which you want to set update notifications.**



8. **Confirm your settings and click "Save".**

Note

- The update notifications are set by default for folders added by users.
- You can also change the folder's update notification settings by clicking "Stop update Notifications" or "Set update Notifications" on the "Folder Details" screen.



3.13.28. Filter Settings

You can configure filters.

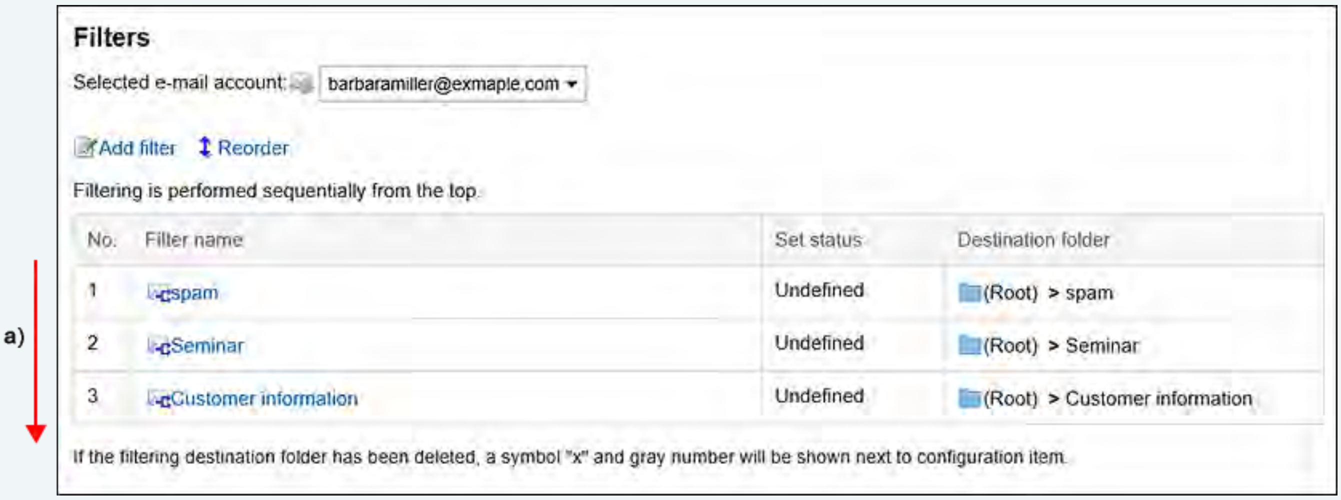
The filter is used to automatically set the status of incoming e-mails or save them to the specified folder.

Filter settings are applied to e-mails received after the settings are completed. E-mails received before the settings are completed have to be moved manually to the desired folders. For details on how to move e-mails, refer to Moving E-mails.

What if multiple filter conditions are configured?

If multiple filters are registered, filter conditions in the list are applied from top to bottom.

If you want to reorder the filters, change their order in the list. For details, refer to Reordering Filters(853Page).



a) : Run from the top.

Note

- If e-mails are not filtered as you configured, refer to the article The automatic e-mail filtering does not work properly when receiving e-mails in the FAQ.

Adding Filters

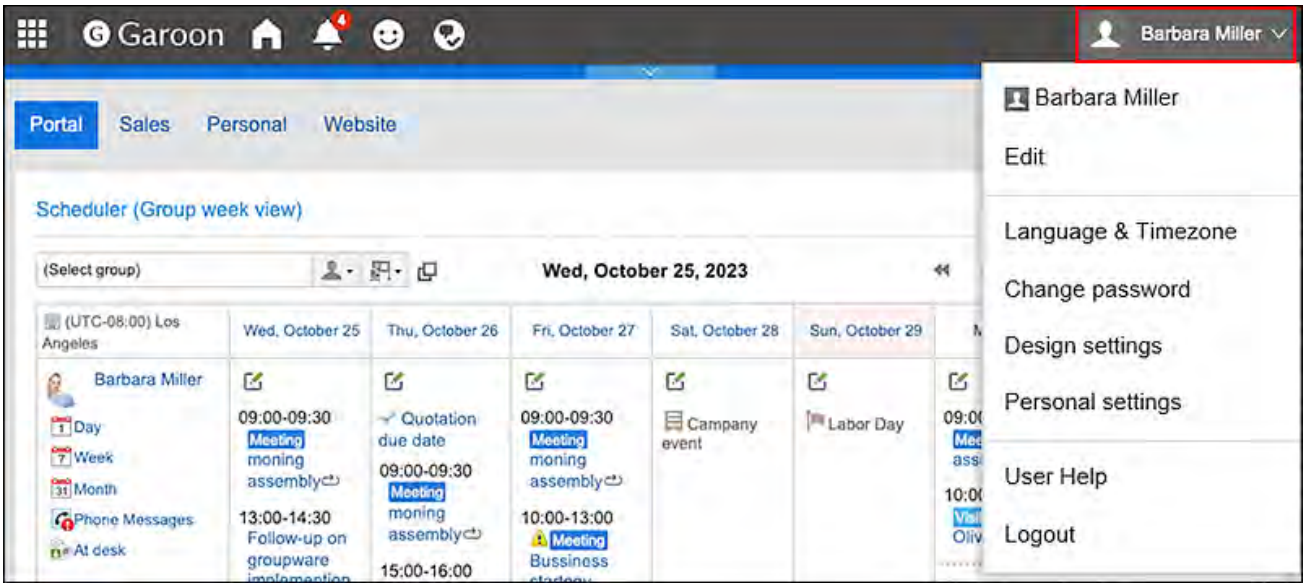
You can add filters.

Watch Video

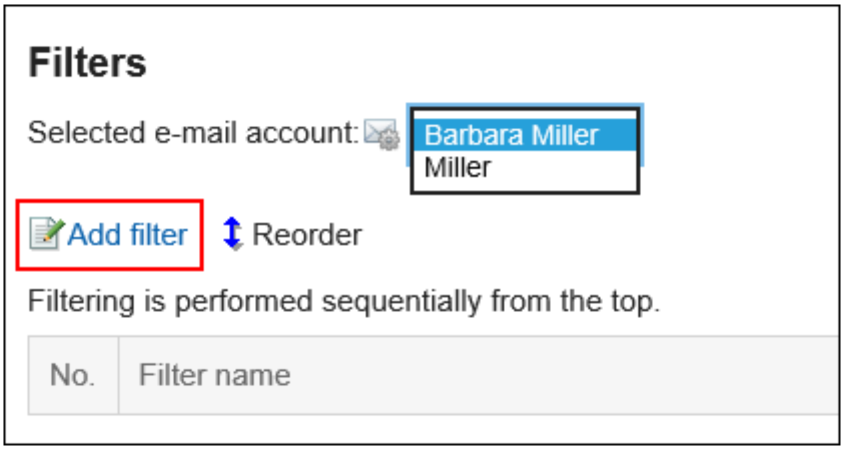
- For steps to add filter settings, also refer to How to Configure E-mail Filter Settings(712Page) video.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click "Filter settings".**
6. **On the "Filter settings" screen, select the e-mail account from the dropdown list, and click "Adding filters".**



7. Enter a name for the filter settings.

Enter a name for the filter settings. You must set the filter name.

8. Define the filter conditions.

Set up conditions for filtering e-mails.

You can combine each condition using the following methods.

- All the following conditions are met
- Any of the following conditions are met

Conditions can be subject, From, To, CC, e-mail headers, and e-mail size.

The following operators can be set for each item.

- includes
- does not include
- is the same as
- is different from
- starts with

If you want to add conditions, click the item to add conditions.

To delete the added conditions, click "Delete".

If you click "Delete all", you can delete all conditions.

Example: Filter e-mails based on their subjects and the e-mail addresses of the senders

If you configure the filter with the following conditions, e-mails whose subjects start with "Seminar" and whose sender is "sales@example.com" will be stored in any folder.

- All the following conditions are met
- [Subject][includes]"Seminar"
- [From][includes]"sales@example.com"

9. **Set the statuses.**

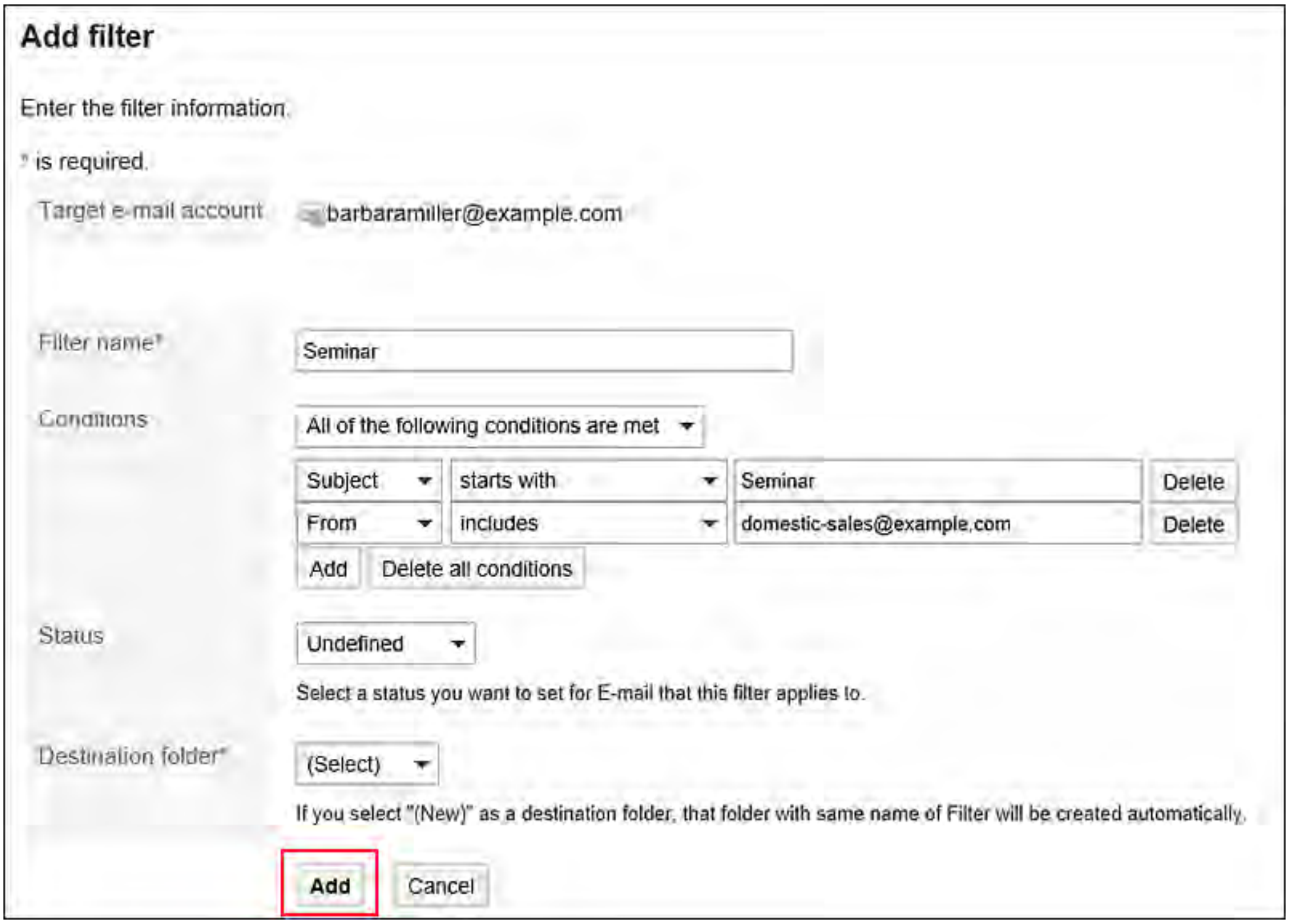
Select the status that you want to set for e-mails matching the filter conditions.

10. **Set the destination folder.**

Select the folder where you want to save e-mails that match the filter conditions.

When you select "New", a folder with the same name as the name of filter settings is created.

11. **Confirm your settings and click Add.**



Note

- You can also configure the filter settings from e-mail details view.
  - If you are showing the preview:

    Click "Filter" on the icon.
  - If you are hiding the preview:

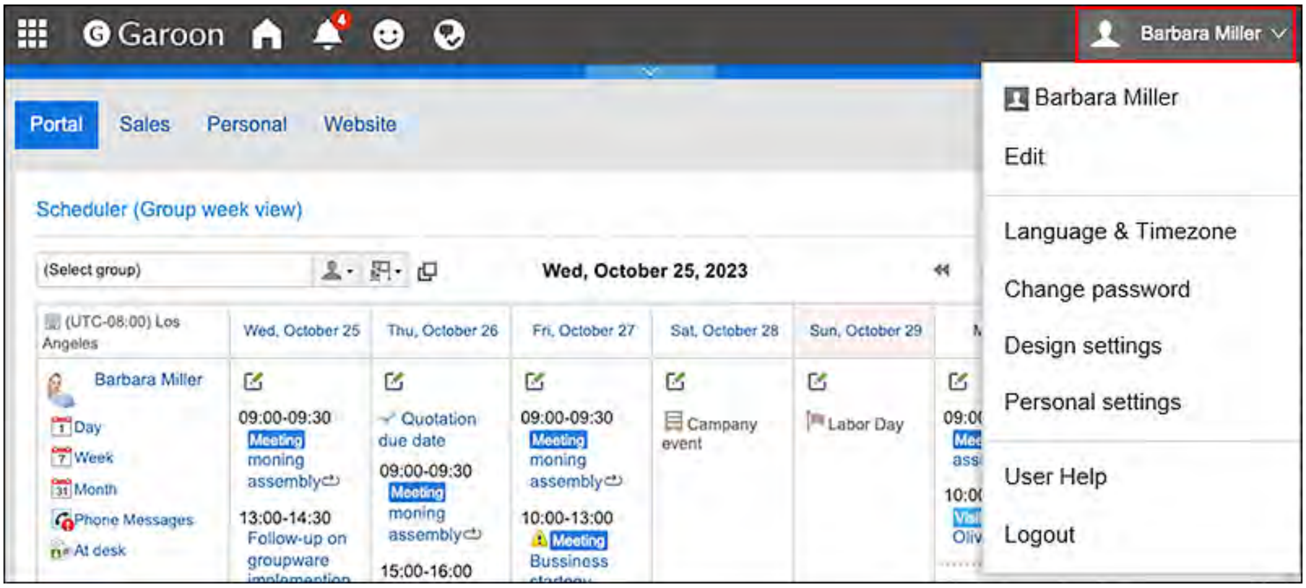
    Click "Filter" under "Options".

Changing Filters

You can change the settings of filters.

Steps:

1. Click User name in the header.



2. Click Personal Settings.

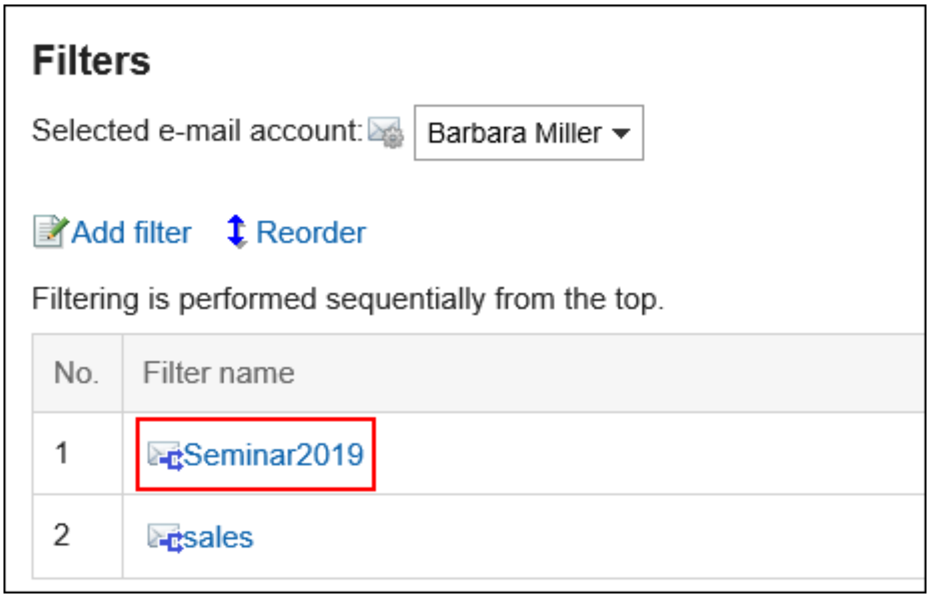
3. **Click Setting of each application.**

4. **Click E-mail.**

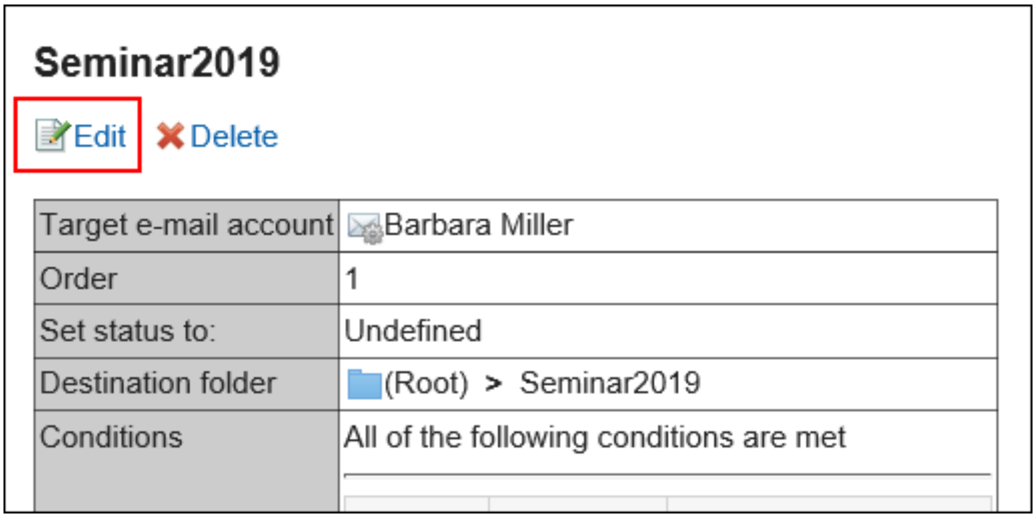
5. **Click "Filter settings".**

6. **On the "Filter settings" page, select an e-mail account from the dropdown list.**

7. **Click the name of the filter settings you want to change.**



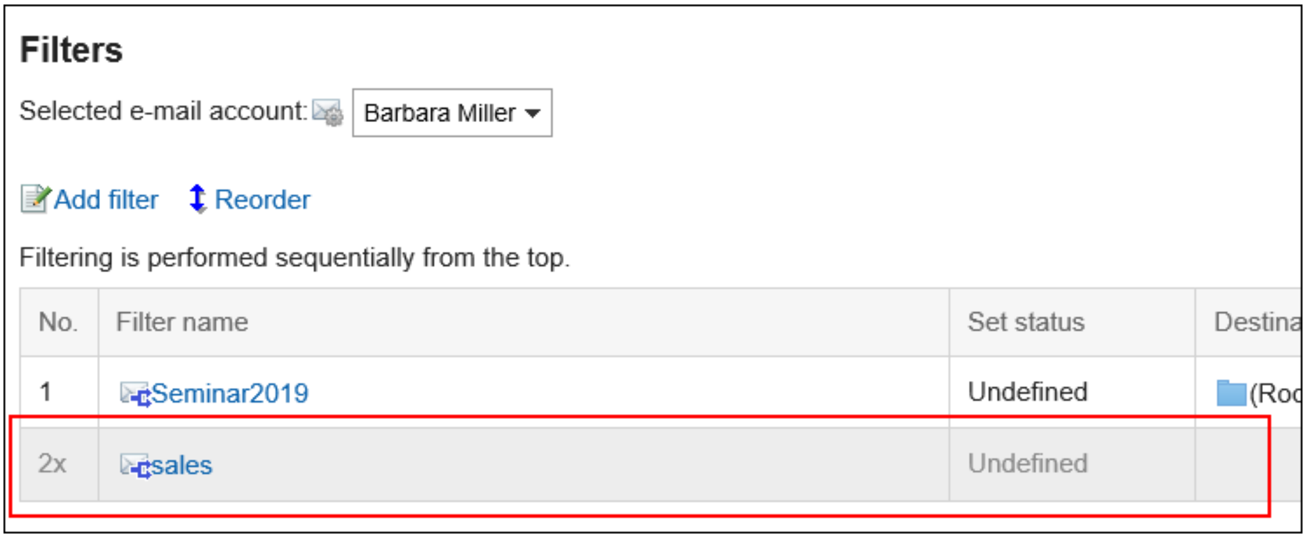
8. **On the filter details screen, click Edit.**



9. **Set the required items, and then click Save.**

Note

- If the folder where the filter is saved is deleted, the "X" is displayed in the filter setting number on "Filter settings" screen, and the background is grayed out.



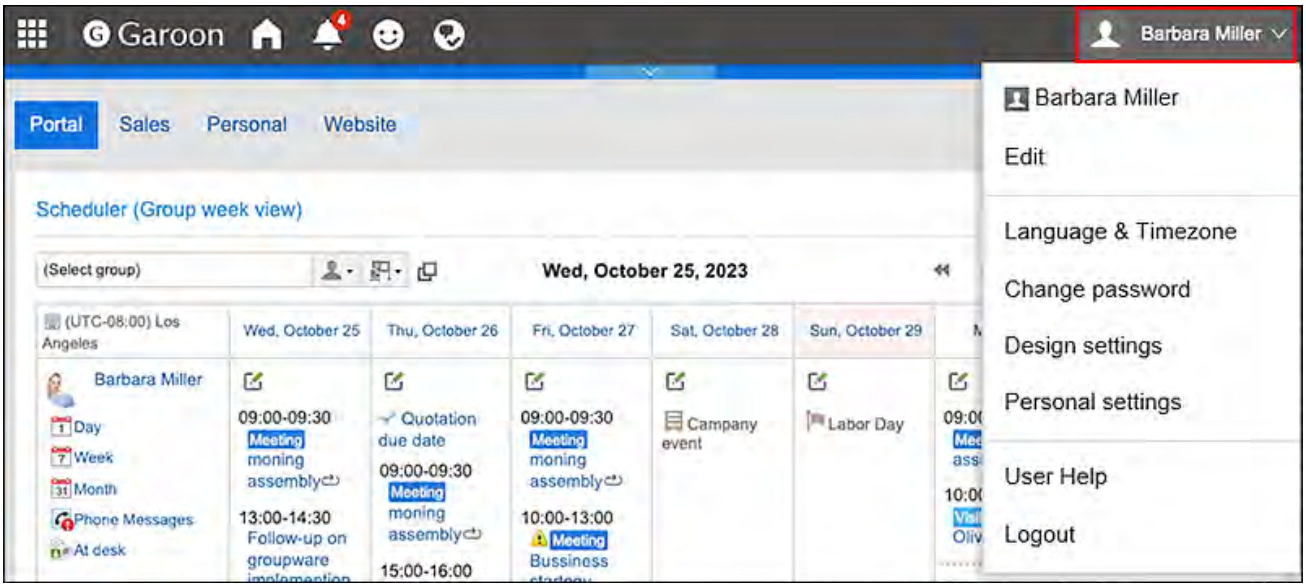
Reordering Filters

You can reorder filters.

Changing the order also changes the priority of conditions applied to e-mails.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**

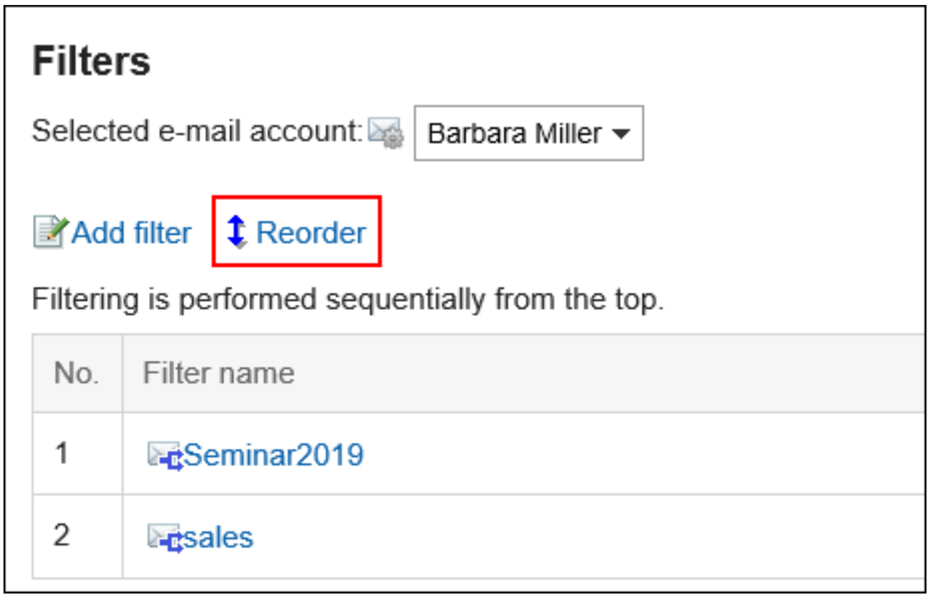
3. **Click Setting of each application.**

4. **Click E-mail.**

5. **Click "Filter settings".**

6. **On the "Filter settings" page, select an e-mail account from the dropdown list.**

7. **Click "Reordering filters".**



8. **On the page for reordering filters, change the order of the filters.**

9. **Confirm your settings and click Save.**

Deleting Filters

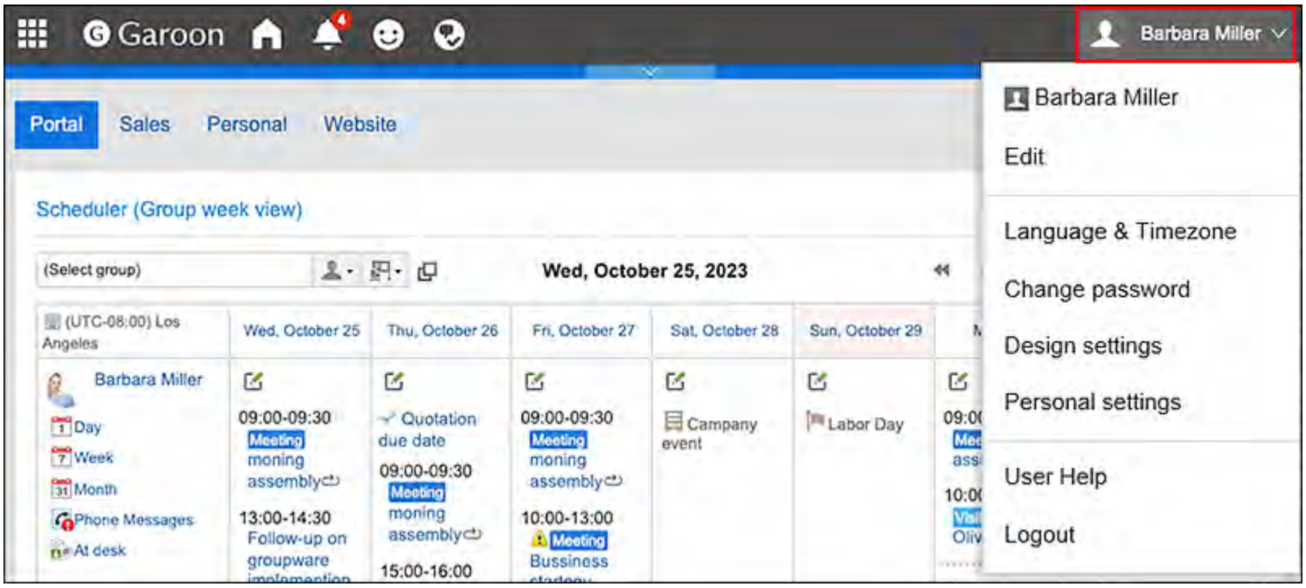
You can delete filters.

Caution

- The deleted filters cannot be restored.

Steps:

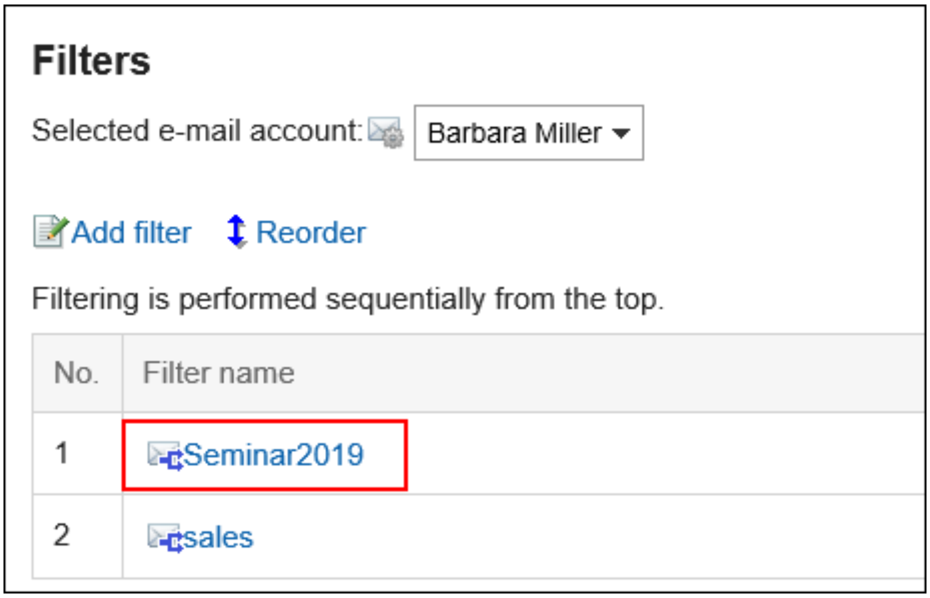
1. **Click User name in the header.**



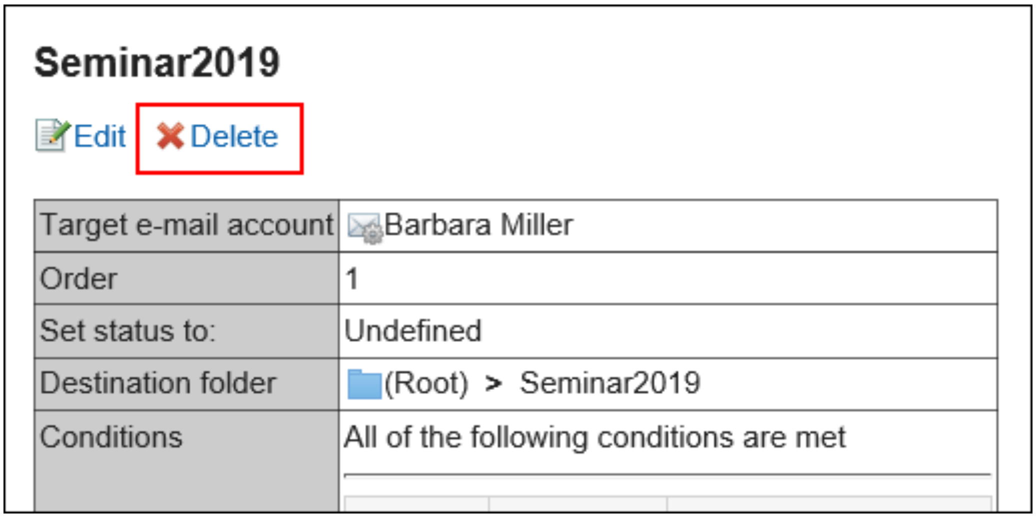
2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click "Filter settings".**

6. **On the "Filter settings" page, select an e-mail account from the dropdown list.**

7. **Click the name of the filter settings you want to delete.**



8. **On the filter details screen, click Delete.**



9. **Click Yes on the page for deleting filters.**

3.13.29. Automatic Forwarding Settings

The automatic forwarding setting is used to automatically forward e-mails received in Garoon.
When you set automatic forwarding, incoming e-mails that match the specified conditions can be forwarded to another e-mail address.
For example, you can set the e-mail to be forwarded to other recipients when you are out of the office.
Note that e-mail will not be forwarded when the To address of the original e-mail and the forwarding address that is specified in the Forward e-mails automatically settings are the same.
You may not be able to use automatic forwarding depending on the configurations by your system administrator.

Note

- Just configuring automatic forwarding is not sufficient to make e-mails be forwarded. You must receive the e-mail in Garoon.
- To receive e-mails, the system administrator must enable the automatic reception, or users must manually receive them.

Adding Automatic Forwarding Settings

You can set the conditions for Forward e-mails automatically and e-mail addresses of recipients.
Automatic forwarding is set for each e-mail account.

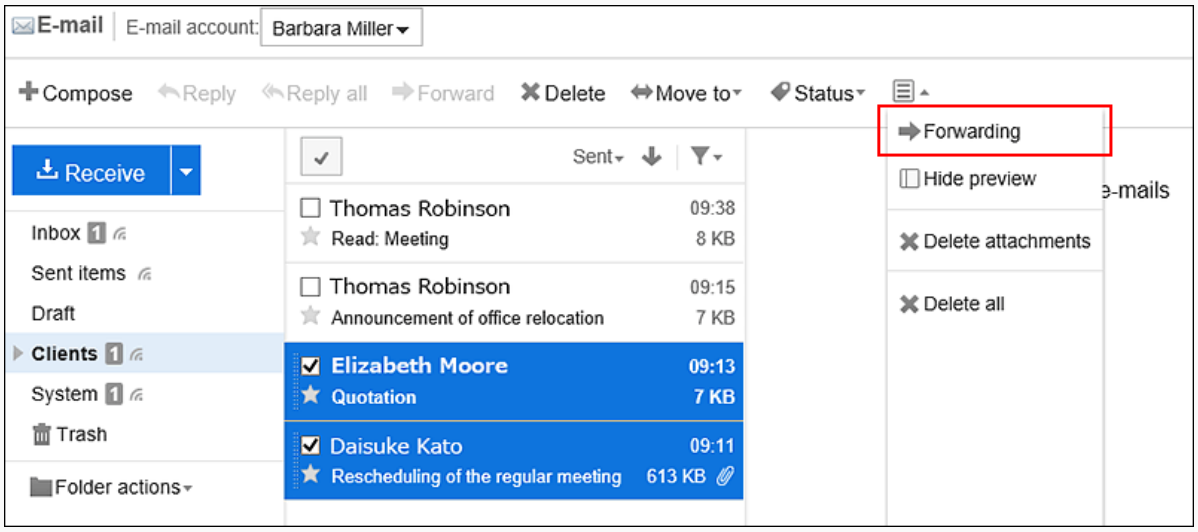
Steps:

1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **The screen for automatic forwarding settings appears.**

The steps to display the screen for automatic forwarding settings vary depending on the view that you are using.

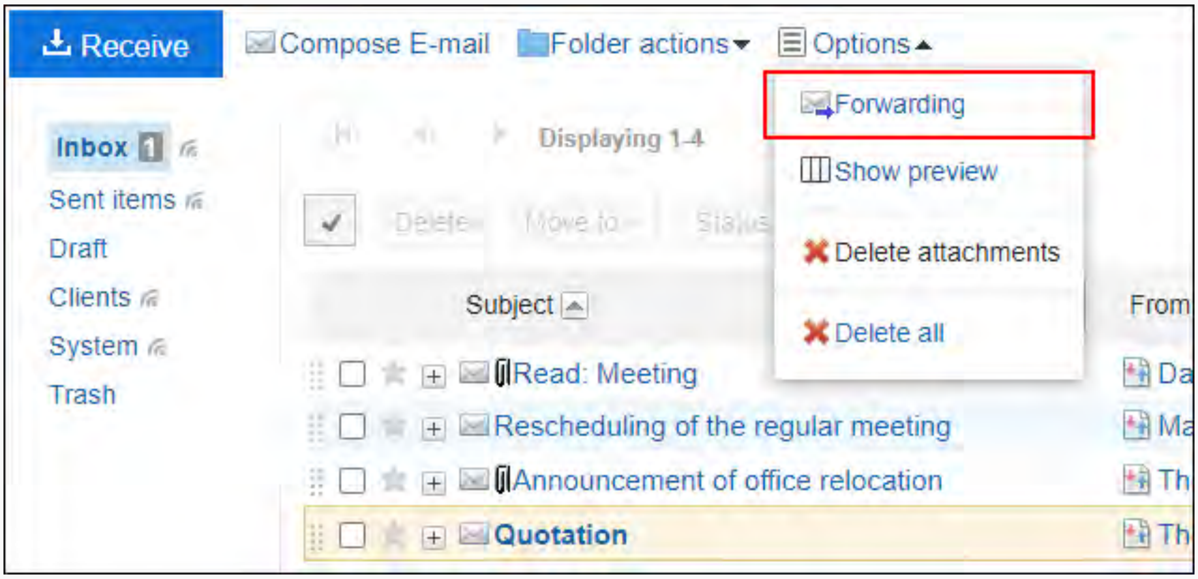
- **When preview is shown**

1. On the "E-mail" screen, click **Forwarding** in the icon.

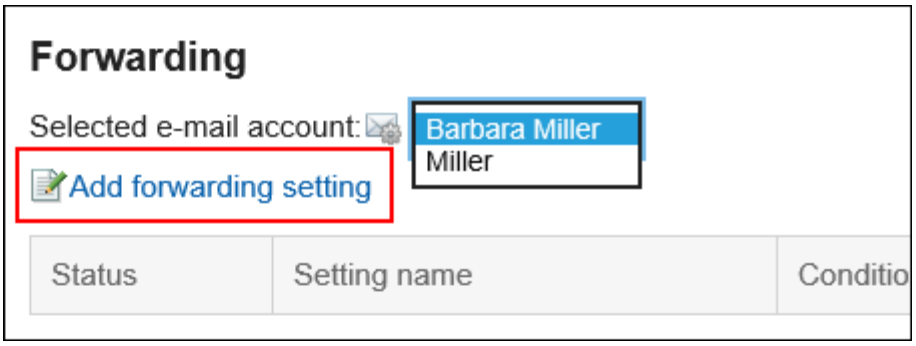


- **When preview is hidden**

1. On the "E-mail" screen, click the item for automatic forwarding settings under "Options".

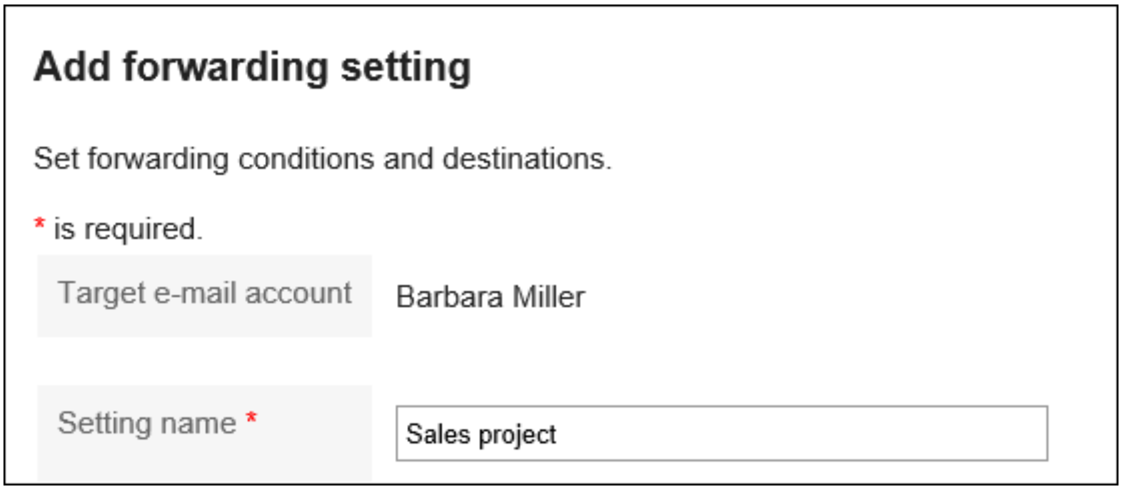


4. **On the screen for automatic forwarding settings, select the e-mail account from the drop-down list, and click the item to add automatic forwarding settings.**



5. **On the page to add automatic forwarding settings, enter the name of the forwarding setting.**

You must set the forwarding name.



6. **Set the transfer conditions field.**

Set up conditions for forwarding e-mails.

You can combine each condition using the following methods.

- All the following conditions are met
- Any of the following conditions are met

The conditions can be e-mail subjects, the e-mail address in "From" field, e-mail addresses in "To" field, and e-mail addresses in "Cc" field.

The following operators can be set for each item.

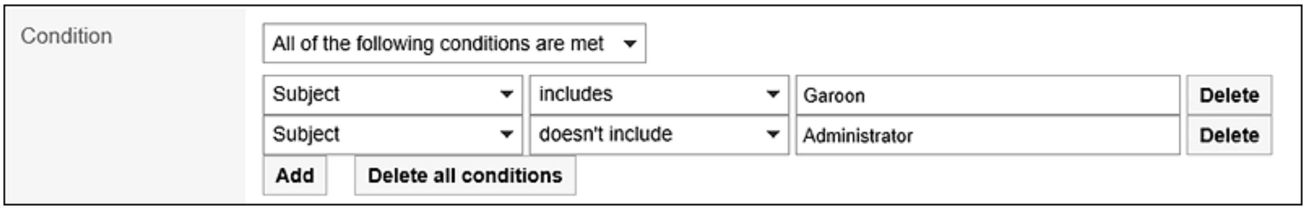
- includes

- does not include
- is the same as
- is different from
- starts with

If you want to add conditions, click the item to add conditions.

To delete the added conditions, click "Delete".

If you click "Delete all", you can delete all conditions.



7. In the "Forwarding address" field, set the e-mail addresses of the recipients.

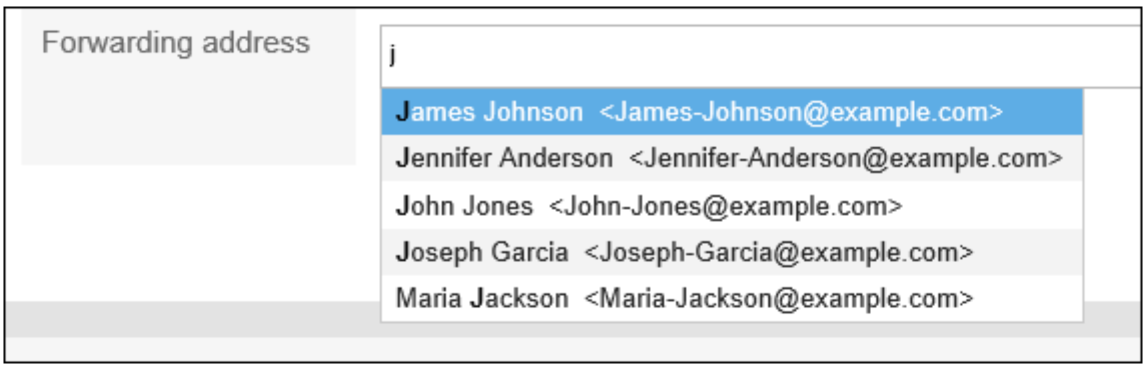
Use one of the following methods.

- Enter directly

  If your system administrator has enabled the incremental search, you can enter the address using the incremental search.

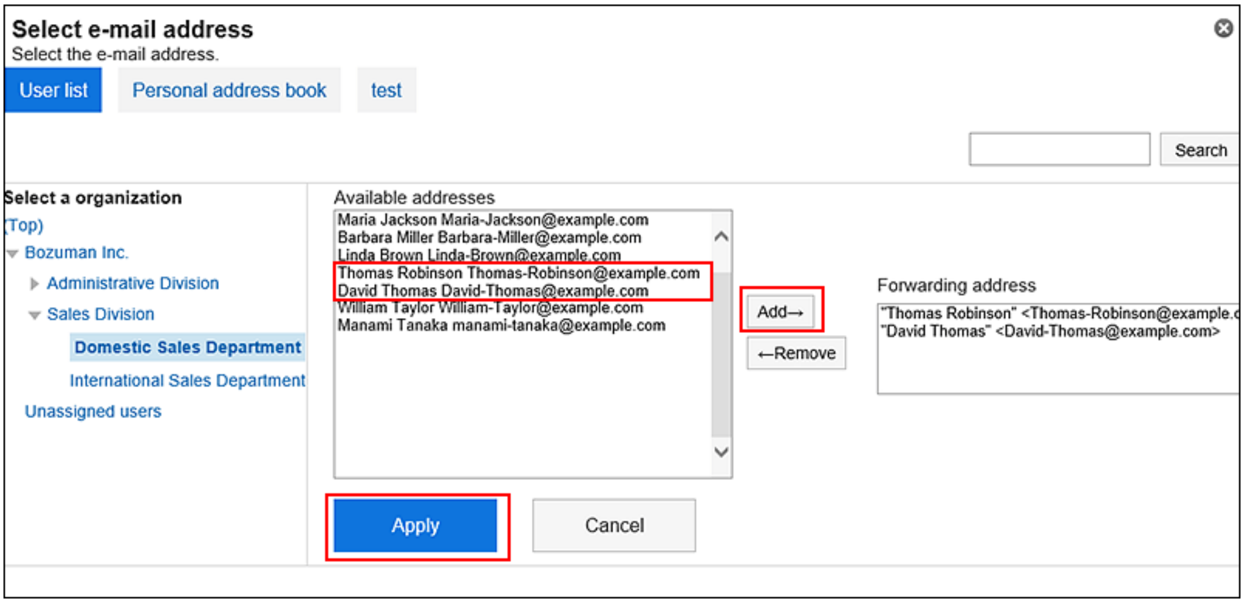
  While typing in part of an e-mail address, user display names and e-mail address that start with the inputted portion are displayed as suggestions. They come from the following data.

  - User list
  - Personal Address Book
  - ▪ Shared address book to which the user has access rights
  - E-mail recipients sent in the past



- Select from an e-mail address that has been added to the Address book

  After you've decided to select from address books, on the screen for selecting e-mail addresses, select an address, click the item for suggestions, and click "Apply".



8. **Confirm your settings and click Add.**

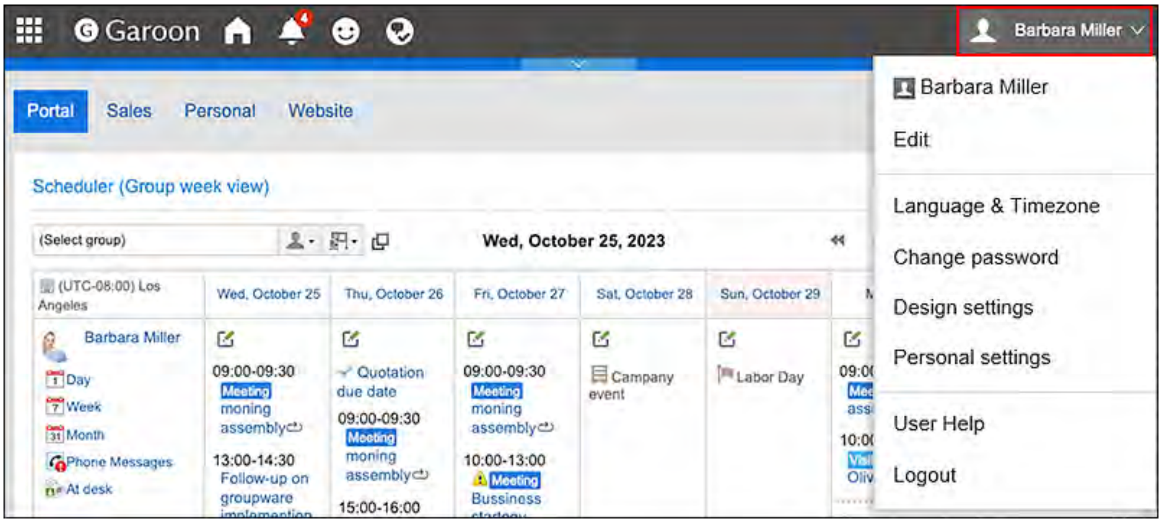
Caution

- If you set an incorrect e-mail address for the forwarding destination, an error e-mail is automatically forwarded. Confirm that the correct e-mail address has been set for the forwarding destination.

Note

- The screen for automatic forwarding settings can also be displayed on the "Personal settings" screen.

  1. Click **User name** in the header.



2. Click **Personal Settings**.

3. Click **Setting of each application**.

4. Click **E-mail**.

5. Click the button for automatic forwarding settings.

- If an e-mail account has been disabled or deleted, the e-mail will not be forwarded.
- You can add up to 50 automatic forwarding settings per user.

Changing Automatic Forwarding Settings

Change the forwarding conditions and recipient addresses of automatic forwarding.

Steps:

1. **Click the app icon  in the header.**

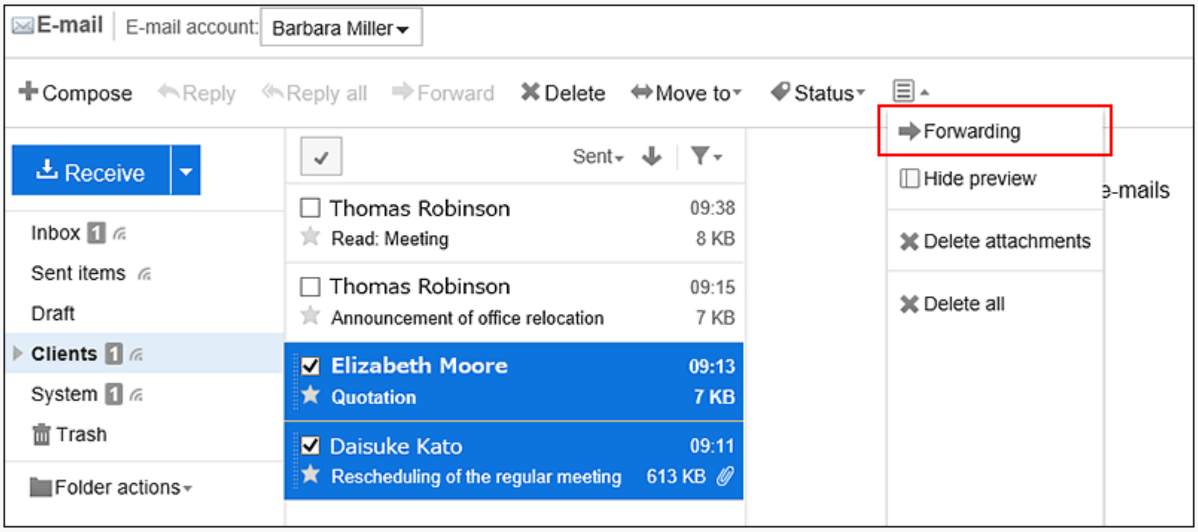
2. **Click E-mail.**

3. **The screen for automatic forwarding settings appears.**

The steps to display the screen for automatic forwarding settings vary depending on the view that you are using.

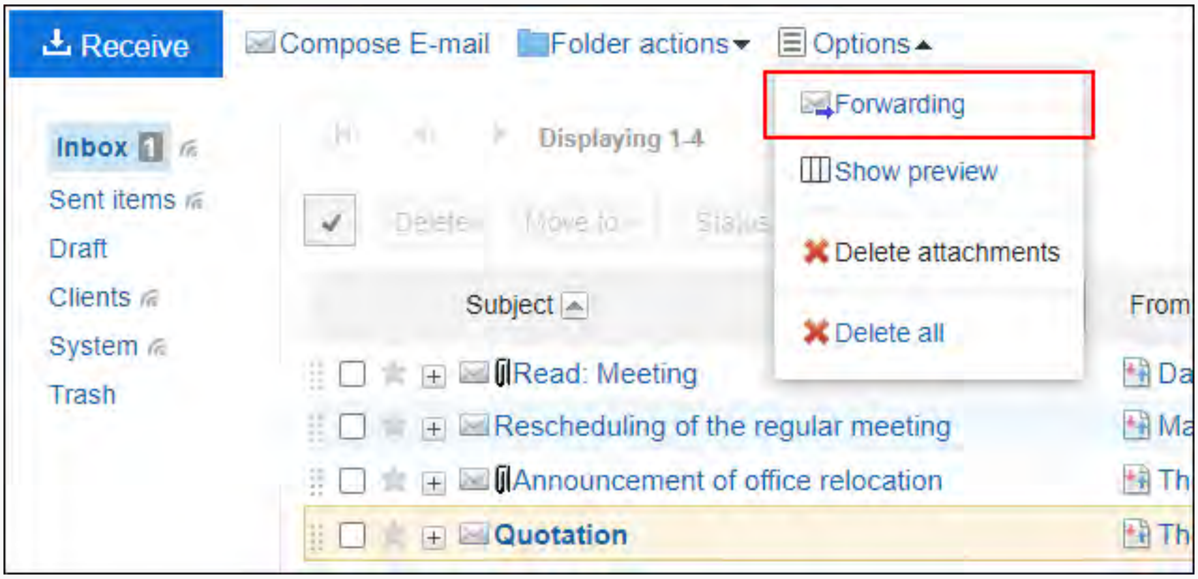
- **When preview is shown**

1. On the "E-mail" screen, click **Forwarding** in the icon.

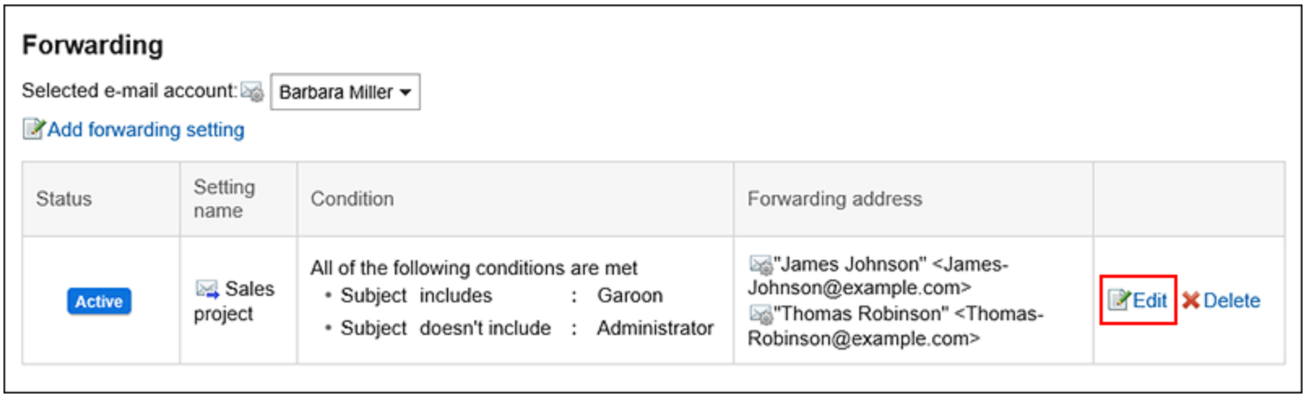


- **When preview is hidden**

1. On the "E-mail" screen, click the item for automatic forwarding settings under "Options".



4. **On the screen for automatic forwarding settings, select an e-mail account from the drop-down list, and then click Change in the automatic forwarding settings you want to change.**



5. **On the screen for changing automatic forwarding settings, you can change the settings as necessary.**

6. **Confirm your settings and click Save.**

Disabling Automatic Forwarding Settings

You can temporarily disable the specified automatic forwarding setting.

Steps:

1. **Click the app icon in the header.**

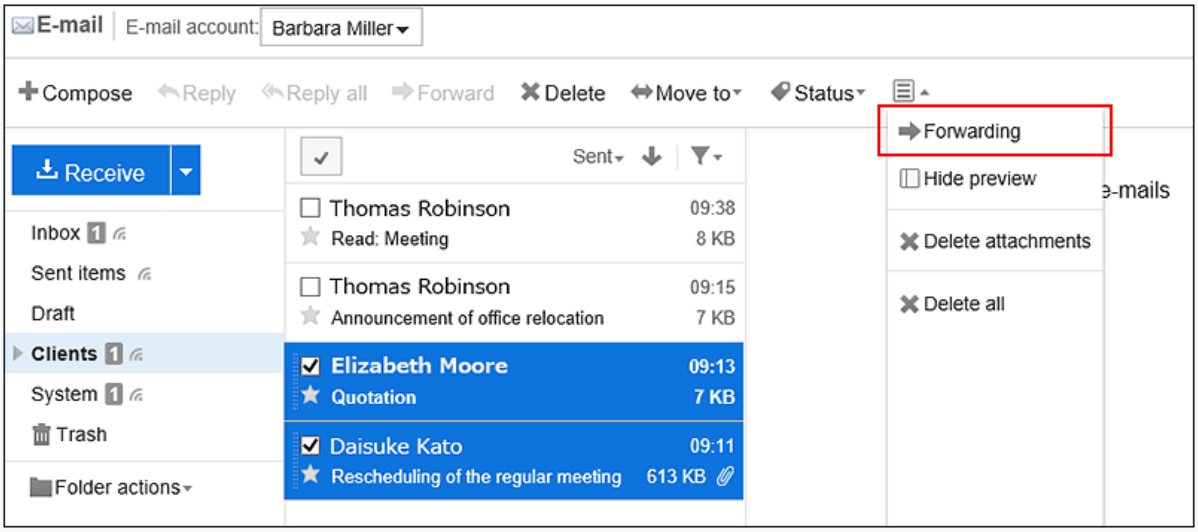
2. **Click E-mail.**

3. **The screen for automatic forwarding settings appears.**

   The steps to display the screen for automatic forwarding settings vary depending on the view that you are using.

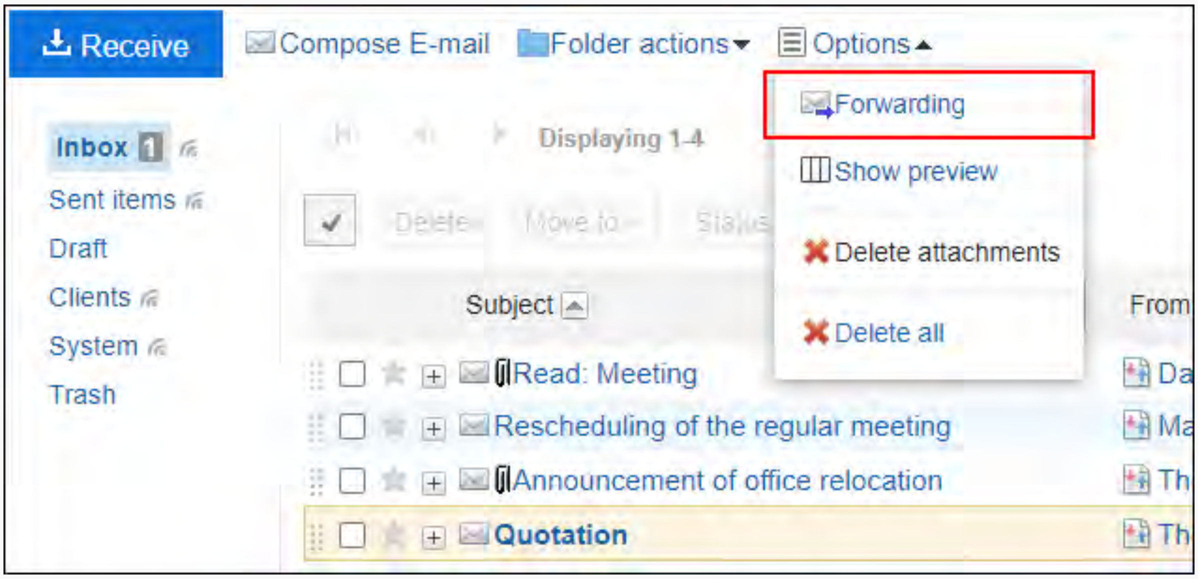
   - **When preview is shown**

   1. On the "E-mail" screen, click **Forwarding** in the icon.

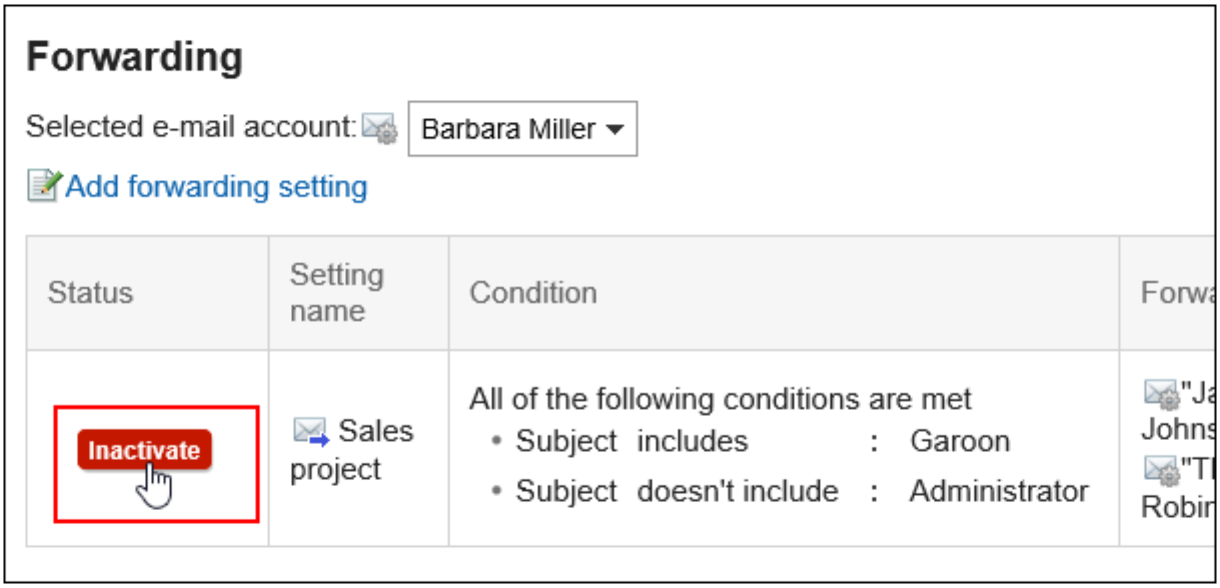


• **When preview is hidden**

1. On the "E-mail" screen, click the item for automatic forwarding settings under "Options".



4. **On the screen for automatic forwarding settings, select the e-mail account from the drop-down list, and then click "Disable" in the "Enable" field in the automatic forwarding settings.**



If you want to enable automatic forwarding, click "Enable".

Deleting Automatic Forwarding Settings

You can delete the specified automatic forwarding settings.

Caution

- The automatic forwarding settings you have deleted cannot be restored.

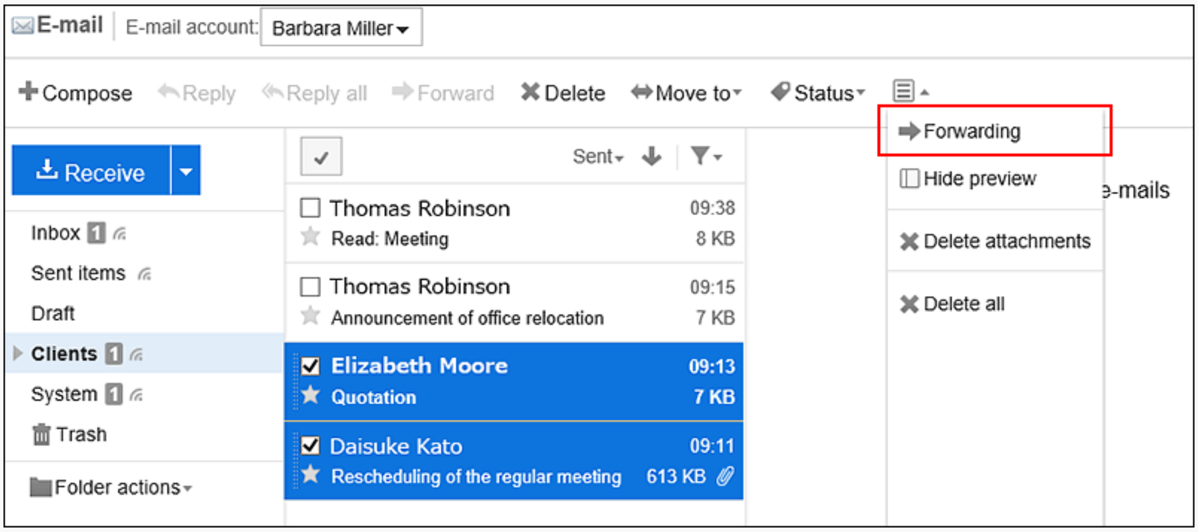
Steps:

1. **Click the app icon  in the header.**
2. **Click E-mail.**
3. **The screen for automatic forwarding settings appears.**

The steps to display the screen for automatic forwarding settings vary depending on the view that you are using.

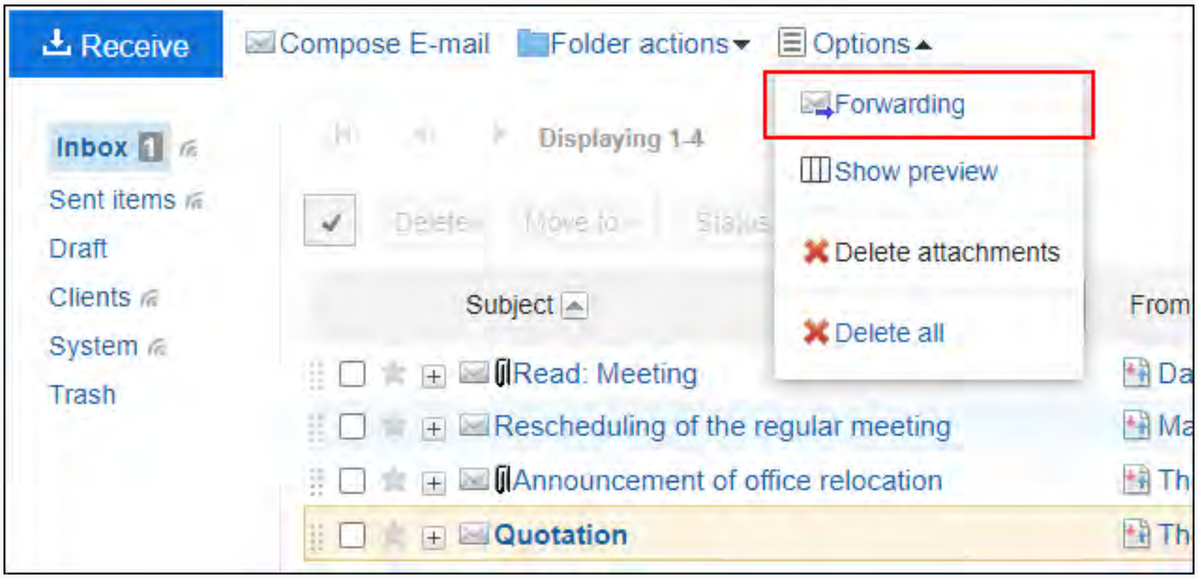
- **When preview is shown**

1. On the "E-mail" screen, click **Forwarding** in the icon.

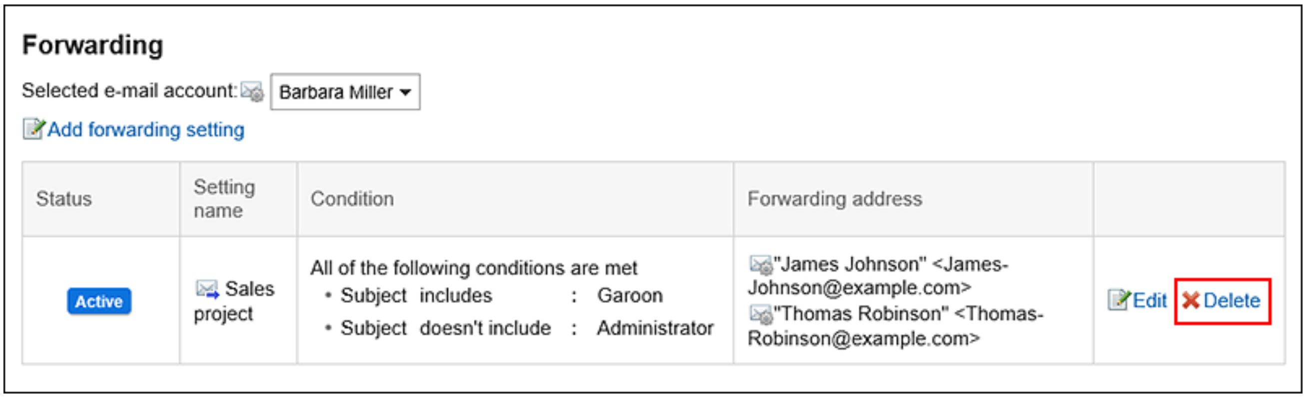


- **When preview is hidden**

1. On the "E-mail" screen, click the item for automatic forwarding settings under "Options".



4. **On the screen for automatic forwarding settings, select the e-mail account from the drop-down list, and then click "Delete" in the automatic forwarding settings you want to delete.**



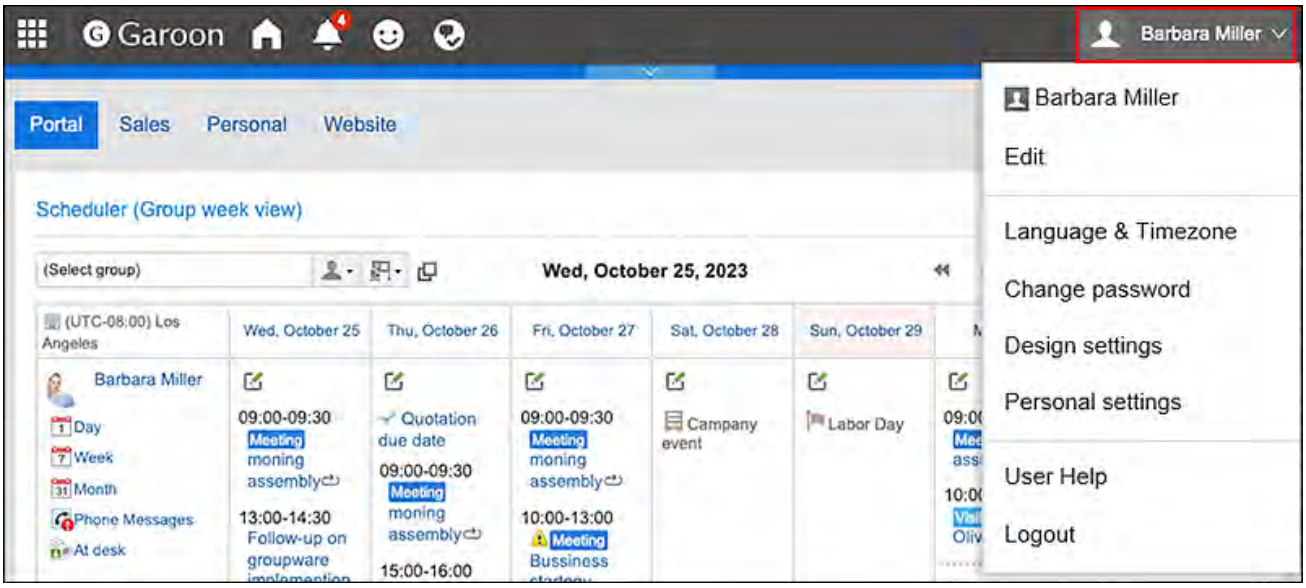
5. **Click Yes on the screen for deleting automatic forwarding settings.**

3.13.30. Read Receipt Settings

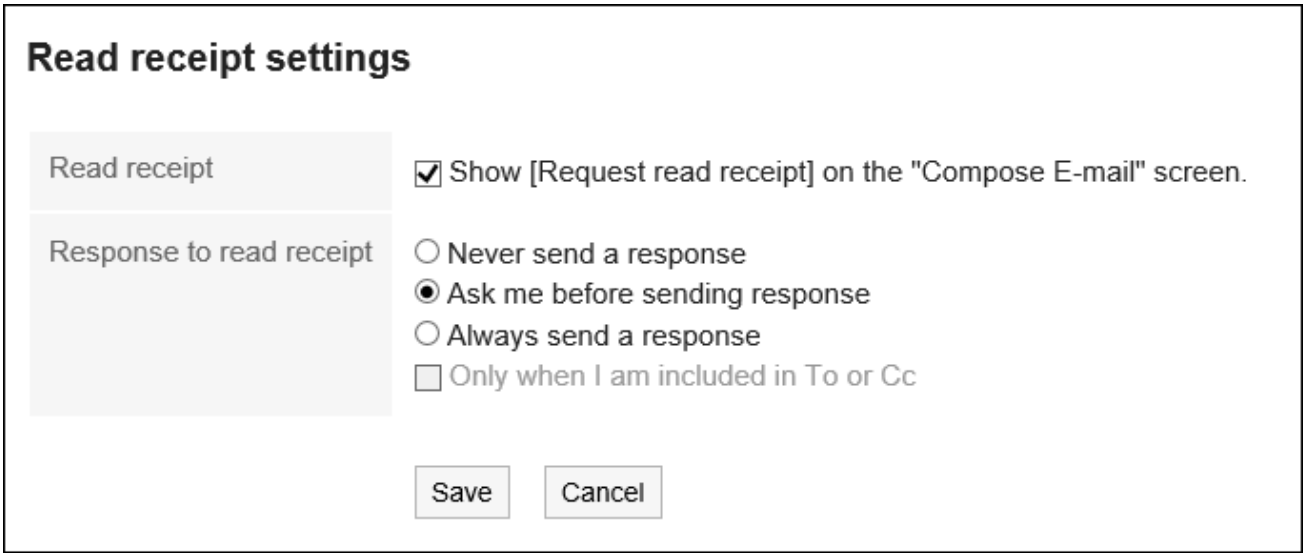
You can set whether or not to display the read receipt settings on the "Compose E-mail" screen, and how to respond when a read request is requested.
The system administrator can choose not to display this setting.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click the item for read receipt settings.**
6. **On the read receipt settings screen, set the required items.**
   - Requests for read receipts:
     Select whether to display the settings for the read receipt e-mail on the "Compose E-mail" screen.
   - Reply to requests for read receipts:
     Select how to reply when you receive a read receipt e-mail.
     - Do not respond
     - Display a confirmation message:
       When you receive a read receipt e-mail, a confirmation message appears above the sender field in the e-mail, and you can select whether to reply to the read receipt.
       For details, refer to When You Receive E-Mails Requesting Read Receipts(733Page).
     - Always respond:
       You can also set to reply a confirmation e-mail only if you have been set to "To" or "Cc".



7. Confirm your settings and click Save.

3.13.31. Importing/Exporting E-Mail Data in MBOX or EML Format

You can manage e-mail data in a file with UNIX mbox format or eml format.

This feature enables you to migrate Garoon e-mail data to other e-mail software or migrate the e-mail data of your e-mail software to the E-mail application in Garoon.

Note

- To migrate the e-mail data, your e-mail software must support UNIX mbox or eml format.
  For details on the supported file formats, refer to the manual for your product.
- To export an e-mail to a text file, view the details of the e-mail and click "Export to file".
  For details, refer to the Exporting E-mails to Text Files(752Page).

Import from a File

You can import e-mail data from a file.

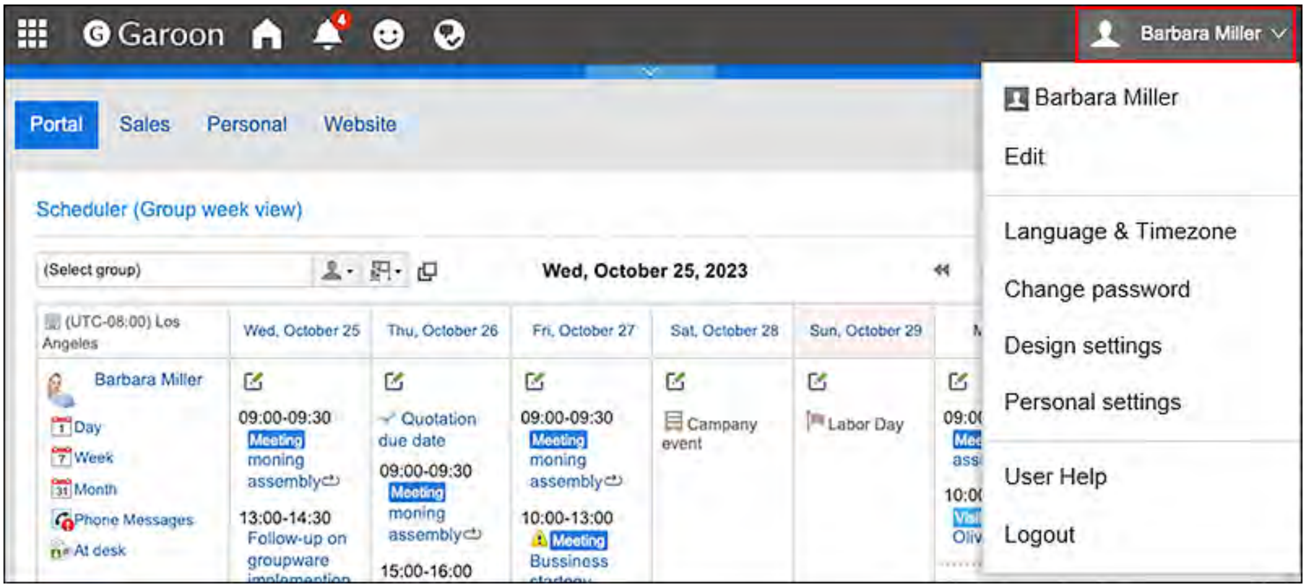
If an error occurs while importing a file, the import process will be terminated. The data which has been imported will be eliminated.

Note

- Garoon cannot import files larger than or equal to 1GB.
  If you have exported data which is 1GB or larger in size, you must split it into files that are less than 1GB.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**

4. Click E-mail.

5. Click "Import from File".

6. On the "Import from File" screen, configure the data that you want to import, and then click Next.

- Target e-mail account:
  Set the e-mail account for which you want to import e-mail data.
- Import folder:
  Select the folder where you want to save the imported e-mail data.
  Trash folder cannot be selected.
- Format:
  Select the format of the file you want to import.
  - UNIX mbox Format:
    Import multiple e-mails in one file.
  - EML format:
    Import one e-mail in one file.
- File:
  Select the file you want to import.

7. Click Yes on the "Import from File" screen.

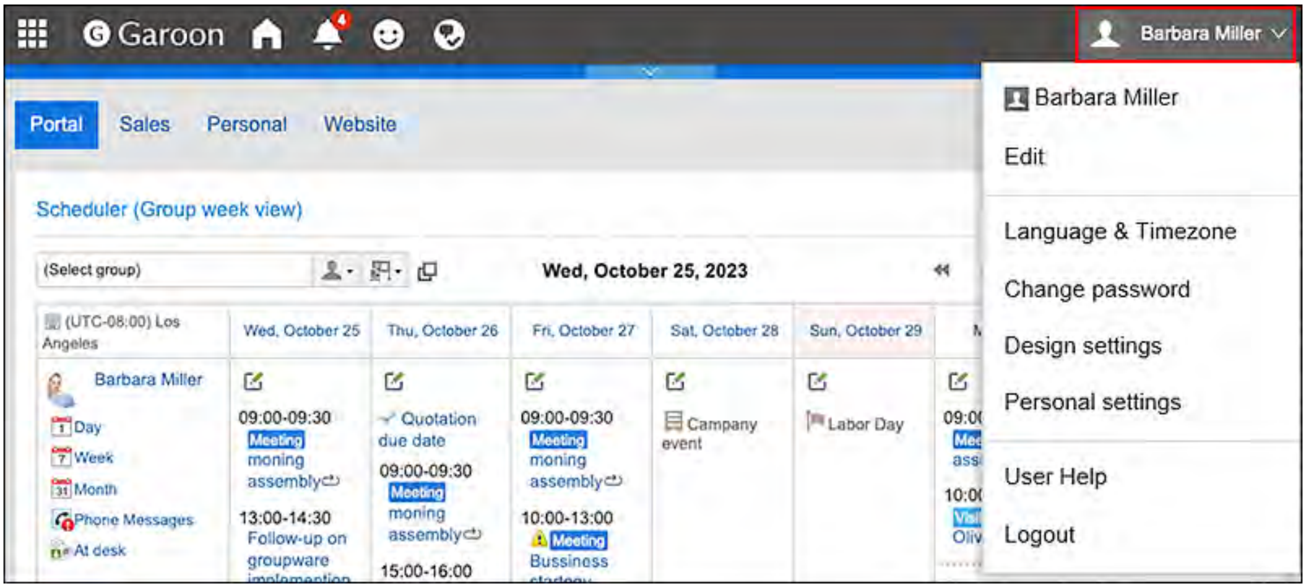
Export to a File

You can export the e-mail data to a file.
However, you cannot export the following e-mails to a file.

- Draft e-mails
- E-mails of which attachments were removed
  The e-mails of which attachments are not deleted can be exported to a file, including the attachments.

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click E-mail.**
5. **Click "Export to File".**
6. **On the "Export to File" screen, set the required items for the exported data, and click Export.**
   - Target e-mail account:
     Set up an e-mail account to export e-mail data.
   - Export folder:
     Select the folder where you want to export the e-mail data to a file.
   - Format:
     Select the format of the exported file.
     - UNIX mbox Format:
       All e-mails in a folder are exported to one file.
     - EML format:
       One e-mail is exported to one file.

7. Save the file with a function provided by your Web browser.

Note

- If you want to check the exported e-mail data, use your e-mail software.

3.13.32. Working with Other Applications

You can integrate e-mails with other applications.
Depending on your system administrator settings, icons and links for working with other applications may not be displayed.

Forwarding an E-mail to Message

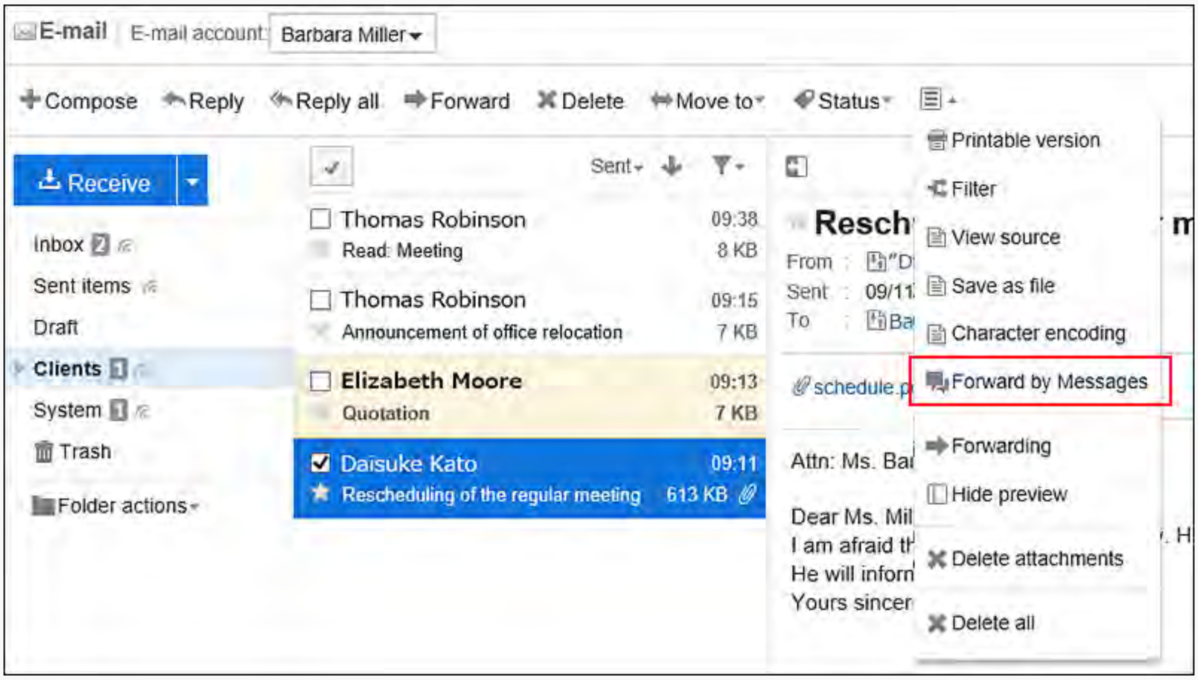
Compose a new message using the subject, body, and attachments of the current e-mail.

Steps:

1. **Click the app icon in the header.**
2. **Click E-mail.**
3. **Click an e-mail to forward and click Forward by Messages.**
   You may go through different steps before clicking the "Forward by Message" option, depending on the view displayed.
   - **When preview is shown**

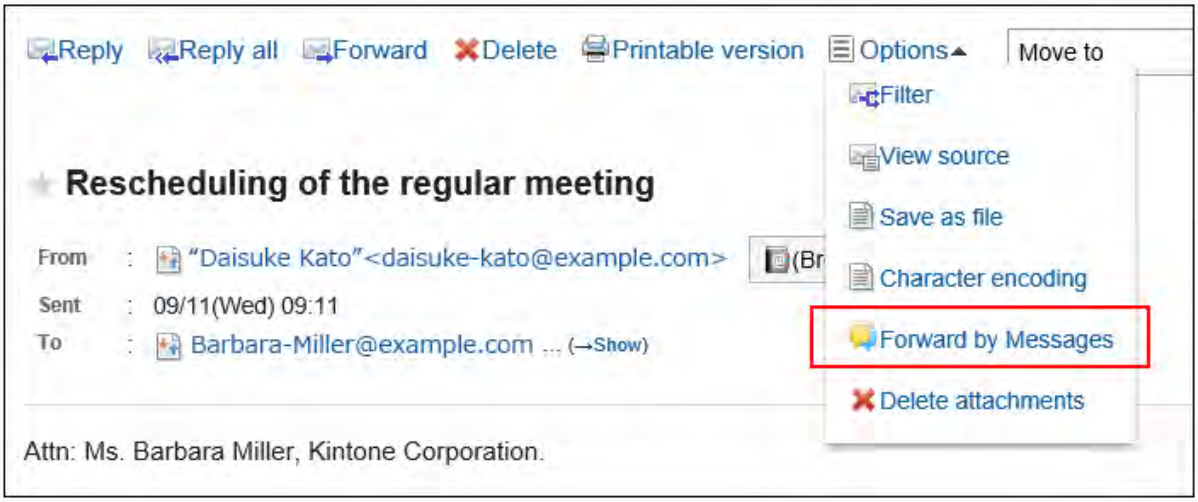
     1. Click an e-mail you want to forward.

2. Click **Forward by Messages** from the ☰ icon.



• **When preview is hidden**

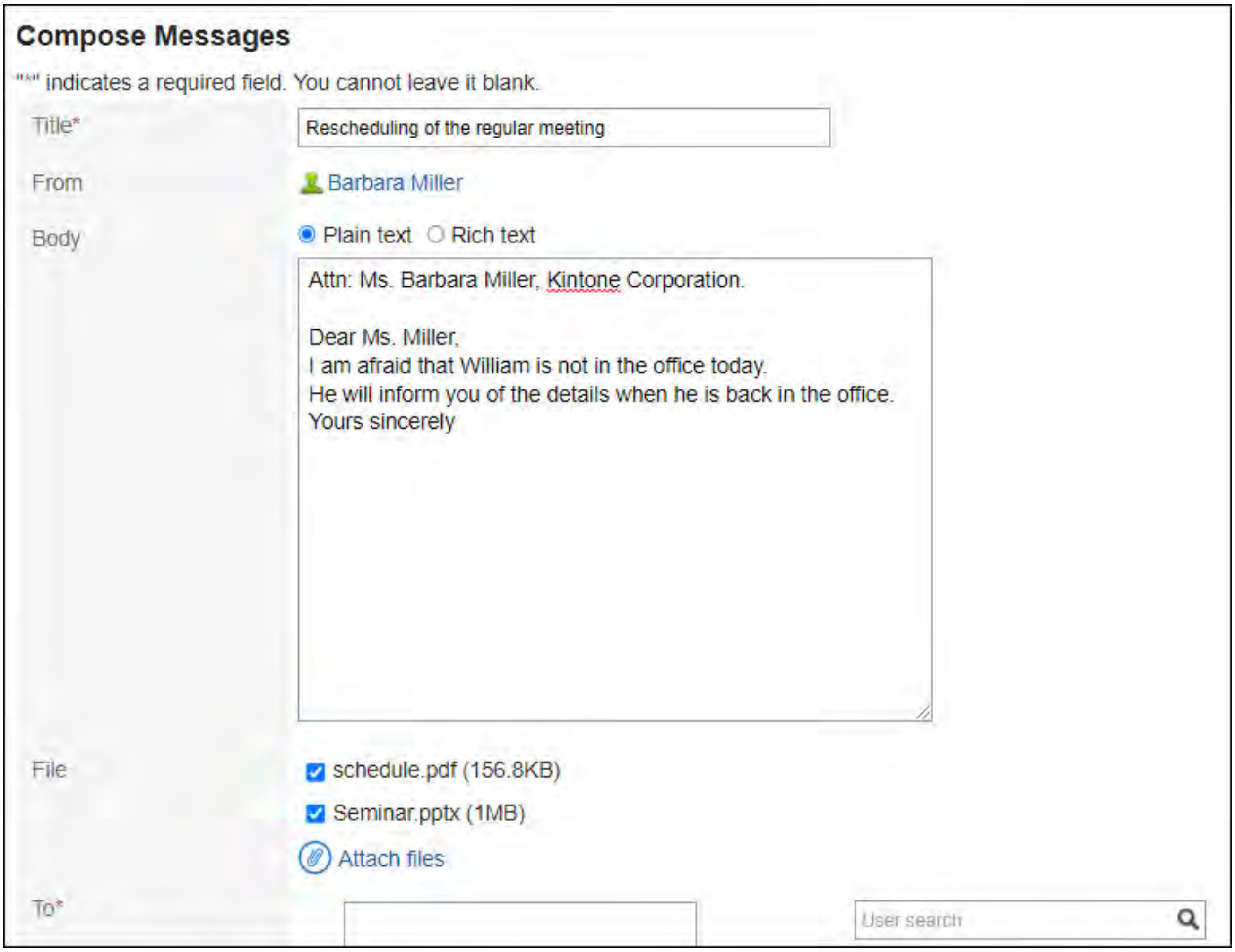
1. Click the subject of the e-mail that you want to forward.
2. On the "E-mail Details" screen, click **Forward by Messages** from "Options".



4. **On the "Compose Messages" screen, confirm that the subject and the body text from the selected e-mail are set.**

The e-mail body in HTML format is converted to a text format.

The e-mail attachments are also copied to the message if they exist.



5. Configure the fields as necessary and create a message.

For details on how to create a message, refer to Sending Messages(466Page).

3.14. Workflow

Workflow is an application that allows you to approve and authorize business tasks on a Web browser.

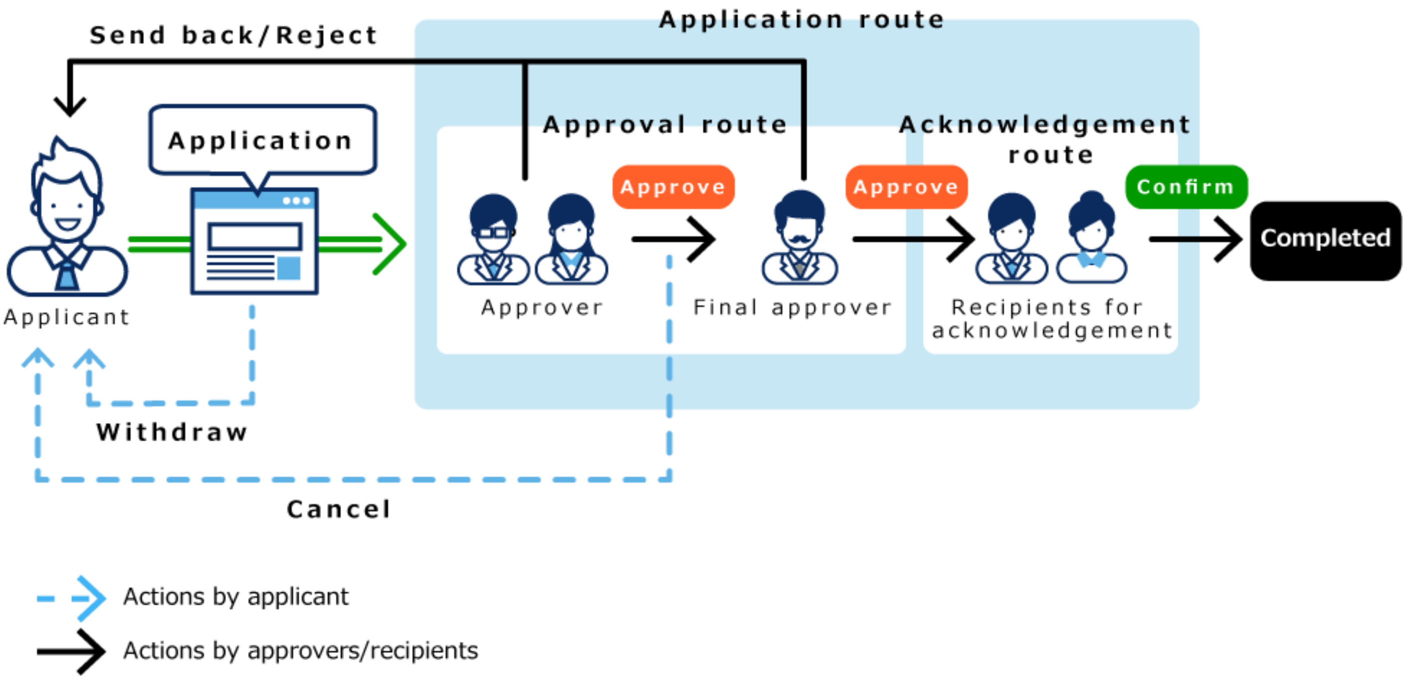
The applicant will use the template (request form) prepared by the system administrator and create request data and submit it to the processors.

The processors judge (approve or reject) the request details and process them.

You can also set up a proxy to let other users submit or process a request on your behalf.

You can check the status of requests from mobile devices as well.

Image of Processing Requests



References

- Workflow Terminology
- Request Submission(888Page)
- Process requests(923Page)
- Confirming Requests(933Page)
- Setting Up Proxies(944Page)
- Setting Up E-mail Notifications(946Page)

3.14.1. How to View the Screen

This section describes icons and buttons that are displayed on the workflow screen.

"Workflow (Recent)" Screen

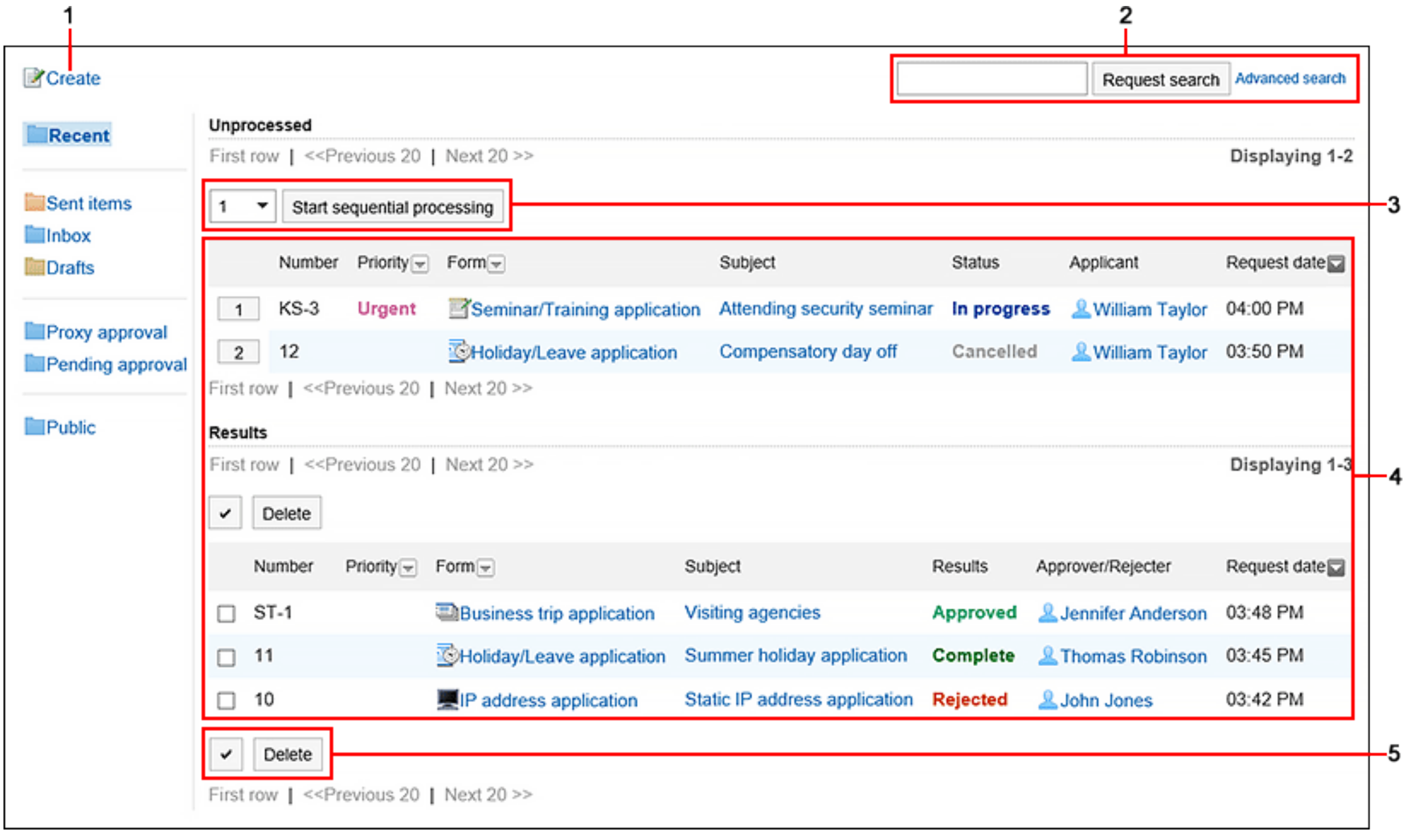
A list of the following request data is displayed.

- **Unprocessed data list:**

  A list of request data to be processed.

- **Results list:**

  This is a list of the submitted request data that have been processed.



Description of the items

Number	Description
1	

Number	Description
	Request link: Displays the screen for creating requests (for selecting request forms).
2	**Items for Search**: You can search for data by entering keywords and clicking the item to search in the request data. When you click "Advanced Search", the screen for searching request data appears.
3	**Item to process request data sequentially**: From the dropdown list, select the start number of the request data to process sequentially. When you click the item to process data sequentially, the screen for processing unprocessed requests opens for the selected data. You can process the request data on and after the selected number sequentially.
4	**List**: • **Number buttons**: The starting number of request data to be processed in sequence. The "Process unprocessed requests" screen will be displayed. You can process the request data on and after the selected number sequentially. • **Number**: The number that is given to the request data. The system administrator can set whether or not to add numbers to request data and their format. For details, refer to Request & Approval numbering. • **Priority**: The "Urgent" is displayed when the applicant has prioritized the request. The notification icon will become for urgent requests. • **Request form name**: The name used for the request form. You can check the details of your request. If you want to process the request data, click the request form name in the unprocessed data list or the proxy approval list.

Number	Description
	• **Subject**: The subject of the request data. You can check the details of your request. If you want to process the request data, click the subject in the unprocessed data list or the proxy approval list. • **Status**: The current status of the request data. • **Applicant**: The user who created the request data. • **Request date**: Date of submitting the request data. The time is displayed on the day of the request.
5	**"Delete" Button**: Deletes the selected request data from the list.

Status of the Process

The current status is displayed in the submitted request data.
The status that is displayed in the "Status" field is as follows.

- **In progress**：
  The status until the last approver approves the request, if the request has an approval route.
  If only the acknowledgement route is set, the status remains "In progress" until the last recipient processes it.
  The status remains "In progress" if the approver send back the request.
- **In progress:**
  The status after the last approver approves the request, if the request has an approval route and an acknowledgement route.
  The status stays "Approved" until its acknowledgement route is completed.
- **Rejected:**
  The status that the approver rejected the request, if the request has an approval route.

When a request is rejected, the processing of the request data ends and the processor of the subsequent route step will not be notified of the request data.

- **Cancel:**

  The status that the applicant has canceled the request before it is processed by the last approver, if the request has an approval route.

  If only the acknowledgement route is set, the status becomes "Cancel" when the request is canceled before the last acknowledger processes it.

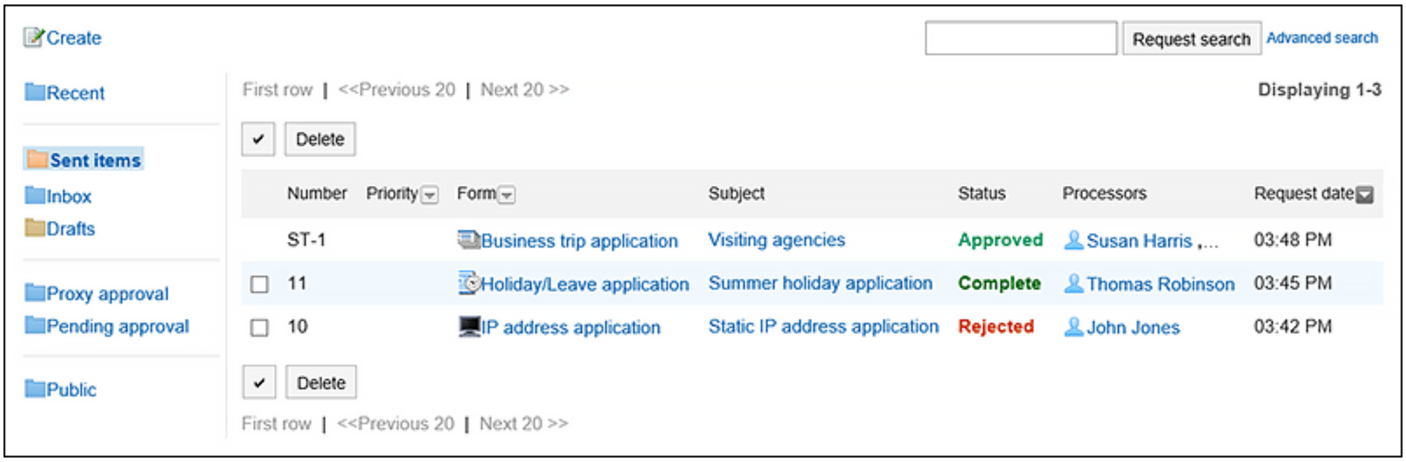
- **Completed:**

  The status when all processes in all route steps are done and the request is completed.

"Workflow (Sent item)" Screen

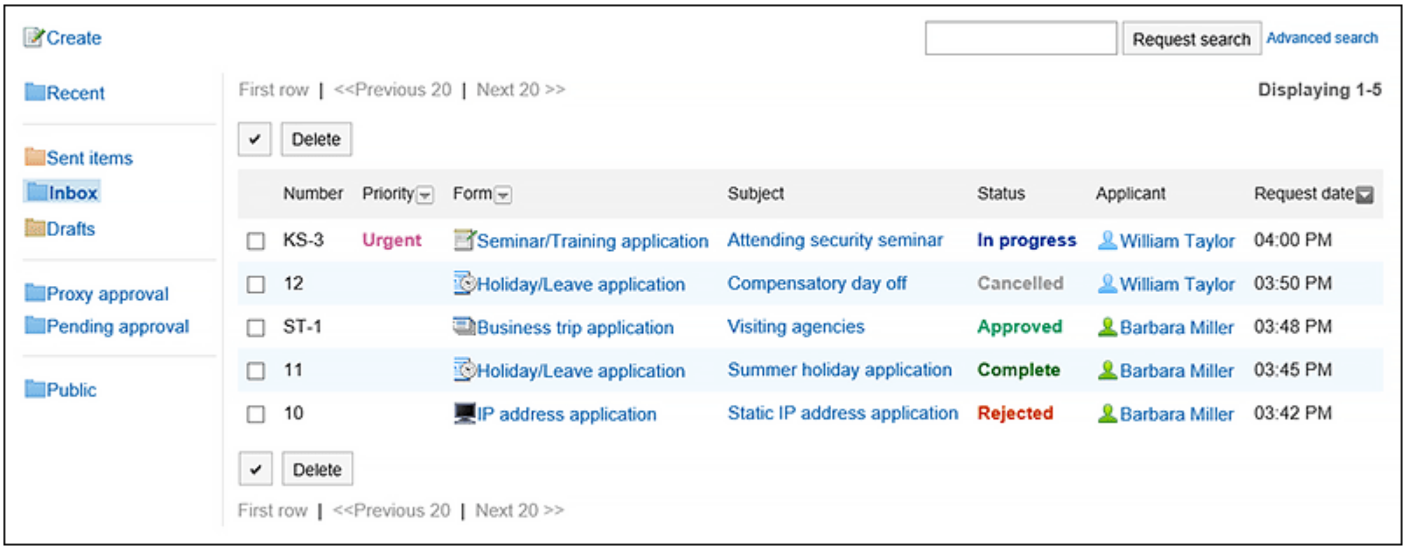
A list of the request data that you have submitted.

The submitted request data is displayed regardless of the status of the request.



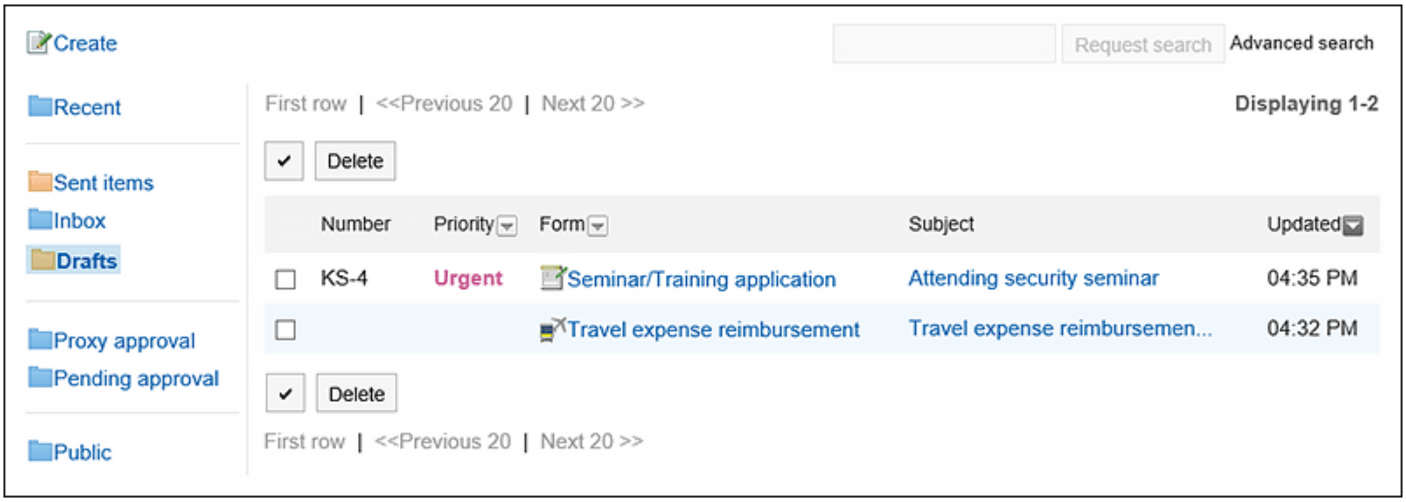
"Workflow (Inbox)" Screen

This is a list of the request data you should process.



"Workflow (Drafts)" Screen

A list of the draft request data and the returned request data.

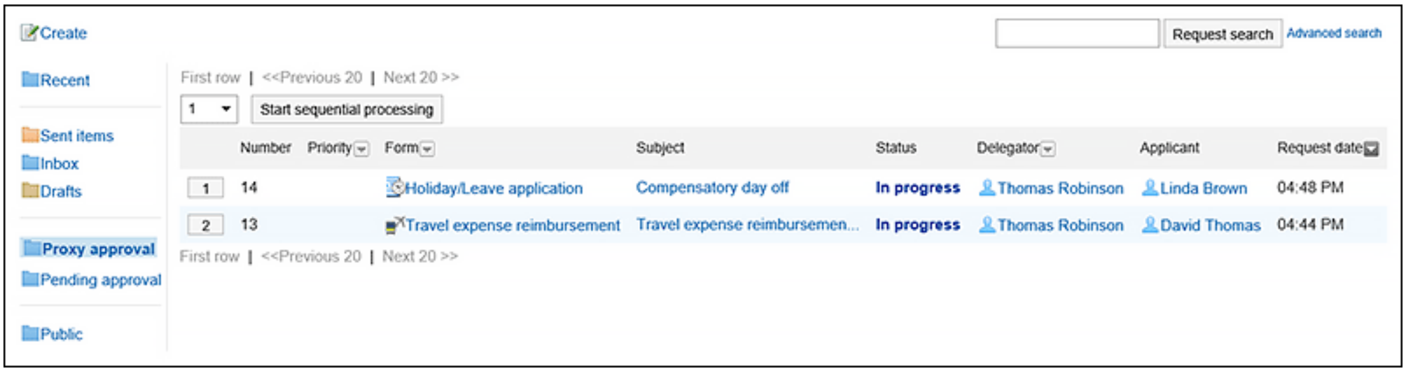


"Workflow (Proxy Approval List)" Screen

A list of request data that can be processed as a proxy for the delegator.

This screen is displayed when the system administrator has allowed the proxy approval and you are designated as a proxy approver.

For details, refer to Proxy Processing of Requests(935Page).



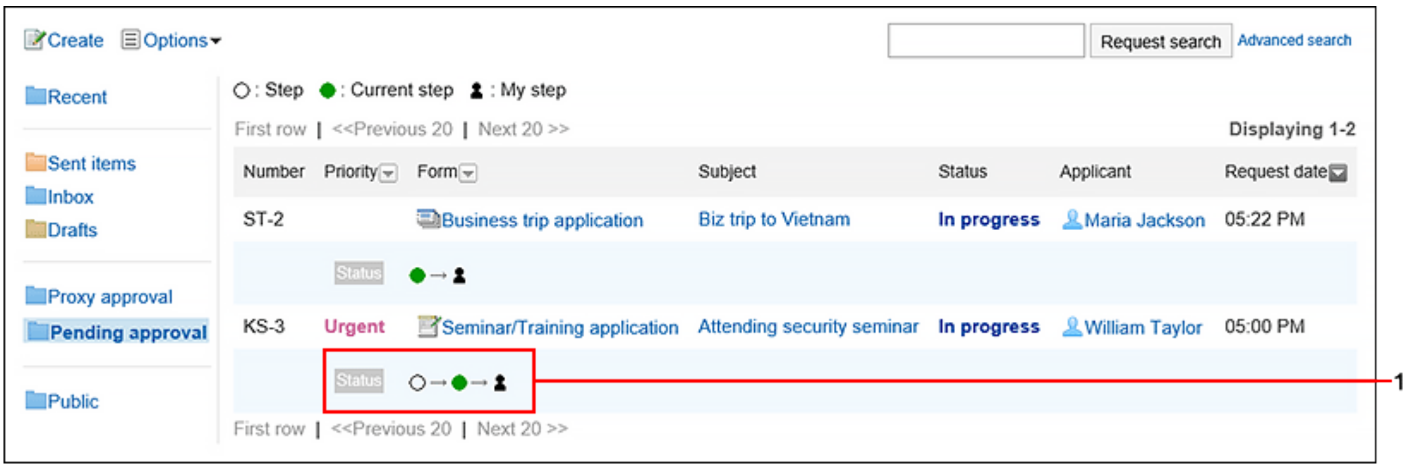
"Workflow (Approval Appointment List)" Screen

You can check the progress of processing the request data of approval route that you have been designated as a processor in the route step.

The following request data is not displayed in the list.

- Request data that you have already processed in the route step of the approval route that you have been set as a processor
- Request data that you have been set as a processor for the route step of the acknowledgement route

To display this list, the system administrator must authorize the use of approval appointment list.



Description of the items

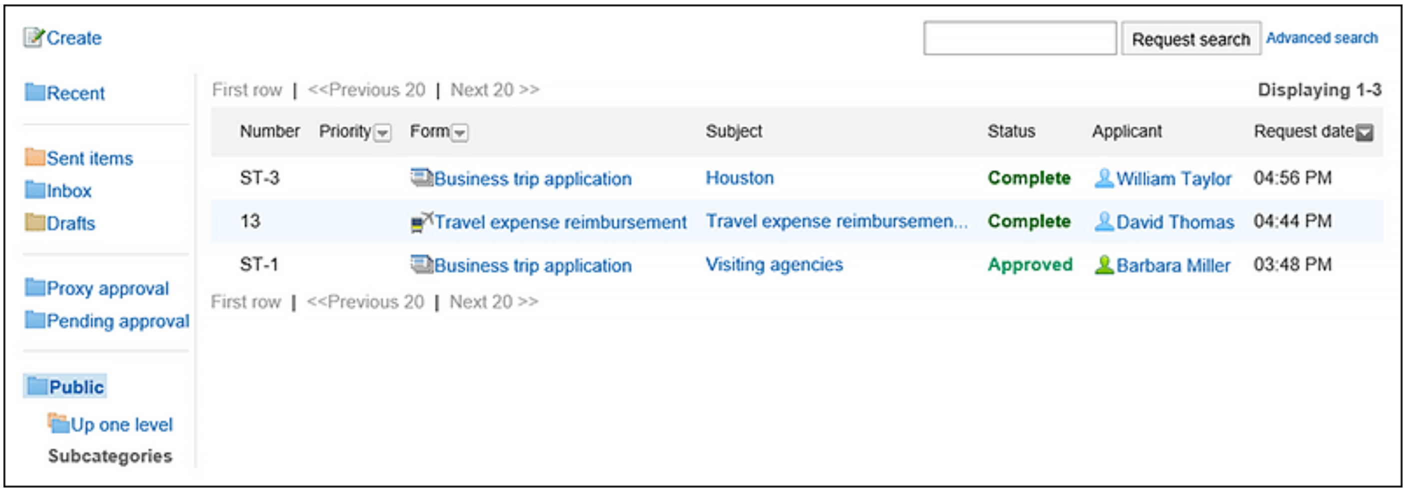
Number	Description
1	

Number	Description
	Icon indicating the progress of the request data: • **Icon:** Route steps that are being processed. Turns to ○ when finished. • ○ **Icon:** Route steps that you have already processed or you are to process. • **Icon:** Route steps that you are designated as a processor.

"Workflow (Public List)" Screen

This is a list of the published request data. For each category, you can check the request data that has been completed by the last approver.

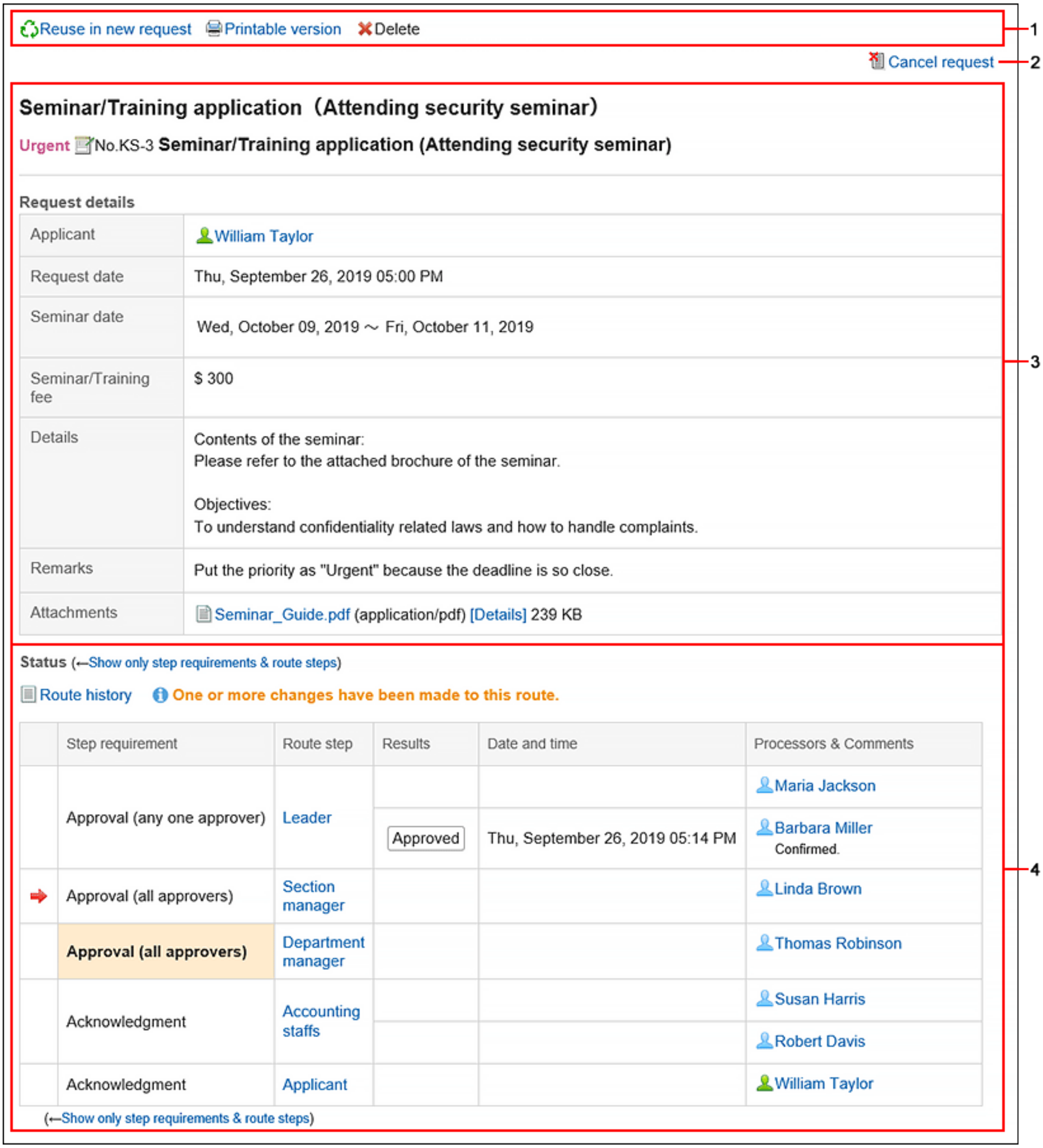
This screen is displayed when the system administrator has set the visibility for the request data.



Request Details Screen

The details screen of the request data.

This section describes this screen when it is opened from the sent item list of an applicant.



Description of the items

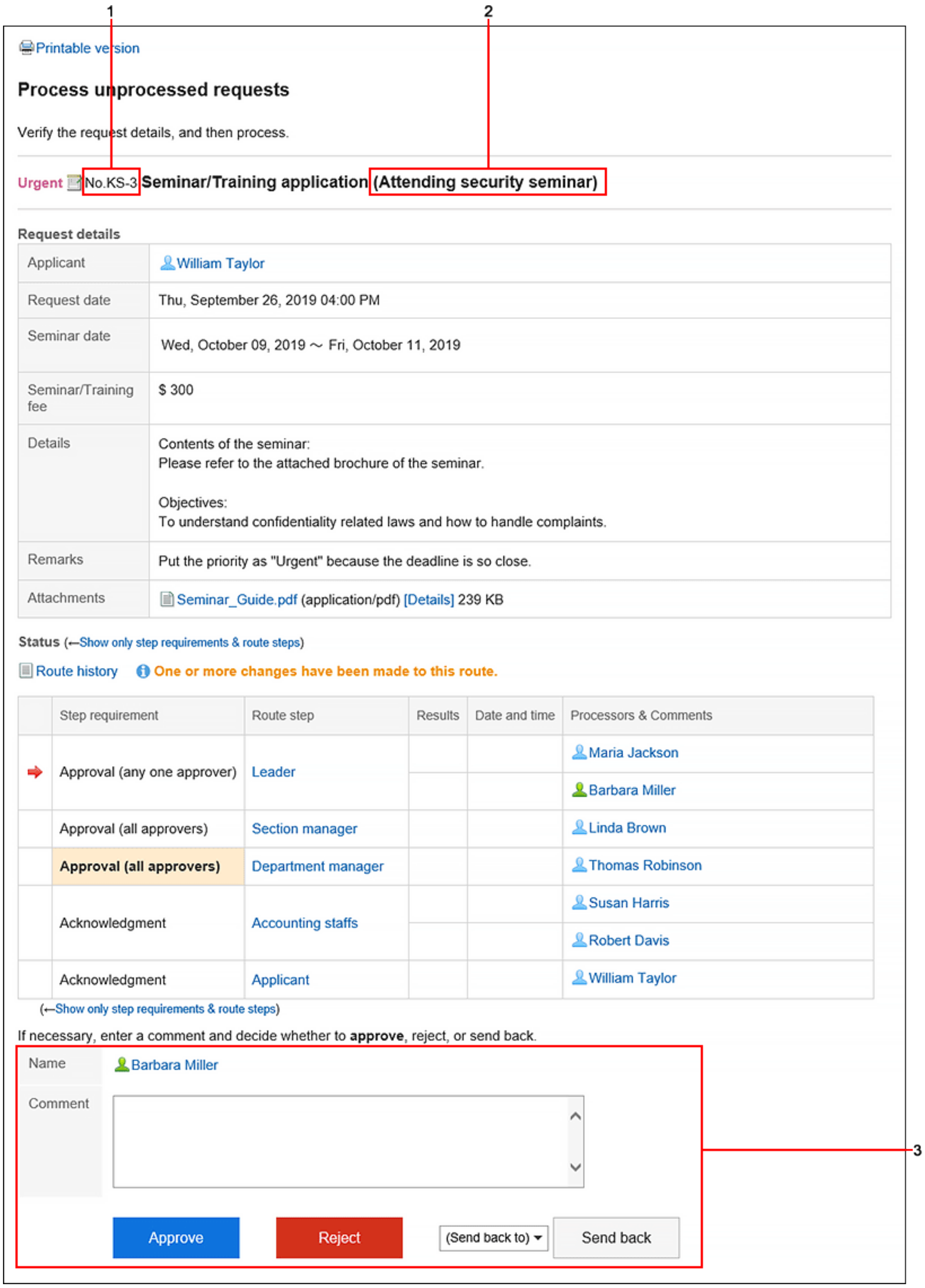
Number	Description
1	• **Link for reuse and request**: Duplicate the request data and create a new request data. • **"Printable Version" Link**: Displays the screen for printing request data.

Number	Description
	• **Link to delete data from sent items**: Deletes the request data that you are viewing from the list.
2	**Link to withdraw requests**: Withdraws requests before they are processed by processors. For requests processed by processors, the link to cancel requests is displayed.
3	**Request details**: The fields that are displayed vary depending on the request form used in the request data.
4	**Status**: Displays the progress of the current process. The right arrow icon indicates the current process. • **Links for displaying only route types and route steps** Displays only route types and route steps. You can go back to the original table by clicking the item to show all progress. • **Link of route change history** Shows the change history of the route after request.

Screen for Processing Unprocessed Requests

The details screen of the request data that you have been designated as a processor.

This example shows the screen set for a route step for an approval route.


1
2
Printable version
Process unprocessed requests
Verify the request details, and then process.
Urgent
No.KS-3
Seminar/Training application
(Attending security seminar)
Request details
Applicant
William Taylor
Request date
Thu, September 26, 2019 04:00 PM
Seminar date
Wed, October 09, 2019 ～ Fri, October 11, 2019
Seminar/Training fee
$ 300
Details
Contents of the seminar:
Please refer to the attached brochure of the seminar.
Objectives:
To understand confidentiality related laws and how to handle complaints.
Remarks
Put the priority as "Urgent" because the deadline is so close.
Attachments
Seminar_Guide.pdf (application/pdf) [Details] 239 KB
Status (←Show only step requirements & route steps)
Route history
One or more changes have been made to this route.
Step requirement
Route step
Results
Date and time
Processors & Comments
Approval (any one approver)
Leader
Maria Jackson
Barbara Miller
Approval (all approvers)
Section manager
Linda Brown
Approval (all approvers)
Department manager
Thomas Robinson
Acknowledgment
Accounting staffs
Susan Harris
Robert Davis
Acknowledgment
Applicant
William Taylor
(←Show only step requirements & route steps)
If necessary, enter a comment and decide whether to approve, reject, or send back.
Name
Barbara Miller
Comment
Approve
Reject
(Send back to)
Send back
3

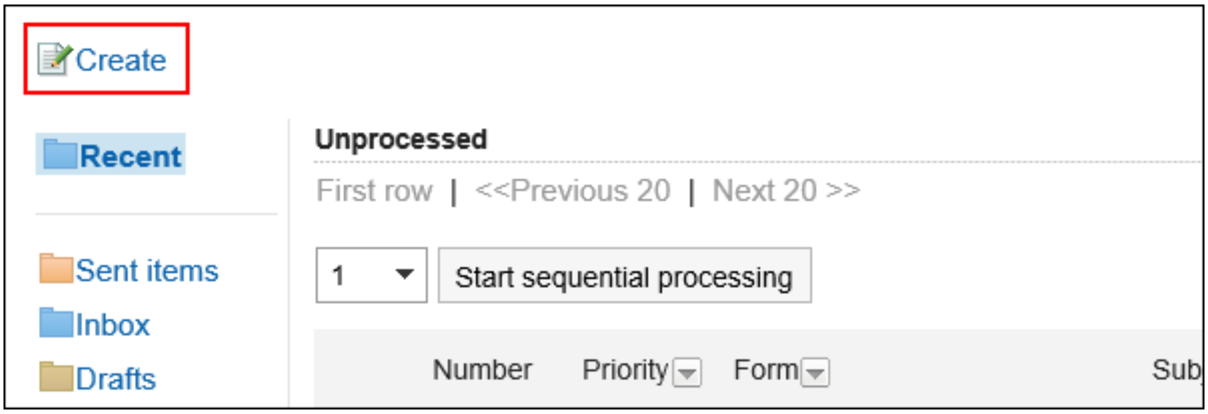
Number	Description
1	**Number**: The number that is given to the request data. The system administrator can set whether or not to add numbers to request data and their format. For details, refer to Request & Approval numbering.
2	**(Subject)**: The subject of the request data.
3	**Items to process**: This is displayed only when the user's turn comes for processing requests. The displayed items depend on the process.

3.14.2. Request Submission

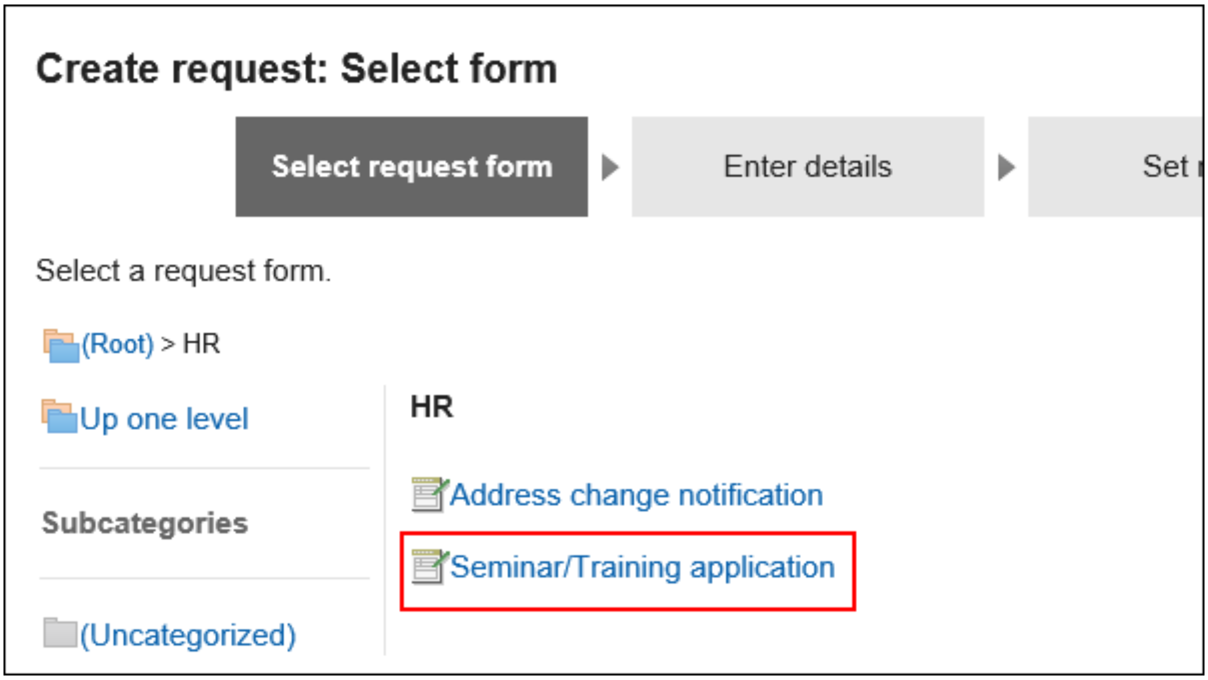
You can use a request form created by your system administrator to create a request data.
Request forms have preconfigured required information for making requests, such as input fields and the request route.
Select a request form that is appropriate for the purpose of the request.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **Click the item to request on the "Workflow (Recent)" screen.**



4. **On the screen to create requests (for selecting request forms), select a category and then select the request form.**

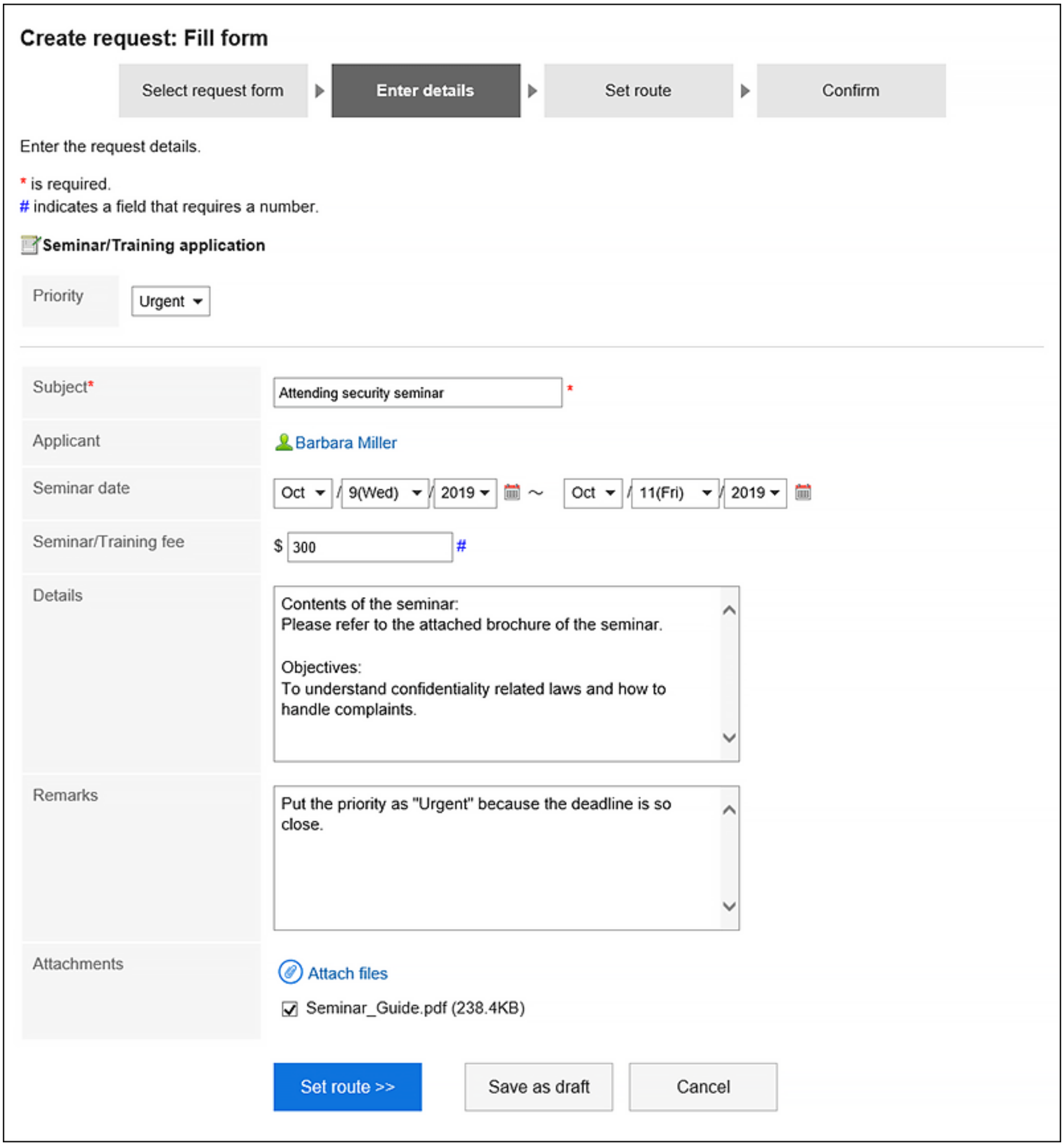


5. **On the screen to create requests (for entering contents), set the required items and click the item to set the route.**

   When you click **Save as draft**, the request data is saved in the "Drafts" folder of the applicant.

   Depending on which type of request form you use, the items displayed on the form will change. If you want to know more about the items displayed on the request forms, refer to the description in Item Types.

- Items with an asterisk (*):
  Required items.
- Items with a hash mark (#):
  A single-byte number must be entered.
- "Priority" item:
  If you want the processor to process the request faster, select "Urgent" from the dropdown list.
- Item for attachment:
  You can attach files. For details, refer to Attaching Files(32Page).
- Item for date:
  You can select a date using a calendar picker.
  You can select a date with the calendar picker if it is January 3, 1970, or later.



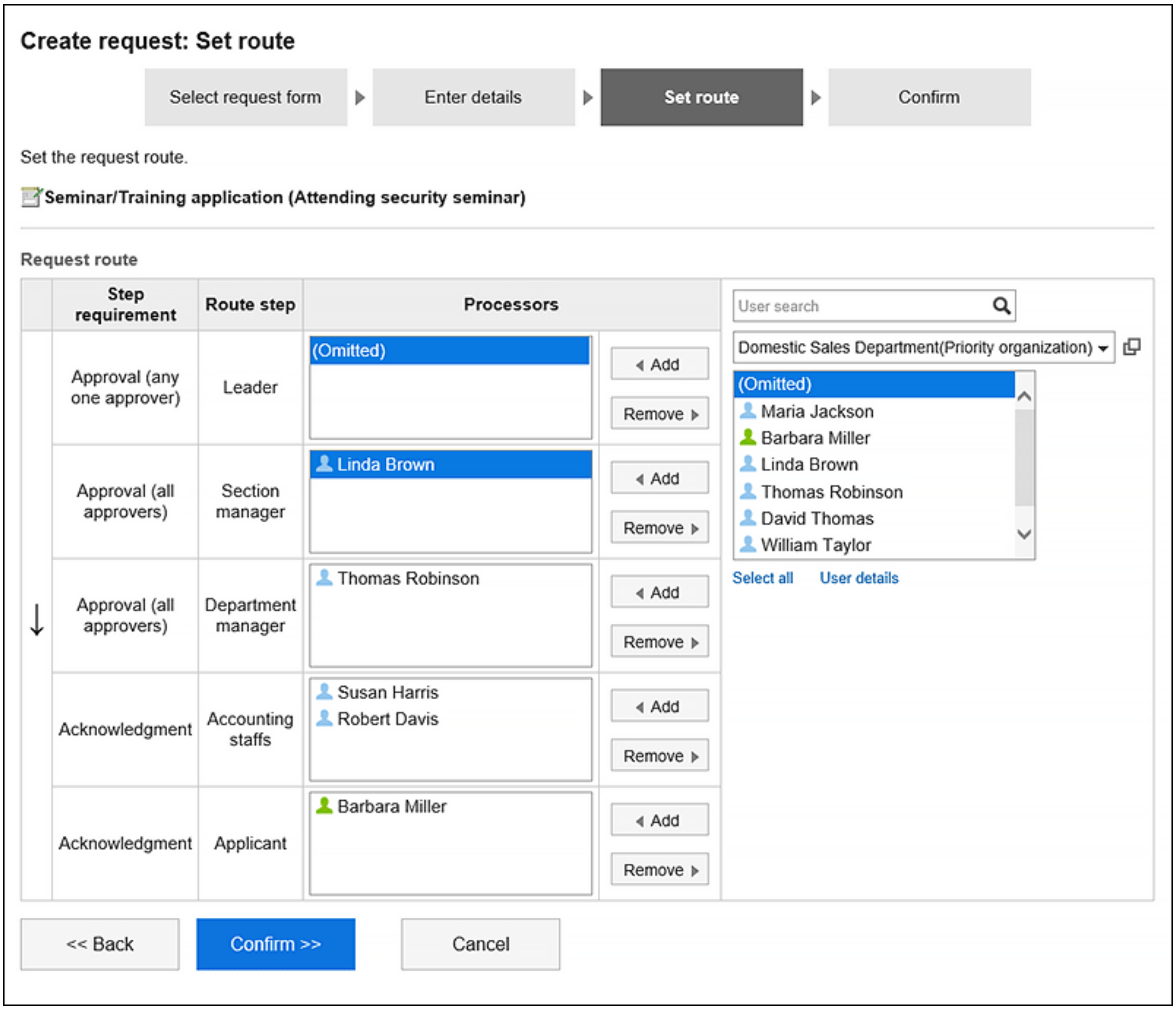
6. **On the screen for creating a request (for setting up routes), set the processors for each route step, and then click "Confirm".**

   Depending on your system administrator settings, you may not be able to change the default processors.

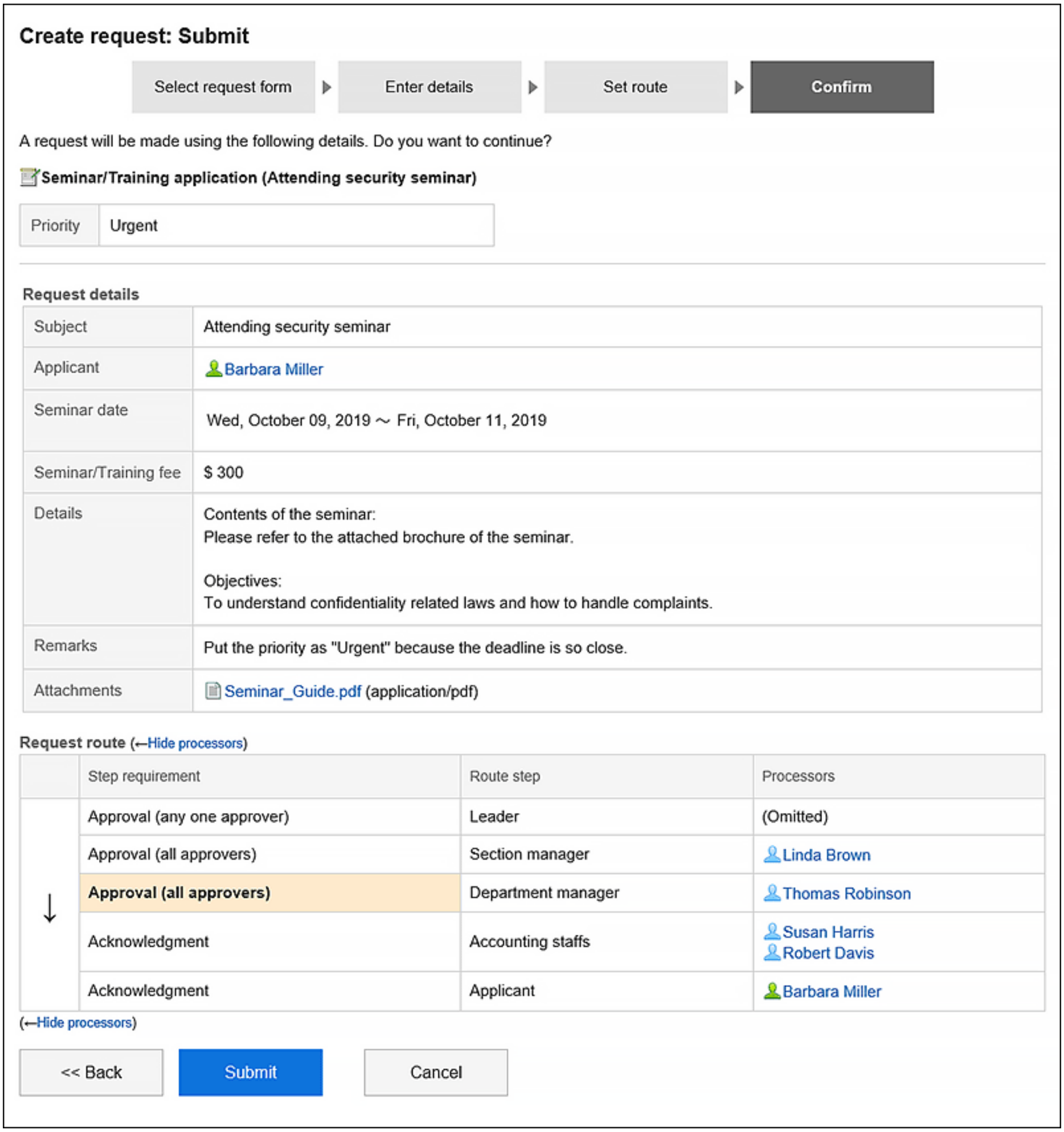
   If no users are available as processors, set "(Omitted)".

   Note that the processor of the final route step in the approval route cannot be omitted.

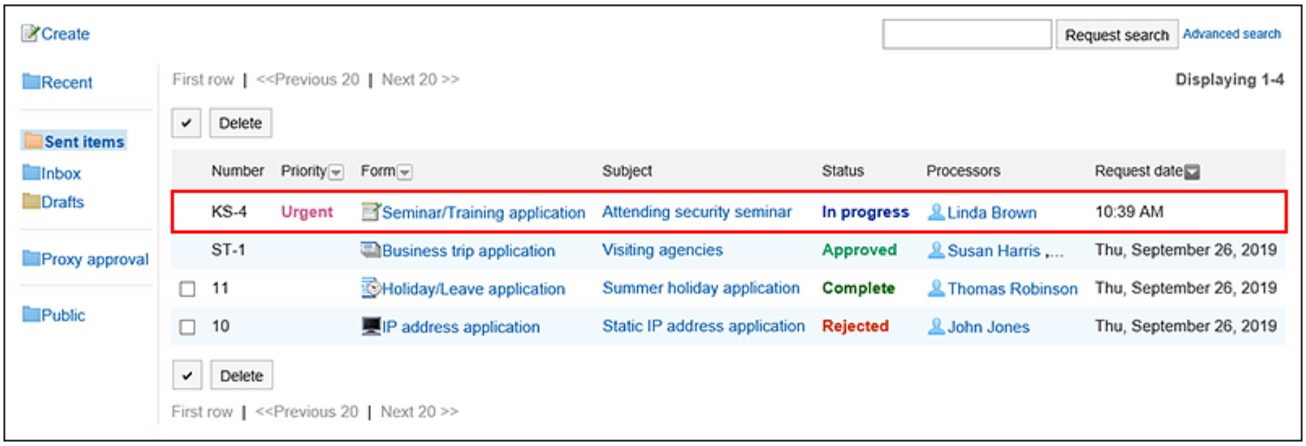
   Also, you cannot set all the processors of a route step to be omitted.



7. On the screen to create a request (confirmation), confirm the request details and click the item to commit the request.



The submitted request data will be saved in the "Sent items" folder and the notification will be sent to the first processor.



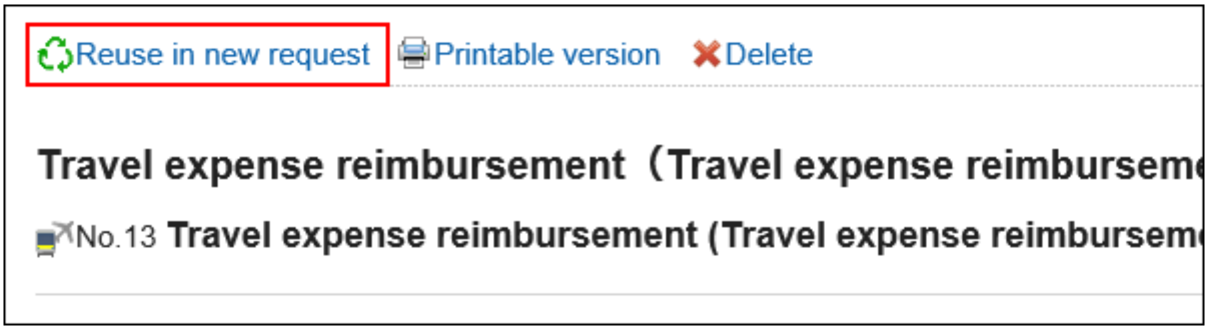
Reusing and Submitting Requests

You can reuse the contents of a request data that you have submitted to create a new request data.

You can also reuse request data that have been cancelled or rejected.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **On the "Workflow (Recent)" screen, select the sent items folder and click the subject of the request data you want to reuse.**
4. **On the request details screen, click the item to reuse and request.**



5. **On the screen to create requests (for entering contents), modify the request details and click the item to set the route.**
6. **On the screen for creating a request (for setting up routes), change the processor as required, and then click "Confirm".**
7. **On the screen to create a request (confirmation), confirm the details and click the item to commit the request.**

Note

- Processors set for the request route cannot be reused.
- If the request form to reuse has any default values, these values are displayed in the route step.
- The items that the applicant do not have the edit permission cannot be reused. The default value of the item is set.
- If the request form used by the request data to be reused has been changed, the contents of the latest request form will be applied.

3.14.3. Changing Application Routes

Change the processor set for the application route before processing the request data.
Changing the processors of application routes helps you process the request data even when any of the processors are out of the office.
You can change the processor if the status of the request data is "In progress" or "Approved".

Users Who Can Change Processors on the Request Route

The following users can change the processors of request routes.

- Applicant and proxy applicant:
  The system administrator must allow an applicant to change the request routes.
- Processors and proxy approvers:
  Processors and proxy approvers can change the processor when they are in charge of processing the request data.
  The system administrator must allow changing the request routes of the route step they want to change.

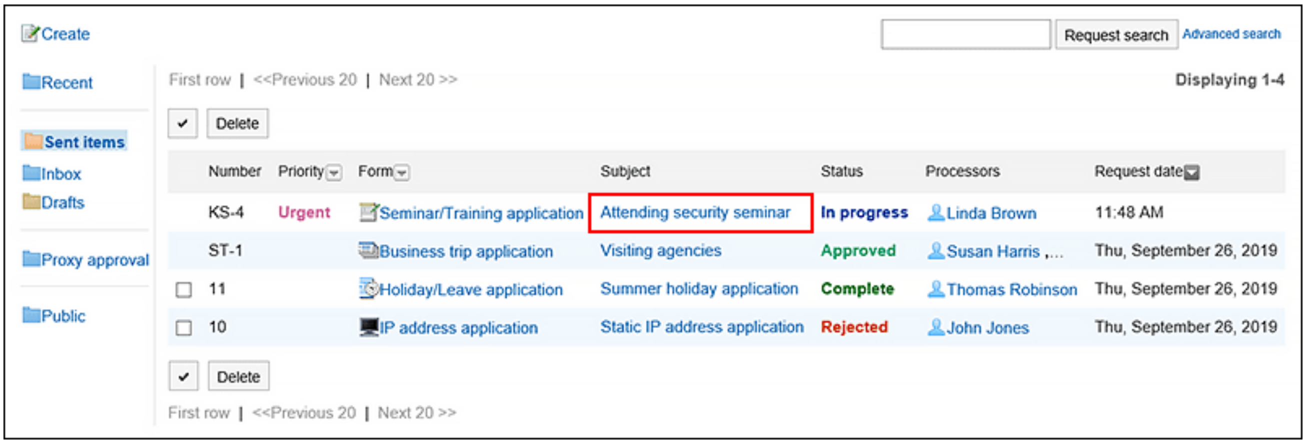
This section describes steps for the applicant to edit the request route:

Steps:

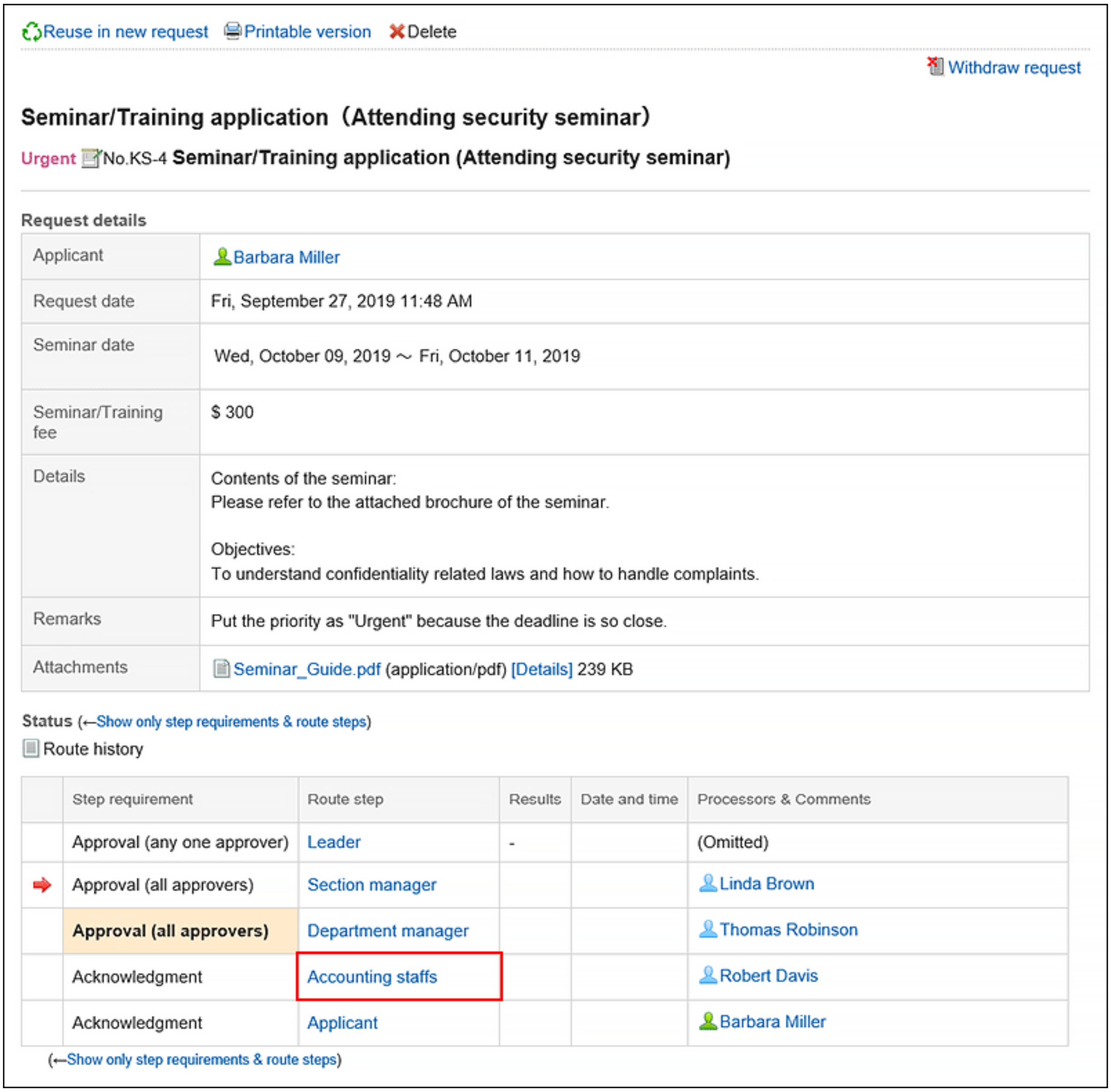
1. **Click the app icon  in the header.**

2. **Click Workflow.**

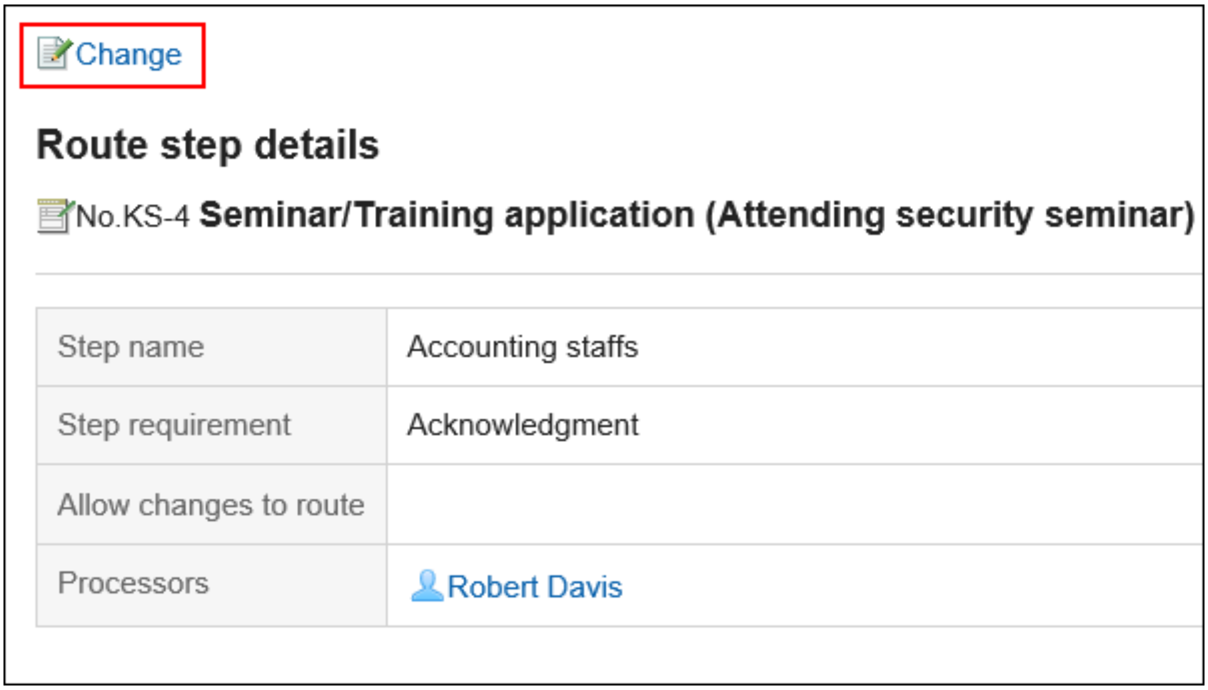
3. **On the "Workflow (Recent)" screen, select the sent items folder and click the subject of the request data you want to change the request route.**



4. **On the request details screen, click the route step name of the route step to change the processor.**



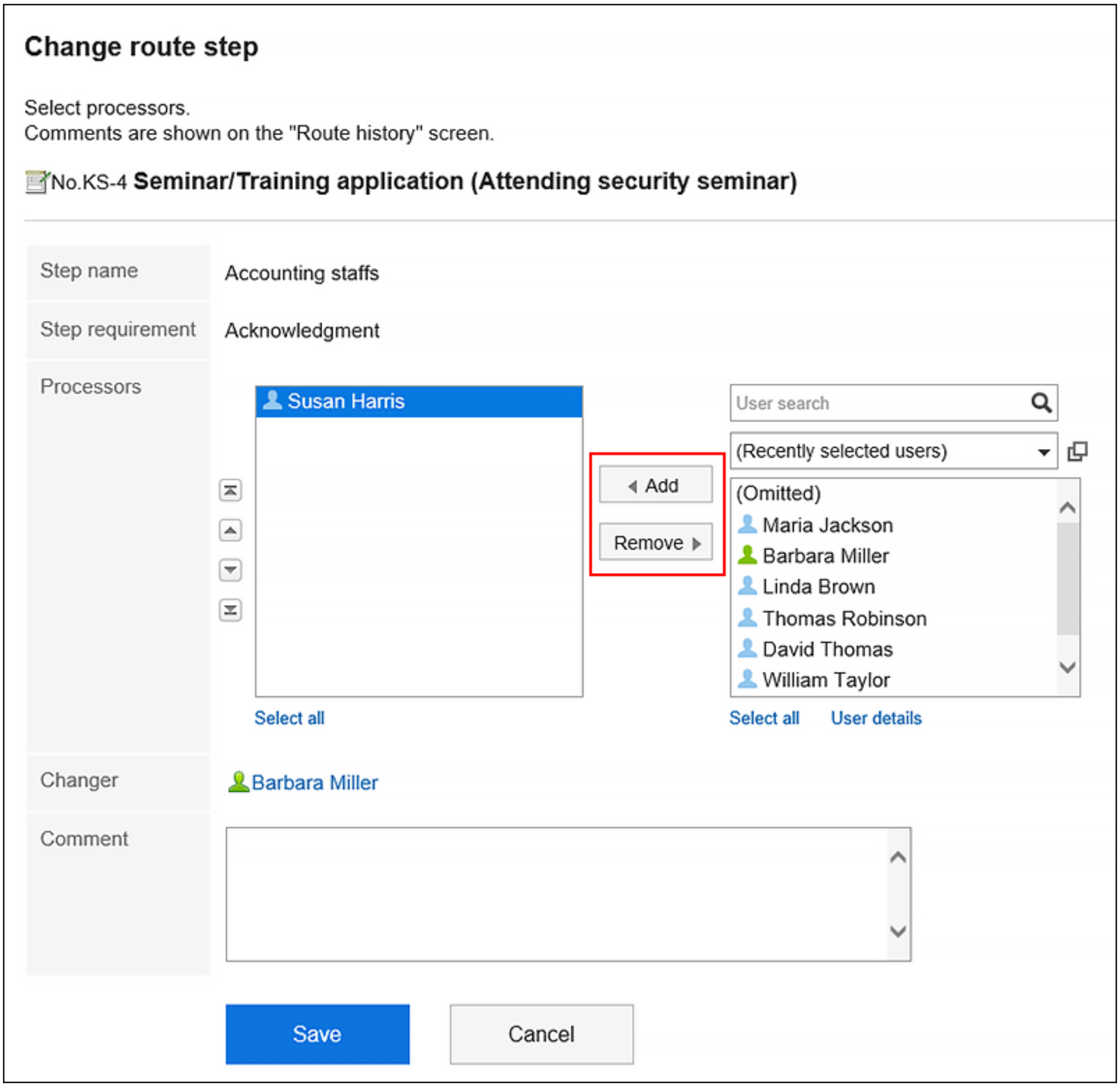
5. On the route step details screen, click Save.



6. On the screen to change route steps, delete the current processor and then add a new processor.

Enter any comments if necessary.

You cannot set "Omitted" for the final approval route step.



7. **Confirm your settings and click Save.**

Note

- When any of the processors change the processor of a request route, click the subject of the target request data in the unprocessed data list on the "Workflow (Recent)" screen.
- If the route change is not allowed, the "Change" action link on the route step details page is disabled.

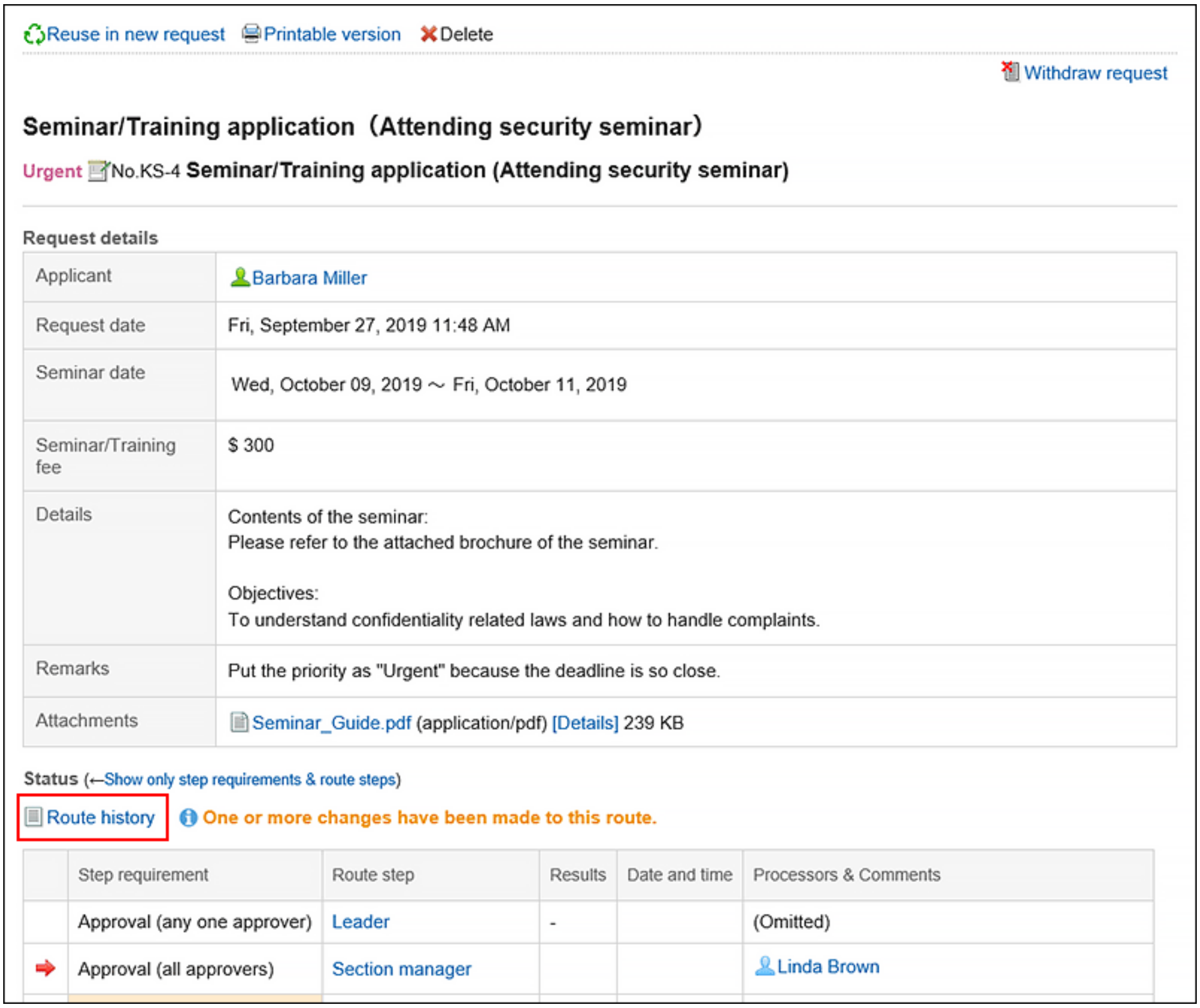
Ask your system administrators to give you the permission to change the route, or ask them to change the processor.

Checking the Route Change History

Confirm the history of the application route change.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **On the "Workflow (Recent)" screen, select a folder and click the subject of the request data you want to confirm the route change history of the request route.**
4. **On the request details screen, click the item for route change history.**



5. **On the route history change screen, confirm the history of changing the request route.**

3.14.4. Withdrawing Requests

The applicant can withdraw the requests before they are processed by processors.

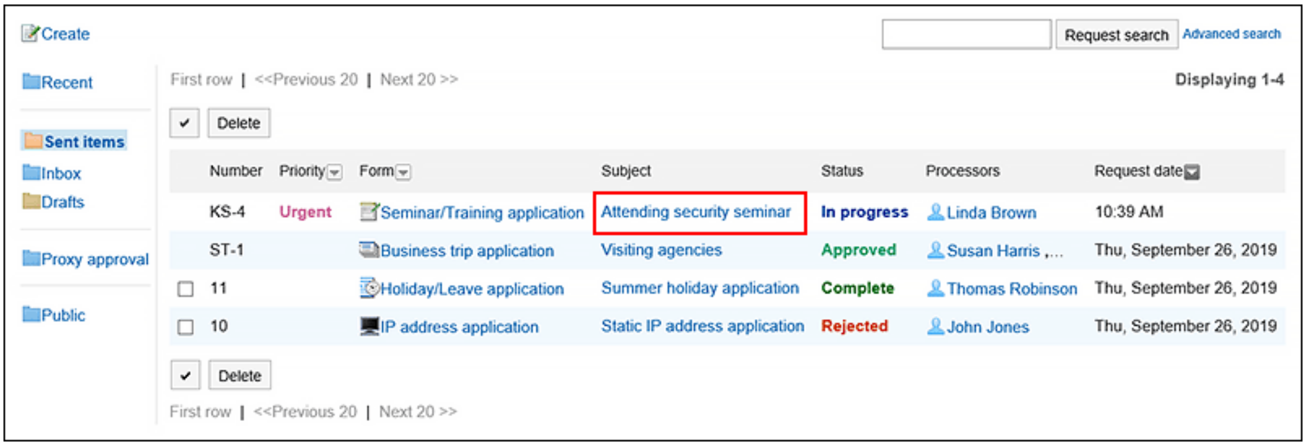
Requests processed by processors cannot be withdrawn. To withdraw a request whose process has been started, refer to Canceling Requests(905Page).

Steps:

1. **Click the app icon  in the header.**

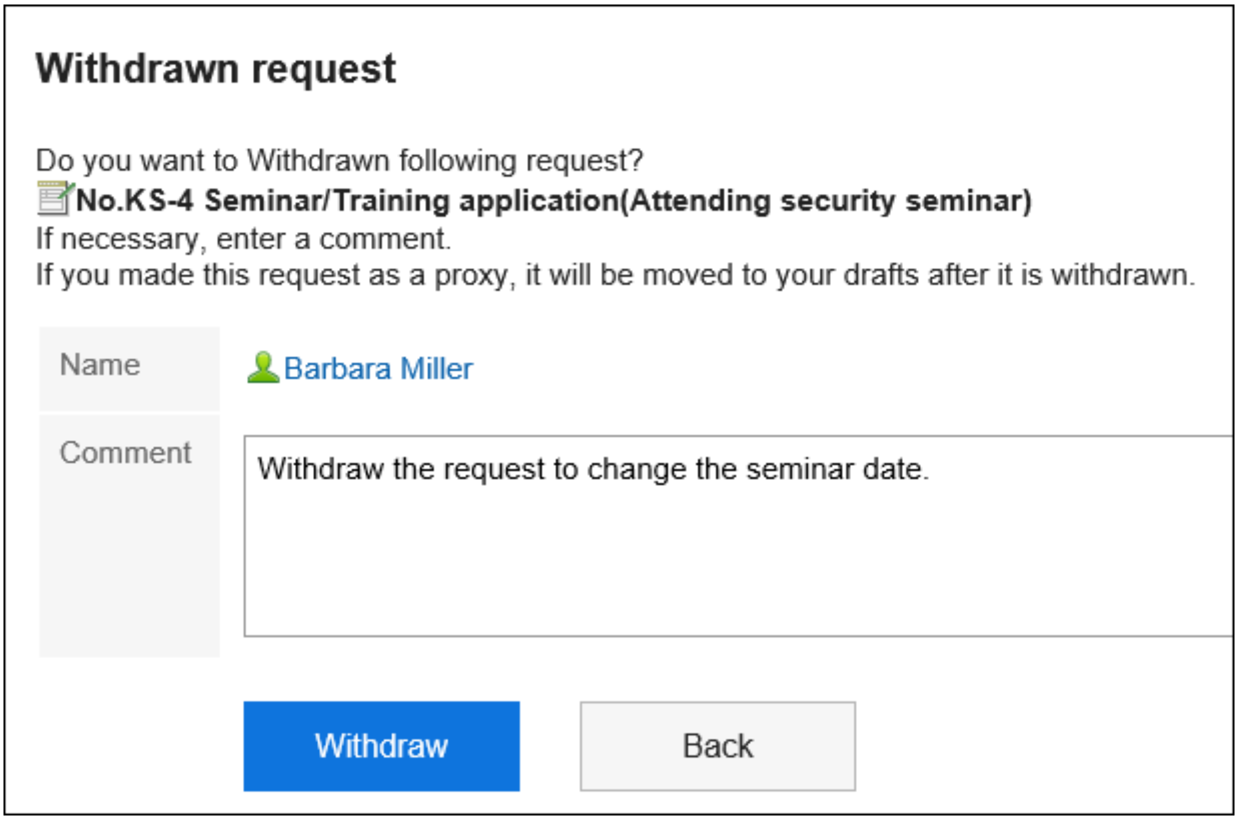
2. **Click Workflow.**

3. **On the "Workflow (Recent)" screen, select the sent items folder and click the subject of the request data you want to withdraw.**

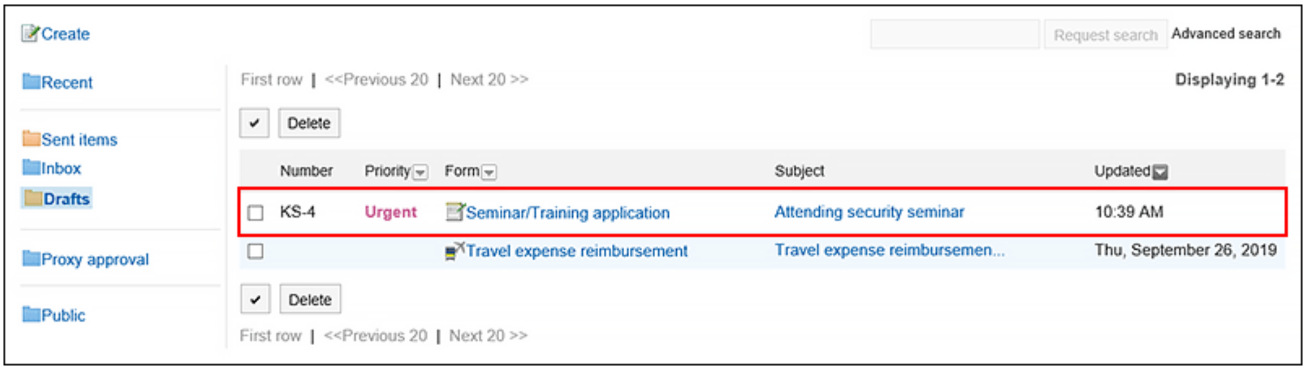


4. **On the request details screen, click the item to withdraw requests.**

5. **On the screen to withdraw requests, enter a comment and click "Withdraw".**



The withdrawn request data is saved in the "Drafts" folder.



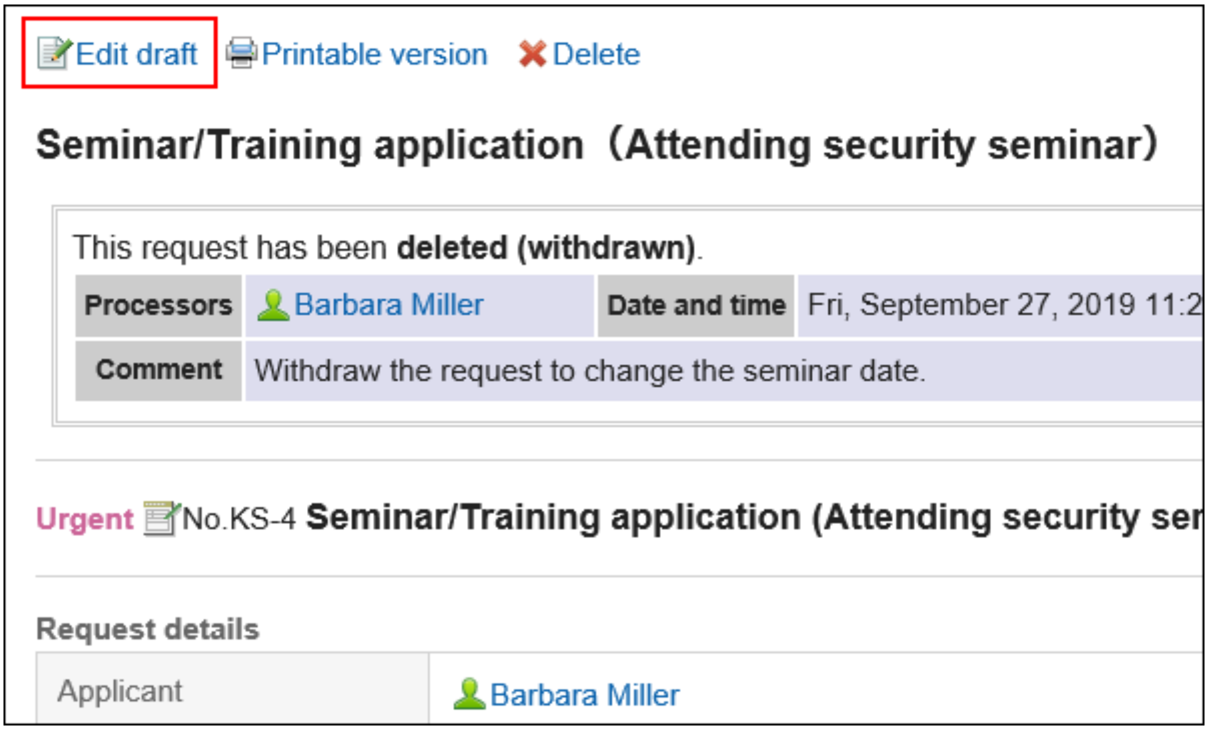
Requesting the Withdrawn Requests Again

The withdrawn request data is saved in the "Drafts" folder.

If necessary, change the details of requests and processors and request them again.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **On the "Workflow (Recent)" screen, select the "Drafts" folder, and then click the subject of the withdrawn request data.**
4. **On the request details screen, click the item to edit drafts.**



5. **On the screen to create requests (for entering contents), modify the request details and click the item to set the route.**
6. **On the screen for editing drafts and committing requests (for setting up routes), change the processor as required, and then click "Confirm".**
7. **On the screen for editing drafts and committing requests (confirmation), confirm the details and click the item to commit the request.**

Note

- If the request form is changed after you've withdrawn the request, the original request form is used when you edit and commit the request later again.

3.14.5. Canceling Requests

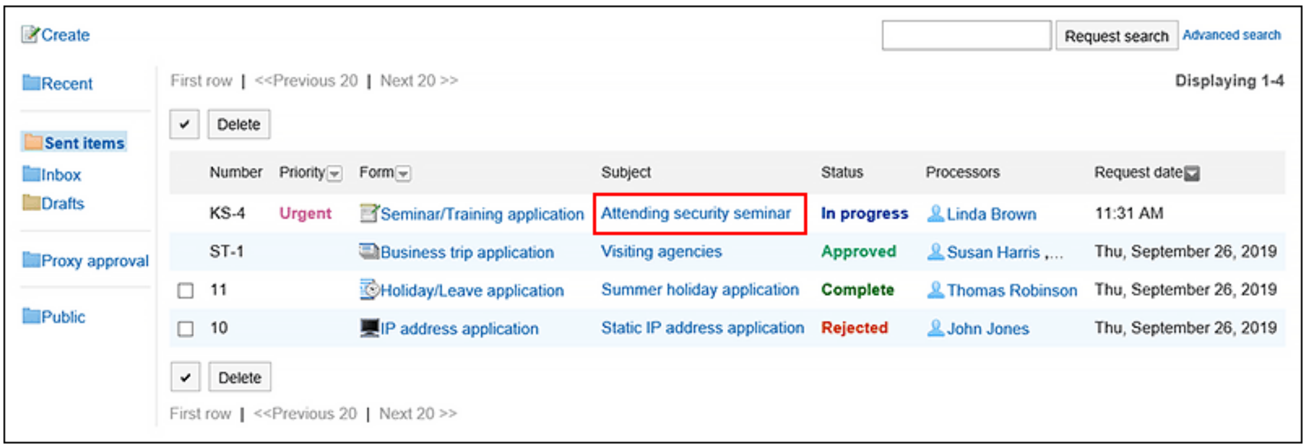
The applicant can cancel a request processed by the processor.

Requests approved by the last approver cannot be canceled.

If you want to withdraw an unprocessed request, refer to Withdrawing Requests(901Page).

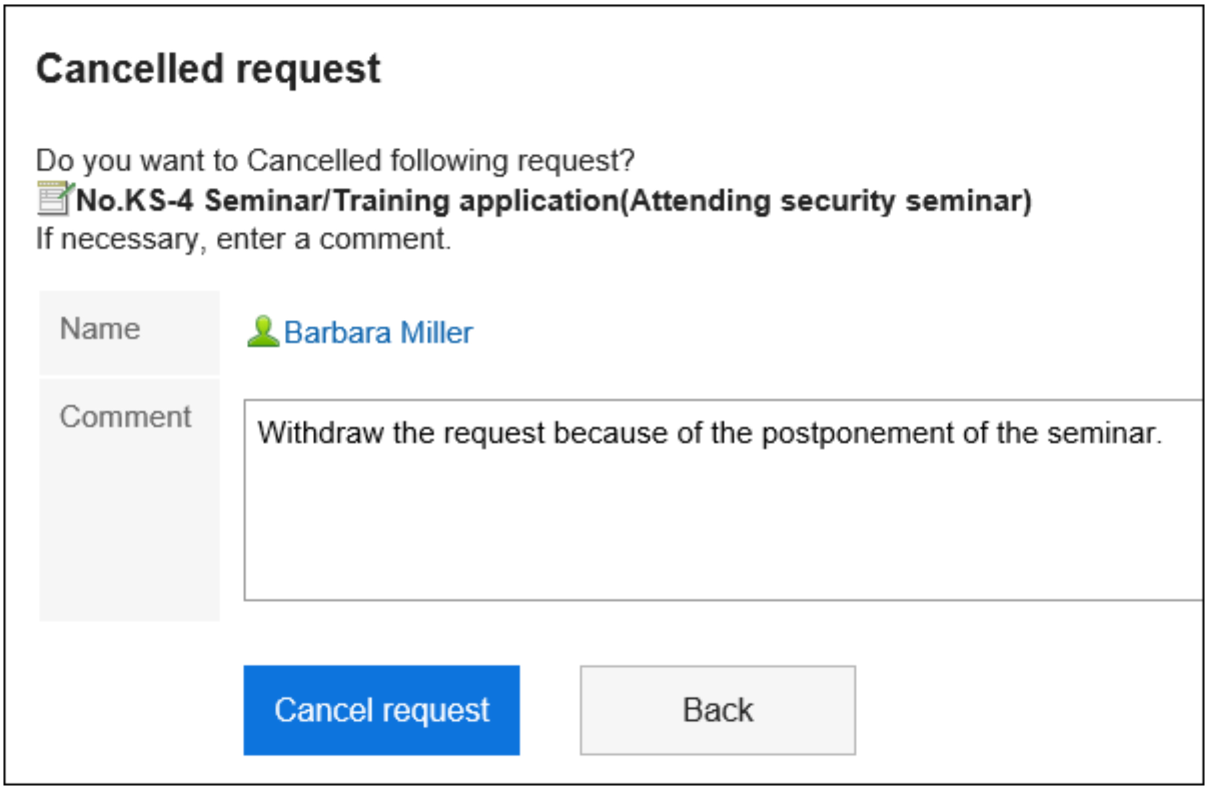
Steps:

1. **Click the app icon  in the header.**
2. **Click Workflow.**
3. **On the "Workflow (Recent)" screen, select the sent items folder and click the subject of the request data you want to cancel.**

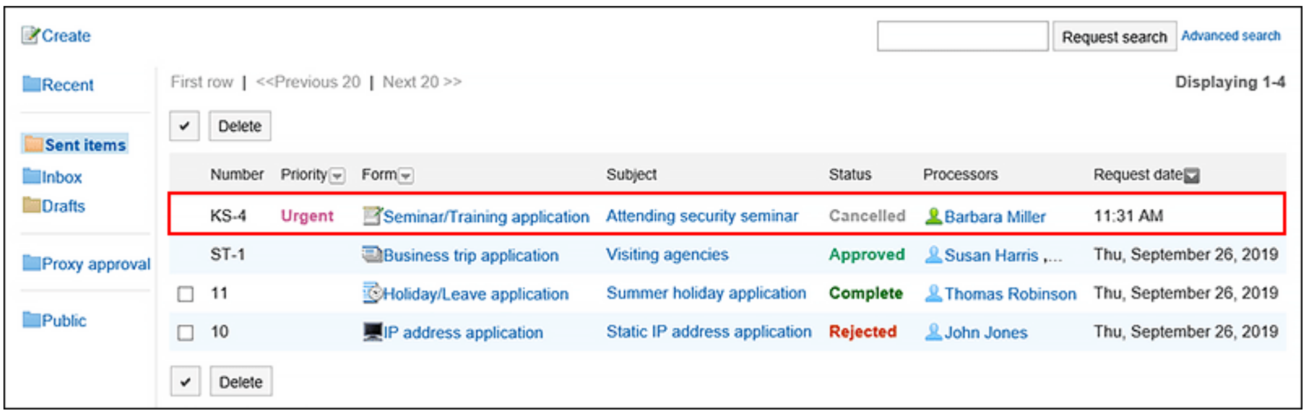


4. **On the request details screen, click the item to cancel requests.**

5. On the screen to cancel requests, enter a comment and click "Cancel".



If the request data is cancelled, the status changes from "In progress" to "Cancel".



Requesting the Canceled Requests Again

You can reuse the contents of a request data that you have cancelled to create a new request data.

If necessary, change the details of requests and processors and request them again.

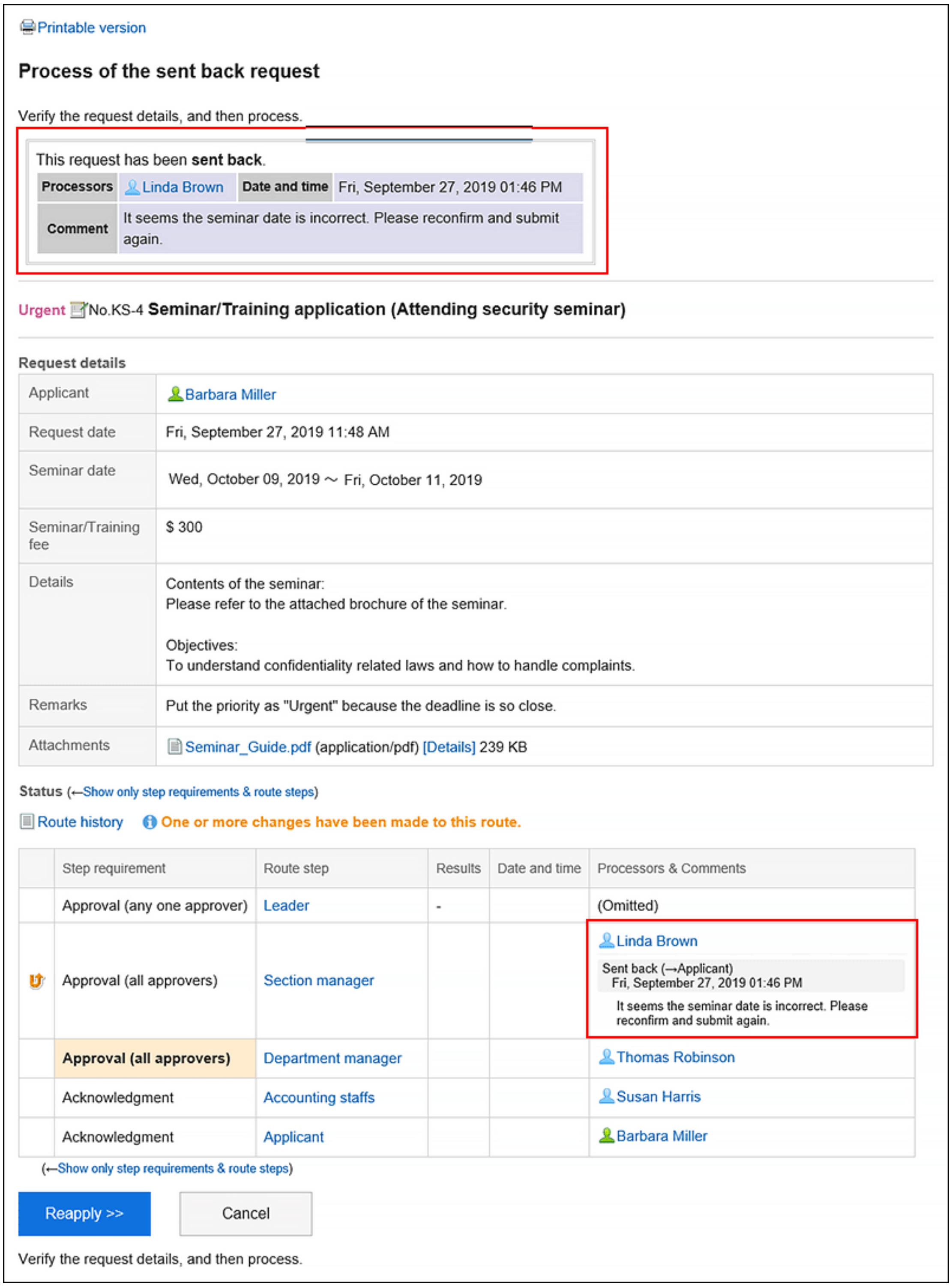
For details, refer to how to reusing and submitting requests(894Page).

3.14.6. What to Do If the Request Is Sent Back

The request data sent back to the applicant by the approver is displayed in the unprocessed data list on the "Workflow (Recent)" screen of the applicant.

Even if a request is sent back, the status of the request data remains as "In progress".

The details screen of the request data displays a message indicating that it has been sent back and any comments from the processor.



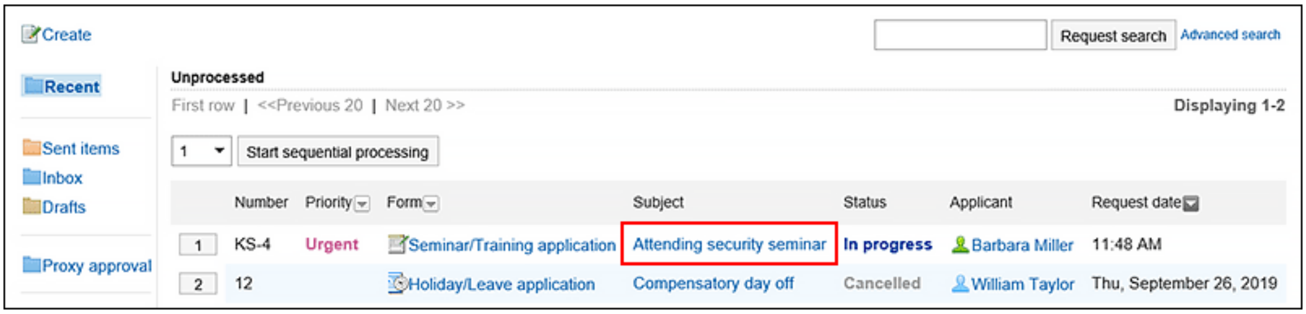
Sent back requests remain in the unprocessed data list until you review them and request them again or cancel them.

Requesting the Sent Back Requests Again

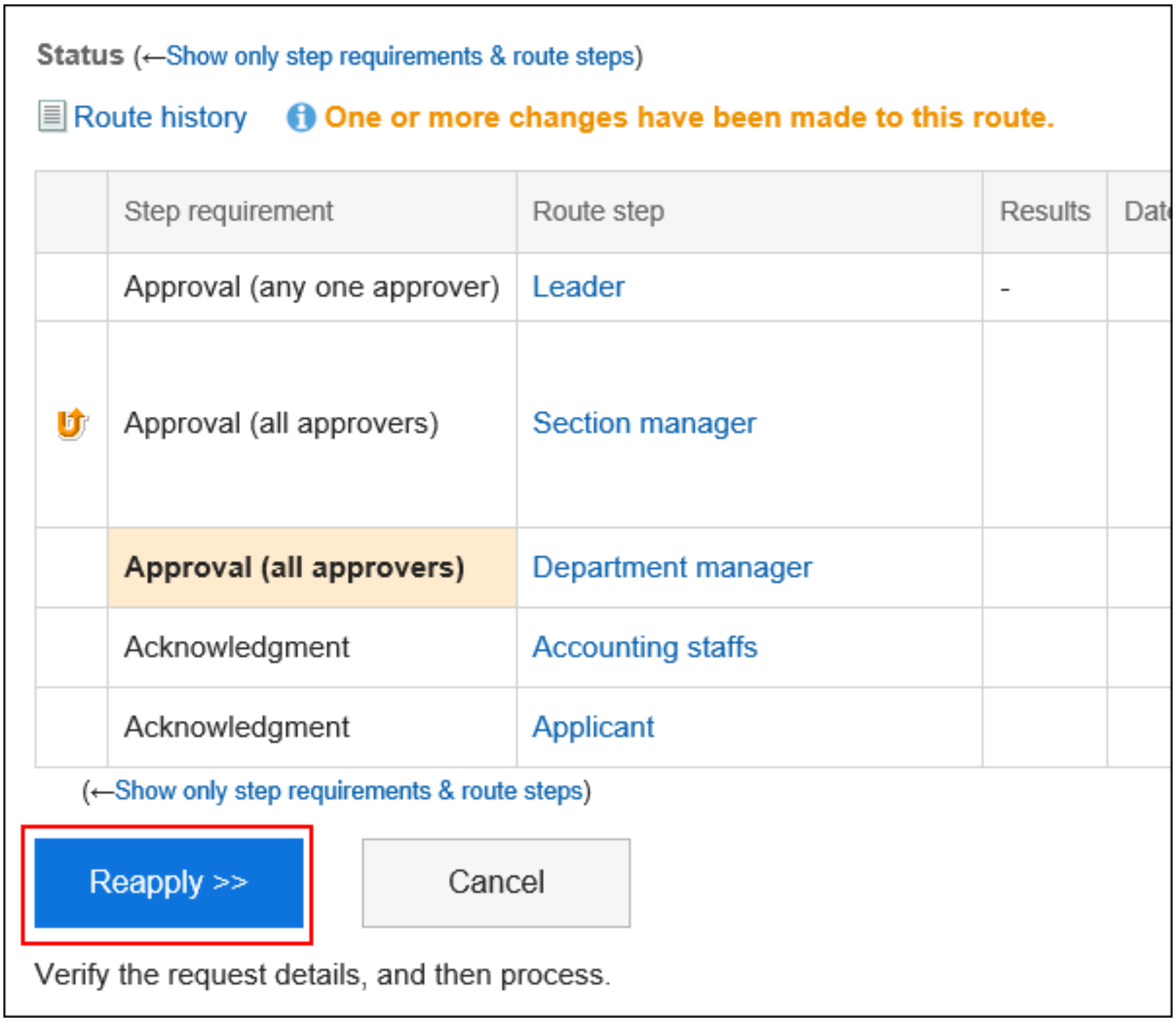
Change the details of requests and processors and request them again.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **Click the subject of the sent back request data in unprocessed data list on the "Workflow (Recent)" screen.**



4. **Click the item for requesting sent back request again on the process screen of the sent back requests.**



5. **On the screen to create requests (for entering contents), modify the request details and click the item to set the route.**

6. **On the screen for creating a request (for setting up routes), change the processor as required, and then click "Confirm".**

7. **On the screen to create a request (confirmation), confirm the details and click the item to commit the request.**

Note

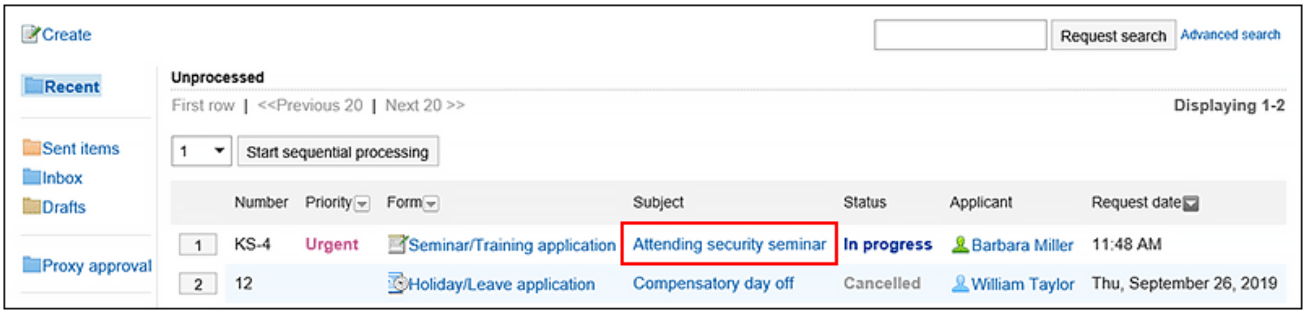
- The initial request form is used even if it is changed during you are doing the preparation to request it again after it has been sent back.

Withdrawing the Sent Back Requests

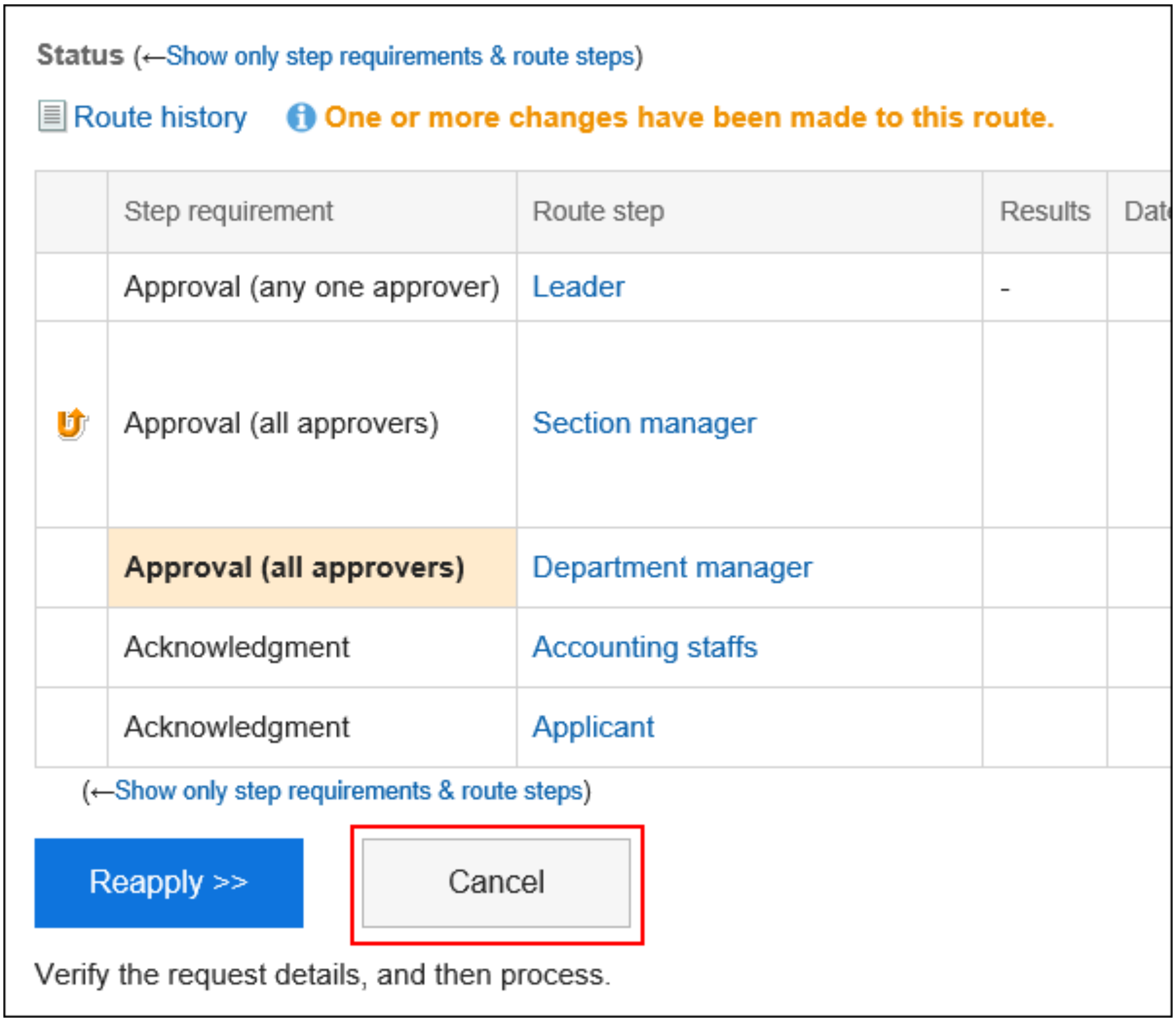
Stop the process and cancel the request.

Steps:

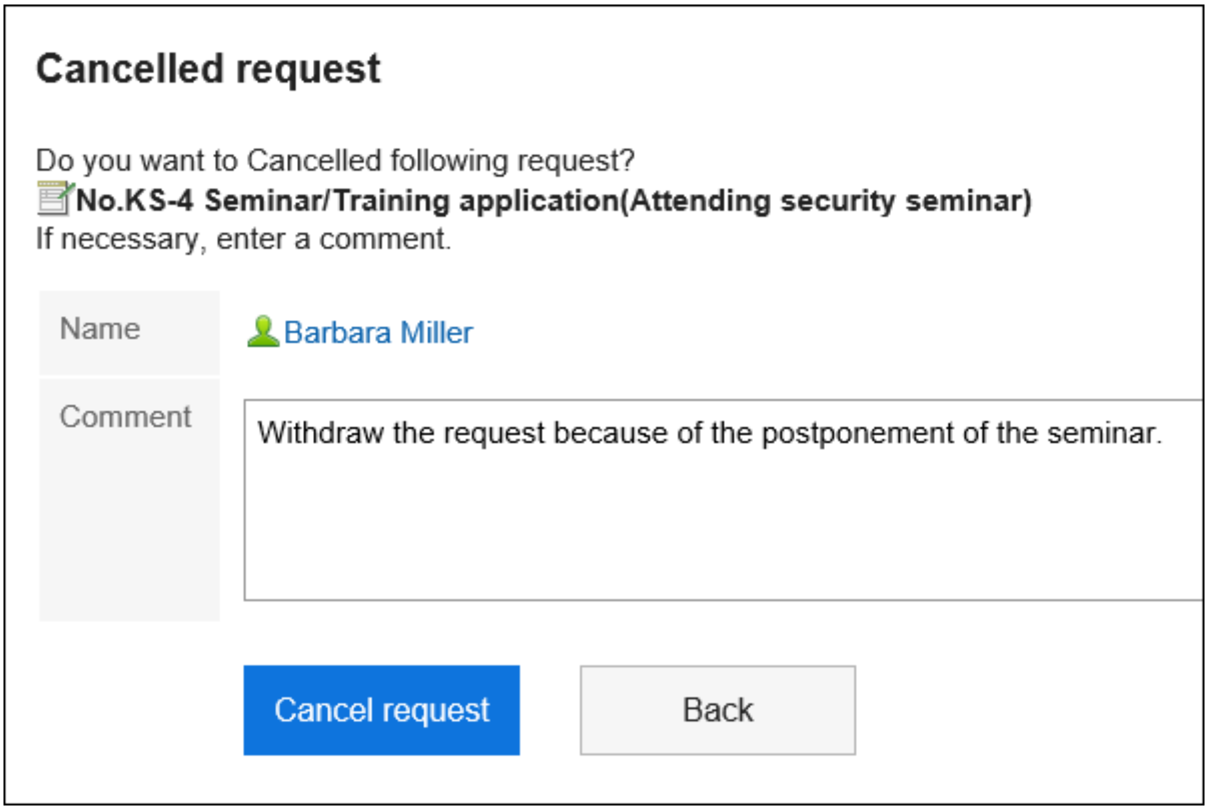
1. **Click the app icon  in the header.**
2. **Click Workflow.**
3. **Click the subject of the sent back request data in unprocessed data list on the "Workflow (Recent)" screen.**



4. **Click "Cancel" on the process screen of the sent back requests.**

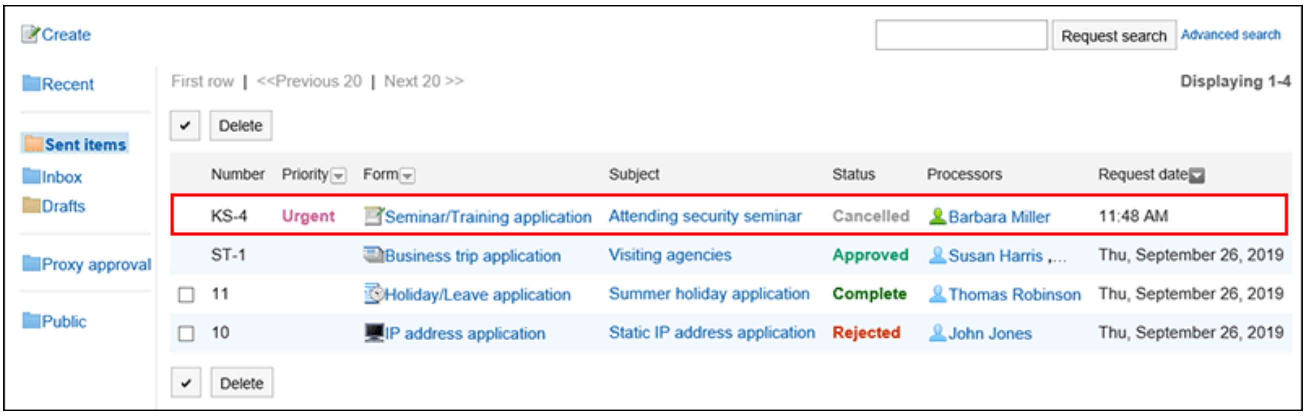


5. On the screen to cancel requests, enter a comment and click "Cancel".



You can check the cancelled request data in the "Sent items" folder.

The status of the request data changes from "In progress" to "Cancel".

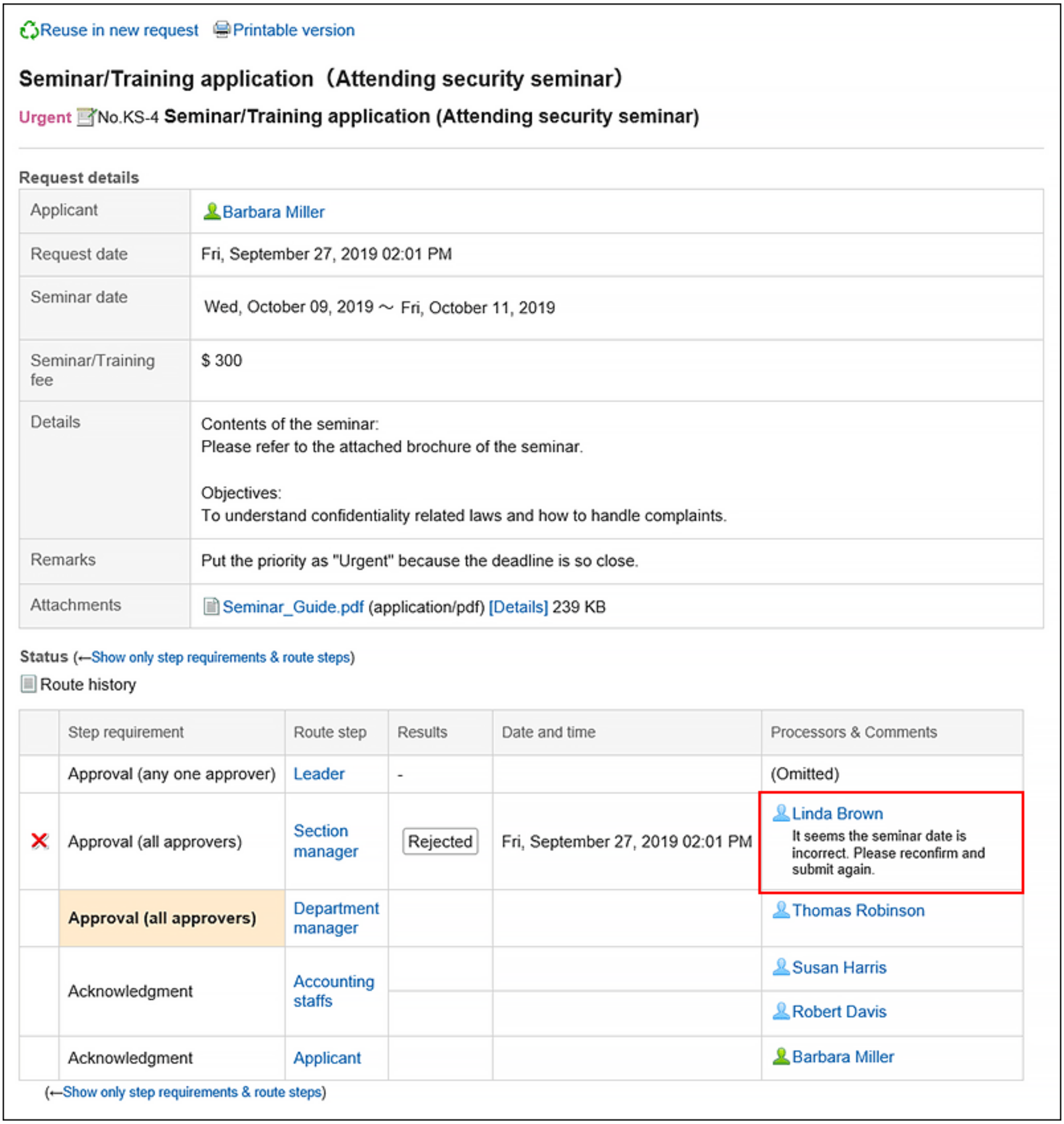


3.14.7. What to Do If the Request Is Rejected

The request data rejected by the approver is displayed on the results list on the "Workflow (Recent)" screen, "Workflow (Sent items)" screen, and the "Workflow (Inbox)" screen of the applicant.

When a request is rejected, the status of the request data will become "Rejected".

The request details screen shows a message indicating that the request has been rejected and any comments from the processor.


Reuse in new request Printable version

Seminar/Training application (Attending security seminar)

Urgent No.KS-4 **Seminar/Training application (Attending security seminar)**

Request details

Applicant	Barbara Miller
Request date	Fri, September 27, 2019 02:01 PM
Seminar date	Wed, October 09, 2019 ～ Fri, October 11, 2019
Seminar/Training fee	$ 300
Details	Contents of the seminar: Please refer to the attached brochure of the seminar. Objectives: To understand confidentiality related laws and how to handle complaints.
Remarks	Put the priority as "Urgent" because the deadline is so close.
Attachments	Seminar_Guide.pdf (application/pdf) [Details] 239 KB

Status (←Show only step requirements & route steps)

Route history

	Step requirement	Route step	Results	Date and time	Processors & Comments
	Approval (any one approver)	Leader	-		(Omitted)
✕	Approval (all approvers)	Section manager	Rejected	Fri, September 27, 2019 02:01 PM	Linda Brown It seems the seminar date is incorrect. Please reconfirm and submit again.
	Approval (all approvers)	Department manager			Thomas Robinson
	Acknowledgment	Accounting staffs			Susan Harris
					Robert Davis
	Acknowledgment	Applicant			Barbara Miller

(←Show only step requirements & route steps)

If you want to review the rejected requests and request them again, reuse the rejected request data and create and submit a new request data.

For details, refer to how to reusing and submitting requests(894Page).

3.14.8. Proxy Submission of Requests

A user who has been set as a proxy applicant can submit the request data on behalf of the delegator (original applicant).

The request data submitted by the proxy applicant is processed in the same way as it has been submitted by the delegator.

Note

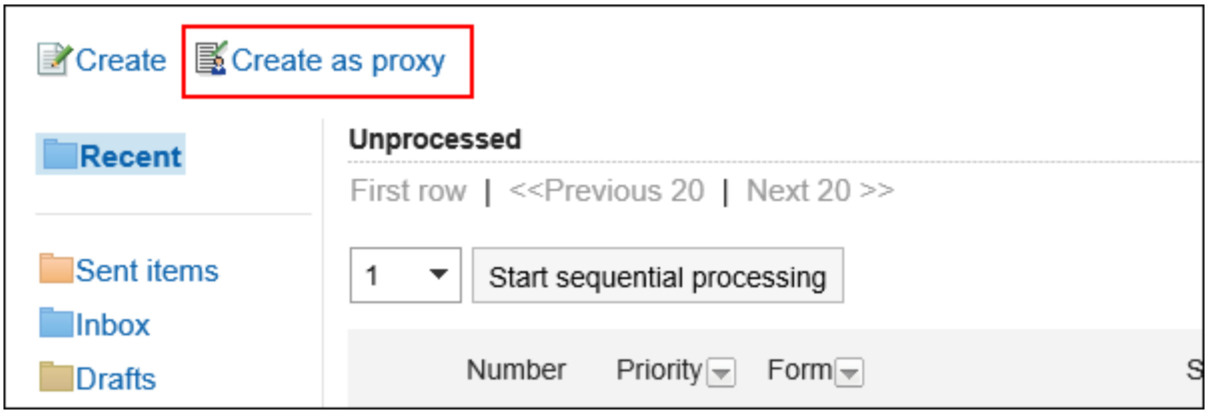
- To submit a request data as a proxy, the following settings are required.
  - System administrators enables the proxy submission
  - The system administrator or the delegator set up the proxy applicant:

    For details, refer to Setting up Proxies.

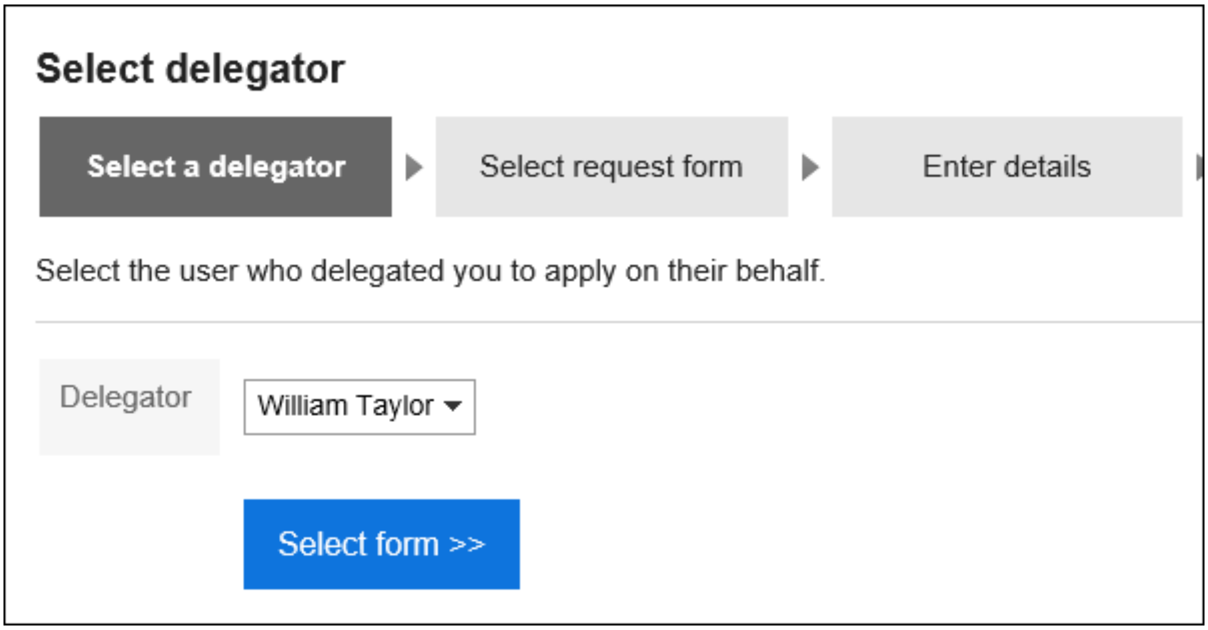
    If you want to set up your proxy, your system administrator must allow you to set it up.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **Click the item of the proxy request on the "Workflow (Recent)" screen.**

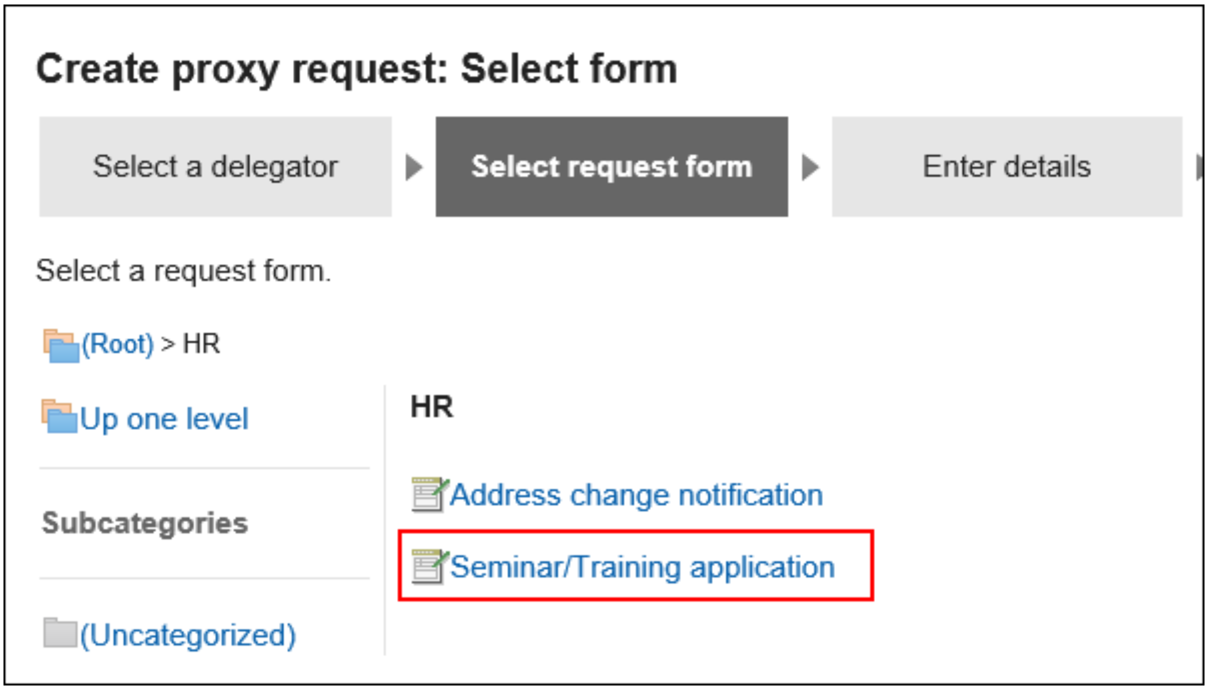


4. On the screen to select delegators, select a delegator and click the item to select a form.



5. On the screen to create a proxy request (for selecting request forms), select a category and then select the request form.

A proxy applicant can use the request form for which the delegator has the permission.



6. On the screen to create proxy requests (for entering contents), set the required items and click the item to set the route.

Depending on the request form, the items displayed are different.

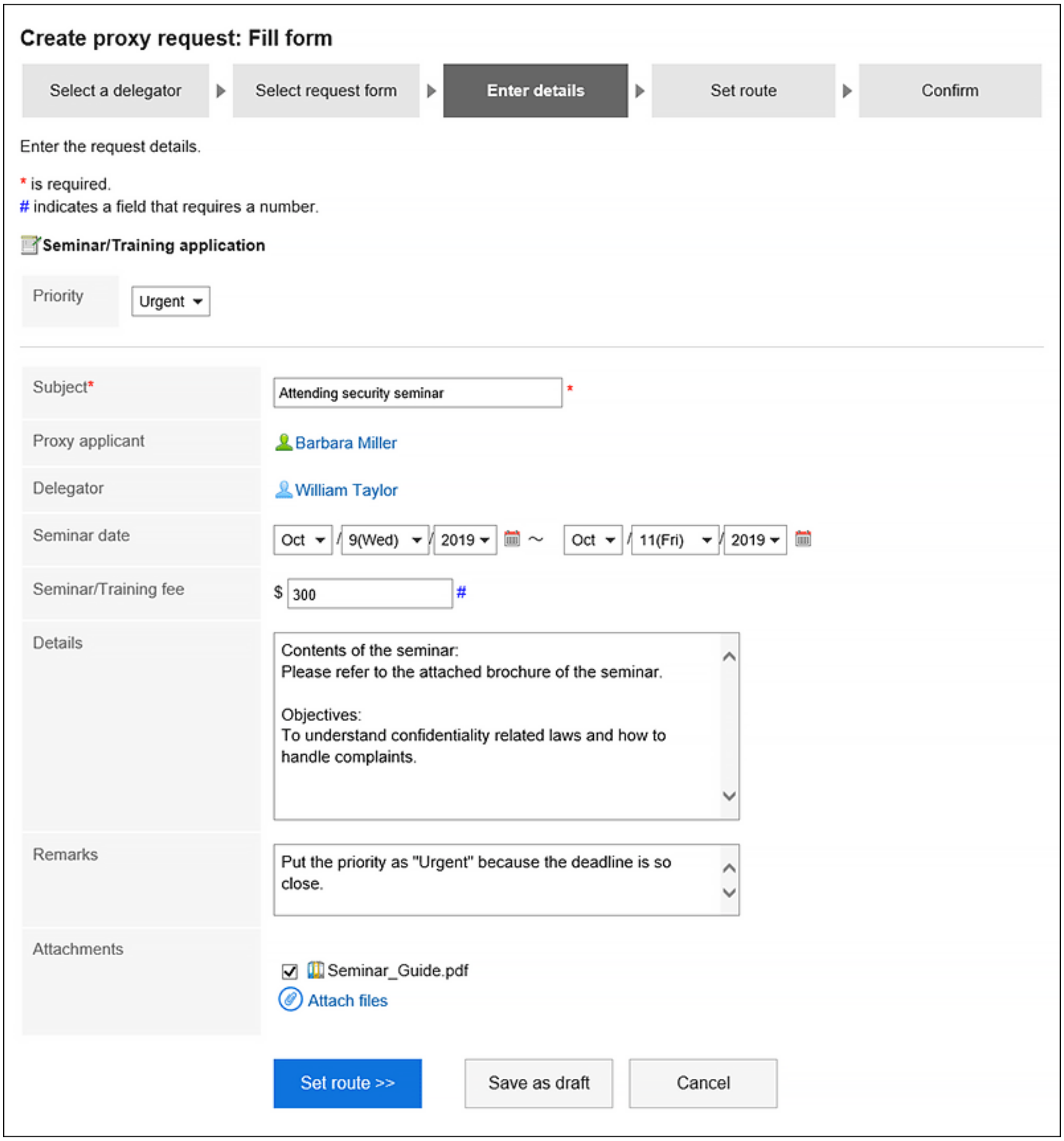
If you want the processor to process the request faster, set it as urgent in the "Priority" field.

Fields with an asterisk "*" must be entered.

For fields with a hash mark "#", only single-byte numbers are allowed.

For some fields, you can attach files. For details, refer to Attaching Files(32Page).

When you click the item to save the request as draft, the request data is saved in the "Drafts" folder of the proxy applicant.



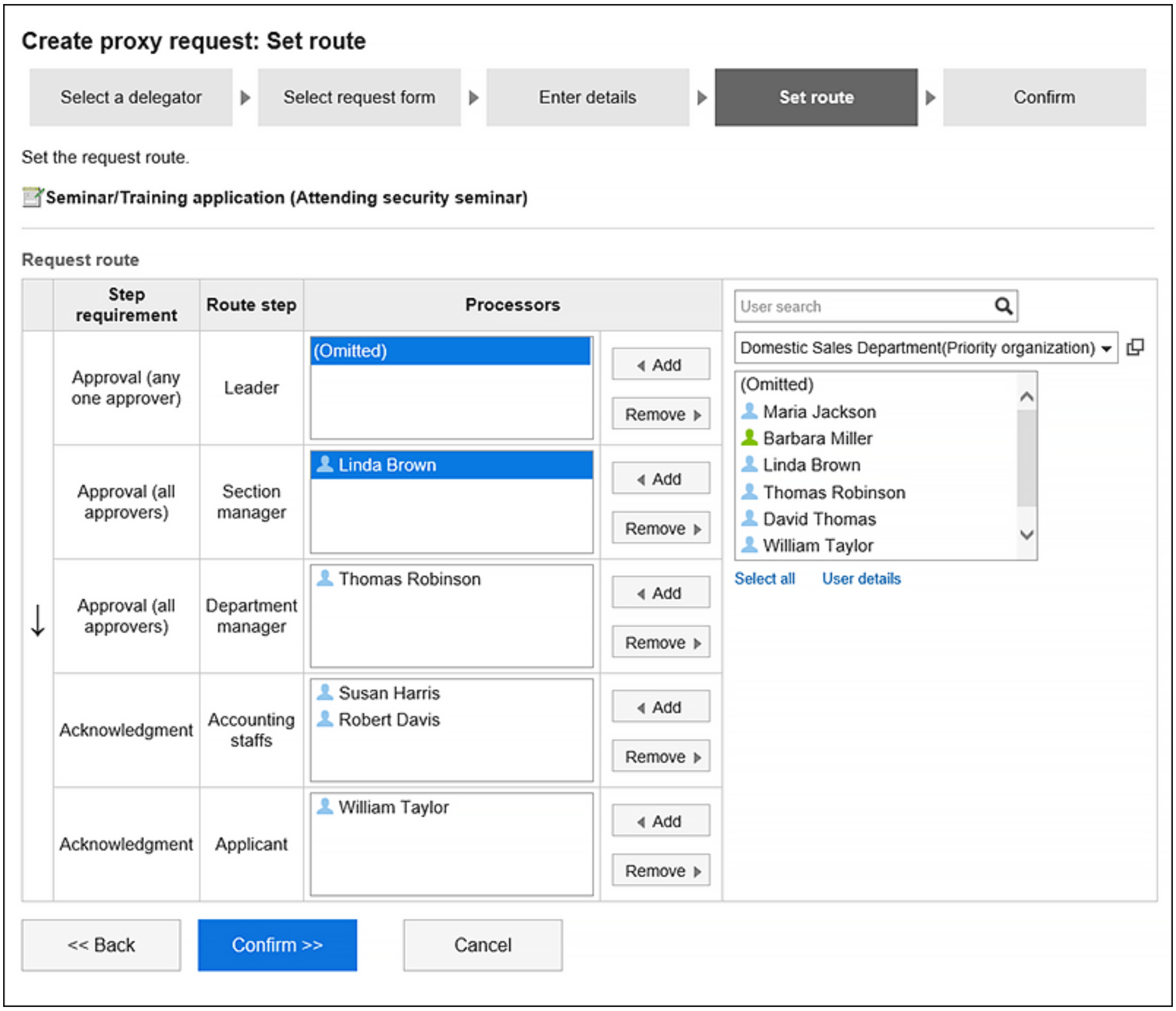
7. On the screen for creating a proxy request (for setting up routes), set the processor of the request route, and then click "Confirm".

Depending on your system administrator settings, you may not be able to change the default processors.

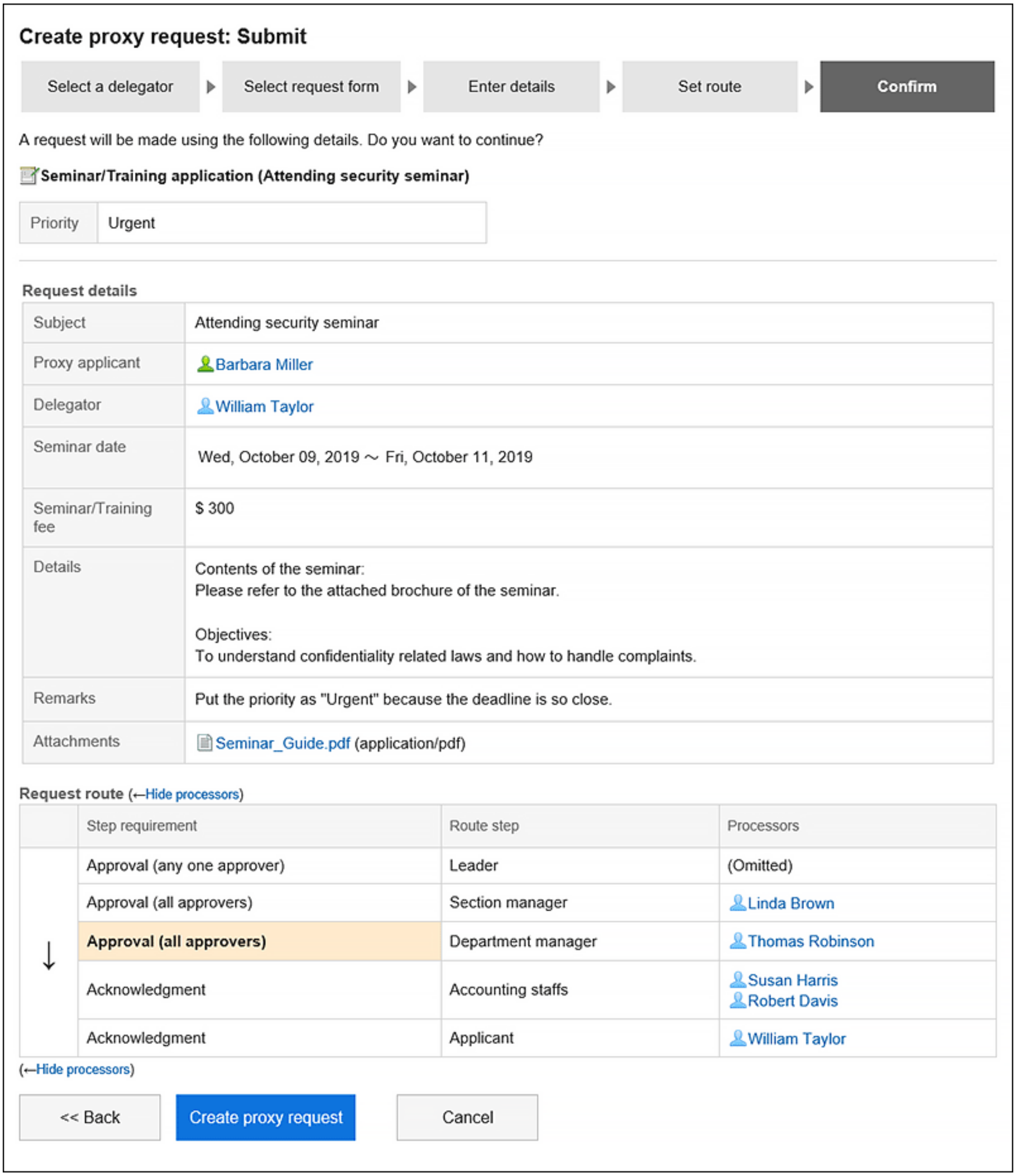
If no users are available as processors, set "(Omitted)".

Note that the processor of the final route step in the approval route cannot be omitted.

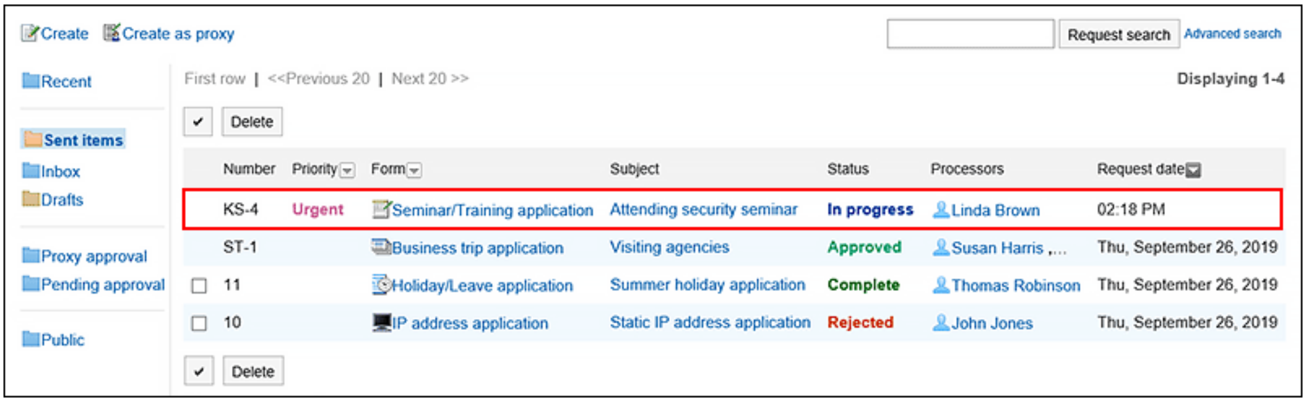
Also, you cannot set all the processors of a route step to be omitted.



8. On the screen to create a proxy request (confirmation), confirm the request details and click the item to commit the proxy request.

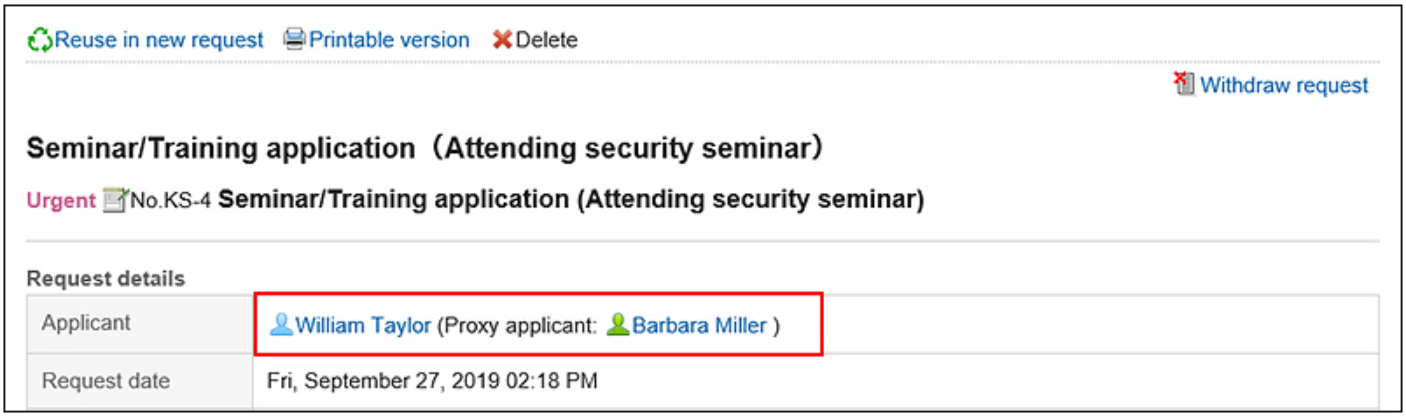


The submitted request data will be saved in the "Sent items" folder of the proxy applicant and the delegator and the notification will be sent to the first processor.



View Applicants of Proxy Requests

The "Applicant" field in the request data submitted by the proxy displays the user names of the proxy and the delegator.



Delegator Actions on Proxy Requests

The delegator can view, withdraw, and cancel the requests submitted by the proxy from their list of submissions.

When the proxy request has been processed, the results are communicated to both the proxy applicant and the delegator.

Withdrawing the Requests Submitted by Proxy

When you want to withdraw your proxy submitted request data, the proxy applicant or the delegator will withdraw it.

For details, refer to Withdrawing Requests(901Page).

When a request is withdrawn, the request data will be deleted from the sent item list of the proxy request and the delegator.

When the delegator has withdrawn the proxy submitted request data, it will also be saved in the "Drafts" folder of the proxy applicant. As a result, the delegator will not be able to view the withdrawn request data.

Canceling the Requests Submitted by Proxy

When you want to cancel your proxy submitted request data, the proxy applicant or the delegator will cancel it.

For details, refer to Canceling Requests(905Page).

The cancelled request data can be viewed in the sent items of both the proxy applicant and the delegator.

Reusing and Submitting Requests by Proxy

The proxy applicant can reuse the following request data and submit the new request data on behalf of the same delegator.

- Request data submitted by the proxy
- Request data submitted by the proxy and then cancelled
- Request data submitted by the proxy and then rejected
- Request data submitted by the proxy and then cancelled by the delegator
- Request data submitted by the proxy and then withdrawn by the delegator

For details, refer to how to reusing and submitting requests(894Page).

Note

- If the proxy of the delegator is changed, the proxy cannot reuse the request data on behalf of the delegator.

3.14.9. Process Requests

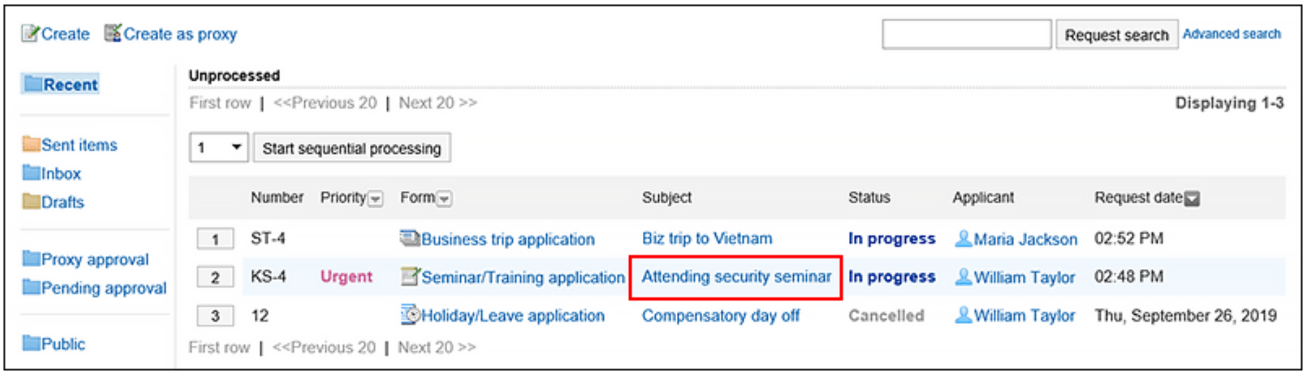
This section describes how to process request data if you are set as a processor for the approval route.

You can approve, reject, send back, or confirm the request.

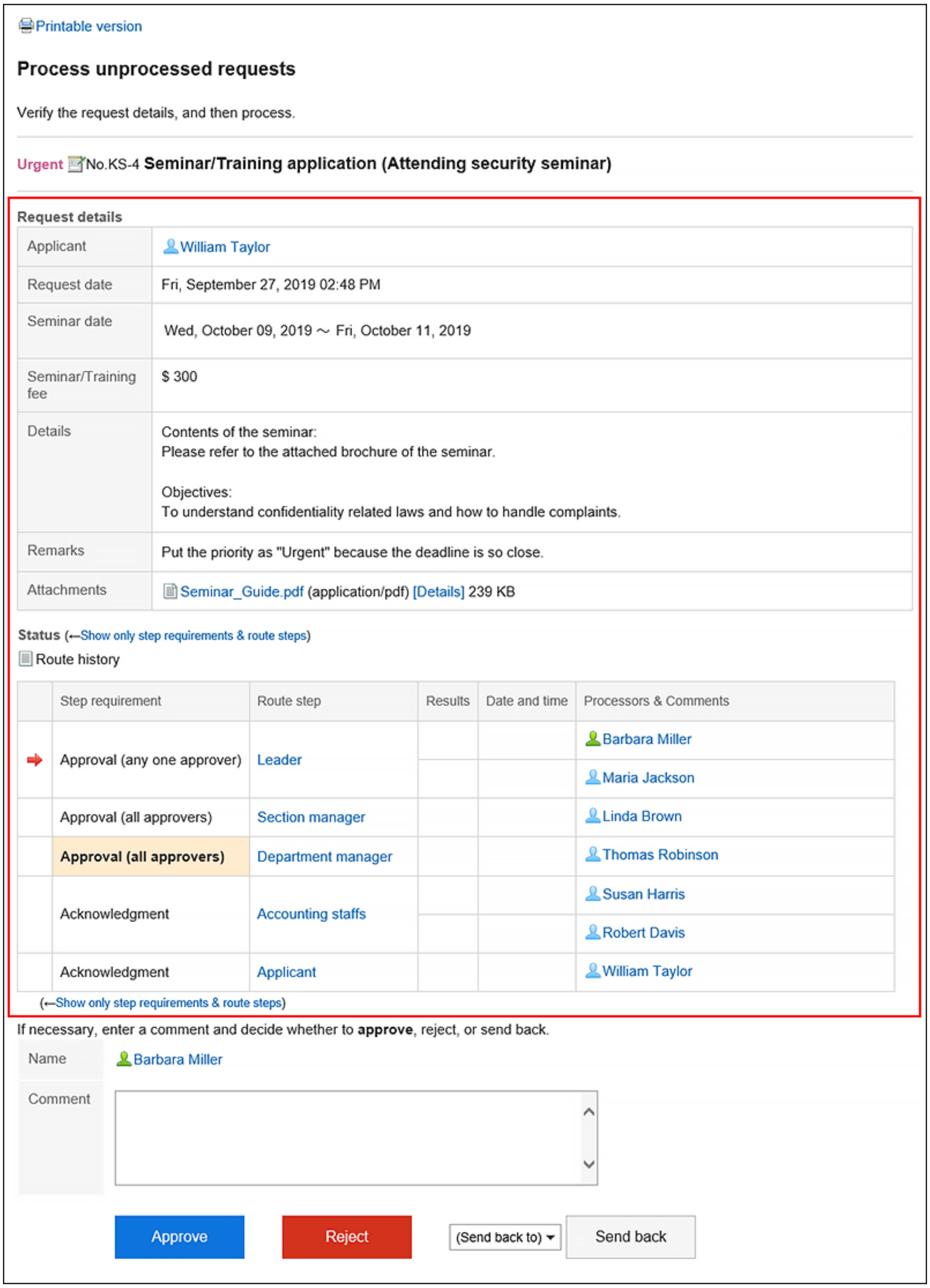
You can process your request data on the "Workflow (Recent)" screen. You cannot process them on the "Workflow (Inbox)" screen.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **Click the subject of the request data you want to process from the unprocessed data list on the "Workflow (Recent)" screen.**



4. **Confirm the request details on the screen for processing unprocessed requests.**



5. If necessary, enter a comment and click "Approve", "Rejected", or "Send back".

You can enter a comment if you want.

To send back the request, specify the target user to send back the request from the dropdown list.

The notifications will be sent to the following users, depending on the process of the request.

- Approve: Users of the next route step
- Rejected: Applicant
- Send back: Specified users

Note

- In an unprocessed route step, the processor can change the route if the route change is allowed.
  For details, refer to Changing Application Routes(895Page).
- Depending on the request form used by the applicant, the processor of the approval route may be able to edit the request.
  Processors can change the contents or attache files to the item they have the edit permission.
  Items that they do not have the view permission cannot be viewed.
  For details, refer to Setting Access Permissions for Items.

Route Types of Approval Route

The route types for the approval route are as follows.

- Approval (all approvers):
  When all processors set for the route step approve the request, users can proceed to the next route step.
- Approval (any one approver):
  When one of the processor of all the processors set for the route step approves the request, users can proceed to the next route step.

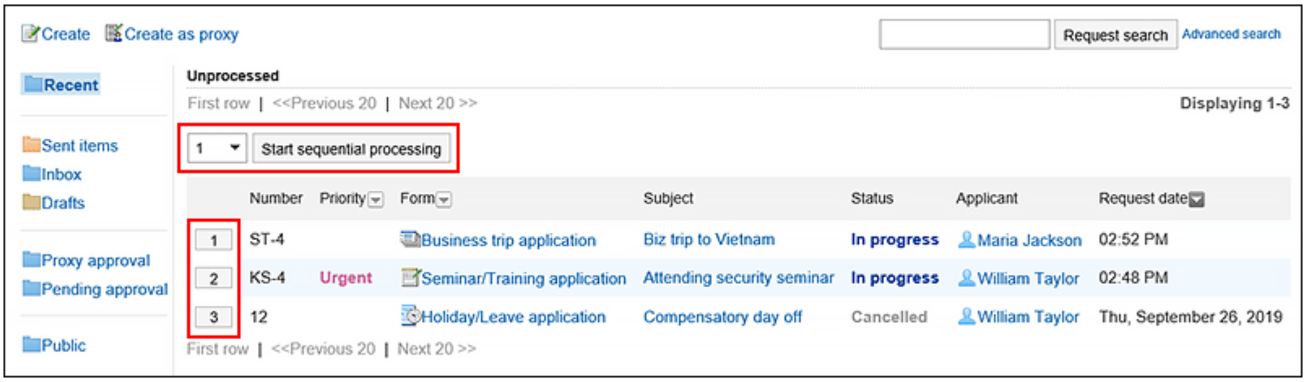
For both route types, if one of the processors of the same route step returns the request, other processors cannot process the request. The same is true in the case of rejecting the request.
Also, after one of the processors has processed the request, the request data does not disappear from the "Workflow (Recent)" screen of other processors.
To clear the request data, click the subject of the target request data, and then click "Confirm".

Processing Requests Consecutively

If you have multiple unprocessed request data, you can select the number of request data to start the process and process the subsequent request data sequentially in the ascending order.
This is useful when you process a large amount of request data.

Steps:

1. **Click the app icon  in the header.**
2. **Click Workflow.**
3. **In unprocessed data list on the "Workflow (Recent)" screen, select the start number of the request data to process sequentially using one of the following methods.**
   - Select a number from the dropdown list and click the item to process data sequentially.
   - Click the number buttons on the left side of the request data list.

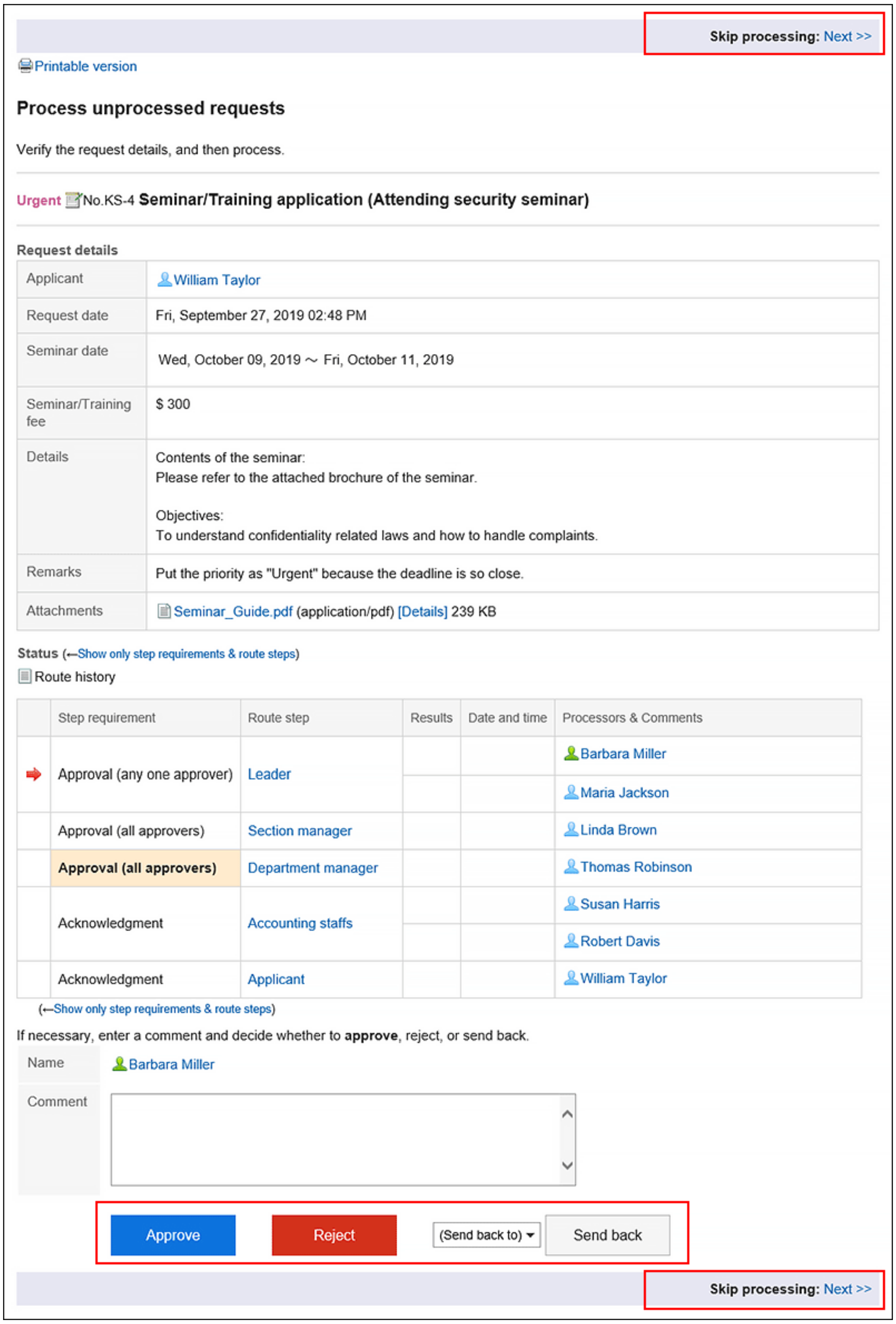


4. On the screen for processing unprocessed requests, confirm the request details and click "Approve", "Rejected", or "Send back".

Enter any comments if necessary.

To send back the request, specify the target user to send back the request from the dropdown list.

Clicking **Next** in the upper right or the lower right corner allows you to defer processing of the request data being displayed and process the next one.



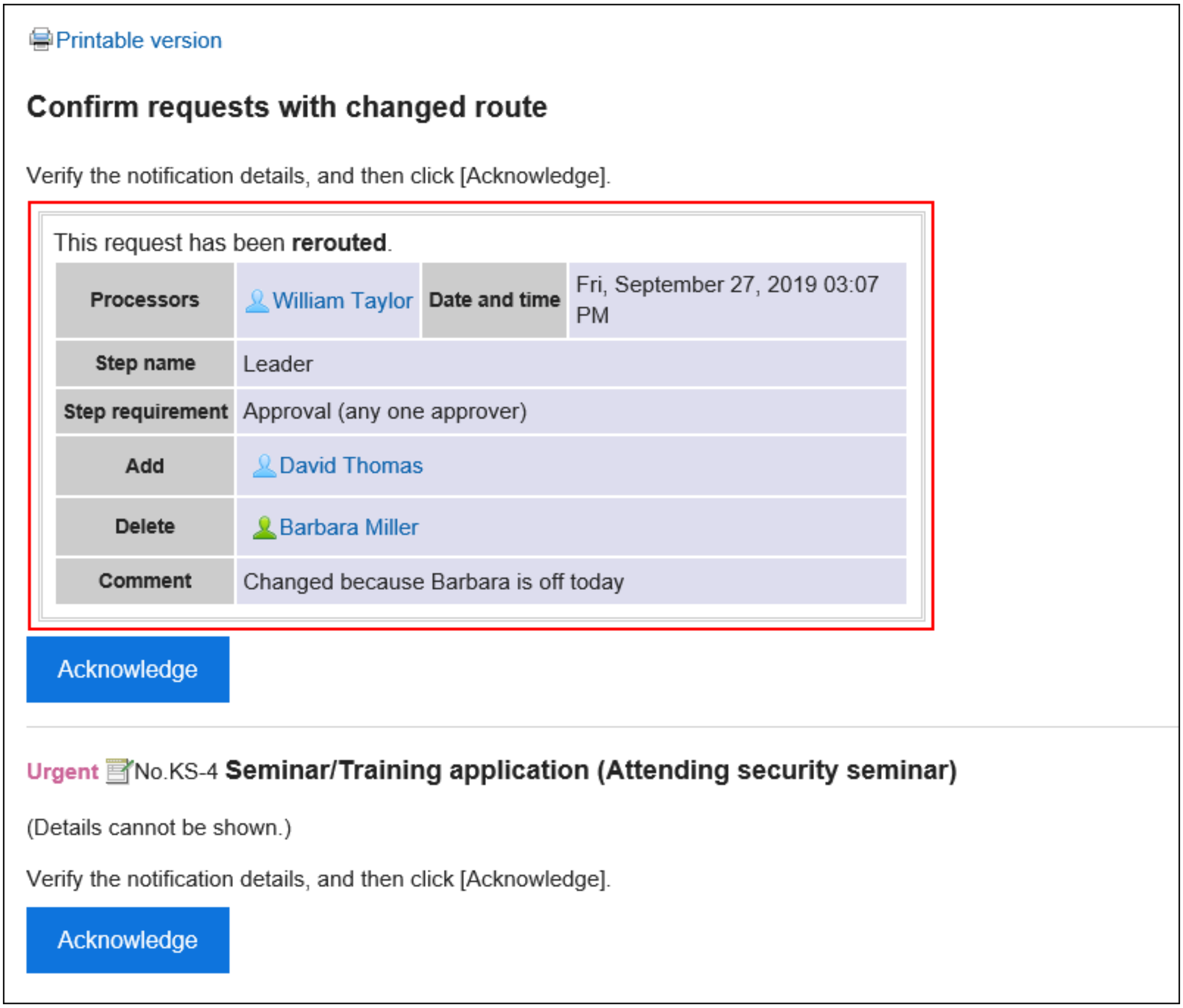
5. Repeat step 4 to process the request data.

Note

- In an unprocessed route step, the processor can change the route if the route change is allowed.
  For details, refer to Changing Application Routes(895Page).
- Depending on the request form used by the applicant, the processor of the approval route may be able to edit the request.
  Processors can change the contents or attache files to the item they have the edit permission.
  Items that they do not have the view permission cannot be viewed.
  For details, refer to Setting Access Permissions for Items.

What to Do If You Have Been Deleted from the Route Step

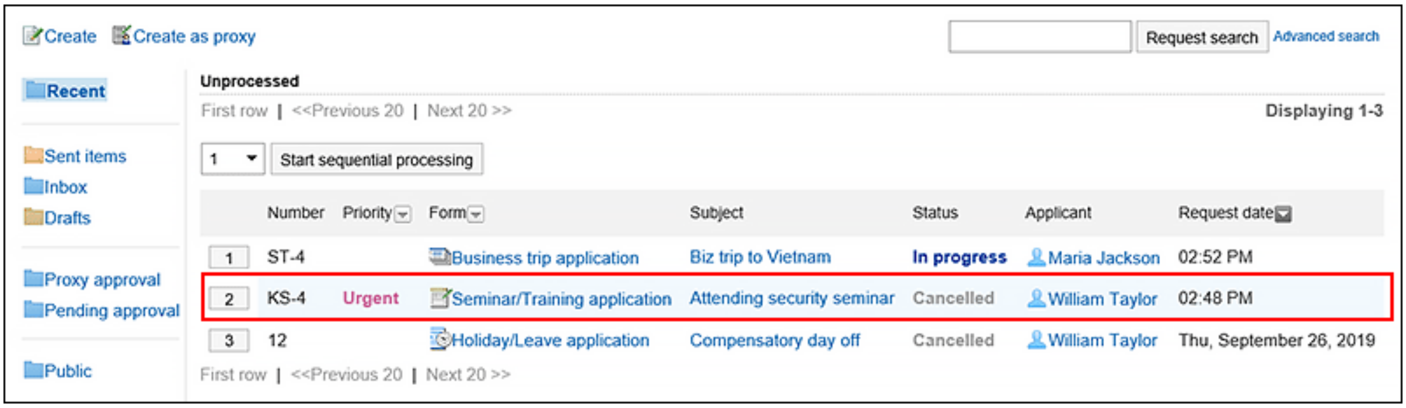
If you have been deleted from the processor of a route step before you process the request data, the request data details screen displays a message indicating that the route has been changed. The request details are not displayed.
When you click "Confirm", the request data will be deleted from the "Workflow (Recent)" screen.



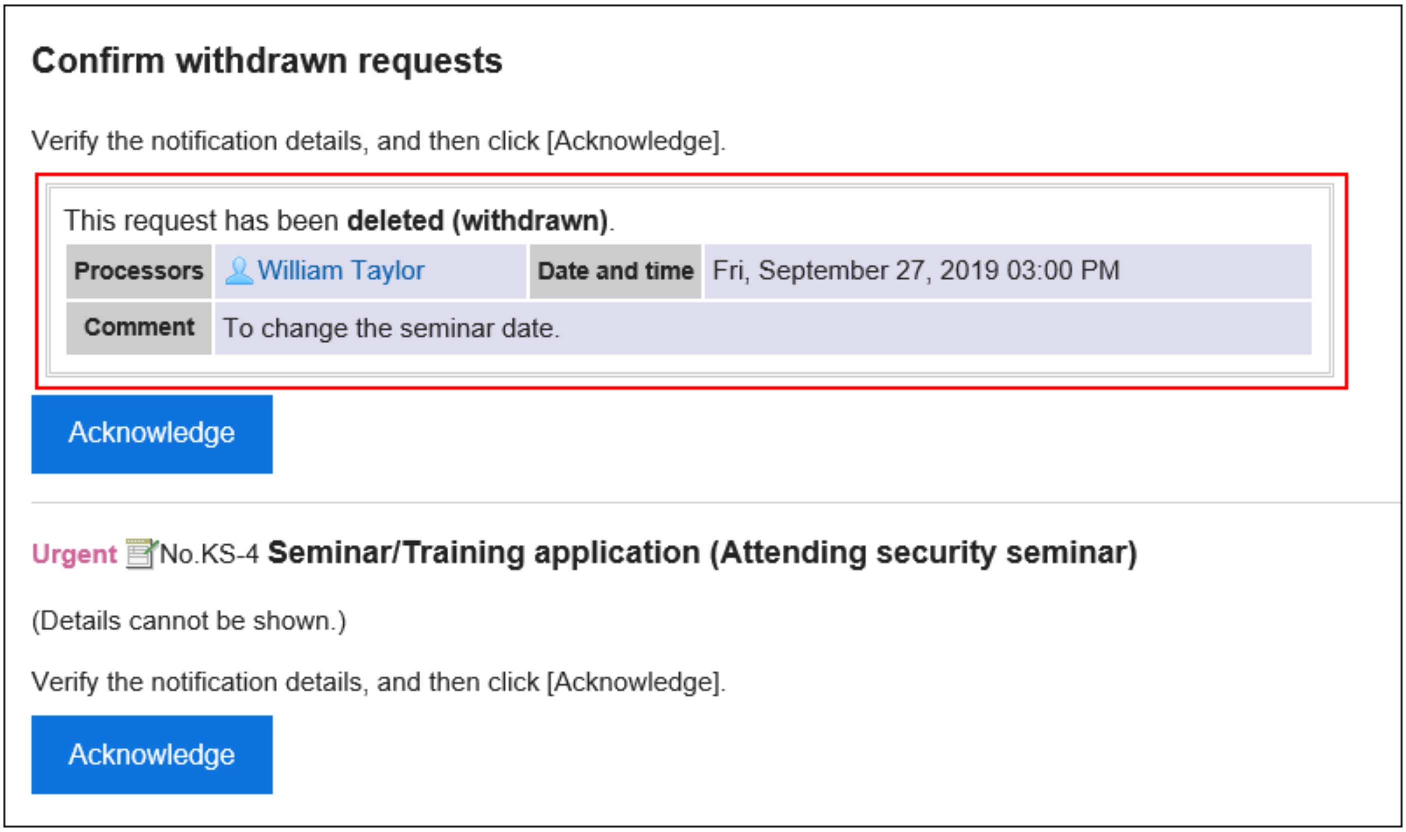
If you want to delete the request data from the "Workflow (Inbox)" screen, refer to Deleting Requests from the List(941Page).

What to Do If the Applicant Has Withdrawn the Request

The status of the request data which has been withdrawn by the applicant is "Cancel".



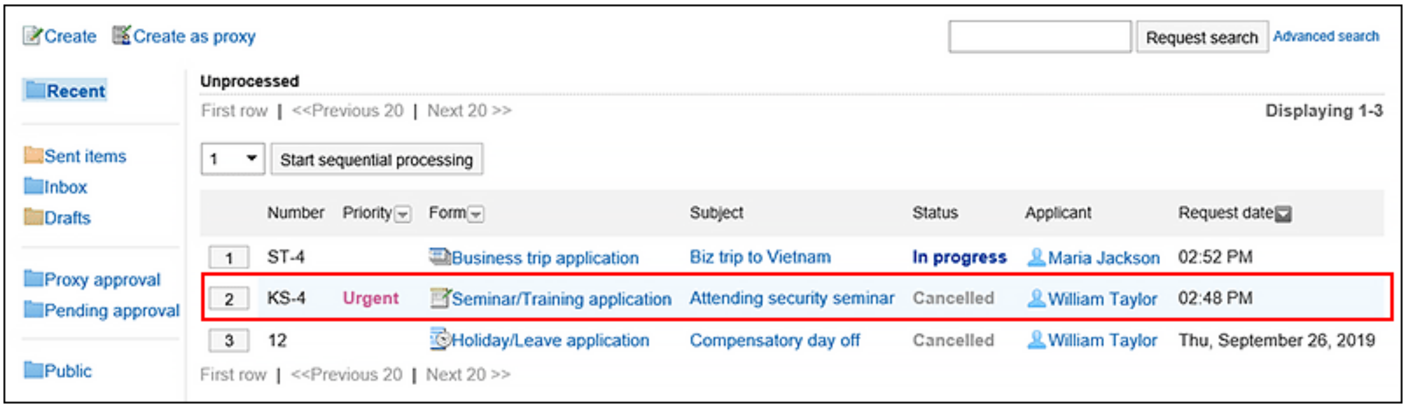
The details screen of the request data displays a message indicating that the request has been withdrawn and the comment from the applicant. The request details are not displayed.
When you click "Confirm", the request data will be deleted from the "Workflow (Recent)" screen.



If you want to delete the request data from the "Workflow (Inbox)" screen, refer to Deleting Requests from the List(941Page).

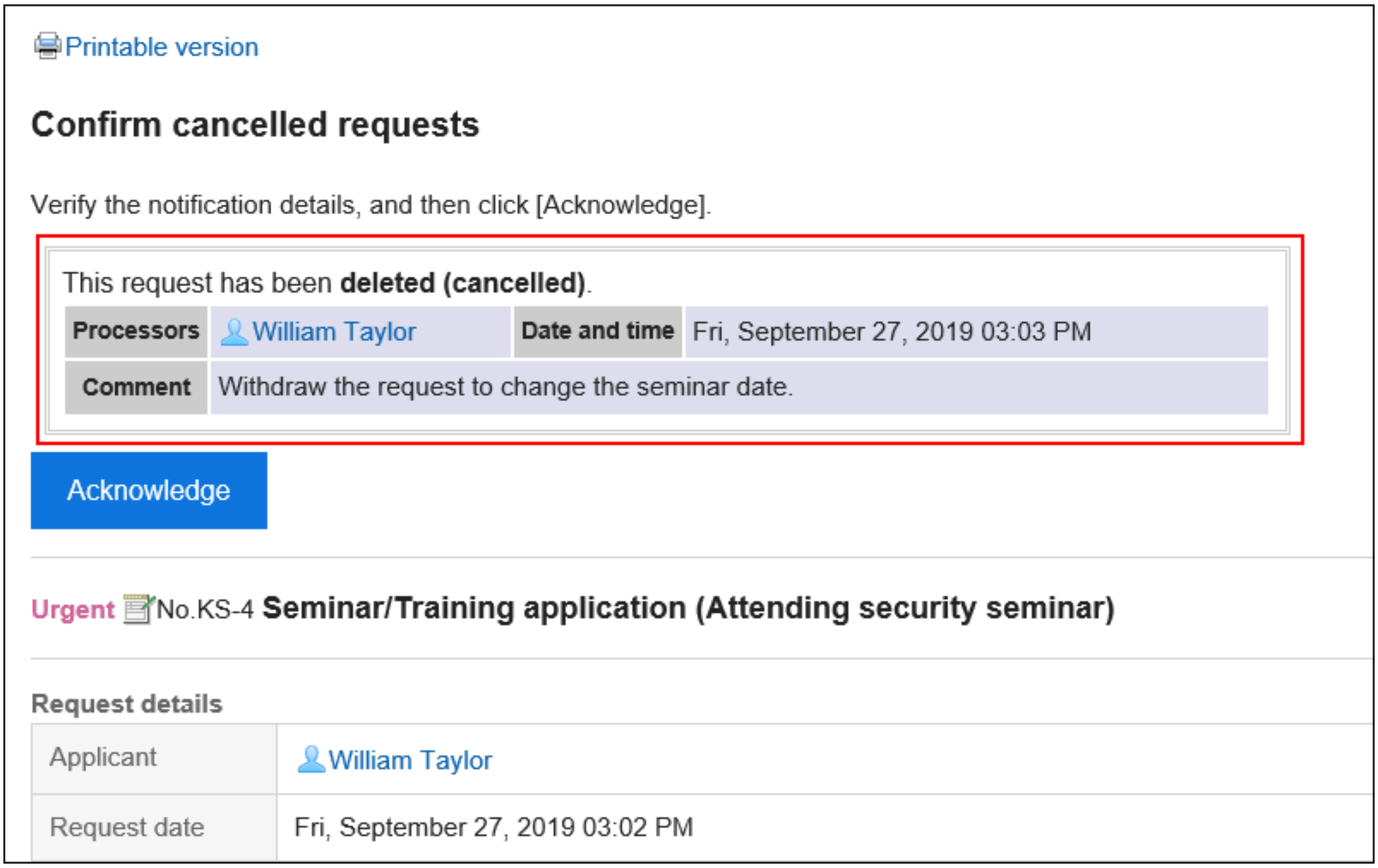
What to Do If a Request Has Been Canceled

The status of the request data will become "Cancel" when it is canceled by the applicant.



The details screen of the request data displays a message indicating that the request has been canceled and the comment from the applicant.

When you click "Confirm", the request data will be deleted from the "Workflow (Recent)" screen.



If you want to delete the request data from the "Workflow (Inbox)" screen, refer to Deleting Requests from the List(941Page).

Note

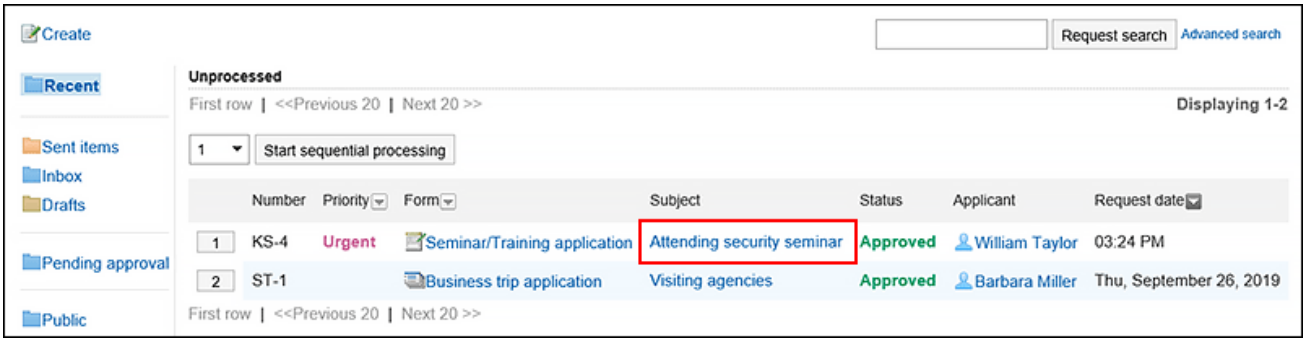
- The canceled request data can be checked by the processors of the route step who have already processed it before the applicant cancels it. The request is terminated without being notified to the processors of the subsequent route steps, and they cannot confirm the request data.

3.14.10. Confirming Requests

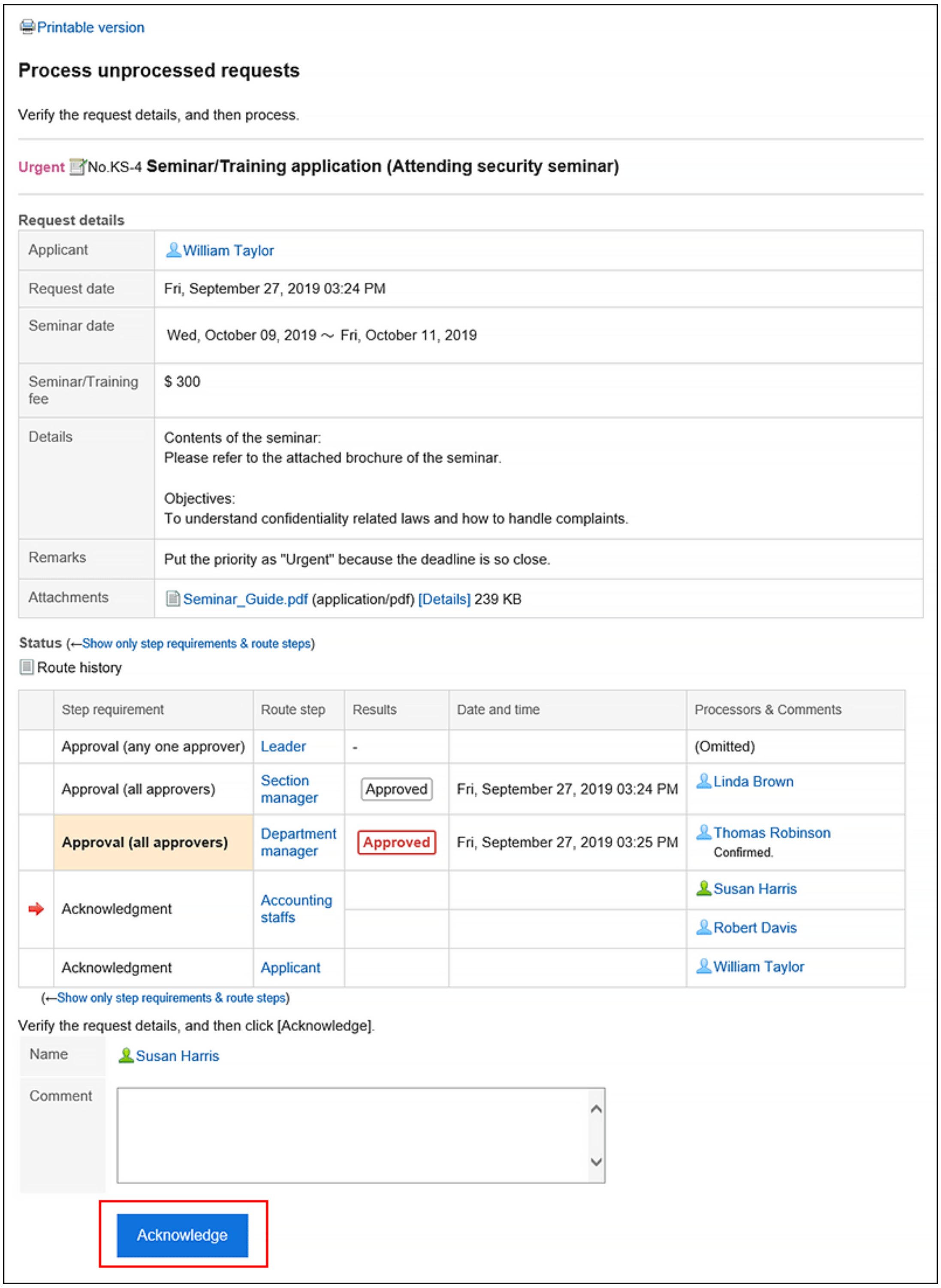
This section describes how to confirm request data if you are set as a processor of the route steps for the acknowledgement route.
You can check your request data on the "Workflow (Recent)" screen. You cannot check them on the "Workflow (Inbox)" screen.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **Click the subject of the request data with the status of "Approved" or "In progress" from the unprocessed data list on the "Workflow (Recent)" screen.**



4. **On the screen for processing unprocessed requests, click "Acknowledge".**
   Enter any comments if necessary.
   Click "Acknowledge" to delete the processed request data from the unprocessed data list.


Printable version
Process unprocessed requests
Verify the request details, and then process.
Urgent No.KS-4 Seminar/Training application (Attending security seminar)
Request details
Applicant
William Taylor
Request date
Fri, September 27, 2019 03:24 PM
Seminar date
Wed, October 09, 2019 ～ Fri, October 11, 2019
Seminar/Training fee
$ 300
Details
Contents of the seminar:
Please refer to the attached brochure of the seminar.
Objectives:
To understand confidentiality related laws and how to handle complaints.
Remarks
Put the priority as "Urgent" because the deadline is so close.
Attachments
Seminar_Guide.pdf (application/pdf) [Details] 239 KB
Status (←Show only step requirements & route steps)
Route history
Step requirement
Route step
Results
Date and time
Processors & Comments
Approval (any one approver)
Leader
-
(Omitted)
Approval (all approvers)
Section manager
Approved
Fri, September 27, 2019 03:24 PM
Linda Brown
Approval (all approvers)
Department manager
Approved
Fri, September 27, 2019 03:25 PM
Thomas Robinson
Confirmed.
Acknowledgment
Accounting staffs
Susan Harris
Robert Davis
Acknowledgment
Applicant
William Taylor
(←Show only step requirements & route steps)
Verify the request details, and then click [Acknowledge].
Name
Susan Harris
Comment
Acknowledge

3.14.11. Proxy Processing of Requests

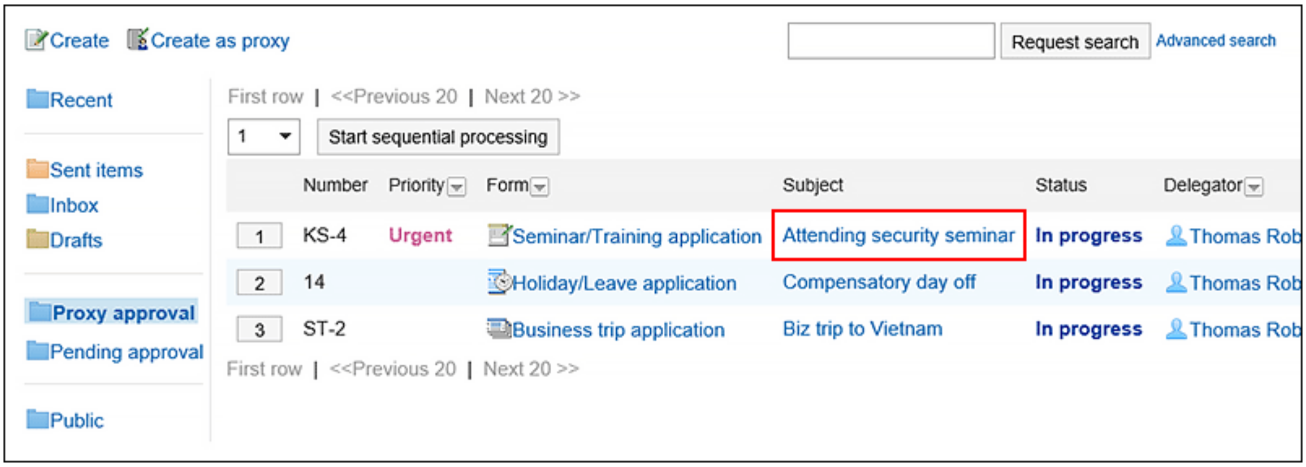
A user who has been set as a proxy approver can process the request data on behalf of the delegator (original approver).
The request data that has been assigned to the delegator is displayed on the "workflow (proxy approval list)" screen of the proxy approver.
The request data processed by the proxy approver is processed in the same way as it has been processed by the delegator.
The delegators can process the request data by themselves, even if the proxy approvers have been set.

Note

- To process a request data as a proxy approver, the following settings are required.
  - System administrators enables the proxy approval
  - The system administrator or the delegator set up the proxy approver:
    For details, refer to Setting up Proxies.
    If you want to set up your proxy, your system administrator must allow you to set it up.
- If the delegator or the proxy approver processes the request data, it will be deleted from the "workflow (proxy approval list)" screen of the proxy approver. The proxy approver can no longer check the content or the status of the processed request data.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **On the "Workflow (Recent)" screen, select the proxy approval list folder and click the subject of the request data you want to process as a proxy.**



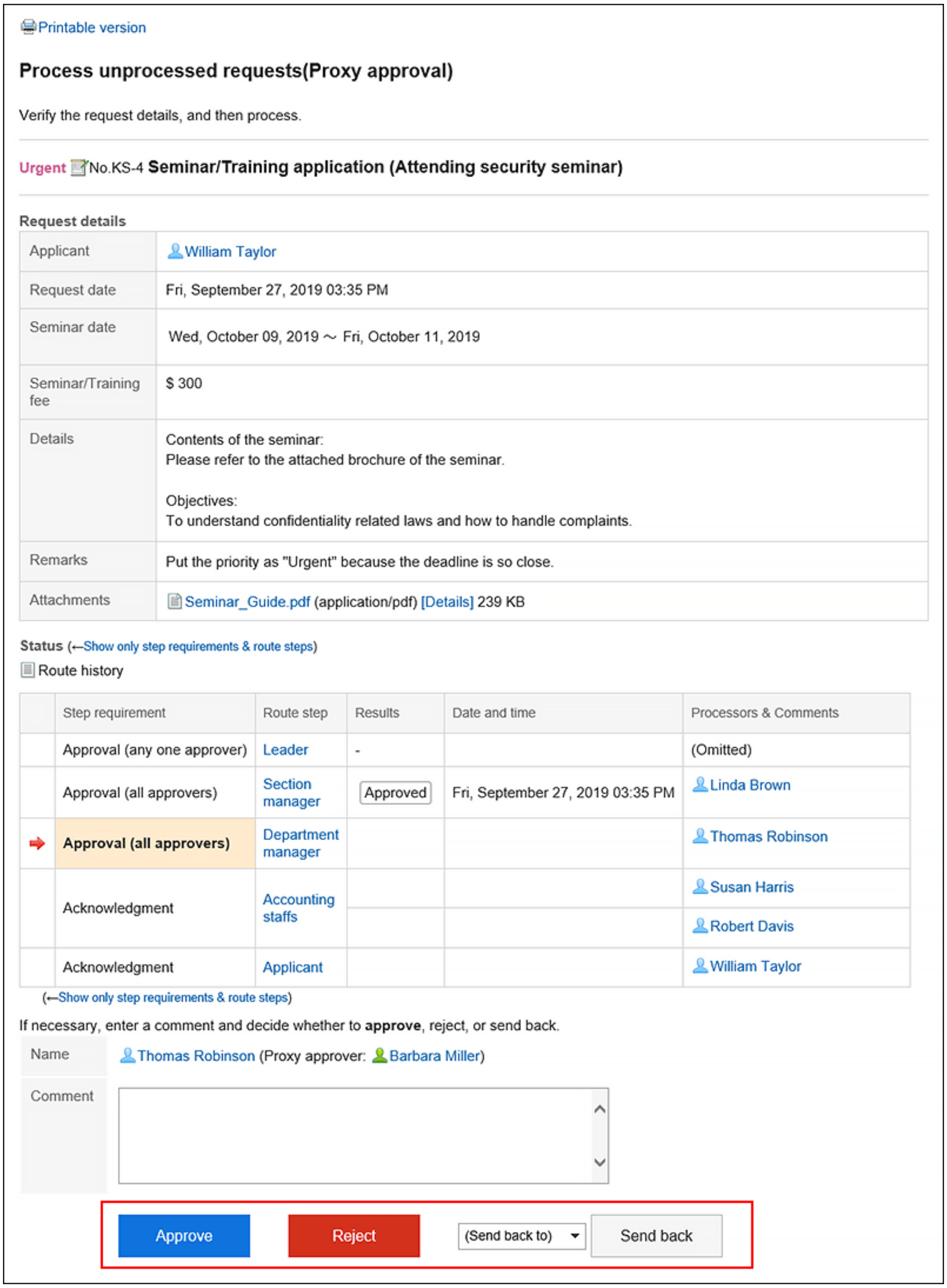
4. On the screen for processing unprocessed requests, confirm the request details and click "Approve", "Rejected", or "Send back".

You can enter a comment if you want.

To send back the request, specify the target user to send back the request from the dropdown list.

The notifications will be sent to the following users, depending on the process of the request.

- Approve: The notifications will be sent to the subsequent users in the route step.
- Rejected: Applicant
- Send back: Specified users



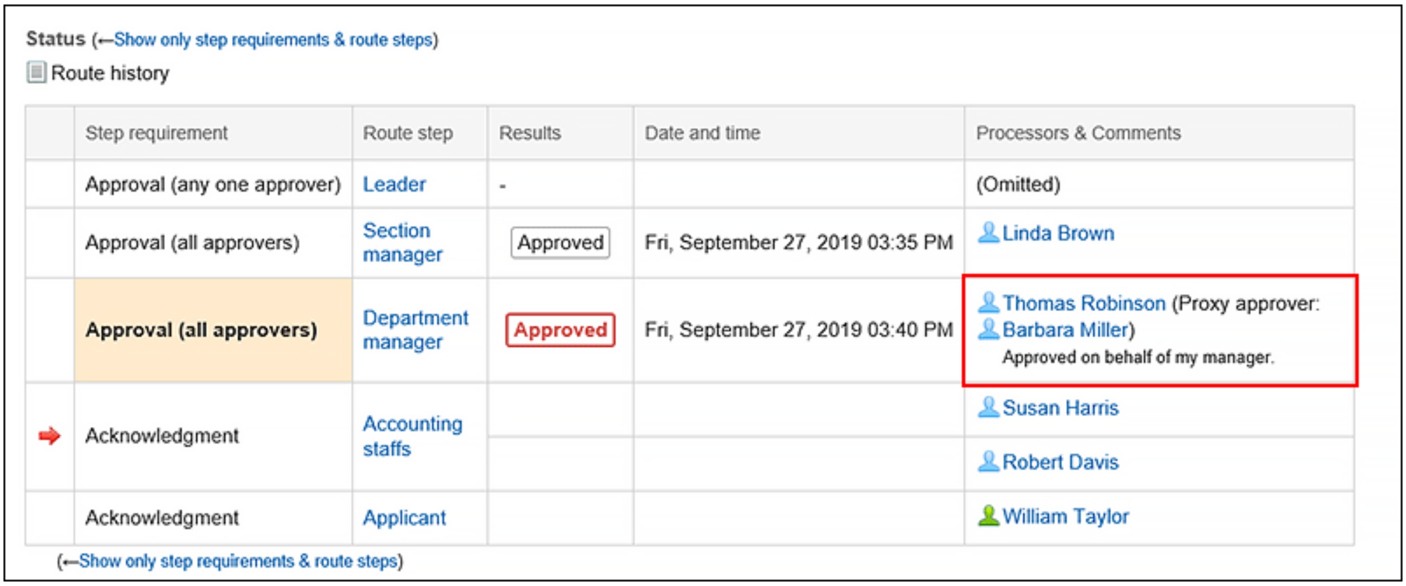
Note

- In an unprocessed route step, the proxy approver can change the route if the route change is allowed.
  For details, refer to Changing Application Routes(895Page).

- Depending on the request form used by the applicant, the processor of the approval route may be able to edit the request.
  Processors can change the contents or attache files to the item they have the edit permission.
  Items that they do not have the view permission cannot be viewed.
  For details, refer to Setting Access Permissions for Items.

View Processors for the Proxy Approval

The "By/Comment" field in the request data approved by the proxy displays the user names of the delegator and the proxy approver.



Proxy Processing of Requests Consecutively

If you have multiple unprocessed request data, you can select the number of request data to start the process and process the subsequent request data sequentially in the ascending order.
This is useful when you process a large amount of request data.

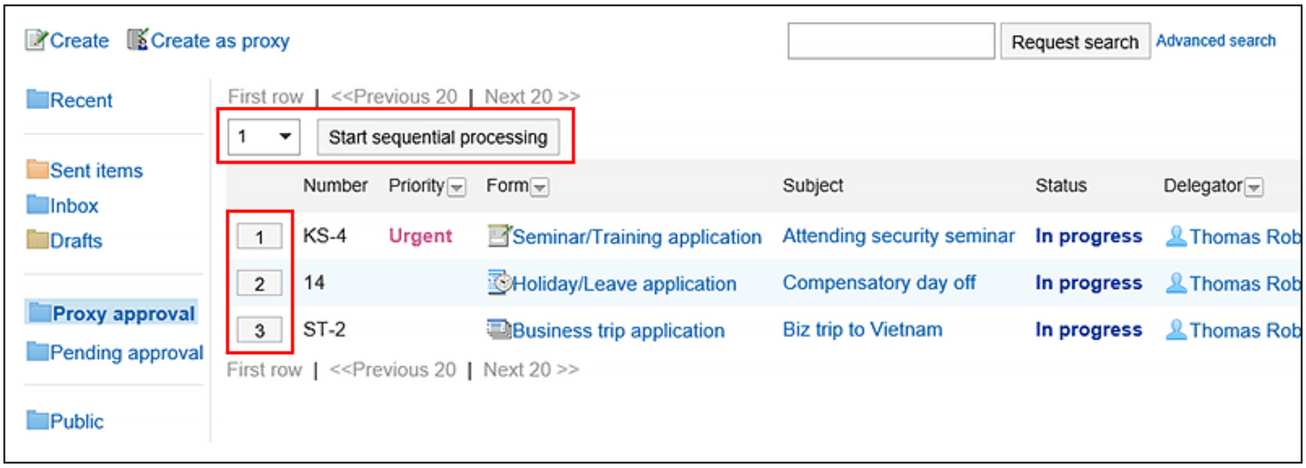
Steps:

1. Click the app icon in the header.

2. **Click Workflow.**

3. **On the "Workflow (Recent)" screen, select the proxy approval folder and select the start number of the request data to process sequentially using one of the following methods.**

- Select a number from the dropdown list and click the item to process data sequentially.
- Click the number buttons on the left side of the request data list.

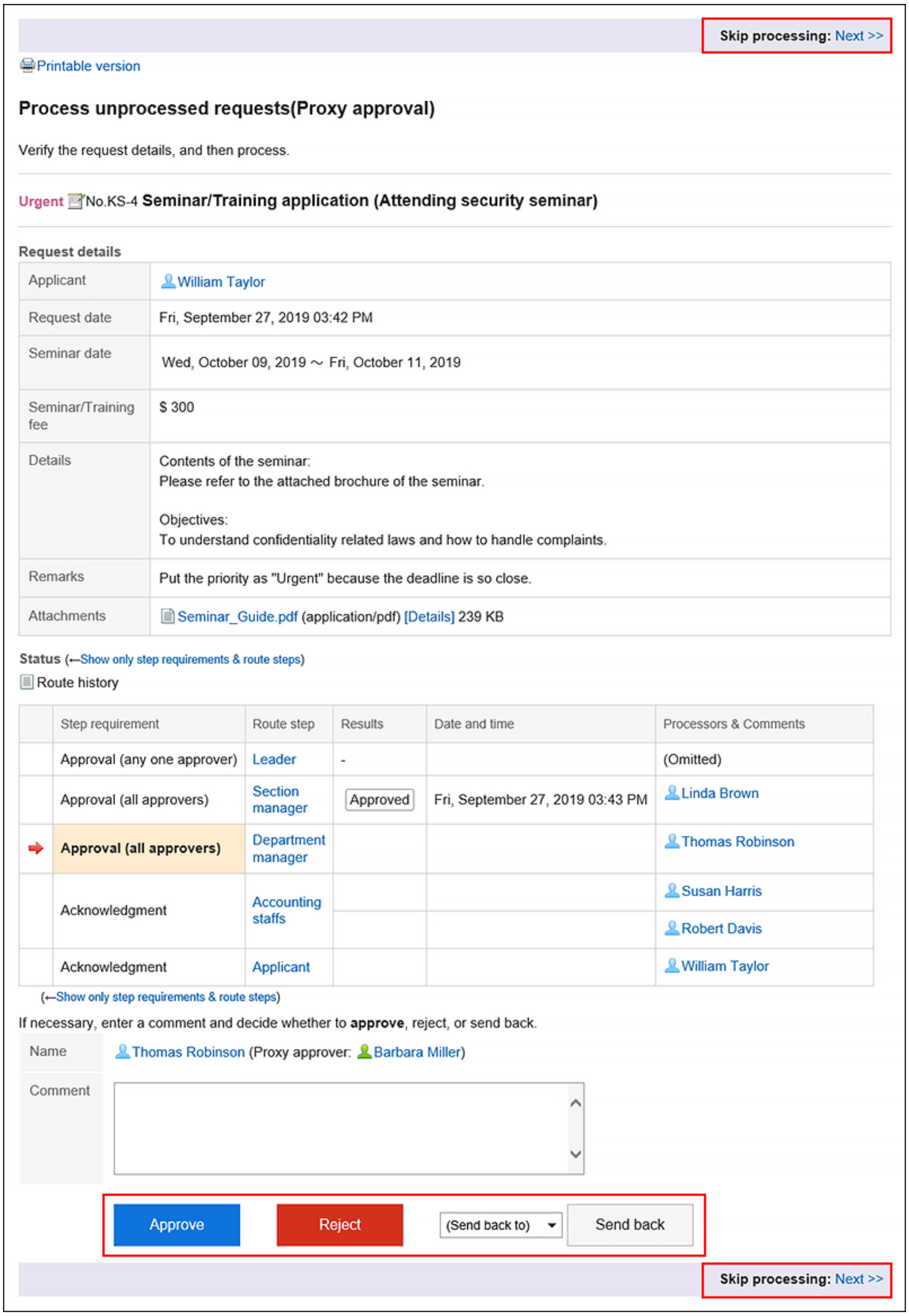


4. **On the screen for processing unprocessed requests (for proxy approval), confirm the request details and click "Approve", "Rejected", or "Send back".**

Enter any comments if necessary.

To send back the request, specify the target user to send back the request from the dropdown list.

Clicking **Next** in the upper right or the lower right corner allows you to defer processing of the request data being displayed and process the next one.



5. Repeat step 4 to process the request data.

Note

- In an unprocessed route step, the processor can change the route if the route change is allowed.
  For details, refer to Changing Application Routes(895Page).
- Depending on the request form used by the applicant, the processor of the approval route may be able to edit the request.
  Processors can change the contents or attache files to the item they have the edit permission.
  Items that they do not have the view permission cannot be viewed.
  For details, refer to Setting Access Permissions for Items.

3.14.12. Deleting Requests from the List

Delete the request data from the list.
The request data you can delete has the status of "Cancel", "Completed", and "Rejected".
The request data on inbox list can be deleted regardless of the status.
You cannot delete the request data in the unprocessed data list.

Caution

- The request data deleted from the list cannot be restored.
- Deleting the request data from the list won't delete the data from the system. So the request data won't be shown on the deleted user's list but it remains in the list of other users.
  If you want to permanently delete the request data, you should ask your system administrator.

Deleting Requests from the List One by One

Delete the request data in the "Sent items", "Inbox", or "Drafts" folder.

Steps:

1. **Click the app icon  in the header.**

2. **Click Workflow.**

3. **On the "Workflow (Recent)" screen, select the folder and click the subject of the request data you want to delete.**

4. **On the request details screen, click the item to delete them from the Inbox, to delete from sent items, or to delete them from draft.**

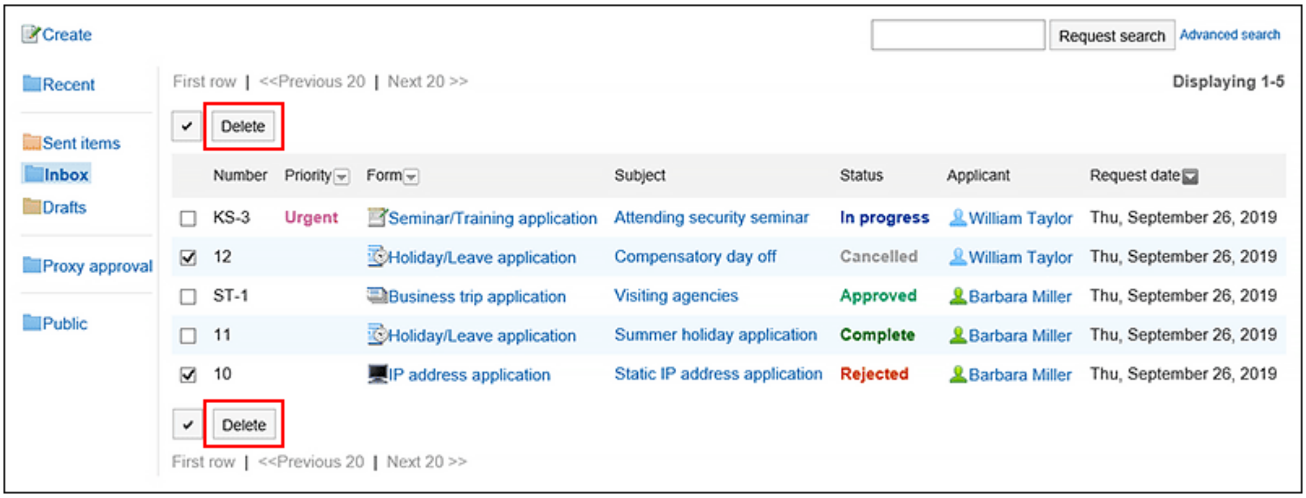
5. **Click Yes in the confirmation screen.**

Deleting Multiple Requests from the List in Bull

Select the request data you want to delete, and delete them together from the list.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **On the "Workflow (Recent)" screen, select a folder.**
4. **Select the checkboxes of the request data to delete, and then click Delete.**



5. **Click Yes in the confirmation screen.**

3.14.13. Setting up Proxies

Set up your proxies. If you set up proxies, other users will be able to process requests when you are absent.

- **Proxy Applicant:**
  The user who submits the request data on your behalf.
  For details, refer to Proxy Submission of Requests(916Page).
- **Proxy Approver:**
  The user who processes the request data on your behalf.
  For details, refer to Proxy Processing of Requests(935Page).

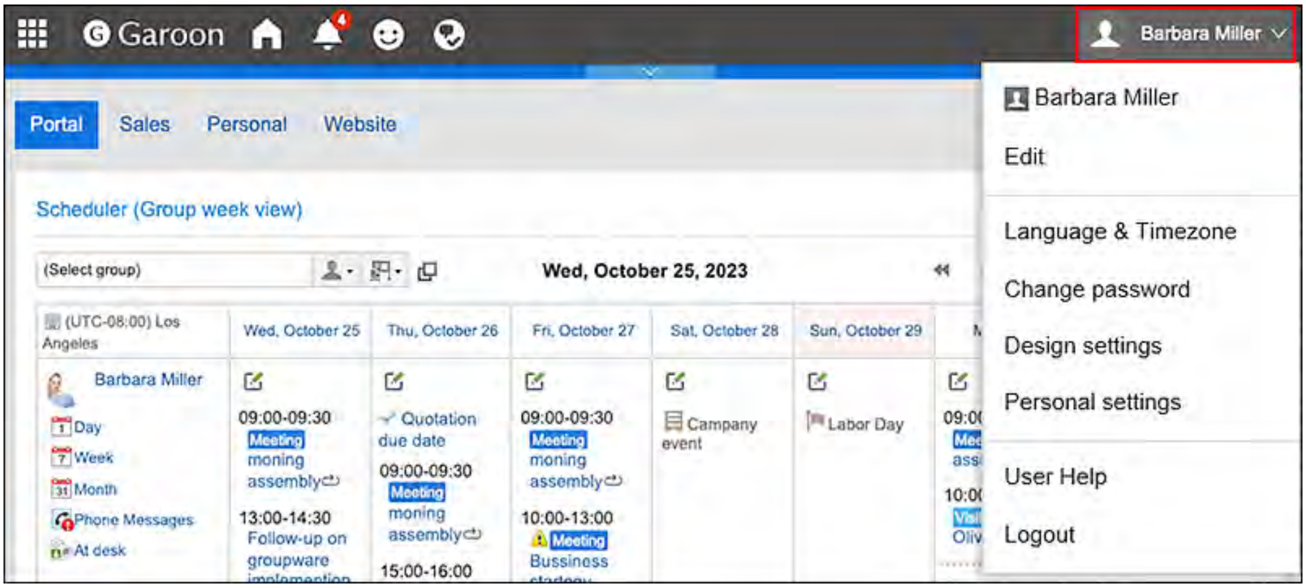
You can set one proxy applicant and one proxy approver.
The same user can be both the proxy applicant and the proxy approver.
You can also view, withdraw, cancel, and reuse request data submitted by your proxy applicant.
You can process the request data by yourself even if you already have configured a proxy.
The request data processed by the proxy approver will be removed from the unprocessed data list on your "Workflow (Recent)" screen.

Note

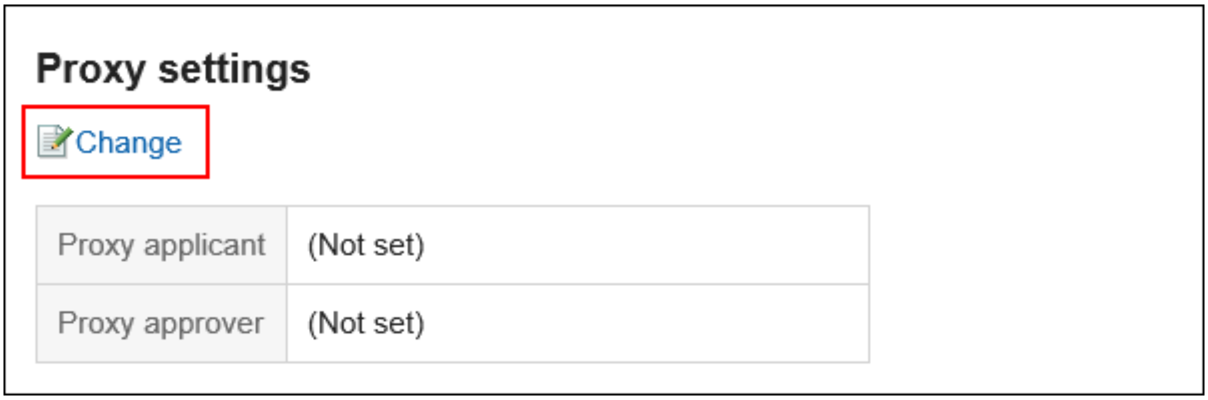
- If you want to set up your own proxy, your system administrator must allow you to set it up.
- Proxy users will not be notified that they are designated as proxies.

Steps:

1. **Click User name in the header.**



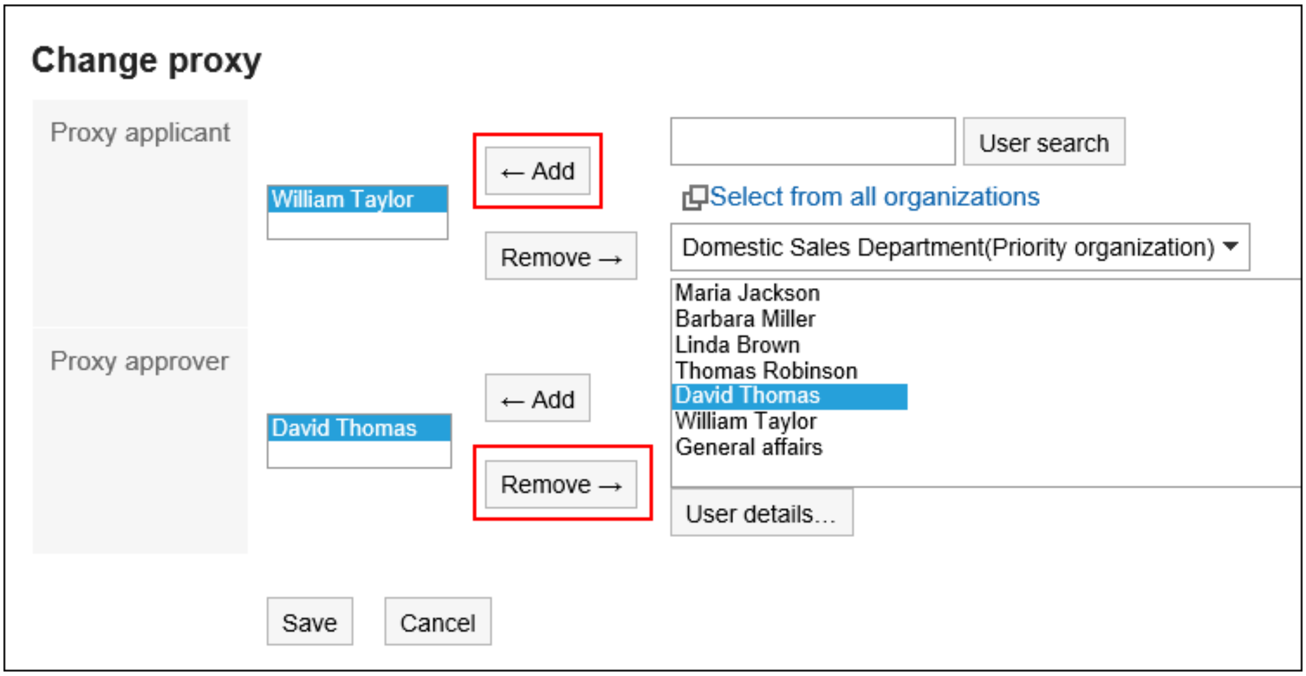
2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Workflow.**
5. **Click Proxy settings.**
6. **On the screen to set proxies, click Edit.**



7. **On the screen to change proxies, select the user you want to set as the proxy applicant or the proxy approver, and click Add.**

   You can also set up only either of a proxy applicant or a proxy approver.

   To delete any proxies, select the proxy applicant or the proxy approver, and then click "Delete".



8. Confirm your settings and click Save.

3.14.14. Setting Up E-mail Notifications

You can send workflow update notifications as e-mails to the specified e-mail address.

You can receive the e-mail notifications for workflow in the following occasions.

- Applicant
  - The request data that you have submitted has been approved by the final approver.
  - All processes are completed for the request data you have submitted.
  - The request data that you have submitted has been sent back.
  - The request data that you have submitted has been rejected.
- By
  - You have received the request data you should process.
  - The request data you have approved were sent back to the route step.

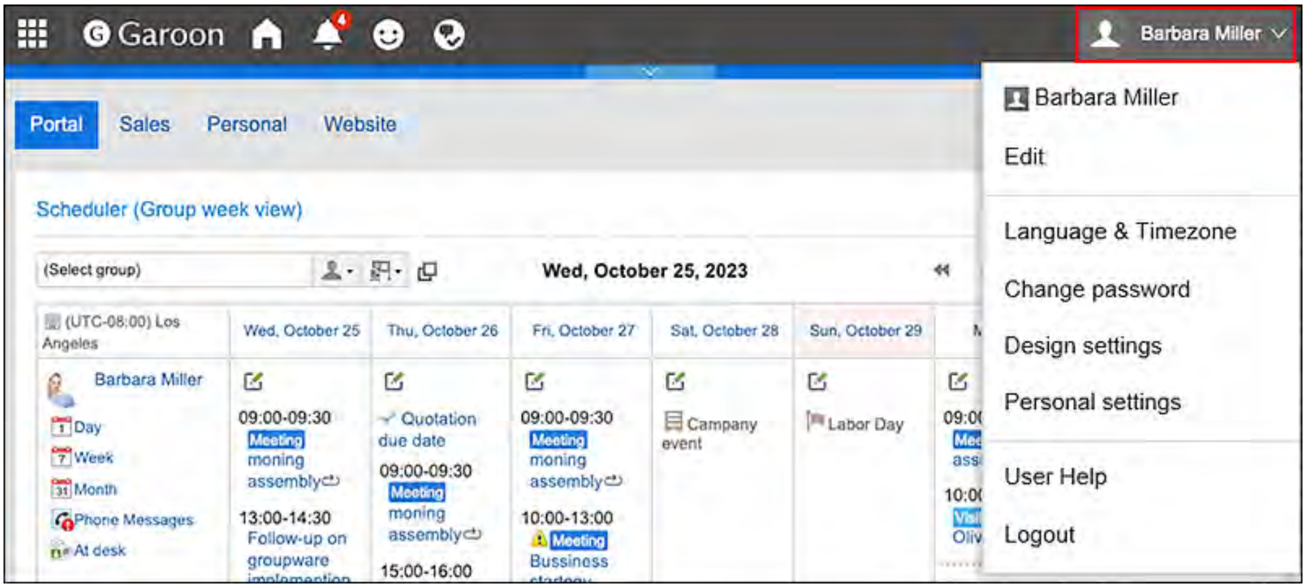
Note

- To receive e-mail notifications of Workflow, system administrators must configure the following.
    - Setting up system mail account.
    - E-mail notifications permission

  For details, refer to For E-mail Notifications of Workflow.
- When a proxy applicant submits the request data, an e-mail notification is sent to both the proxy applicant and the delegator.
- E-mail notifications will not be sent to the proxy approver.

Steps:

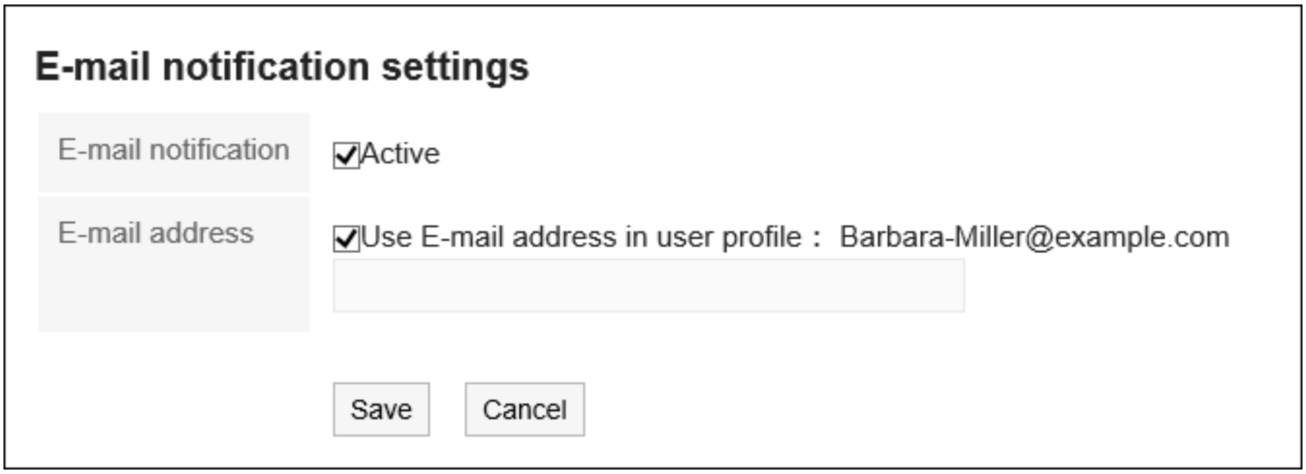
1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Workflow.**
5. **Click the item to configure the e-mail notifications.**
6. **On the e-mail notification settings screen, set the required items.**

The setting fields are as follows:

- E-mail notifications:
  Select the checkbox to use e-mail notifications.
- E-mail address:
  Select the e-mail address for which you want to receive e-mail notifications.
  If you want to receive e-mail notifications other than the e-mail address that you have added to your user details, clear the checkbox to use e-mail address of user information, and enter the e-mail address for which you want to receive e-mail notifications. You can also set multiple e-mail addresses, separated by commas.



7. Confirm your settings and click Save.

3.14.15. Request Search

Search the request data by specifying keywords and conditions.
When you click the item for advanced search, you can set the detailed search conditions in the screen for searching the request data.
The following data cannot be searched.

- Draft request data
- Items without the view permissions on the settings in the request form

- File update information
- File update comment

Steps:

1. **Click the app icon  in the header.**

2. **Click Workflow.**

3. **On the "Workflow (Recent)" screen, search folders.**

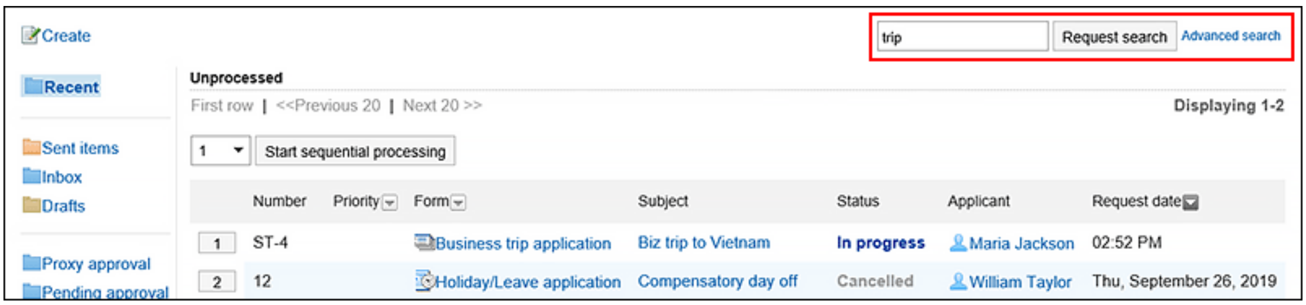
   The request data in the selected folder will be searched.

4. **Type keywords in the search box, and then click the item to search in the request data.**

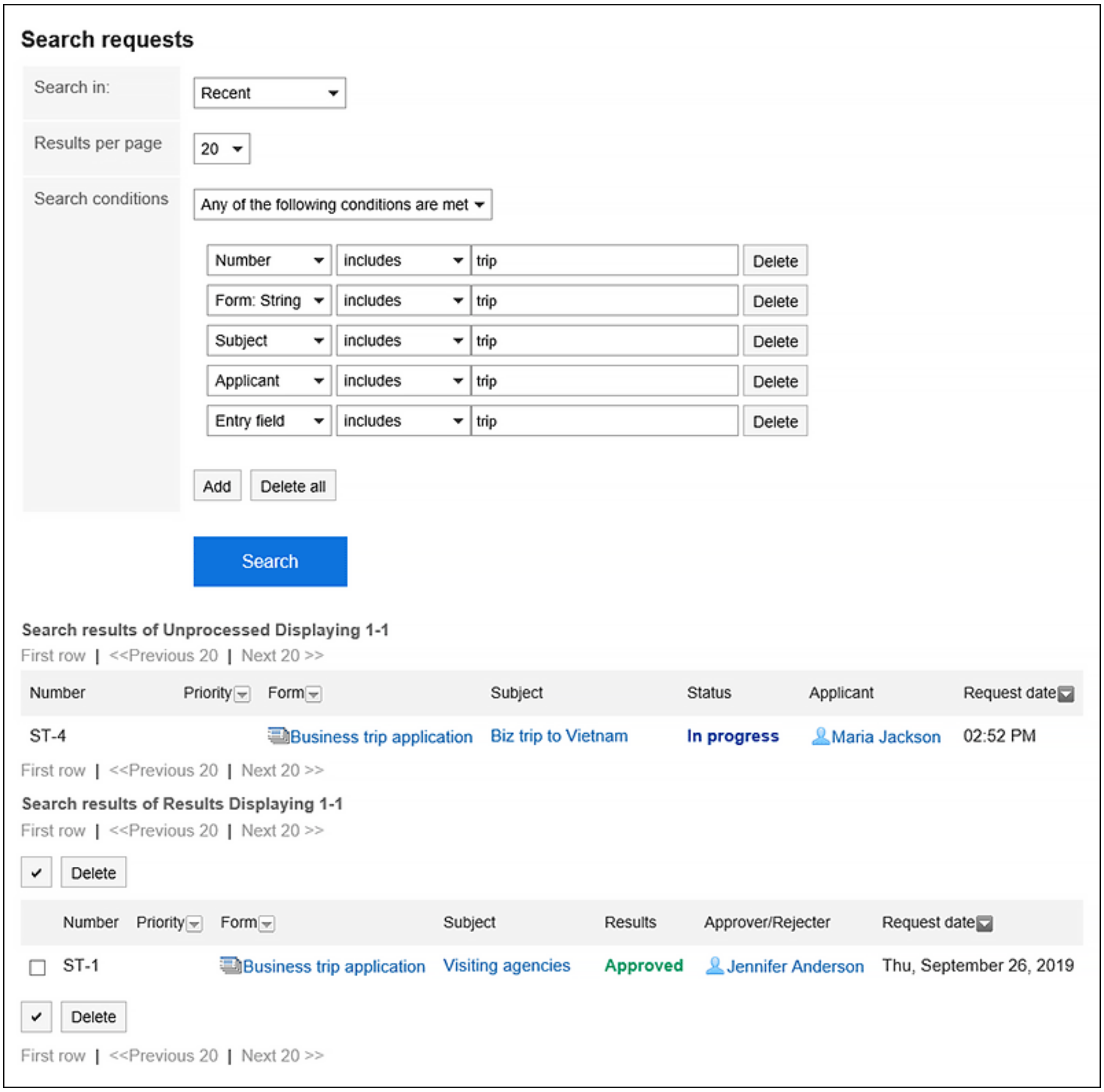
   The search results display the request data that contains keywords in one of the following fields.

   - Number
   - Request Form Name
   - Subject
   - Applicant:

     Search for the name of the user name and the English name.
   - Input field (string)



5. **On the screen for the request data search, confirm the search results.**



6. If you need to search again, set the search conditions and click "Search".

The following search conditions can be set. For details on search conditions, refer to options available for searching schedules in workflow search specifications.

- Search in:

  Select the list to search.

  - Recent list
  - Sent items list
  - Inbox list
  - Proxy approval list
  - Approval appointment list

    ◦ Public list

- Number of Displays:
  Select the number of search results to show.
    ◦ 10 results
    ◦ 20 results
    ◦ 50 results
    ◦ 100 results

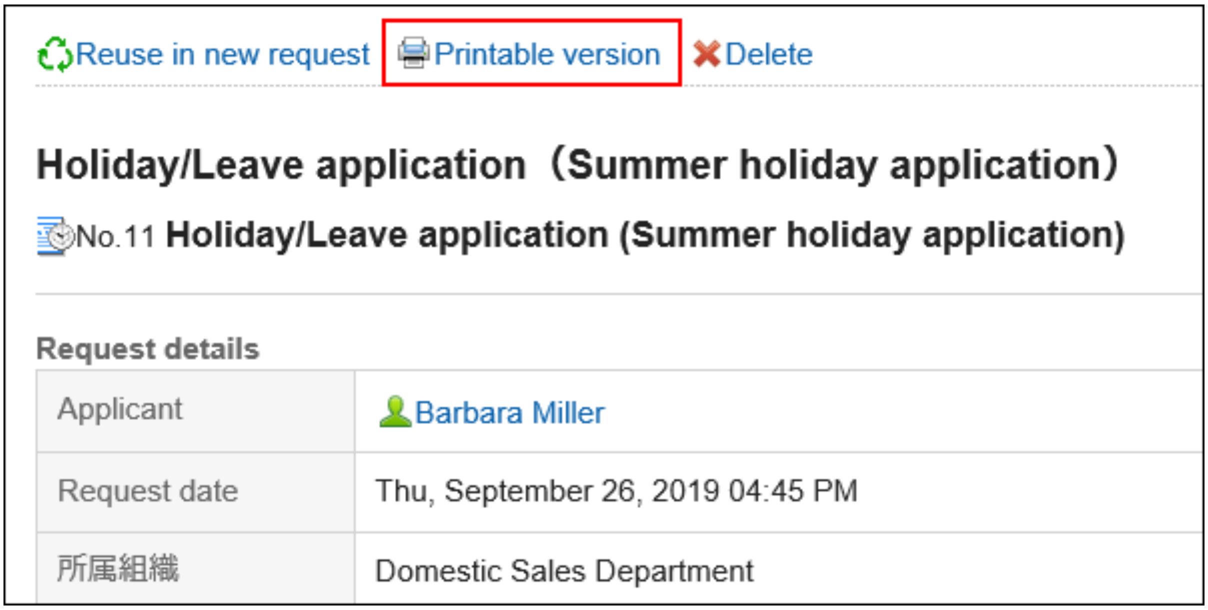
- Search conditions:
  You can search for the desired request data combining items that can be searched on the user screen and conditional expressions.

3.14.16. Printing Requests

You can open the print screen and print the request data.
If the request contains attachments, their file names will be printed. If the body text of the "Request details" screen has any accompanied images, the images displayed on the "Printable version" page will also be printed.

Steps:

1. **Click the app icon in the header.**
2. **Click Workflow.**
3. **On the "Workflow (Recent)" screen, select the folder and click the subject of the request data you want to print.**
4. **On the request details screen, click "Printable Version".**



5. On the print settings screen, set the required items.

- Character Size:

  Select the character size for printing from 8 pt to 20 pt.

- Width of each item:

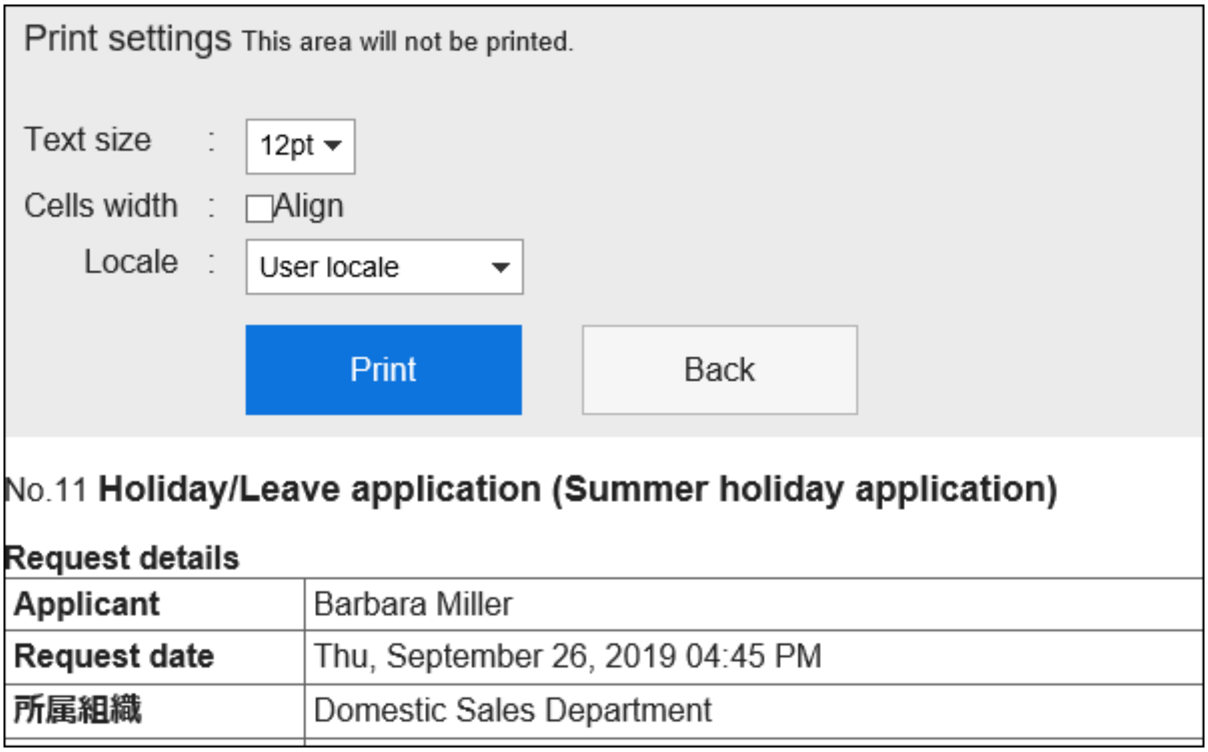
  Select the checkbox to align the width of the items.

- Locale:

  Set the format for displaying date and time.

  Select either of the locale for the user or the locale for printing.

  The locale for printing is set by your system administrator.



6. **Click "Print" and print the request data using the print feature of the Web browser.**

3.15. MultiReport

"MultiReport" is an application that allows you to create reports and share them with other users, such as minutes and reports.

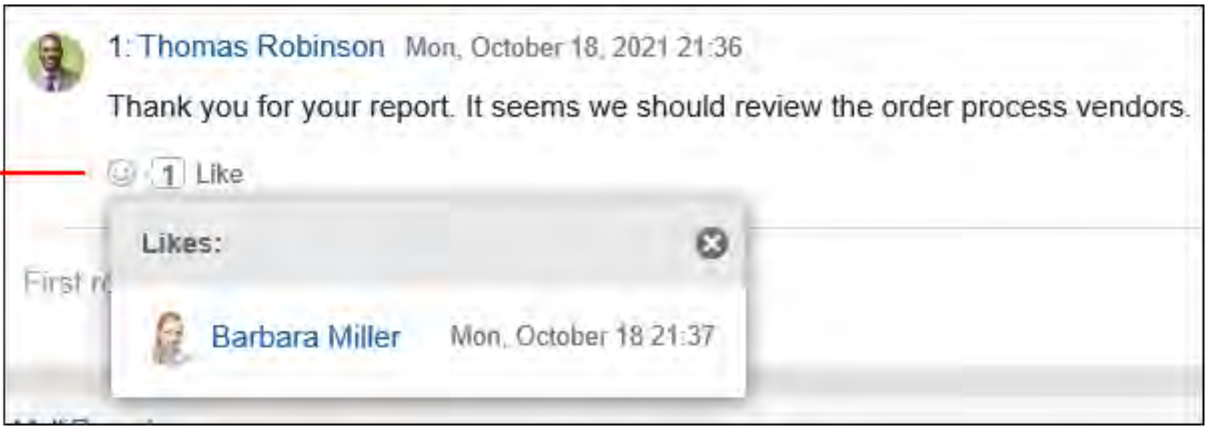
You can also create a report associated with an appointment or an address book.

Using Respond Feature

By using the respond feature, you can make a quick response to the message content or any comments. Available in Garoon version 5.15.0 or later.

Users can show their intention by clicking a link such as "Like" and "Acknowledged" without posting any comment.

This respond feature may not be available on the MultiReport depending on the settings by the system administrator.

a)


a): List of users who have responded is shown when you click it.

For details on the respond function, refer to Working with Respond Feature(42Page).

References

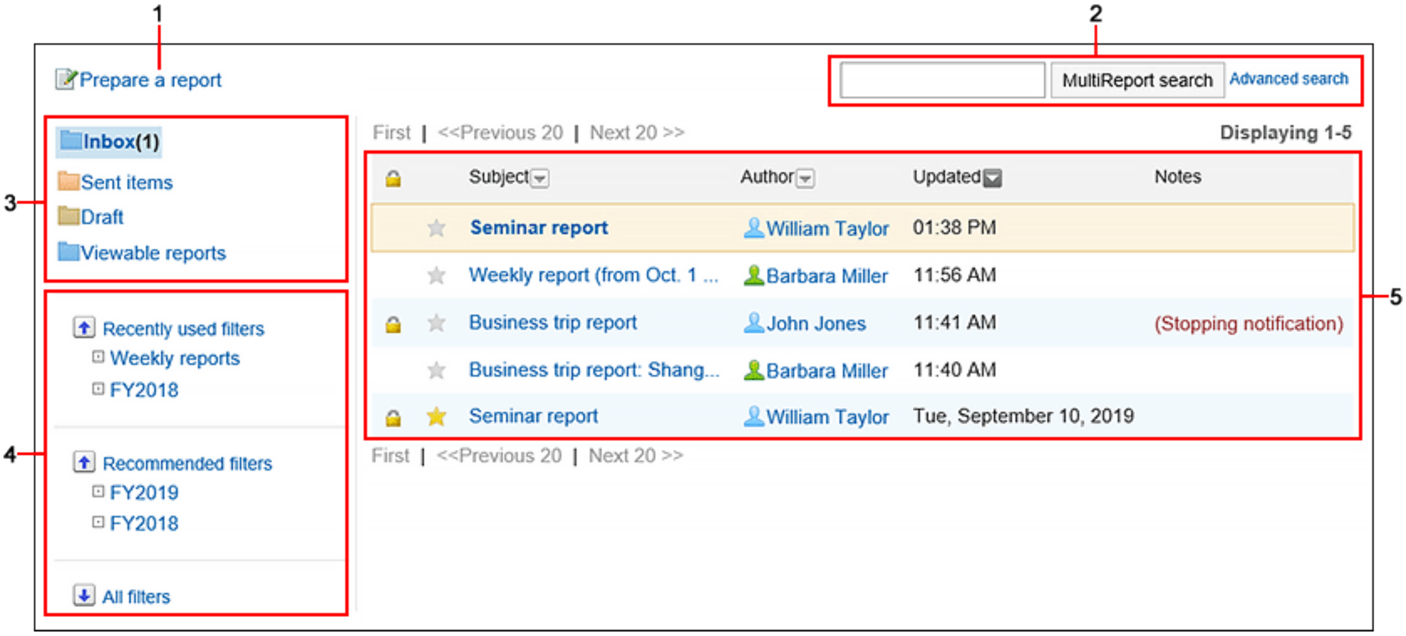
- Create reports(962Page)
- Adding a report form

3.15.1. How to View the Screen

This section describes icons and buttons that are displayed on the multi-report screen.

"MultiReport" Screen

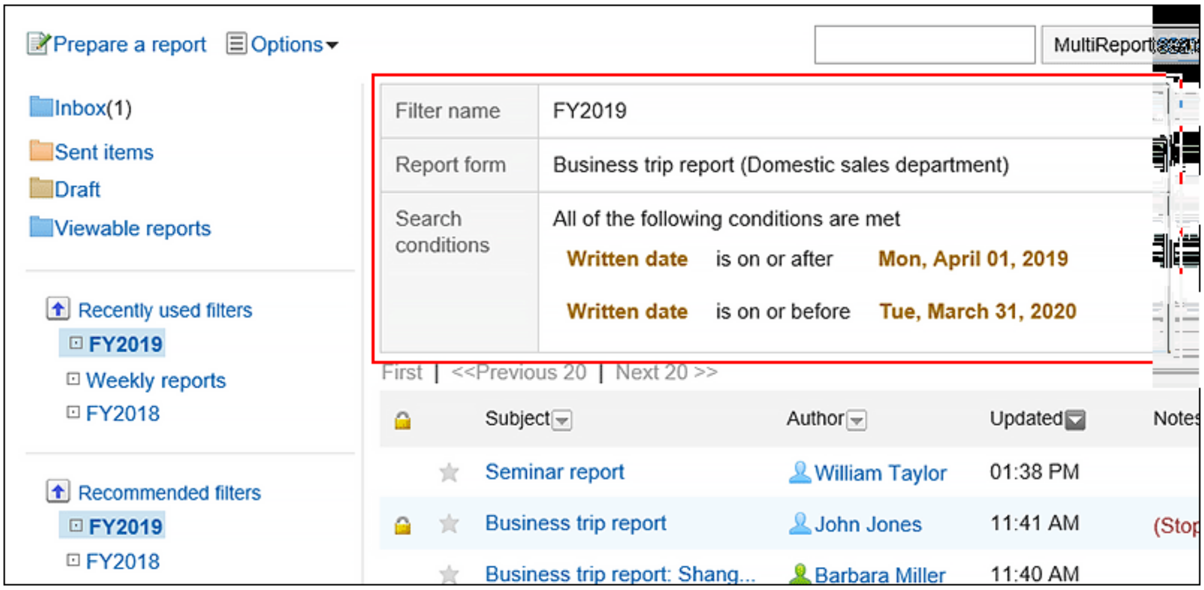
This section describes how to view the "MultiReport" screen.



Description of the items

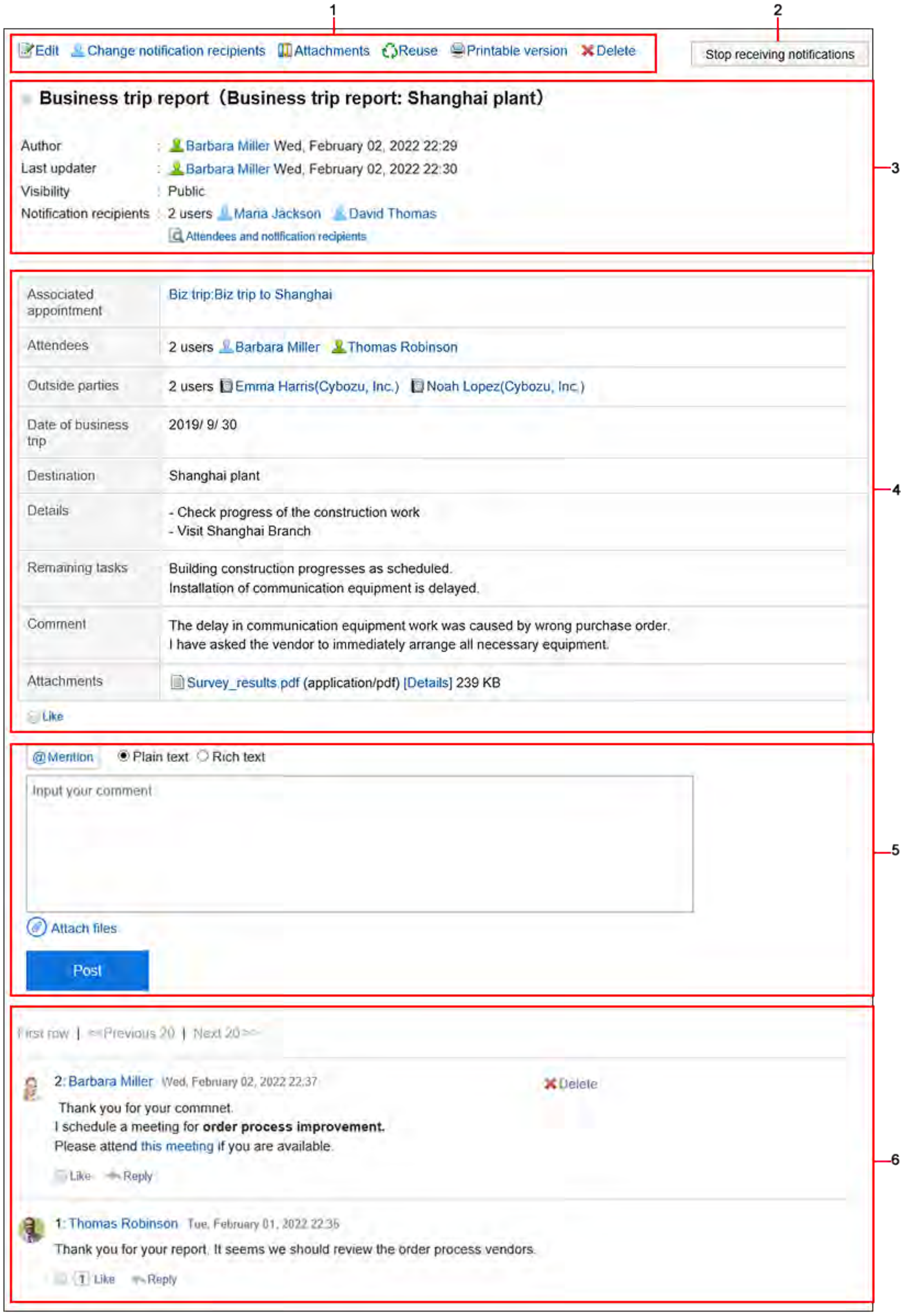
Number	Description
1	**Link to create a report**: Displays the "Create a Report form" screen.
2	**Items for Search**: You can search for data by entering keywords and clicking "Report Search". When you click "Advanced Search", the "Search Report" screen appears.

Number	Description
3	**Folder**: Select the list you want to view. • Receive List Displays a list of reports that are set as attendees and recipients. • Send List The report that you created is displayed in a list. • Draft: The report that you saved as a draft is displayed in a list. • Available reports Published reports are listed. If you are set as a participant or a notification recipient, you can also view a report that uses a report form of a category that does not have user rights.
4	**Filter by**: Filter the list of reports to be displayed. • Recently selected filter The filter you have selected will be displayed. Up to five are displayed. The history that you have selected will be updated when you import the screen. The history of the removed or disabled filter will be deleted. After the deletion, the old history does not go back even if the history is less than five. • Recommended Filter The system administrator can display the filter that has been set as the recommended user. • All Filters All available filters are displayed. The system administrator configures the filter. When you select filter, the filters are displayed on the top of the screen.

Number	Description
	
5	**List**: A list of reports is displayed. • Subject Link: The "Report details" screen appears. Unread report captions are displayed in bold. • Private icon : This report has a limited visibility. • Favorite icon This is a report that you have added to your favorites(1002Page). • Notes: If you have stopped receiving update notifications for a report, "(Stopping notification)" is displayed. You cannot display arbitrary comments in Notes.

Report Details Screen

This section describes how to view the "Report Details" page.



Description of the items

Number	Description
1	• **"Change" Link**: Change contents in reports. Only the report author and users who have been allowed to change the report are displayed.

Number	Description
	• **Change Notification Recipients Link**: Change the report recipients and the users who can change the report. Only the report author and users who have been allowed to change the report are displayed. • **Attachment List Link**: Displays all files attached to the body and comment. • **Reuse Link**: Duplicate the report and create a new report. • **"Printable Version" Link**: Displays the print screen of the report. • **"Delete" Link**: The "Delete Report" screen appears. Only the report author and users who have been allowed to change the report are displayed.
2	• **Button to stop receiving update notifications**: Stop receiving update notifications for the report you are viewing. This does not appear in the report author. • **Button to set Update notifications**: Set update notifications for the report that you are viewing. This does not appear in the report author.
3	• **Report Form name (subject)**: The report form name and the report subject in the report form that you are using. • **Visibility**: The extent to which you disclose your report. In the earlier version of Garoon 5.15.0, the user interface text is "Watchers". • **Recipients other than attendees**: Users who receive update notifications other than the author and attendees of a report.

Number	Description
	• **Notification recipients**: Users who receive update notifications other than the author of the report. • **Link to show attendees/recipients**: Displays the "Attendees/notifications Details" screen or the "Notification recipient Details" screen.
4	• **Body**: The contents of the report. The following items may not be displayed in the report form ◦ Participants: Users who have participated in meetings and business trips. ◦ Outside parties: Outside parties such as business partners and customers. If the following conditions are met, the other party is displayed as a link. When you click a link, the details screen of the corresponding address is displayed. ▪ The address of the other party has been added to the shared Address Book. ▪ The user who views the report has access to the specified address. ▪ The user who views the report has permission to use the Address Book. • **"Respond" Link:**[1] You can easily respond to the report body using "Like". Depending on your system administrator settings, the links may not be displayed or the wording will be different.
5	• **Comment Field**: Enter a comment for the report. The system administrator settings may prevent you from using the format editing feature.

Number	Description
	• **Attachments Link**: Select the file you want to attach to the comment. • **Post button**: You can post comments to the topics.
6	• **"Delete" Link**: It is displayed only in comments that you have written. • **"Respond" Link**[1]: You can quickly respond to comments. Depending on your system administrator settings, the links may not be displayed or the wording will be different. • **"Reply" Link**[1]: You can reply to a comment. An anchor link that consists of ">>" and the comment number is automatically set in the reply-all comment. By clicking "Reply", the sender of the original comment is displayed in the recipient area of your reply. • **"Reply all" Link**[1]: Send a reply to all recipients (except yourself) specified in the original comment. Appears when you hover the cursor over the comment. An anchor link that consists of ">>" and the comment number is automatically set in the reply-all comment. By clicking **Reply all**, the sender of the original comment, and users (except yourself), departments, and roles specified as recipients in the original comment are displayed in the recipient area of your reply.

[1]: Available in Garoon version 5.15.0 or later.

3.15.2. Create reports

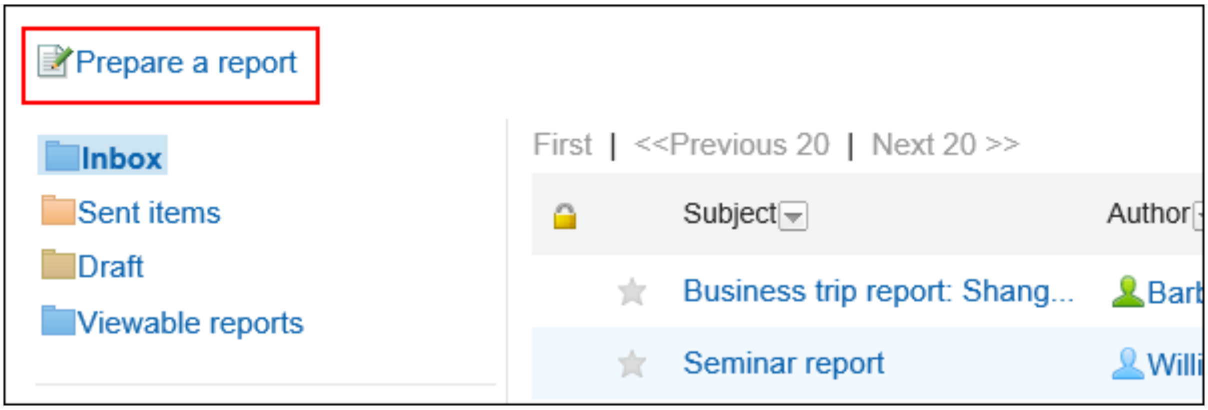
Update Information

- In Garoon version 5.15.0, the texts in the "Visibility" option have been revised.

Create a report, such as a transcript or report.

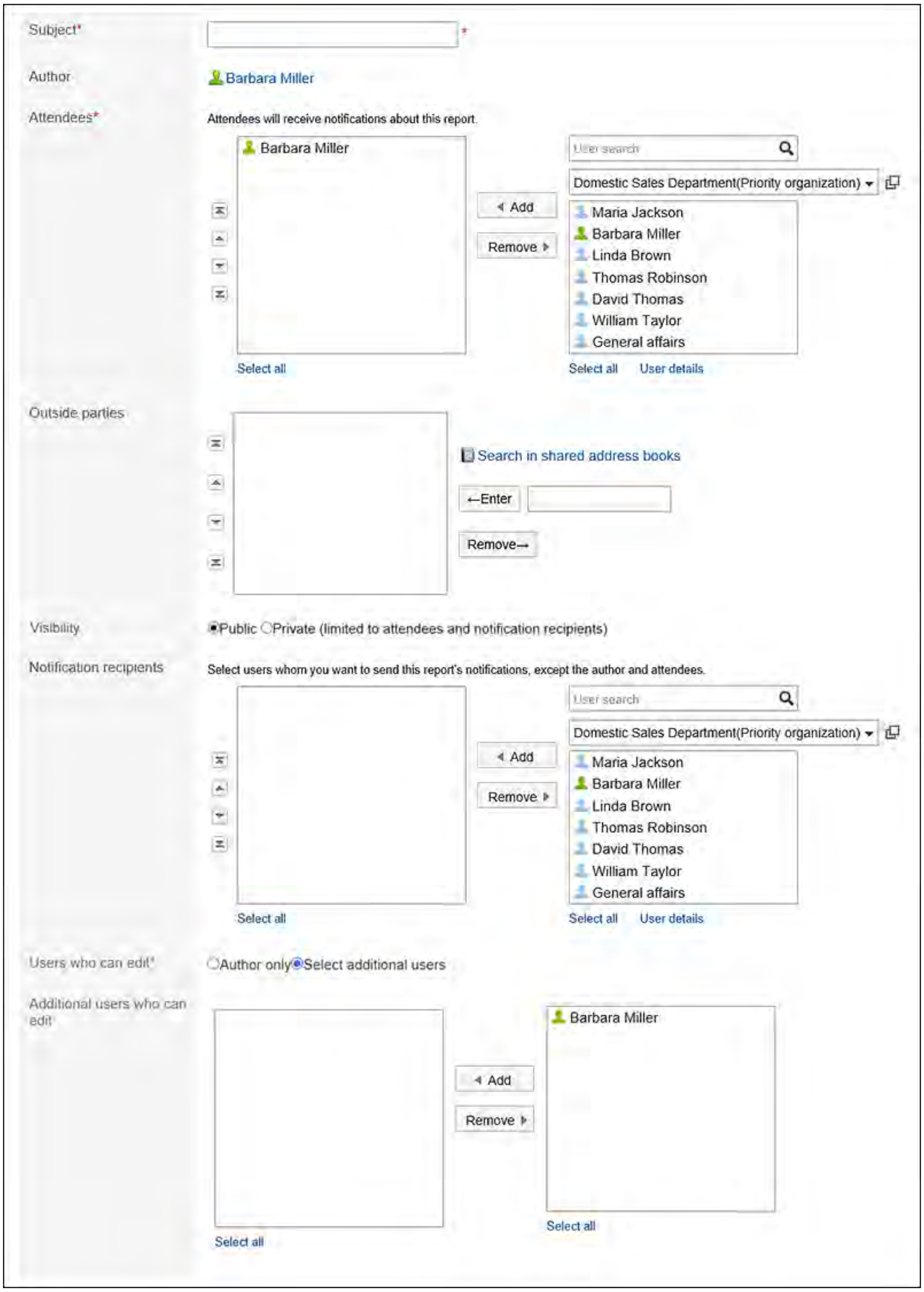
Steps:

1. **Click the app icon in the header.**
2. **Click MultiReport.**
3. **Click Create a Report on the "MultiReport" screen.**



4. **On the "Create a Report Form" screen, select a category and select a report form.**
5. **Set the required items, and click "Confirm".**
6. **On the "Create a Report" screen, confirm the details and click "Create".**

Report Settings



Item	Description
Subject	Enter a title for the report.
Attendees	Select users who have participated in meetings, business trips, and so on. The report form may not be displayed.

Item	Description
Outside parties	Enter external attendees, such as business partners and customers, in one of the following ways The report form may not be displayed. • Selecting addresses from the shared address Book Click "Search shared Address Books" and select an address. If you do not have permission to access the shared Address Book, search shared Address book does not appear. • Enter directly: Enter the name of the attendee in the text box, and then click "Enter".
Other Items	Added by the system administrator. You can use the form editing feature or you can attach a file. For details, refer to the following page: Working with Rich Text Formatting(36Page) Attaching Files(32Page)
Visibility	Select the visibility range of the report in the following • Public: Publish the report to all users who have access rights to the category of the report form you are using. Attendees and notification recipients can view the report regardless of whether they have access rights. In the earlier version of Garoon 5.15.0, the text is "All users". • Private (limited to attendees and notification recipients) or Private (limited to notification recipients): Publish the report only to attendees and notification recipients. In the earlier version of Garoon 5.15.0, the text is "Only attendees and notification recipients" or "Only notification recipients".

Item	Description
Notification recipients other than attendees	You can set users to be notified when a report is created, modified, or commented as a comment. The update notifications are automatically set for authors and attendees.
Users who can edit	Set users who can change or delete the report. You can select one of the following options: • Creator only • Select additional users: Select users from attendees and notification recipients.
Who can change?	The "Users who can change a report" field is displayed if you select "Set users who can change". Select users from attendees and notification recipients.

Reusing a Report

Duplicate a report that has been created to create a new report.
This is useful when you want to create a report with a similar type.
The comment cannot be reused.

Note

- A report that has a report form deleted cannot be reused.
- If the report form has been updated after you have created the original report, the latest report form will be applied to reuse.

Steps:

1. **Click the app icon  in the header.**

2. **Click MultiReport.**

3. **On the "MultiReport" screen, click the subject of the report.**

4. **On the "Report details" screen, click "Reuse".**

5. **On the "Create a report (reuse)" screen, set the required items and click "Confirm Contents".**
   For details, refer to Setting Items for Reports(962Page).

6. **On the "Create a Report" screen, confirm the details and click "Create".**

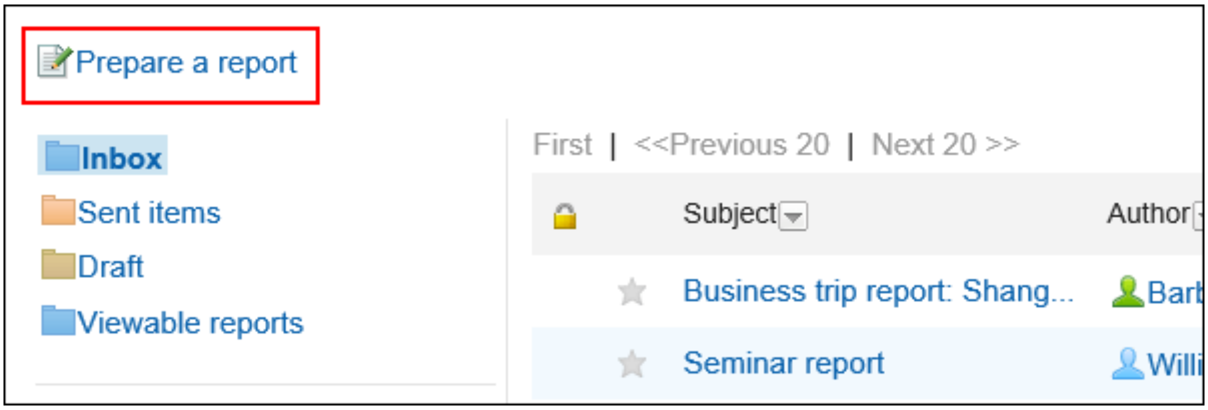
Saving a Report in Draft

Save the report as draft.

Only saved users can view, change, and delete draft reports.

Steps:

1. **Click the app icon  in the header.**
2. **Click MultiReport.**
3. **Click Create a Report on the "MultiReport" screen.**



4. **On the "Create a Report Form" screen, select a category and select a report form.**
5. **On the "Create a Report" screen, enter the required items and click Save as Draft.**

   For details, refer to Setting Items for Reports(962Page).

   The draft report is saved in the Drafts folder.

   You can then change the draft to create a report.

3.15.3. Change Reports

Change the report details and recipients.

Only the report author and the user who is allowed to change the report can change the report details and notification recipients.

Note

- The system administrator can change the contents and recipients of a report from the System administration screen.
  For details, refer to the following page:
  Change reports
  Changing Notification Recipients for Reports

Changing the Contents of a Report

Change contents in reports.

When you change the contents of a report, updates are sent to the notification recipients.

Steps:

1. **Click the app icon in the header.**
2. **Click MultiReport.**
3. **On the "MultiReport" screen, click the subject of the report.**
4. **On the report details screen, click Save.**

5. **On the screen to change reports, set the required items.**

   For details, refer to Setting Items for Reports(962Page).

6. **Confirm your settings and click Save.**

Change Notification Recipients

Change the report recipients and the users who can change the report.

Users who have been added to users who can change notifications and reports will be notified of updated information.

Steps:

1. **Click the app icon in the header.**
2. **Click MultiReport.**
3. **On the "MultiReport" screen, click the subject of the report.**
4. **On the report details screen, click the item to change the notification recipients.**

5. **On the screen to change notification recipients, you can change the recipients and users who can change the report.**

For details, refer to Setting Items for Reports(962Page).

6. **Confirm your settings and click Save.**

3.15.4. Working with Attachments in Reports

This section describes how to work with files attached to a report.

What You Can Do with Attachments

Actions you can take vary according to the files you attached or someone else attached.

- Files you attached:
  You can update/delete the attachments, and change the file information.
- Files someone else attached:
  You can view attachments for a report in a category that you have been granted access to.
  If you are allowed to change a report, you can delete files attached by other users from the "Change report" screen.

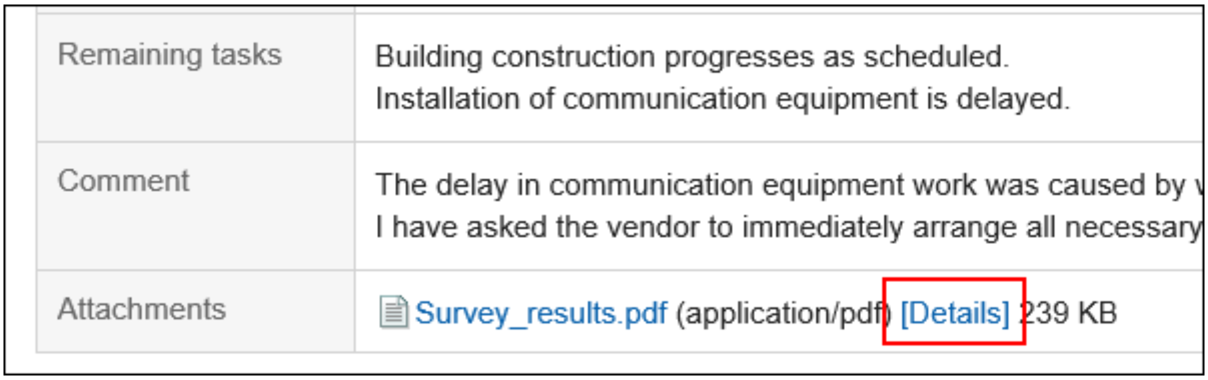
Actions on Attachments

The file attached to the body and comment of a report is operated from the "Attachment details" screen. Only users who attached files can perform actions.

Steps:

1. **Click the app icon in the header.**

2. **Click MultiReport.**
3. **On the "MultiReport" screen, click the subject of the report for which you want to work with attachments.**
4. **On the report details screen, click on report body or "Details next to the file name of the attachment attached to the comment.**



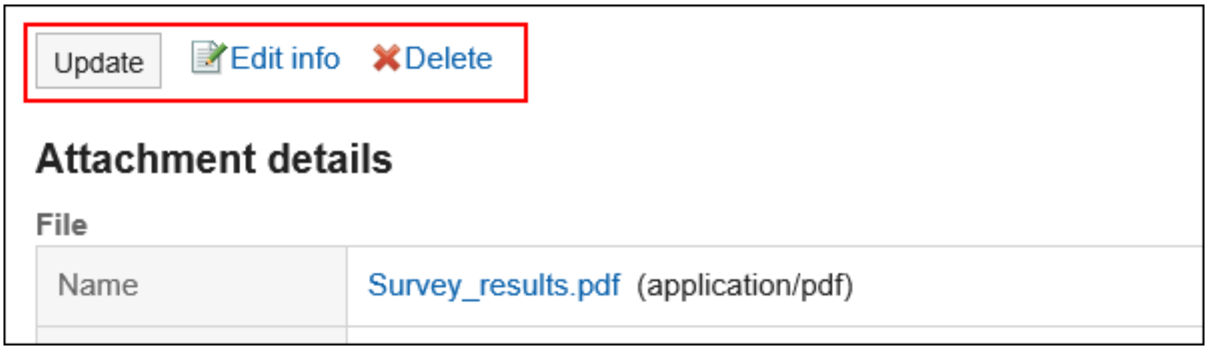
5. **In "Attachment details" screen, click the link you want to perform.**

   For details of managing attachments, refer to the following page:

   Updating files(587Page)

   Changing file information(585Page)

   Deleting files(596Page)



Displaying the List of Attachments

Displays a list of all files attached to the body and comment of a report.

Steps:

1. **Click the app icon  in the header.**

2. **Click MultiReport.**

3. **On the "MultiReport" screen, click the subject of the report for which you want to confirm the attachment.**

4. **In the report details screen, click "Attachments".**

5. **Confirm all attachments in "Attachments" screen.**

3.15.5. Delete reports

Delete reports.

If you delete a report, the update notifications will not be sent.

Only the following users can delete reports.

- Users who created reports
- Users who are allowed to change reports

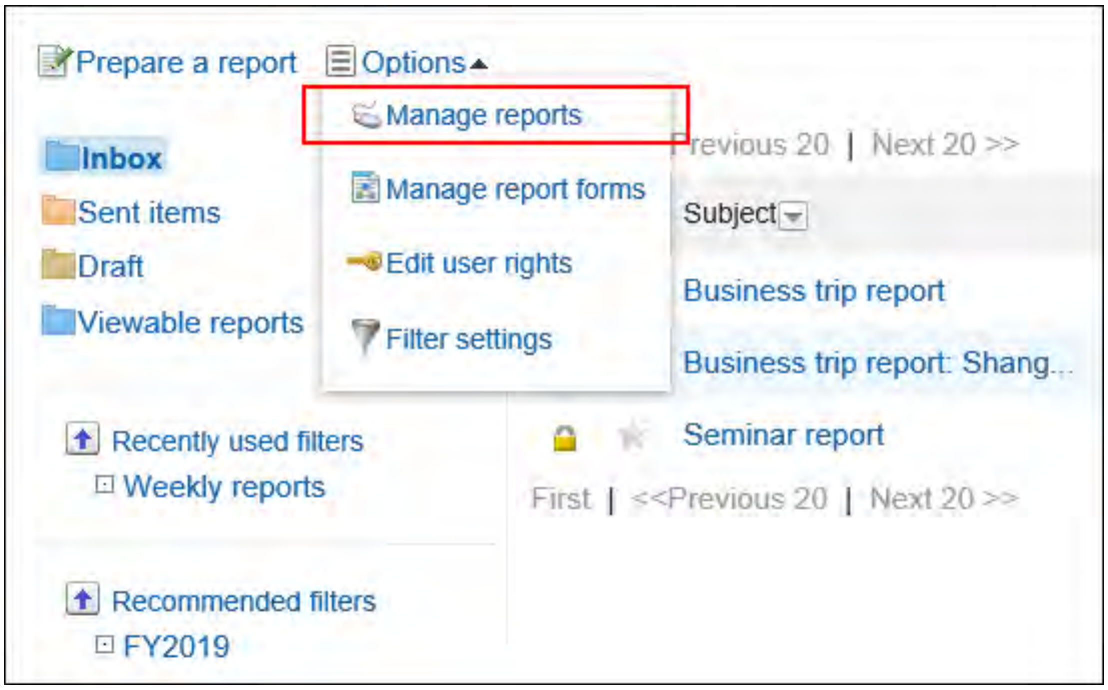
- Administrator
    - System administrators
    - Screens for application administrators
    - Operational administrators for categories

Caution

- Deleted reports cannot be restored.

Note

- The system administrators and the application administrators can delete reports from the system administration screen. For details, refer to Deleting reports in Administrator Help.
- To enable operational administrators of categories to delete reports, click **Manage reports** from **Options**, and delete the report on the "Manage reports" screen.



For details on how to delete reports on the "Manage reports" screen, refer to Deleting reports in Administrator Help.

Steps:

1. **Click the app icon in the header.**
2. **Click MultiReport.**
3. **On the "MultiReport" screen, click the subject of the report you want to delete.**
4. **On the report details screen, click Delete.**

5. **Click Yes on the confirmation screen.**

3.15.6. Comment function in report

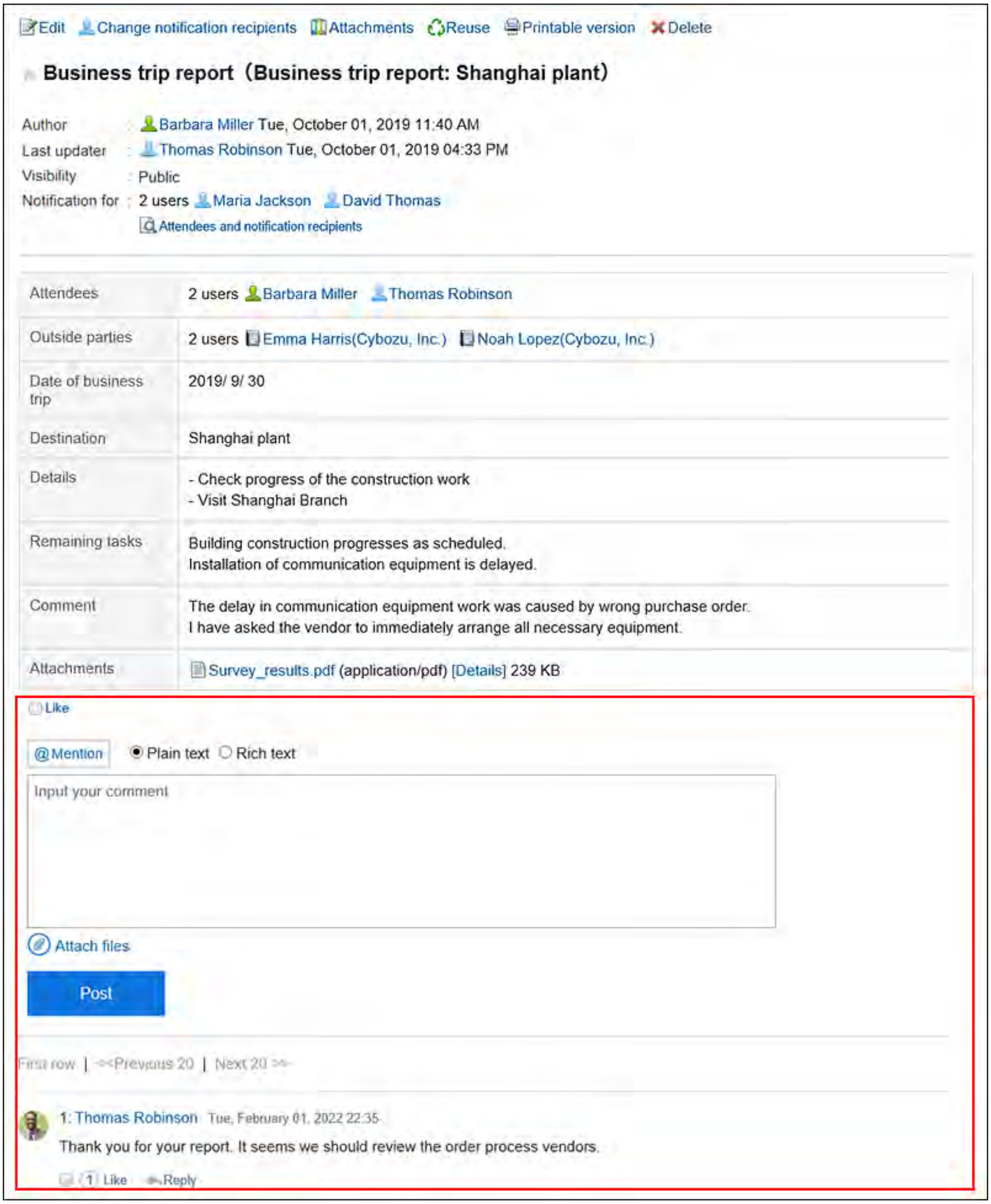
Update Information

- With Garoon version 5.15.0, the following features become available.
  - Respond to body texts and comments
  - Post comments with mentioning the recipients

In the comment field, you can write comments and responses to the contents of the report.
Newly posted comments are displayed in the descending order with the latest comment at the top.
When you post a comment, an update notification is sent to the attendees and the notification recipients.
You can now send update information to other users besides the attendees and the notification recipients by specifying them as recipients when you post a comment.

Note

- This feature is available when the system administrator allows users to post comments on Items to Set in Report Forms.



Posting a Comment

Writes a comment to the report.

You can also comment on a report that has not been set for attendees or notifications.

Steps:

1. **Click the app icon  in the header.**
2. **Click MultiReport.**
3. **On the "MultiReport" screen, click the subject of the report you want to comment on.**
4. **If you want to post a comment for a specific user, specify the recipients on the "Report details" screen.**

   When you click "@Mention", you can specify recipients. For details, refer to the How to Use Mentions(44Page).

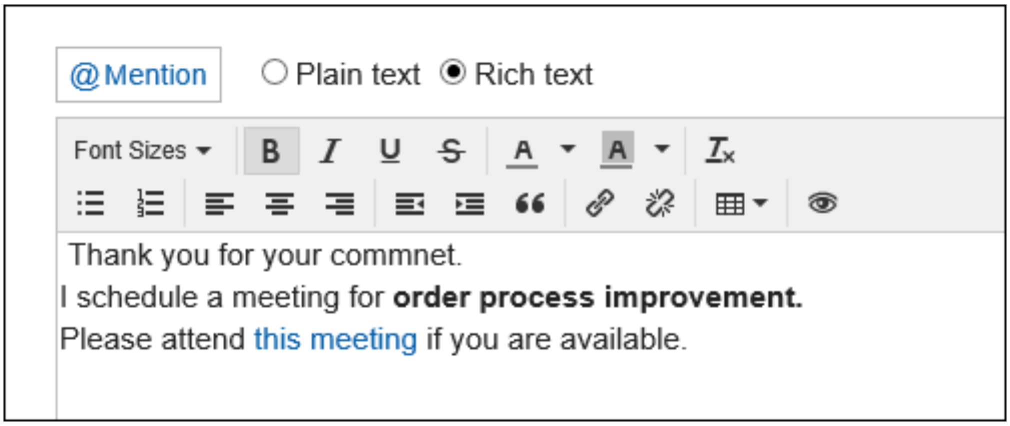
   In the recipient, you can specify users, departments, and roles.
   When the system administrator allows users to configure the role, you can specify roles as recipients.
   Recipients which can be specified vary according to the types of recipients.

Type of Recipient	Recipient which can be specified
Users	• For public reports: Users who are allowed to use MultiReport • For private reports: Following users can be specified as recipients. ◦ Allowed to use MultiReport ◦ Specified as attendees or notification recipients for reports
Organization	All organizations can be specified as recipients. However, if a department is specified as a recipient for a private report, only users who are specified as attendees or

Type of Recipient	Recipient which can be specified
	notification recipients for the report will receive the notifications.
Role	All roles can be specified as recipients. However, if a role is specified as a recipient for a private report, only users who are specified as attendees or notification recipients for the report will receive the notifications.

5. **Enter your comment.**

You can use the format editing feature. For details, refer to Working with Rich Text Formatting(36Page).



6. **Attach a file if necessary.**

You can attach multiple files. For details, refer to Attaching Files(32Page).

7. **Click "Post".**

Replying to a Comment

You can reply to a comment.

Steps:

1. **Click the app icon  in the header.**

2. **Click MultiReport.**

3. **On the "MultiReport" screen, click the subject of the report for which you want to reply to a comment.**

4. **On the "Report details" screen, click Reply for the comment to which you want to post a reply.**

   The following two items are automatically set.

   - Original comment number for the reply
   - Recipients of the reply

5. **Enter your comment.**

6. **Attach a file if necessary.**

   You can attach multiple files. For details, refer to Attaching Files(32Page).

7. **Click "Post".**

Reply All

Send a reply to all recipients (except yourself) specified in the original comment.

Steps:

1. **Click the app icon  in the header.**
2. **Click MultiReport.**
3. **On the "MultiReport" screen, click the subject of the report for which you want to reply to a comment.**
4. **On the "Report details" screen, hover the mouse cursor over the comment to which you want to post a reply, and click Reply all.**

   The following two items are automatically set.

   - Original comment number for the reply
   - Sender of the original comment, and users (except yourself), departments, and roles specified as recipients in the original comment

5. **Enter your comment.**
6. **Attach a file if necessary.**

   You can attach multiple files. For details, refer to Attaching Files(32Page).

7. **Click "Post".**

Deleting a Comment

Deletes the comment.

The comment can be deleted only by the user who posted it and the operational administrators.

No notification is sent even though you delete the comment.

Caution

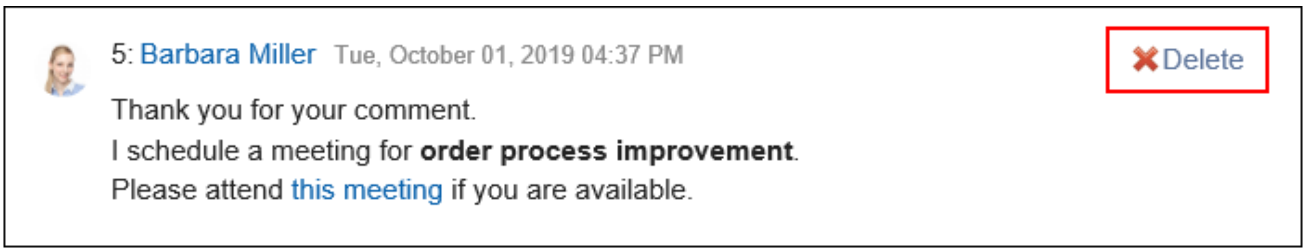
- The deleted comment cannot be restored.

Note

- The system administrators and the application administrators of the MultiReport can delete users' comments from the System administration screen.

Steps:

1. **Click the app icon  in the header.**
2. **Click MultiReport.**
3. **On the "MultiReport" screen, click the subject of the report for which you want to delete a comment.**
4. **On the "Report details" screen, click "Delete" for the comment you want to delete.**



5. **Click Yes in the "Delete comments" screen.**

Useful Features of the Comment

This section describes useful features of the comment.

Anchor Feature

Anchor is the feature to set the referral link to the comment which was already posted.

A comment number is used to specify the comment to refer to.

By using two inequality signs (>>) followed by the comment number, you can create a link to the comment to which you want to refer.

Note

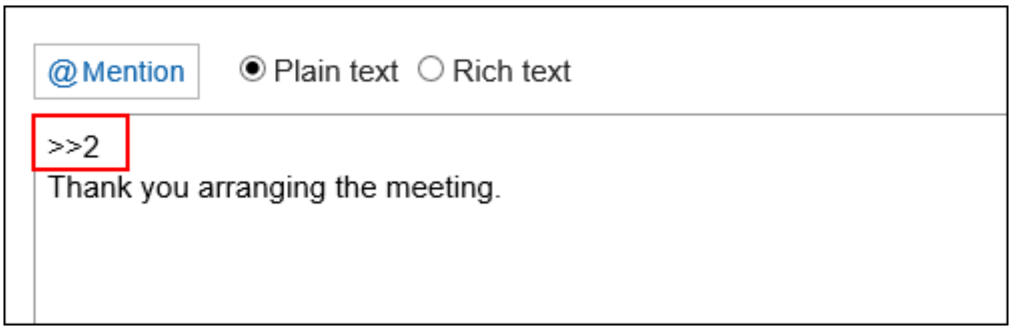
- The system administrator must allow the use of the Comment Anchor feature in general settings of MultiReport.
- The anchor feature is available only for comments in the same report.

Steps:

1. **Enter two inequality signs (>>) followed by the comment number to which you want to refer, and enter your comment.**

   Example:

   >>2



2. Click "Post".

You can access the comment by clicking the comment number you entered.

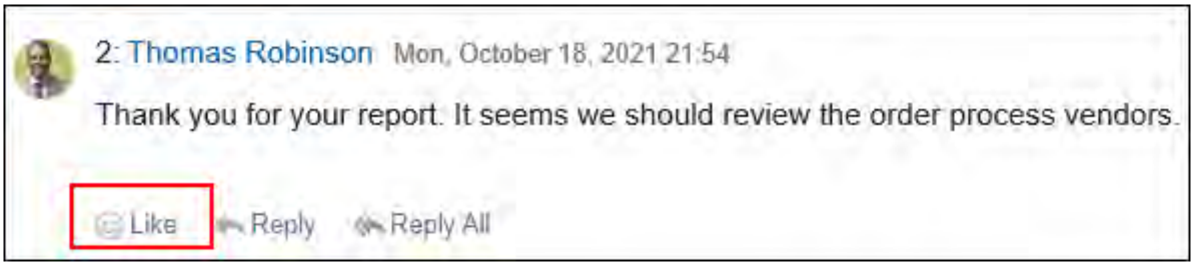
Respond ("Like") Feature

Respond is the feature to express your sympathy or acknowledgement for the other user's comment and body text, without posting any comment.
This respond feature may not be available depending on the settings by the system administrator.
The label of the respond feature ("Like") can be changed only by system administrators. For details, refer to Working with Respond Feature(42Page).

Steps:

1. Display the comment in the report.

2. On the comment, click a link to respond such as "Like" and "Acknowledged".



To cancel your response, click a link such as "Not Like" and "Not Acknowledged".

3.15.7. Searching For a Report

Search for a report by specifying keywords and conditions.

When you click "Advanced Search", you can search by setting a detailed search condition on the "search report" screen.

Steps:

1. Click the app icon in the header.

2. Click MultiReport.

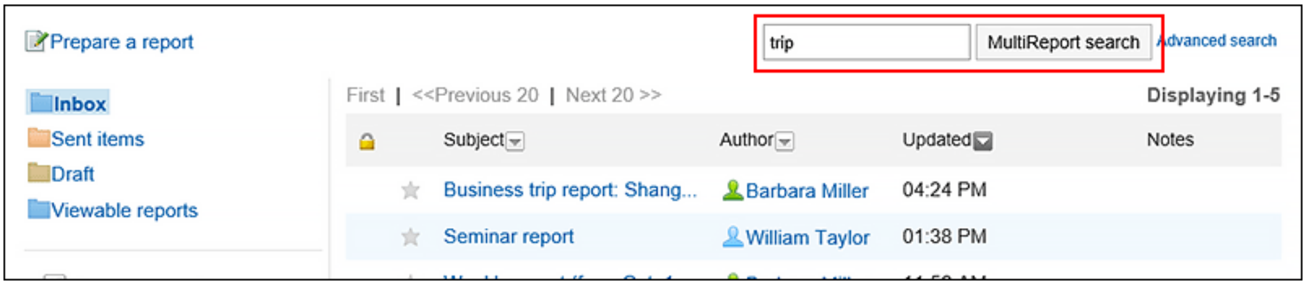
3. On the "MultiReport" screen, select a folder.

Reports in the selected folder are searched.

4. Type keywords in the search box, and then click "Report Search".

A report that contains keywords is displayed in the search results in one of the following fields

- Report Form Items
- Created by
- Comment



5. On the "Search Report" screen, confirm the search results.

To filter further conditions, specify search conditions, and click "Search".

3.15.8. Printing Reports

Show a report print view and print it. The following items are not printed.

- Notification recipients
- Users who can edit
- Comment

If a file is attached to the report, its file name will be printed.

If the body text has images, the images displayed on the printable version page are also printed.

The images displayed as thumbnails are printed in the original size.

Steps:

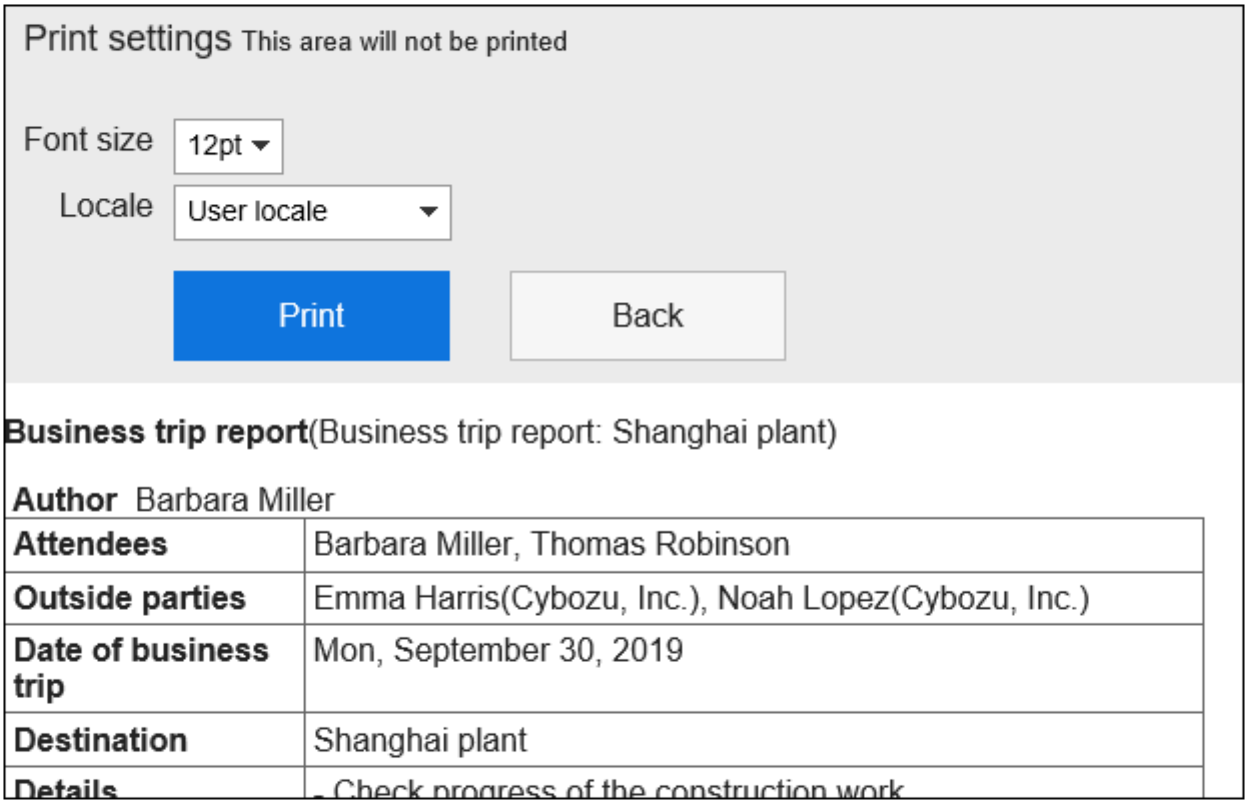
1. **Click the app icon in the header.**
2. **Click MultiReport.**
3. **On the "MultiReport" screen, click the subject of the report you want to print.**
4. **On the report details screen, click "Printable Version".**

5. **On the print settings screen, set the required items and click "Print".**
   - Character Size:

     Select the character size for printing from 8 pt to 20 pt.

- Locale:

  Apply a language and a time zone for the selected locale.



6. Print using the print feature of the Web browser.

3.15.9. Connecting to the Scheduler

The attendees of an appointment can associate a report with a fixed appointment.

When you associate an appointment with a report, you can view the minutes of the conference from the appointment details screen of the conference and the details screen of the appointment from the report details screen.

Each attendee of an appointment has one report associated with an appointment.

The report icon is displayed to the right of the title of the appointment that is associated with the report.

Caution

- The same report cannot be associated with multiple appointments.

Note

- When you associate a report with an appointment, the appointment is usually an appointment.
- After you have associated appointments and reports, you can also change the contents of appointments and reports.
- If you change the attendee of an appointment, the report does not change attendees. Changing the attendees of a report does not affect the attendees of the related appointments.
- After you leave the appointment, you can change or delete the report that you have associated.

Create a Report Related to an Appointment

Create a report related to an appointment.

You can only create a report related to an appointment that you are participating in.

Watch Video

- For steps to create a report relating to an appointment, also refer to Creating a Minute from an Appointment(298Page) video.

Steps:

1. Click the app icon in the header.

2. **Click Scheduler.**

3. **On the "Scheduler" screen, click the title of the appointment that you want to associate with the report.**

4. **Click Prepare a report on the "Appointment details" screen.**

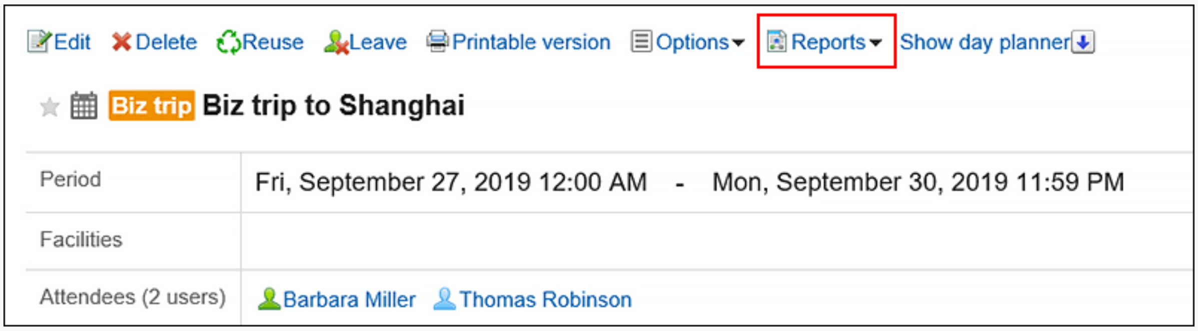
You may go through different steps before clicking the "Prepare a report" option, depending on the version you are using.

- **When using Garoon version 5.15.0 or later**

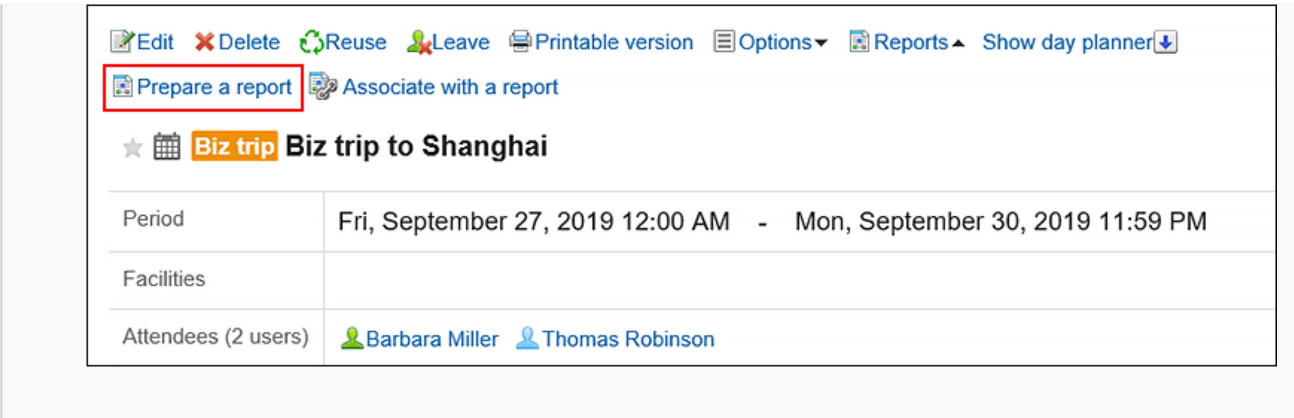
1. In the "MultiReport" section on the "Appointment details" screen, click **Prepare a report**.

- **When using Garoon earlier than version 5.15.0**

1. Click "Report" on the "Appointment details" screen.



2. Click "Create a Report".



5. **On the "Select a form" screen, select a category and select the Report form.**

6. **On the "Create a Report" screen, set the required items, and click "Confirm".**

The title of the appointment and the "notification address" will be set by the attendees of the appointment.

For details, refer to Setting Items for Reports(962Page).

7. **On the "Create a Report" screen, confirm the details and click "Create".**

Note

- Users who have saved a report that you are creating as drafts cannot associate other reports with the same appointment.
- A report saved as a draft does not appear on the "Appointment details" screen.

Associating Existing Reports with Appointments

Associate a report that you have already created to the appointment you are attending.

Only reports that are created by you are associated with the appointment.

Steps:

1. **Click the app icon in the header.**

2. **Click Scheduler.**

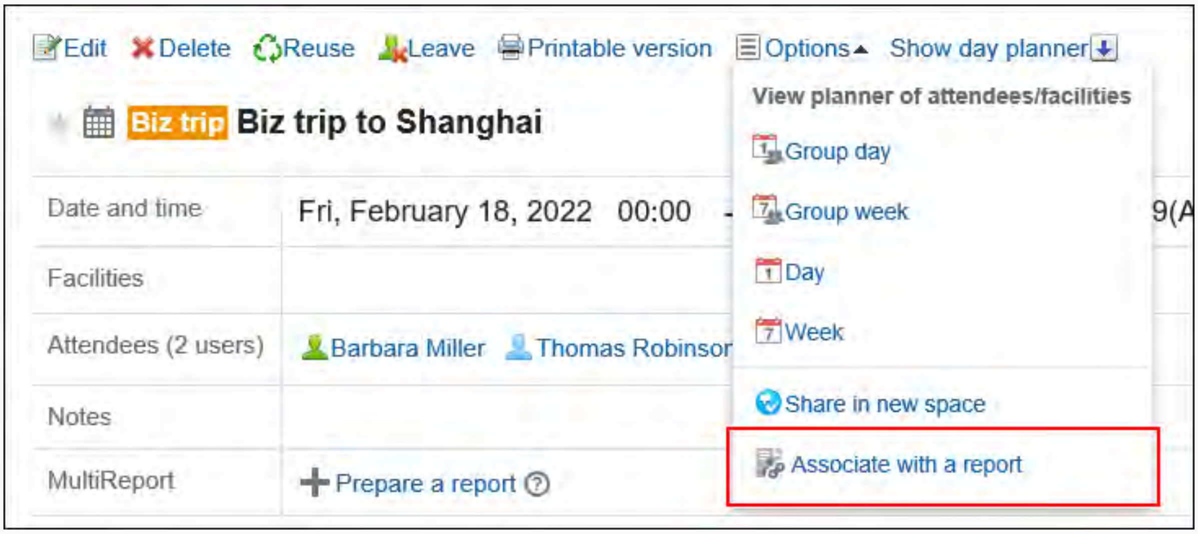
3. **On the "Scheduler" screen, click the title of the appointment that you want to associate with the report.**

4. **Click Associate with a report on the "Appointment details" screen.**

   You may go through different steps before clicking the "Associate with a report" option, depending on the version you are using.

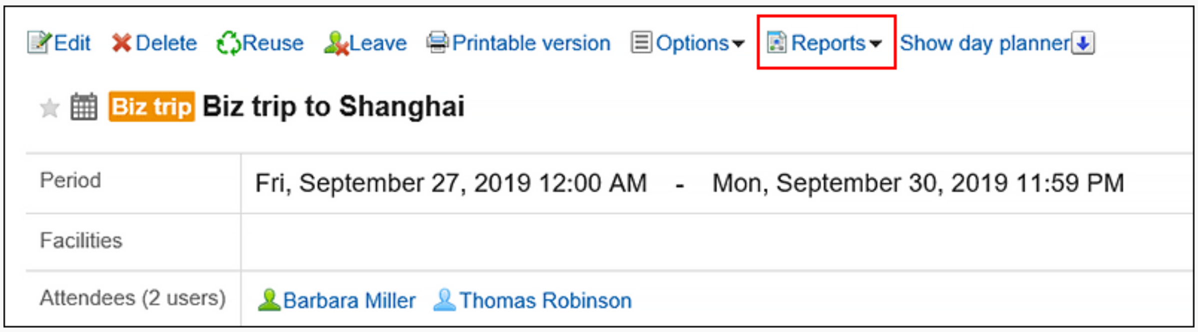
   - **When using Garoon version 5.15.0 or later**

   1. Click **Options** on the "Appointment details" screen.
   2. Click Associate with Report.

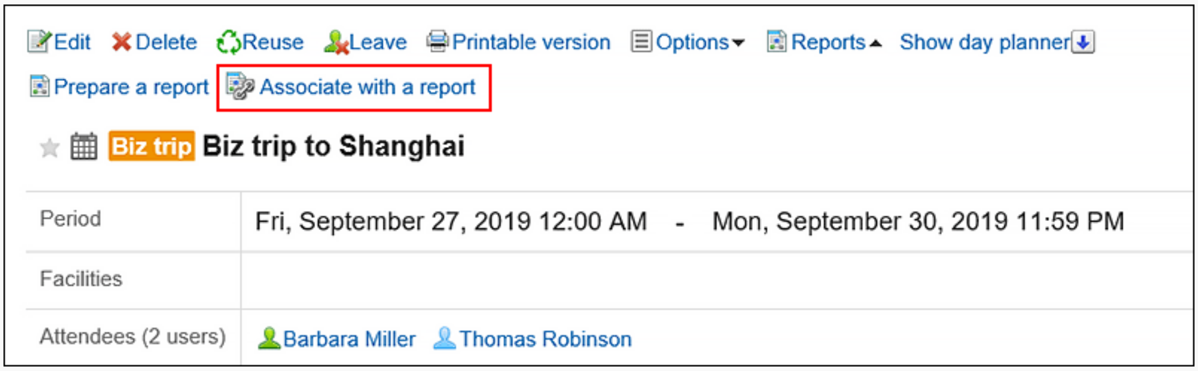


   - **When using Garoon earlier than version 5.15.0**

   1. Click "Report" on the "Appointment details" screen.



2. Click Associate with Report.



5. **On the "Select a report to associate" screen, select the report, and click "Associate".**

   When you click **Details**, the "Report details" page is displayed in a separate tab or a new window.

   You cannot select the following reports:

   - Reports associated with other appointments
   - Draft report

Deleting Appointments and Report Associations

Delete the associations that you have set.

Deleting an association does not delete the report itself.

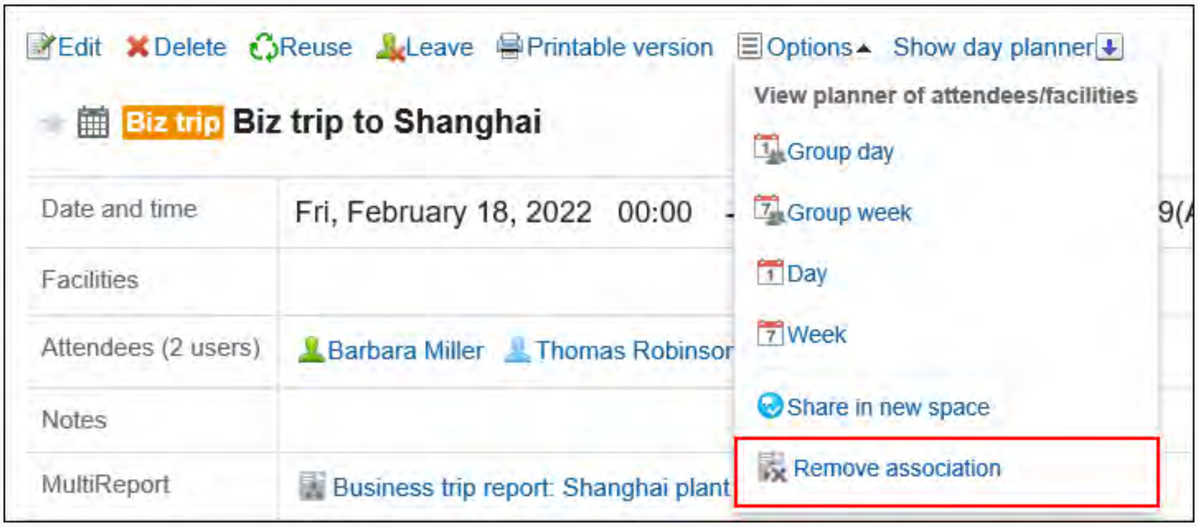
Steps:

1. **Click the app icon  in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the title of the appointment you want to delete the report and association.**
4. **Click Remove association on the "Appointment details" screen.**

You may go through different steps before clicking the "Remove association" option, depending on the version you are using.

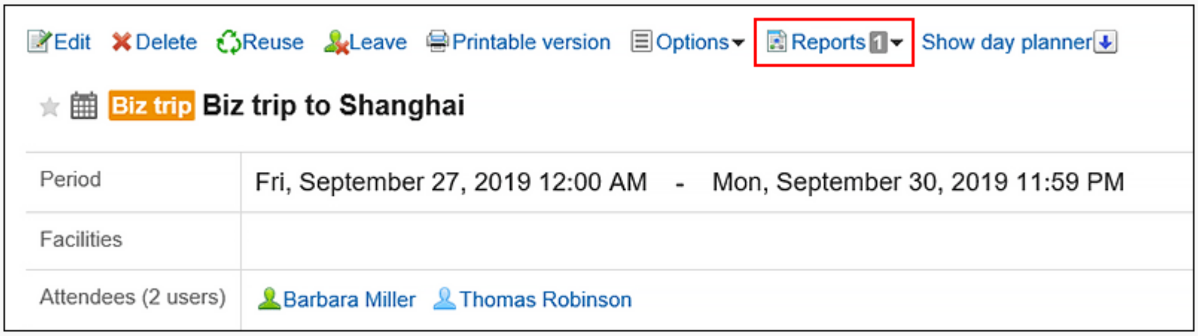
• **When using Garoon version 5.15.0 or later**

1. Click **Options** on the "Appointment details" screen.
2. Click **Remove association**.

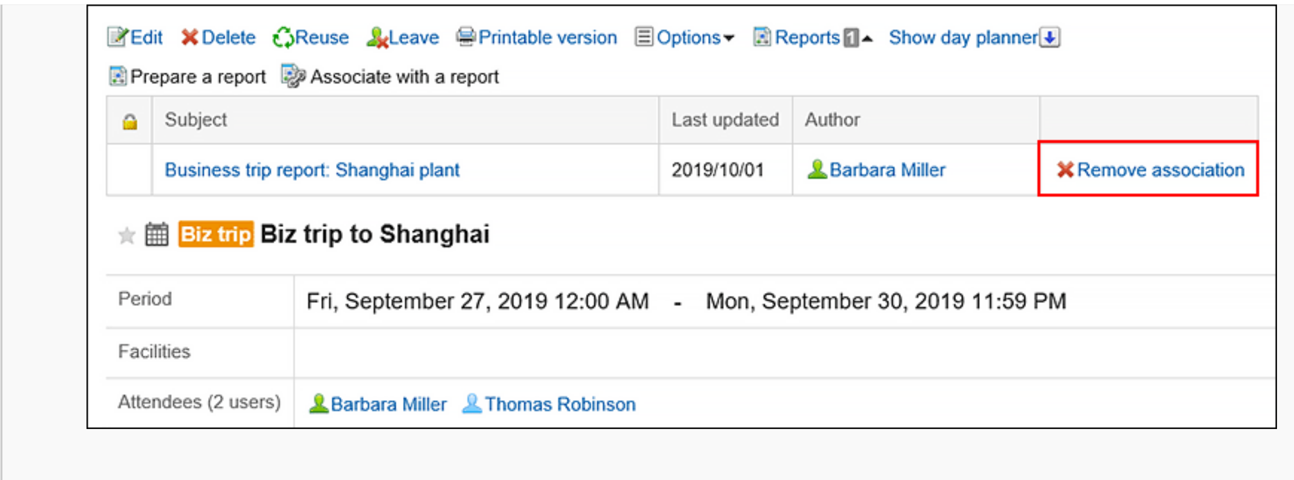


• **When using Garoon earlier than version 5.15.0**

1. Click "Report" on the "Appointment details" screen.



2. Click Delete Association in the report for which you want to delete the association.



5. Click Yes on the "Delete association" screen.

Note

- You can also delete the association by clicking "Delete Association" on the "Report details" screen.

- The system administrator can delete associations set by other users. To delete them, on the "Manage Reports" screen, click "Delete Association" on the "Report details" page.

3.16. Presence Indicators

Presence Indicators is an application to confirm user's presence information.
When you will be away for meetings or other plans, you can change your status and let other users know you are out of office.

References

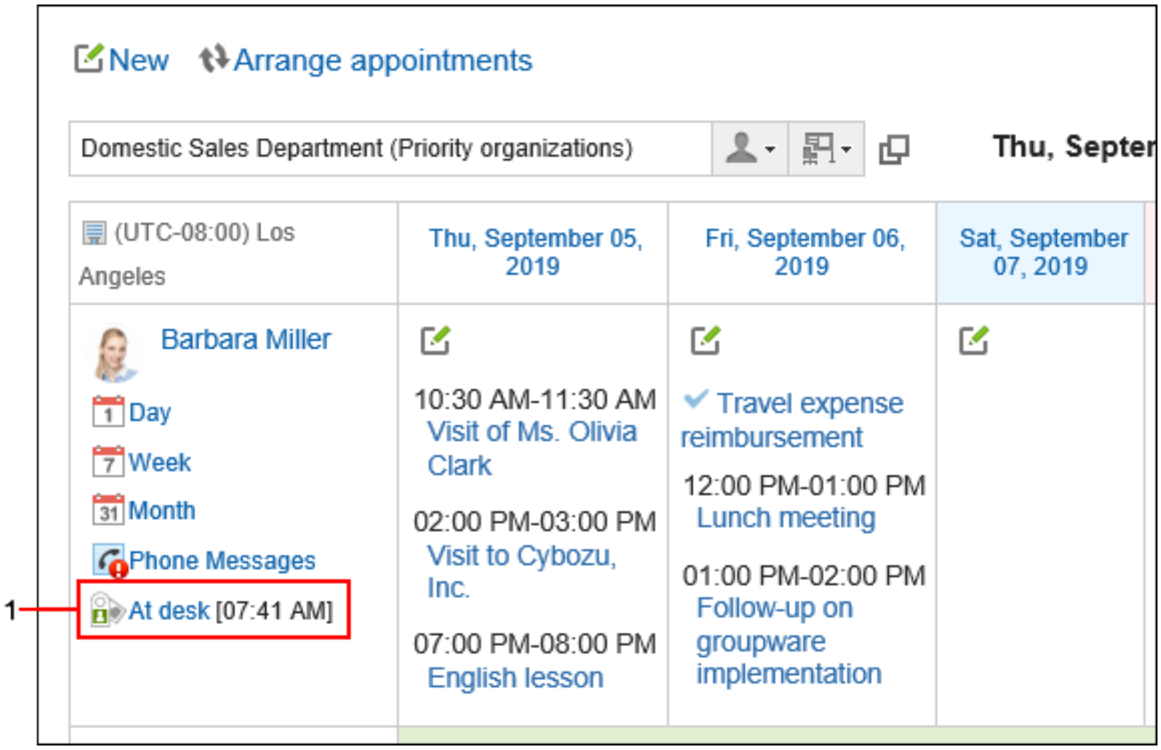
- Changing Presence Information(996Page)
- Setting Statuses(998Page)
- Setting up Proxies(1000Page)

3.16.1. How to View the Screen

The presence information is displayed on the following screens.

- User details screen
- "Group Day View" and "Group Week View" in Scheduler
- "Phone Messages" screen
- The "User List" screen of the Address Book

This section describes how to view presence information taking "Group Week View" page of the Scheduler, as an example.



Description of the items

Number	Description
1	•  **Icon:** Indicates the presence information. Appears on the scheduler screen. • **Status**: Indicates the presence status of the user. When you click the status of the presence information of you or the user who has set you as a proxy, the screen to change presence is displayed. • **Updated Time**: The time when the presence information has been updated. If the updated date and time are older than today, the last updated month and day will be displayed in red. Additionally, if it is older than this year, the last updated year, month and day will be displayed in red.

3.16.2. Changing Presence Information

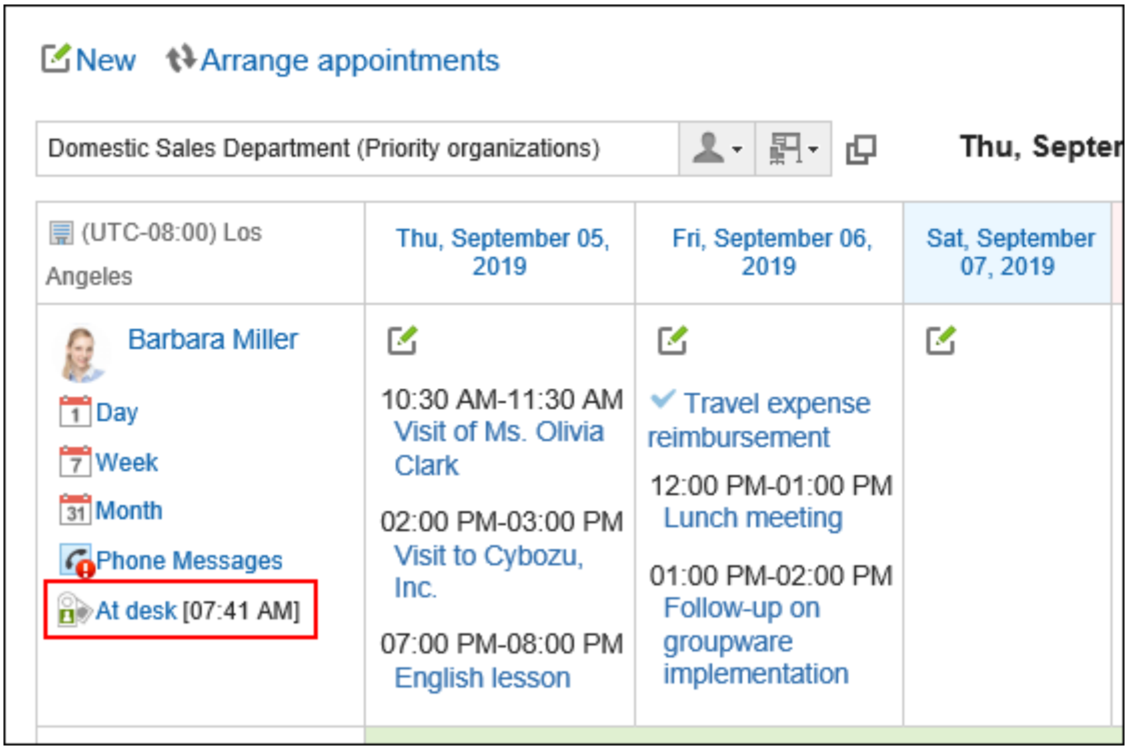
You can change your status when you will be away for meetings or other plans.
You can also change the presence information of other users if they assigned you as a proxy.
Proxies are those who can change the presence information on your behalf. For details, refer to Setting up Proxies(1000Page).
This section describes how to change the presence information from the Group week view screen of the scheduler.

Note

- If the system administrator has enabled automatic status settings, the status of the presence information is updated automatically when a user logs in or logs out.
  For details, see Enabling Automatic Status Setting.

Steps:

1. **Click the app icon  in the header.**
2. **Click Scheduler.**
3. **On the "Scheduler" screen, click the status of the presence of you or the user who has set you as a proxy.**



4. **On the screen for changing presence information, set the status and memo.**
   The memo is displayed after the status of the presence information.

5. **Confirm your settings and click Save.**

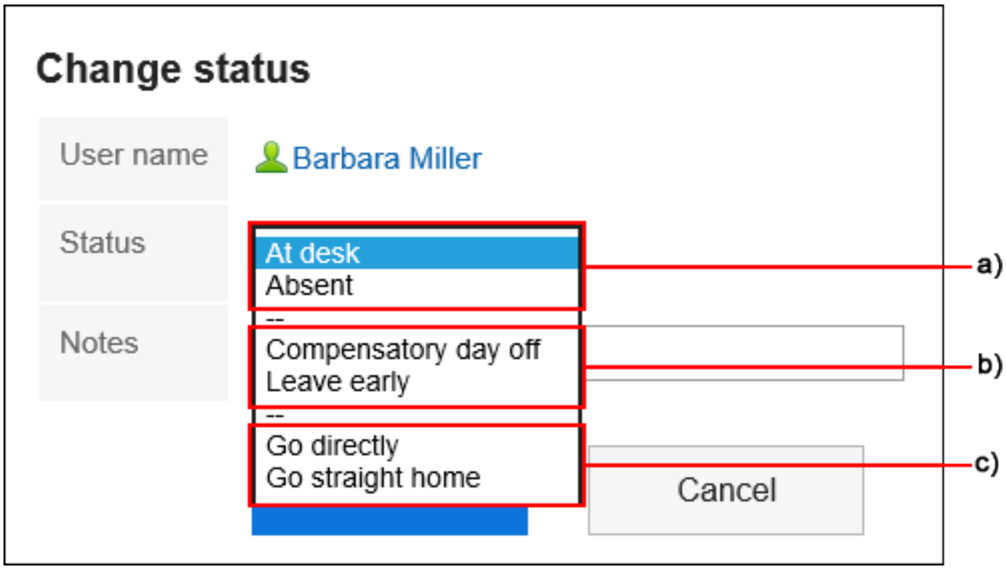
3.16.3. Setting Statuses

You can add statuses of the presence information to use.

The order in which the status menus are displayed is as follows.

- Present
- Absent
- Statuses set by system administrators
- Statuses set by users

You cannot delete the statuses of present, absent, or the status set by system administrators.



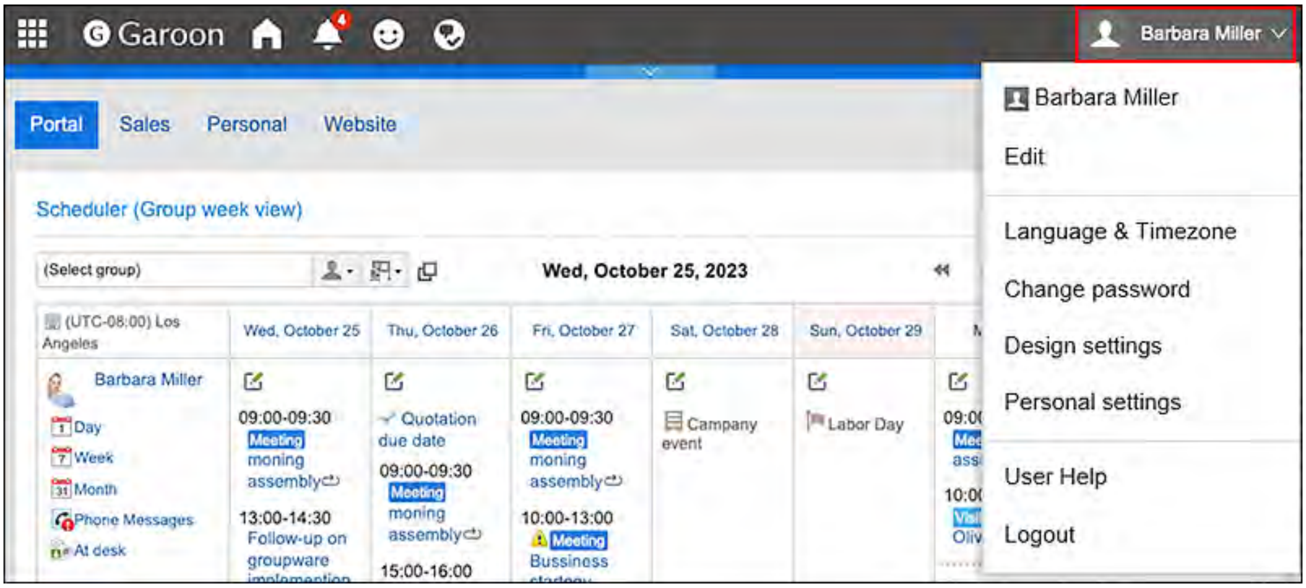
a): Pre-configured statuses

b): Statuses set by system administrators

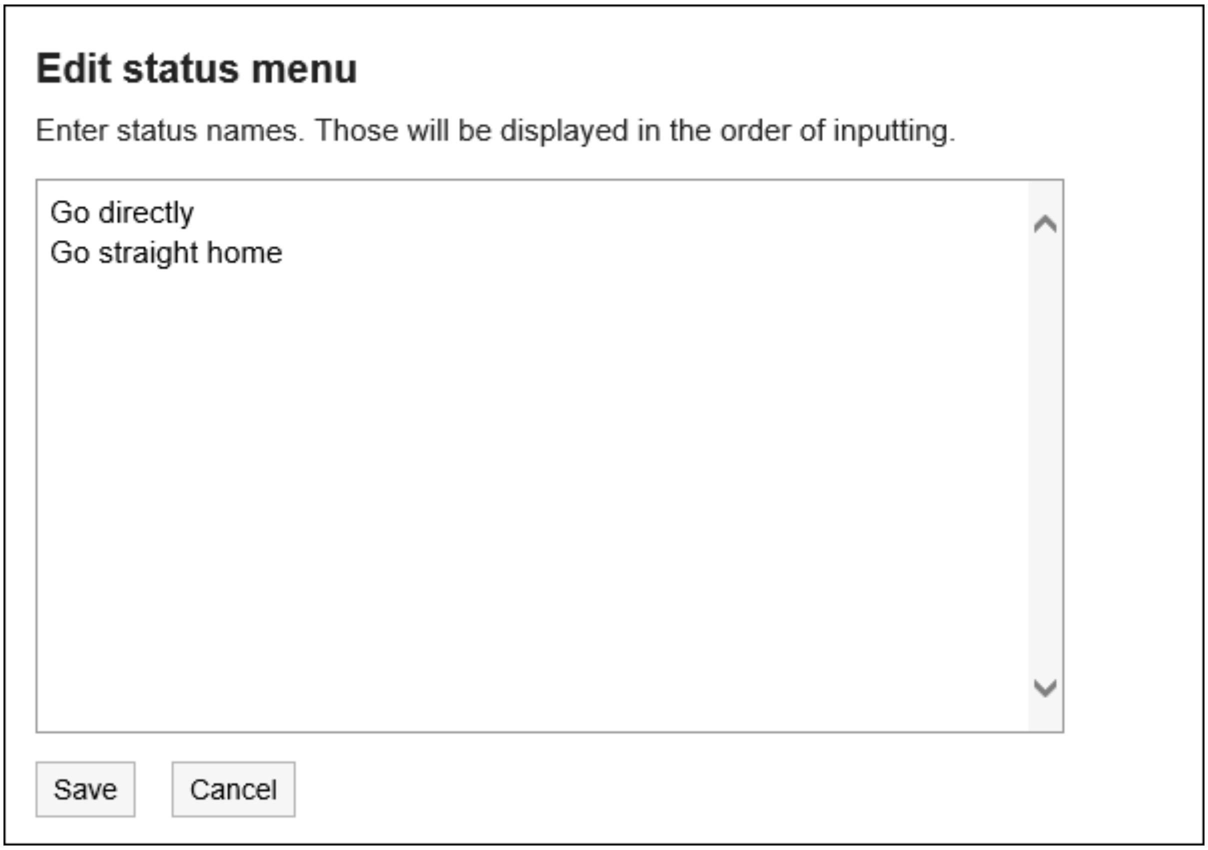
c): Statuses set by users

Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Presence indicators.**
5. **Click Edit status menu.**
6. **On the screen to set statuses, enter a status per line.**



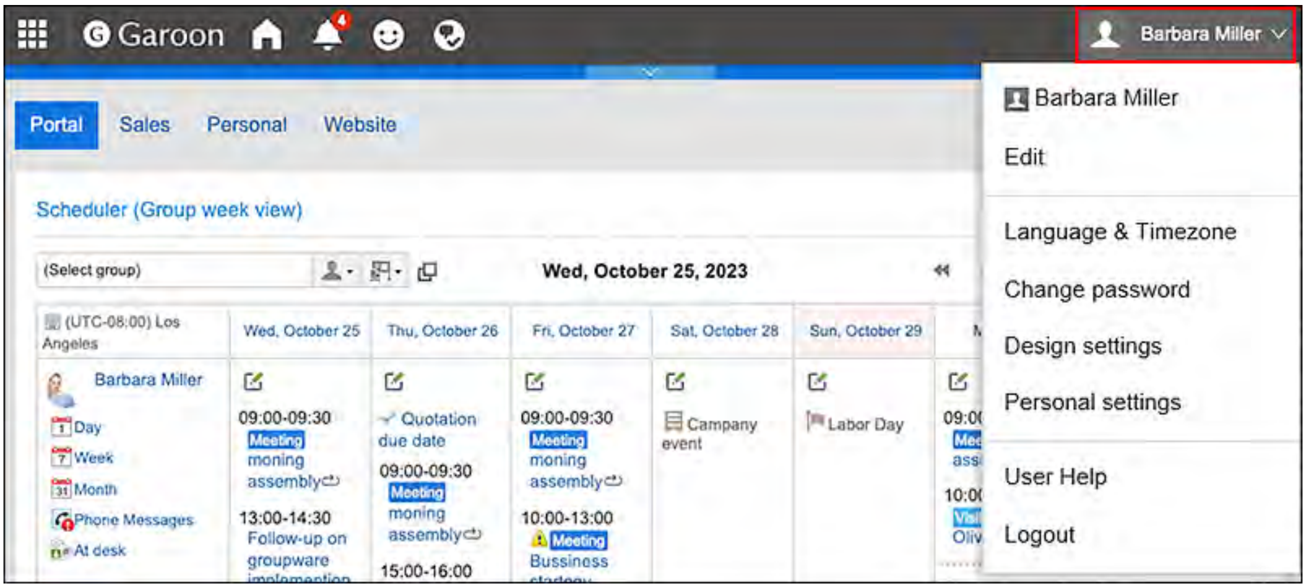
7. **Confirm your settings and click "Save".**

3.16.4. Setting up Proxies

Set up a proxy who can change the presence information on your behalf.
Depending on your system administrator settings, you may not be able to set up a proxy. For details, refer to how to allow proxy settings.

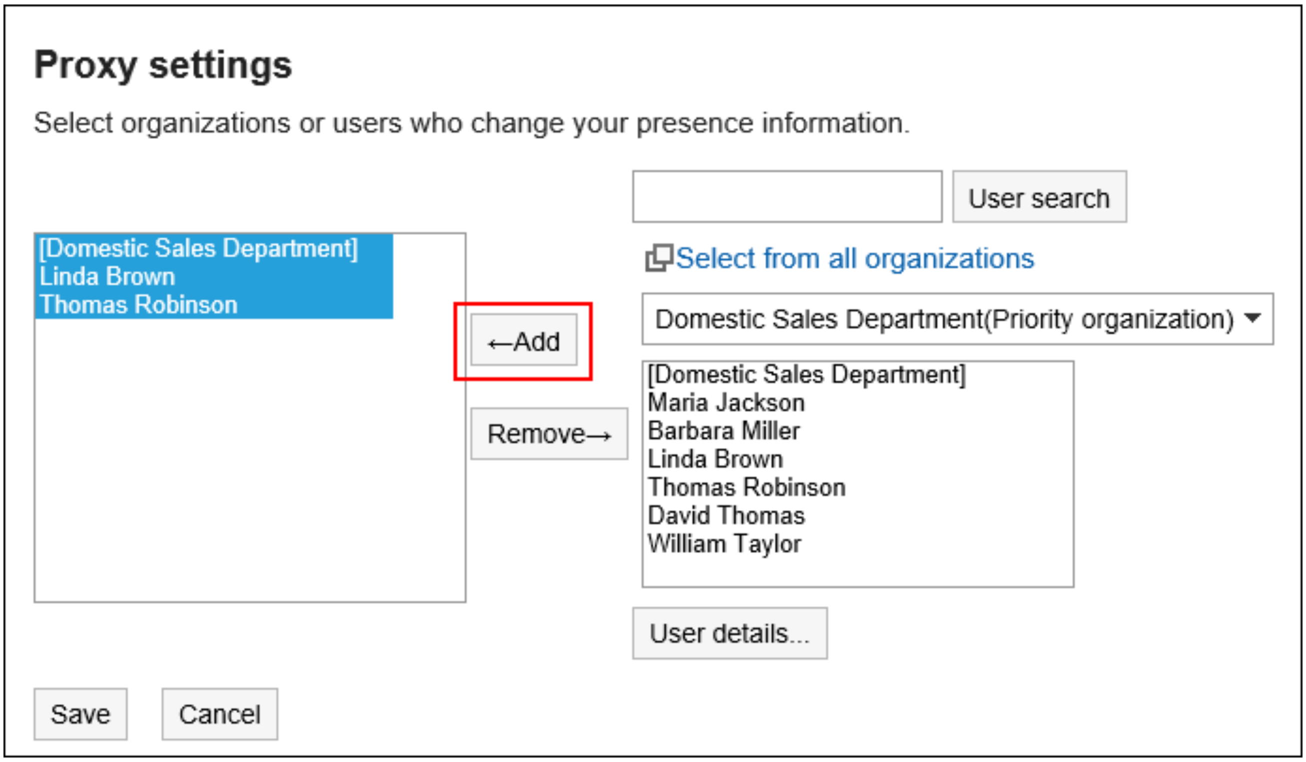
Steps:

1. **Click User name in the header.**



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Presence indicators.**
5. **Click Proxy settings.**

6. **On the screen to set proxies, select the department or user to set as a proxy, and click Add.**



7. **Confirm your settings and click "Save".**

3.17. Favorite

"Favorite" is an application that allows you to add an important message and frequently used files, such as Garoon, to open the screen.
You can filter pages that you have added to your favorites by application.

References

- Add Favorites(1005Page)
- Items that can be added to Favorites(1005Page)

3.17.1. Video: Tips for Favorite

Short videos on this page provide tips that enable you to use Favorite more effectively. (Videos are available only in Japanese.)

Note

- The videos were recorded using the cloud version of Garoon, so some user interface texts might look different from the ones in the on-premise version of Garoon 5.

How to Add Favorites

Videos are provided on the Web pages.

(Duration: 1 min 21 sec)

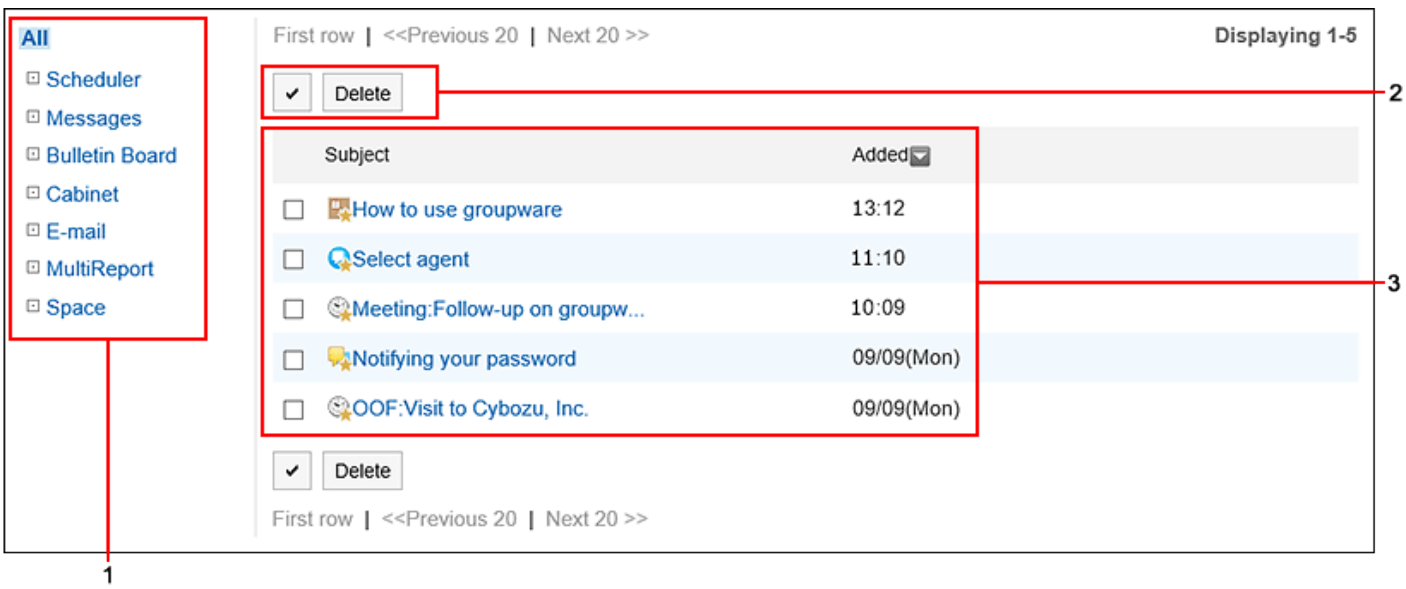
3.17.2. How to View the Screen

This section describes icons and buttons that are displayed on the "Favorite" screen.

"Favorite" Screen

By clicking the app icon in the header and then clicking **Favorite**, you can display a list of pages that you have added to your favorites.

You can filter by application.



Description of the items

Number	Description
1	**Favorite Categories**: Filter pages by application. The category cannot be deleted or changed.
2	• **Button for selecting checkboxes**: Click to select all checkboxes. The checkboxes are cleared when you click it again. • **"Delete" Button**: Removes a page with a checkbox selected from the Favorites.
3	**List of pages added to favorites**: Favorites are displayed in the descending order of the date/time when you added the item to the favorites. When you click the link of a title, the page details screen is displayed.

Favorite Icons

Icon	Description
	Pages you can add to Favorites
	Pages added to Favorites
	Appointments added to Favorites
	Messages added to Favorites
	Topics added to Favorites
	Files added to Favorites
	E-mail added to Favorites

Icon	Description
	Added space to Favorites
	Multireport Added to Favorites

3.17.3. Add Favorites

Add important messages and frequently used files to favorites.
You can quickly and easily view the target page from the "Favorite" screen.
Favorites cannot be shared with other users.

Watch Video

- For detailed steps, also refer to How to Add Favorites(1002Page) video.

Items That Can Be Added to Favorites

Application	Item	Remarks
Scheduler	Regular All day Repeating appointments Tentative appointments	Tentative appointments with multiple suggestions are displayed as one item in favorites.
Messages	Received messages Draft messages Sent Messages	Messages that are moved to trash will be removed from the Favorites list. When you back a message from trash, the favorite settings are not restored.

Application	Item	Remarks
Bulletin Board	Published topics Posting a draft Topics you have created	
Cabinet	Files	The user's "Favorite" screen displays the title of the file. If a title has not been entered, the file name is displayed. Files that are moved to trash will be removed from the Favorites list. Files that are returned from the Recycle Bin are cleared from the favorites. When you back a file from trash, the favorite settings are not restored.
E-mail	Incoming e-mails Draft e-mails Sent e-mail	E-mails that are moved to trash will be removed from the Favorites list. When you send an e-mail back from the trash, the favorite settings are not restored.
MultiReport	Received Report Draft report Sent report Available reports	
Space	Discussions	Spaces and shared to-Dos cannot be added to favorites.

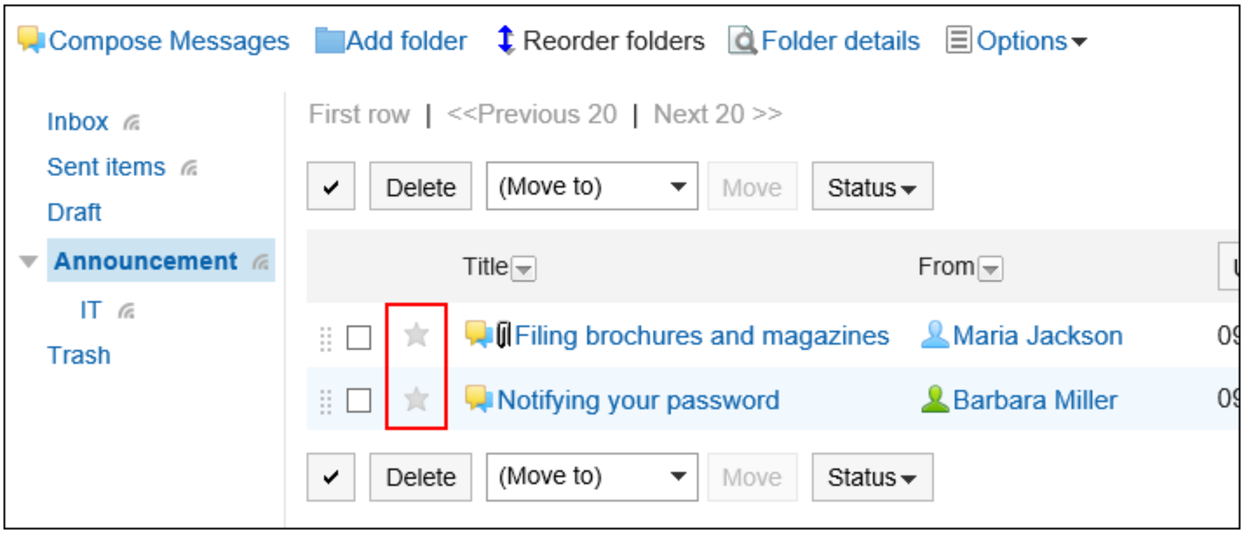
To add to Favorites, you can use the screen of each application.
This section describes how to add messages to favorites from the "Messages" screen.

Steps:

1. **Click the app icon in the header.**
2. **Click Messages.**

3. On the "Messages" screen, click ☆ of the message you want to add to your favorites.

- If you want to add from the list screen to favorites:



- To add to favorites from the details screen:

3.17.4. Delete Favorites

Delete the pages that you have added to your favorites.

Deleting from favorites does not delete the page itself.

Deleting Favorites One by One

Delete a favorite by one.

Steps:

1. **Click the app icon in the header.**
2. **Click Favorites.**
3. **On the "Favorite" screen, click the title of the page you want to delete from your favorites.**
4. **On the details screen of the page you want to delete from your favorites, click the icon and delete it from your favorites.**

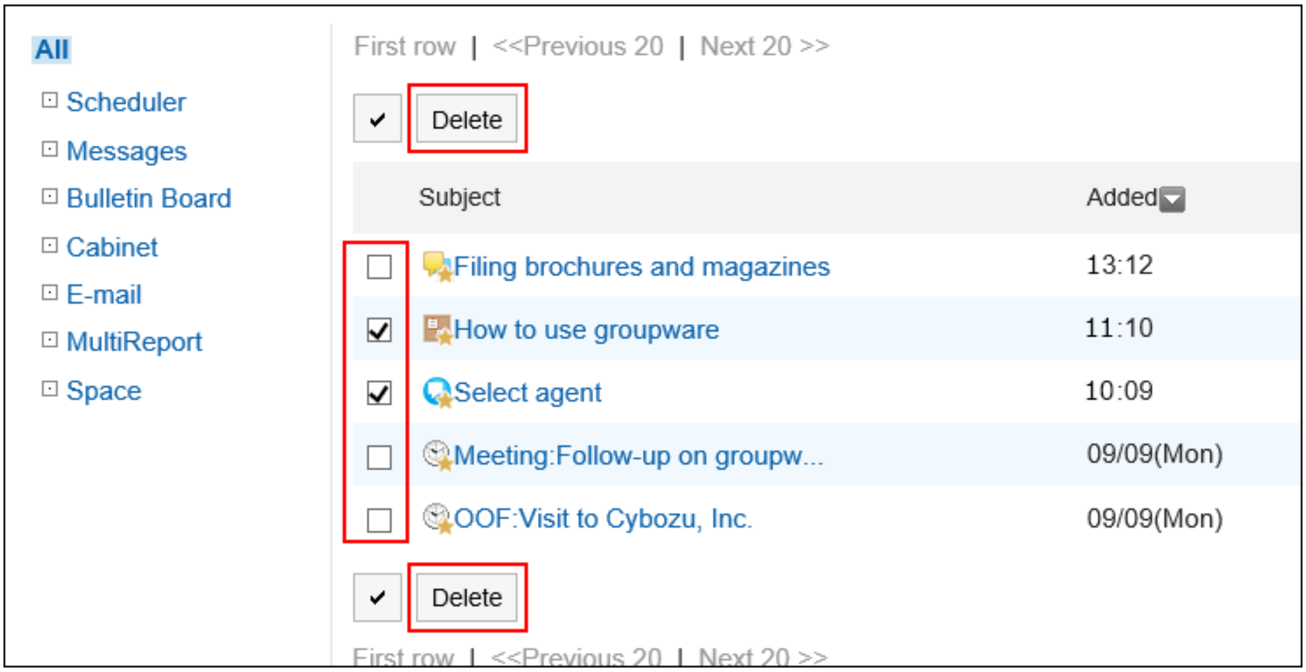
If deleted from Favorites, the favorite icon of the page is changed to .

Deleting Multiple Favorites Together

Select the favorites you want to delete, and delete them all together.

Steps:

1. **Click the app icon  in the header.**
2. **Click Favorites.**
3. **On the "Favorite" screen, select the checkboxes of the pages you want to delete from Favorites, and then click Delete.**



4. **Click Yes on the "Delete favorites" screen.**

3.18. Notifications

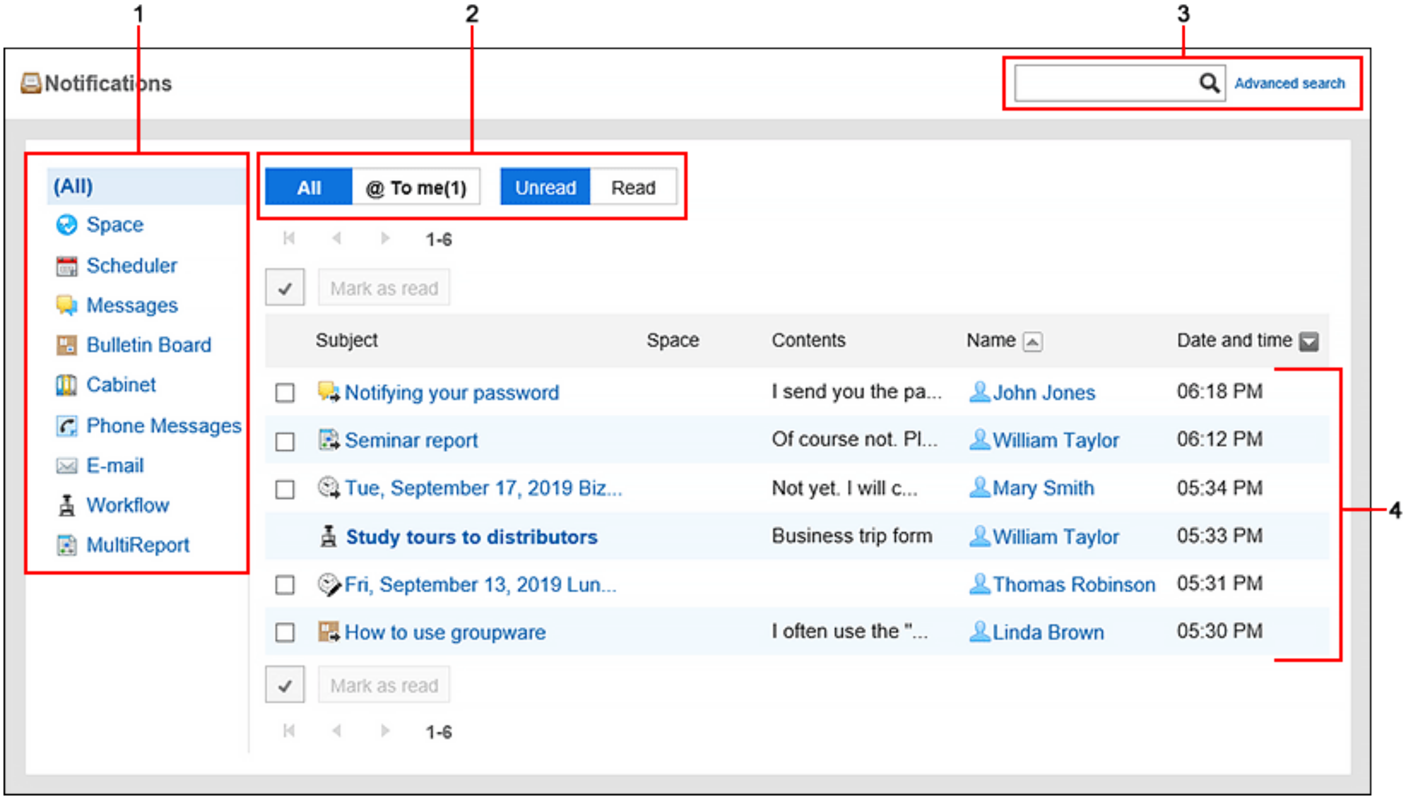
"Notifications" is an application that allows users to view notifications they received on updates for each application.
You can toggle the view of notifications by their status (unread or read) or display them by applications.

References

- Checking Notifications(1012Page)
- Specifications for Notifications(1020Page)
- Using External Notifications(1030Page)

3.18.1. How to View the Screen

This section describes icons and buttons that are displayed on the "Notifications" screen.



Description of the items

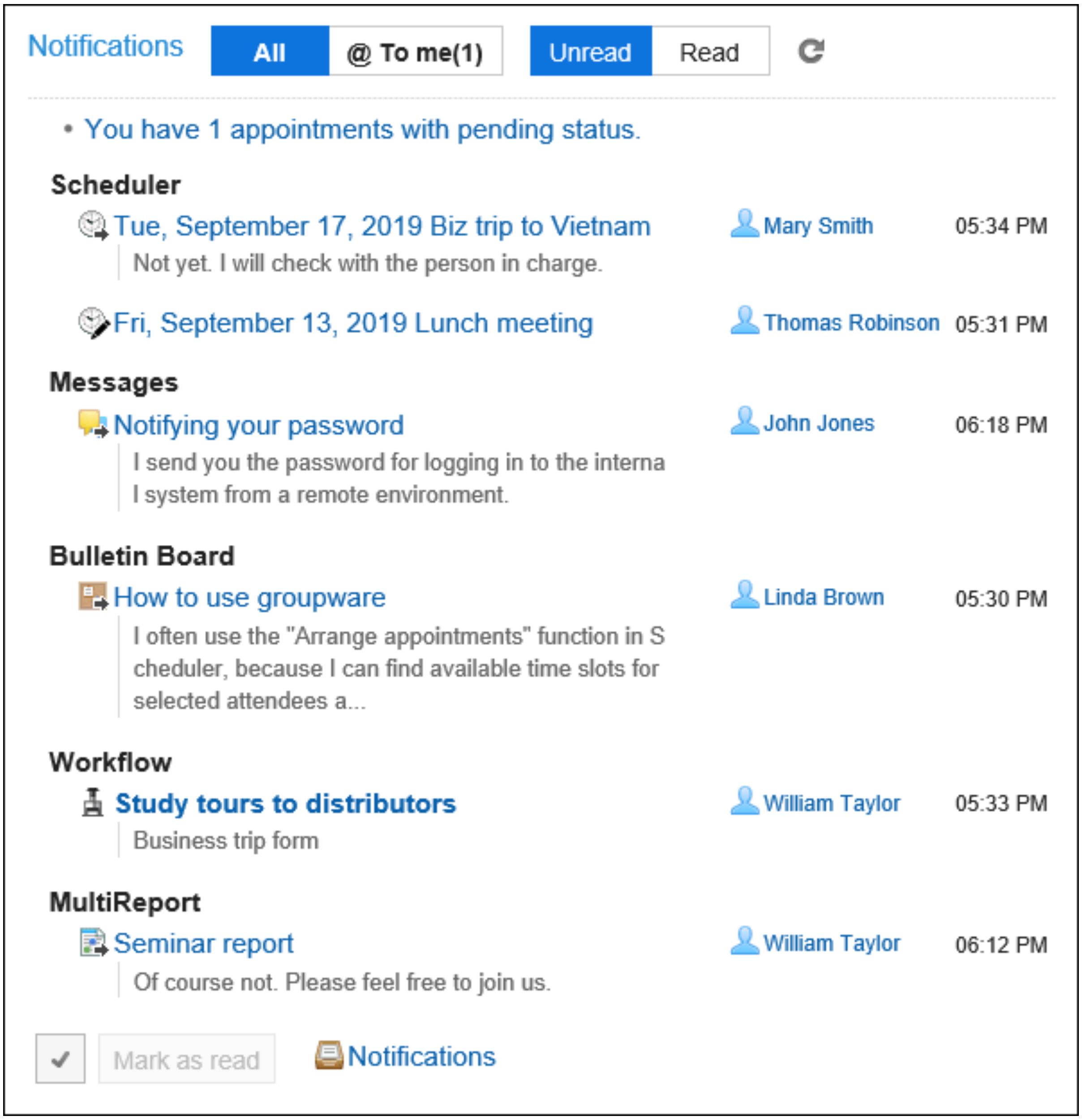
Number	Description
1	**Items in the application** Select the application for which you want to check notifications. You can filter notifications for each application.
2	**Parts to switch views**: You can classify the notifications as unread and read. You can also filter notifications addressed to you. The "All" and "Unread" are selected by default. • **"All" button**: Displays all notifications. All notifications received by Garoon earlier than version 4.10.0 can be found using the **All** button. • **"@ To me" button**: You can also filter notifications addressed to you. For the details about which notifications are treated as "To me" notifications, refer to What are the notifications addressed to me?(1014Page).

Number	Description
	If you have unread notifications addressed to you, the number of them is displayed next to "@ To me". If you have more than 100 unread notifications, "99 +" is displayed. • **"Unread" button**: Displays unread notifications. • **"Read" button**: Displays notifications that have been read.
3	**Items for Search**: You can search for data by entering keywords and clicking the search icon . By clicking "Search Details", you can filter the search items.
4	**List**: A list of notifications is displayed. When you click the subject of a notification, a details screen is displayed.

3.18.2. Checking Notifications

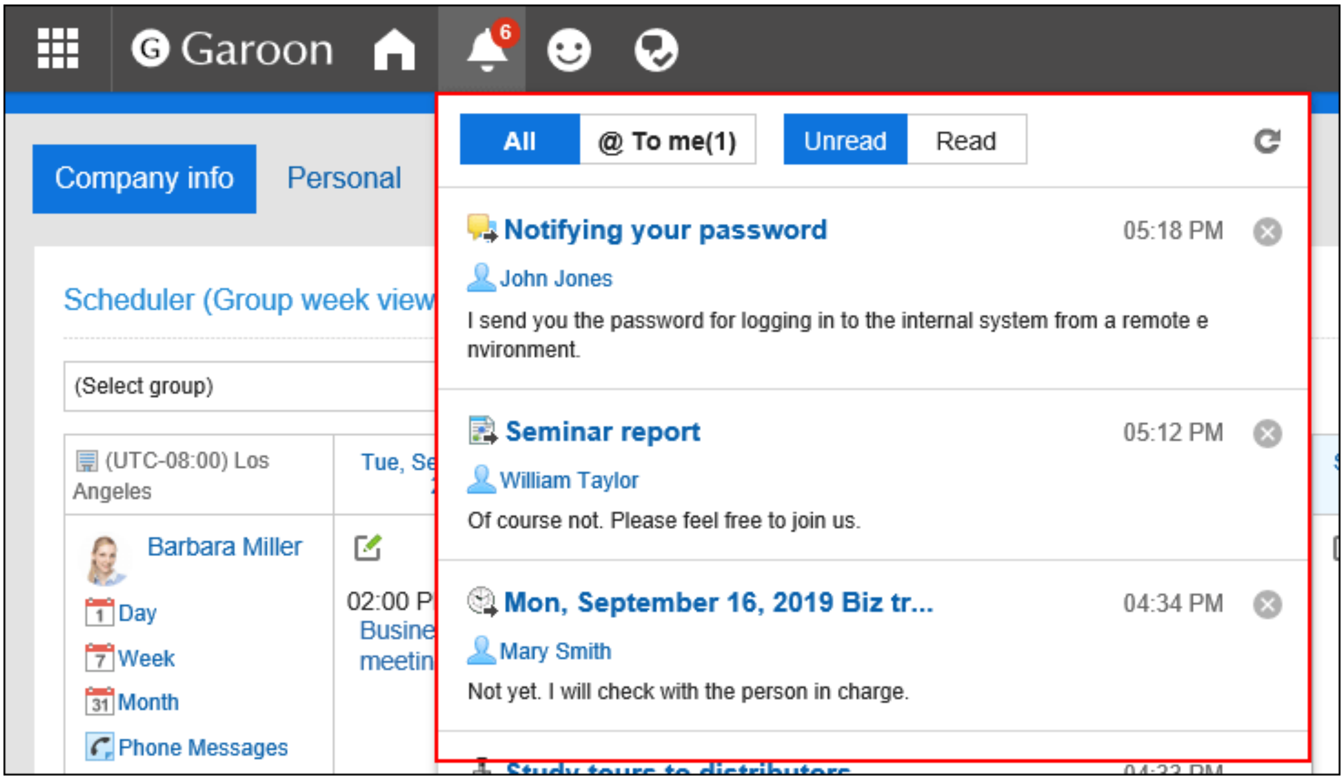
This section describes how to check notifications on the "Notifications" screen.
You can toggle the view of notifications by their status (unread or read) or display them by applications.
You can also check the notifications in the"Notifications" portlet on the Portal and the "Updates" in the header.

- "Notifications" portlet on the Portal



- "Updates" in the header

  When you click the bell-shaped icon, the notifications are shown in the dropdown list menu.



Note

- Notifications displayed are kept for 30 days. After the retention period, notifications are automatically deleted.
  However, unchecked Phone Messages and notifications for workflows will not be deleted until they are checked.

What Are the Notifications Addressed to Me?

The following notifications are treated as notifications addressed to you.

Application	Actions treated as notifications to me
Space	A comment, in which the organization/role (to which you belong) or you are specified as a recipient, is posted in the discussion.
Scheduler	

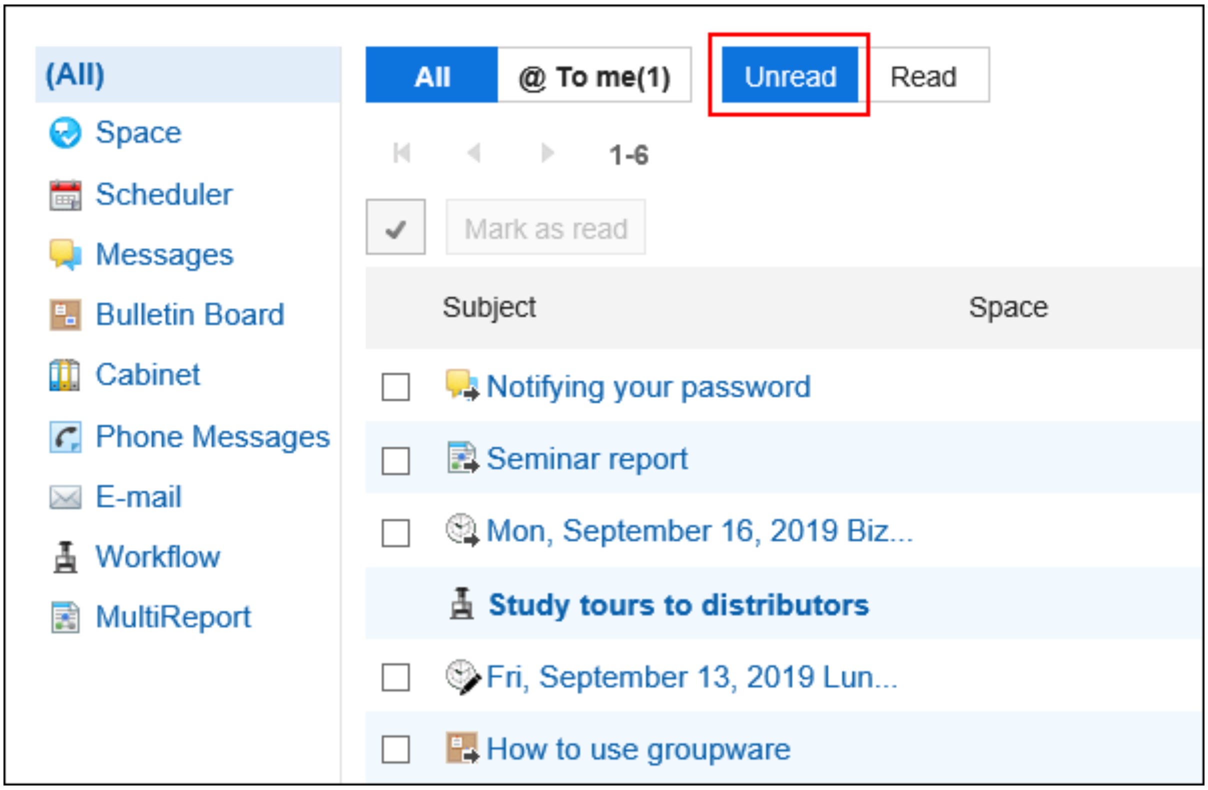
Application	Actions treated as notifications to me
	• In Garoon version 5.5.0 or later, a comment, in which the organization/role (to which you belong) or you are specified as a recipient, is posted in the appointment. • In Garoon version 5.15.0 or later, a comment, in which all participants are specified as recipients, is posted in the appointment you are participating.
Messages	A comment, in which the organization/role (to which you belong) or you are specified as a recipient, is posted in the message.
MultiReport	In Garoon version 5.15.0 or later, a comment, in which the organization/role (to which you belong) or you are specified as a recipient, is posted in the report.

Checking Unread Notifications

You can check the details of unread notifications.
When the recipients open the details screen of notifications, these notifications are recognized to being read and will be deleted from the unread notifications list.
The notifications for Phone Messages and workflows will not be deleted until they are checked in the details screen.
Unread notifications are displayed in the descending order of the received date/time of notifications.

Steps:

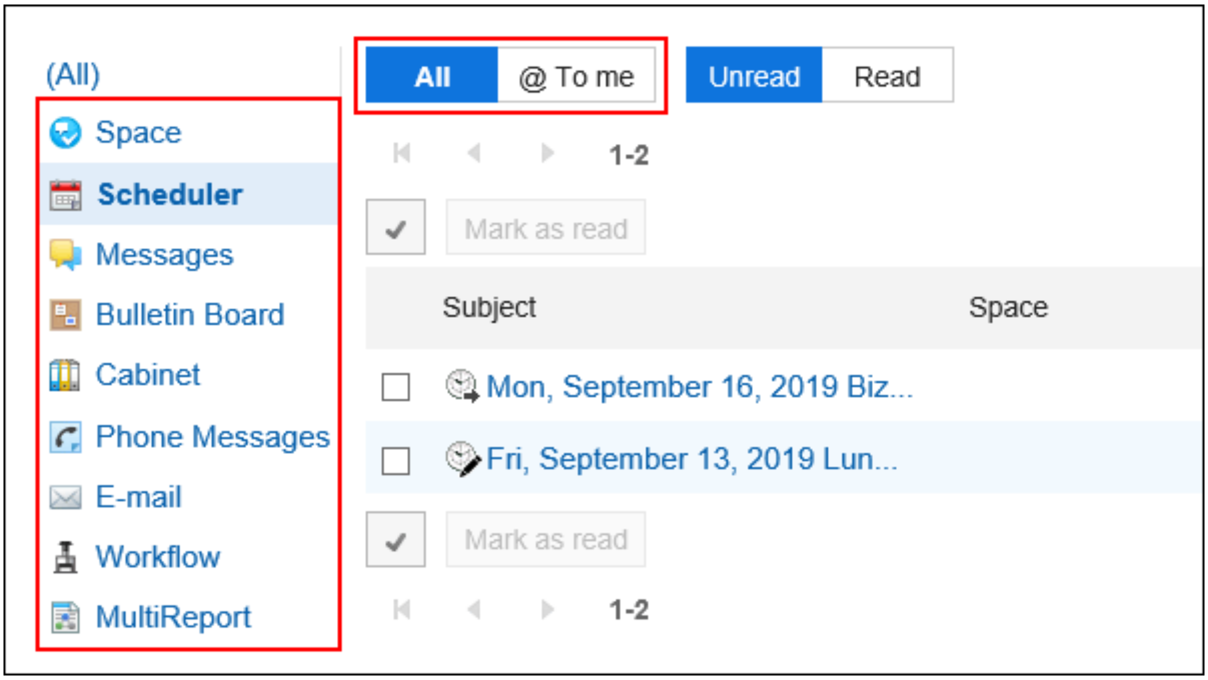
1. **Click the app icon in the header.**
2. **Click Notifications.**
3. **On the "Notifications" screen, click Unread on the top of the screen.**



4. **Filter notifications to be displayed in the list using the buttons at the top of the screen (All and @ To me) and the applications in the left pane.**

In the "@ To me", you can check only the notifications addressed to you.

For notifications that are treated as notifications to you, refer to What are the notifications addressed to me?(1014Page).



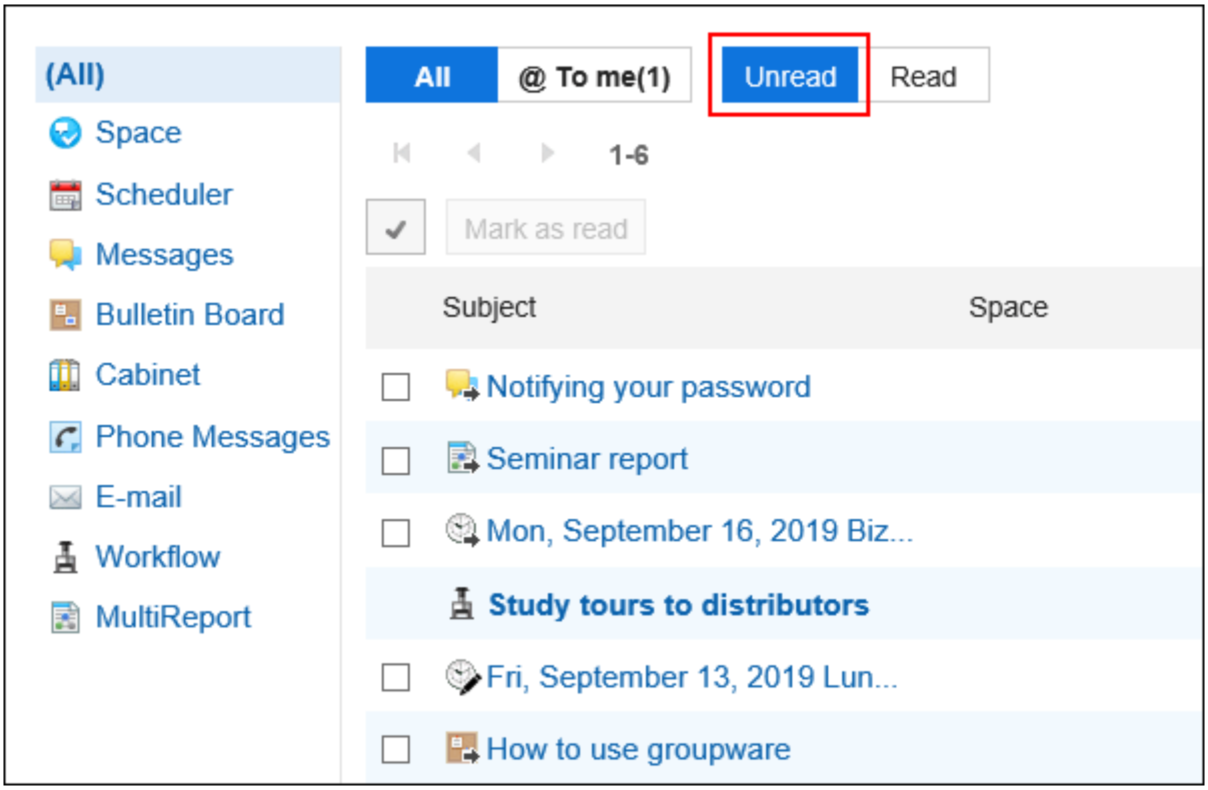
5. **Click the subject of the target notification and confirm the details of the notification.**

Marking Unread Notifications As Read in Bulk

You can mark unread notifications as read in bulk.
Notifications for Phone Messages and workflow cannot be marked as read in bulk. You must click the subject of the notification and process the data on the details screen.

Steps:

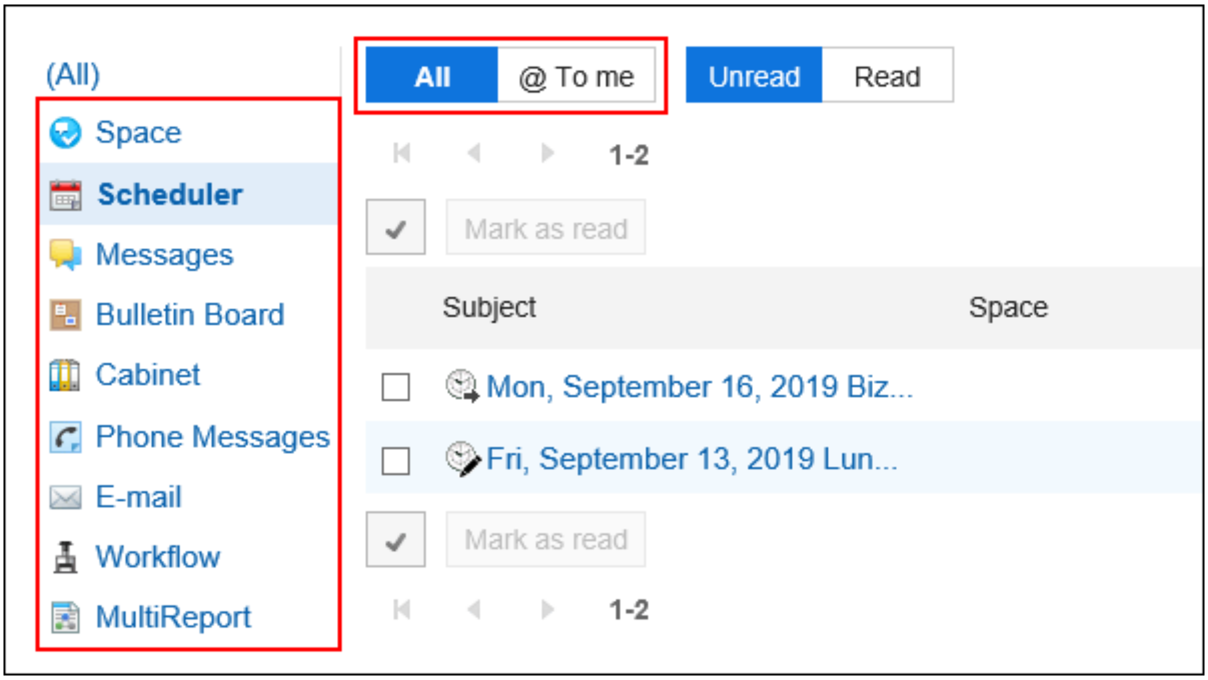
1. **Click the app icon  in the header.**
2. **Click Notifications.**
3. **On the "Notifications" screen, click Unread on the top of the screen.**



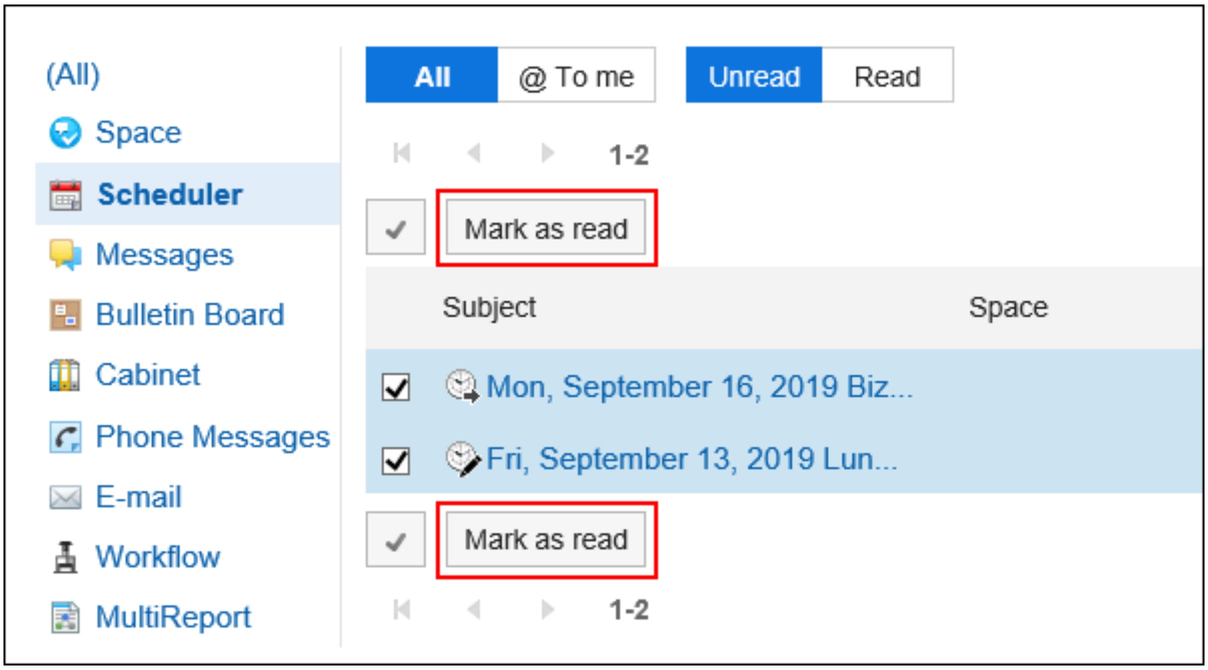
4. **Filter notifications to be displayed in the list using the buttons at the top of the screen (All and @ To me) and the applications in the left pane.**

In the "@ To me", you can check only the notifications addressed to you.

For notifications that are treated as notifications to you, refer to What are the notifications addressed to me?(1014Page).



5. **Select the checkboxes of the notifications you want to mark as read, and click "Mark as read".**



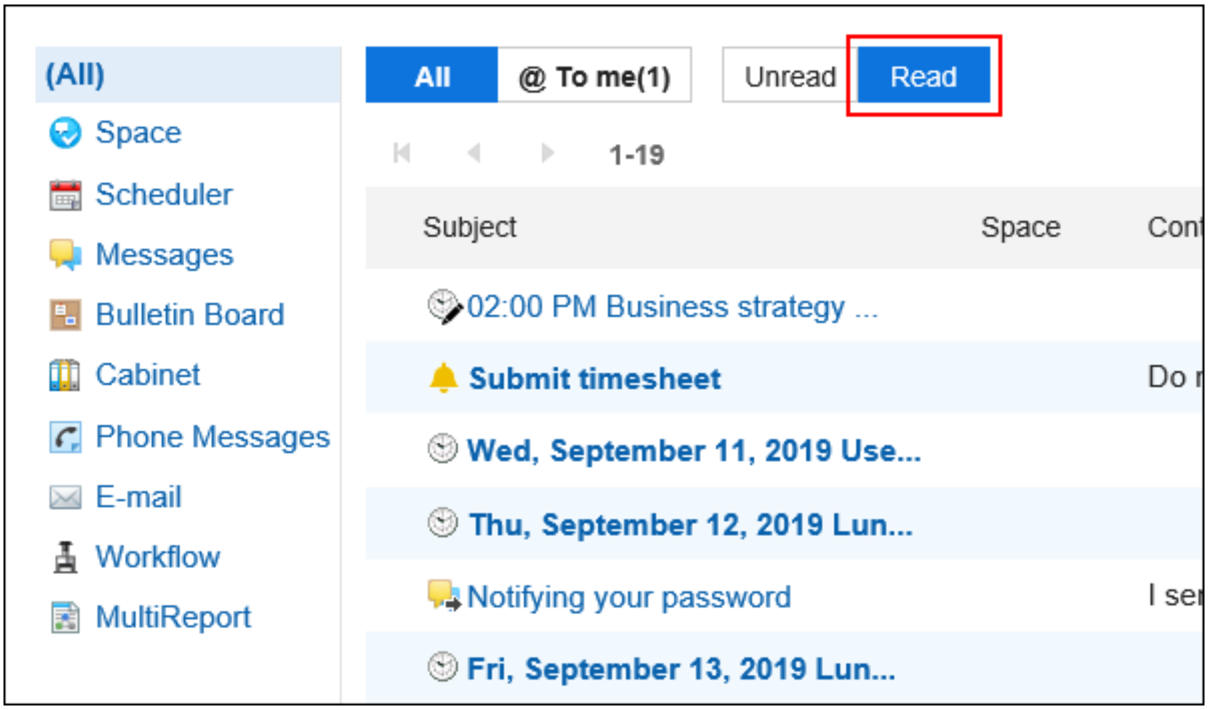
Checking Read Notifications

You can check the details of read notifications.

Read notifications are displayed in the descending order of date/time on which they are marked as read.

Steps:

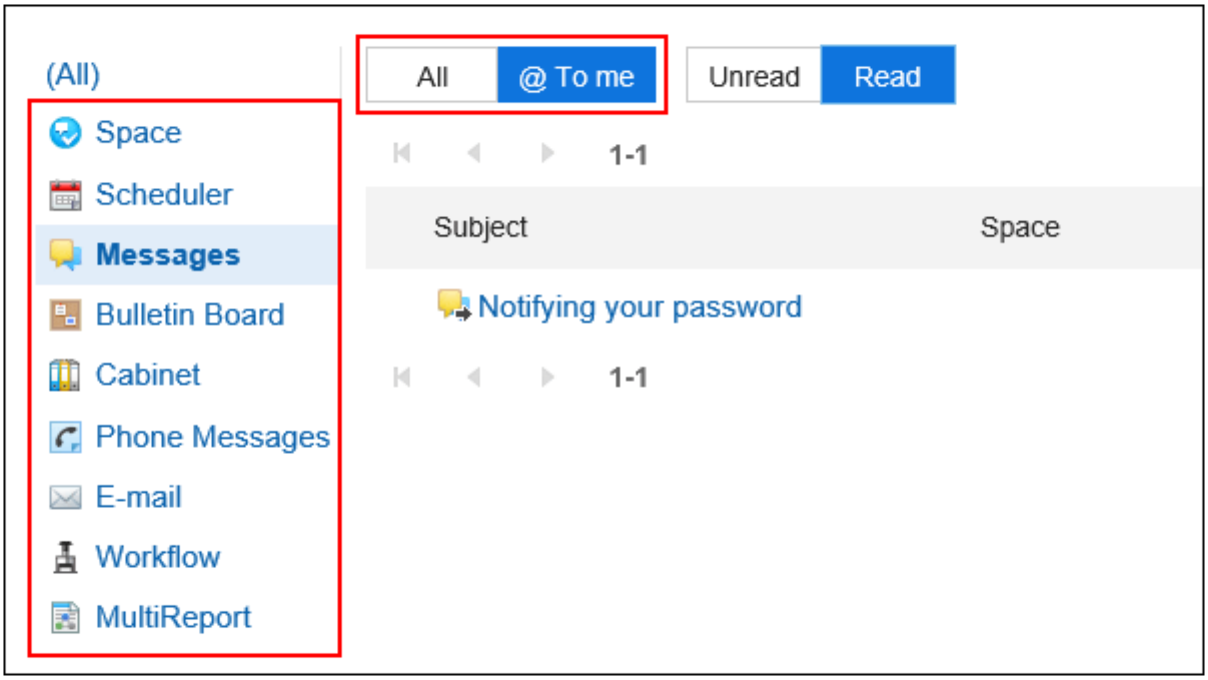
1. **Click the app icon  in the header.**
2. **Click Notifications.**
3. **On the "Notifications" screen, click Read on the top of the screen.**



4. **Filter notifications to be displayed in the list using the buttons at the top of the screen (All and @ To me) and the applications in the left pane.**

   In the "@ To me", you can check only the notifications addressed to you.

   For notifications that are treated as notifications to you, refer to What are the notifications addressed to me?(1014Page).



5. Click the subject of the target notification and confirm the details of the notification.

3.18.3. Specifications for Notifications

If the information registered in each application is updated, the notifications are shown in the notification list and "Notifications" portlet on the Portal.

This section describes the applications that are being notified and the actions to be notified.

For notifications that are treated as notifications to you, refer to What are the notifications addressed to me?(1014Page).

Note

- No notifications are sent for the actions done by yourself.
- If your system administrator makes the application inactive, notifications received by users before the deactivation are not displayed in the "Notifications".

When you reactivate the application, notifications will be displayed again. However, notifications aged 30 days after the reception are deleted automatically.

Space

Notifications are sent when the following actions are performed.

- Space
  - A space has been created where you or your organization or role has been assigned as a member.
  - The space you are participating in has been changed.
  - Either you, the organization to which you belong, or your role is added as a space member.
- Discussions
  - A discussion has been added to the participating space.
  - The discussions you are following have been changed.
  - Comments were placed in the discussions you are following.
  - The discussions you are following has been moved.
- Shared To-Do
  - A shared to-do that you are assigned has been added.
  - A shared to-do that you are assigned has been changed.
  - A shared to-do that you are assigned has new comments.
  - A shared to-do that you have created has been changed.
  - A shared to-do that you have created has new comments.

Note

- If you want to change or move a discussion, you can select whether to send notifications.
- If the discussions you are following are moved to a private space that you have not joined, the your state of following will be removed.

- If you are participating in both the source and the destination spaces, the state of your follow will be inherited.

Scheduler

Notifications are sent when the following actions are performed.

- An appointment has been created, changed, or deleted where you have been set as a participant or a "Shared with" user.
- A tentative appointment has been set (finalized) where you have been set as a participant or a "Shared with" user.
- Another user has joined the appointment where you have been set as a participant or a "Shared with" user.
- Other users are removed from the appointment where you have been set as a participant or a "Shared with" user.
- A comment has been posted in an appointment where you have been set as a participant or a "Shared with" user.
- Attendees send their responses to the appointment you have created.

For the appointments with an active "Facility usage request" that specifies a facility, notifications are sent when the following actions are performed.

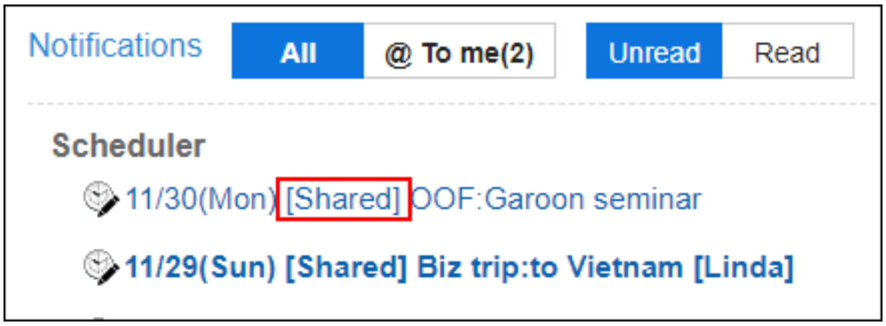
- The appointment with the "Facility usage request" you submitted is approved or rejected.
- The appointment with the "Facility usage request" that specifies a facility from the facility group for which you have operational administrative privilege is added.
- The appointment with the "Facility usage request" that specifies a facility from the facility group for which you have operational administrative privilege is changed to a different date and time.
- The facility set for the "Facility usage request" in the appointment has changed to the facility of the facility group for which you have operational administrative privilege.

Icons Appear in Scheduler Notifications

Icon	Description	Remarks
	New appointment	• Icon displayed when any appointments are registered in which you are included as an attendee. • This icon is also displayed when you are added as an attendee to an existing appointment. • This icon is also displayed when any attendees replied to the response requests with their attendance.
	Deleted appointments	• Icon displayed when any appointments are deleted in which you are included as an attendee. • This icon is also displayed when you are excluded from an appointment as an attendee.
	Updated appointments	• Icon displayed when any actions are made such as adding/removing attendees from an existing appointment or changing date and time of an appointment. • The update of the appointment will not be notified if users clear the **Notify this update** checkbox when they attempt to join/leave an appointment.
	Comment for the Appointment	Icon displayed when any comments are written to the appointments.
	Fix tentative appointments	Icon displayed when any tentative appointments which are already registered have been confirmed.

Note

- If attachments are manipulated on the "Attachment details" screen, notifications will not be sent.
- In Garoon version 5.5.0 and later, update notifications are sent even for the actions on the appointments in the past.
- In Garoon version 5.9.0 and later, "Watchers" is renamed to "Shared with" in Scheduler.
- The system administrator may configure the setting not to send notifications to "Shared with" users of the appointments. For details, refer to the how to set up notifications to "Shared with" users.
- When you are set as a "Shared with" user of an appointment, "[Shared]" is displayed in the notification of the appointments. You can share appointments in Garoon version 5.9.0 or later.



Messages

Notifications are sent when the following actions are performed.

- In the folder where you set up the update notifications, you received an message.
- The message with the update notification has been changed.
- A comment was placed in the message with the update notification.

Note

- If attachments are manipulated on the "Attachment details" screen, notifications will not be sent.

Bulletin Board

Notifications are sent when the following actions are performed.

- A topic has been added to the category where the update notification is set.
- A topic has been changed where update notification is set.
- A comment has been added to the topic with update notification.

Note

- Notifications will not be sent in the following cases.
  - Attachments are manipulated on the "Attachment details" screen.
  - If your system administrator has moved the topic to another category.
    For details, refer to how to move topics.
  - Update notifications for a category have been configured, but the View permission for the category is not granted
- If you set the sender directly entering it, the notification will also be sent to the user who posted the topic.

Cabinet

Notifications are sent when the following actions are performed.

- A file has been added to the folder where update notifications are set.
- The files have been updated in the folder where update notifications are set.
- Files in folders with update notifications have been restored from older versions.
- Files have been moved to the folder where update notifications are set.

Phone Messages

Notifications are sent when the following actions are performed.

- A phone message to you is added.

E-mail

Notifications are sent when the following actions are performed.

- In the folder where you set up the update notifications, you received an e-mail.

Workflow

Notifications are sent when the following actions are performed.

- Applicant
  - The request data that you have submitted has been approved by the final approver.
  - All processes are completed for the request data you have submitted.
  - The request data that you have submitted has been sent back.
  - The request data that you have submitted has been rejected.
- By
  - You have received the request data you should process.
  - The request data you have approved were sent back to the route step.

Note

- When a proxy applicant submits the request data, a notification is sent to both the proxy applicant and the delegator.
- Notifications will not be sent to the proxy approver.

MultiReport

Notifications are sent when the following actions are performed.

- A report has been created or changed to which you have been set as an attendee or a notification recipient.
- A comment has been placed in a report you have been set as an attendee or a notification recipient.
- An appointment is associated with a report you have been set as an attendee or a notification recipient.
- The association between a report and an appointment you have been set as an attendee or a notification recipient is deleted.

External Notifications

Notifications are sent when the following actions are performed.

- Received external notifications.

For details, refer to Settings for External Notifications.

3.18.4. Search Notifications

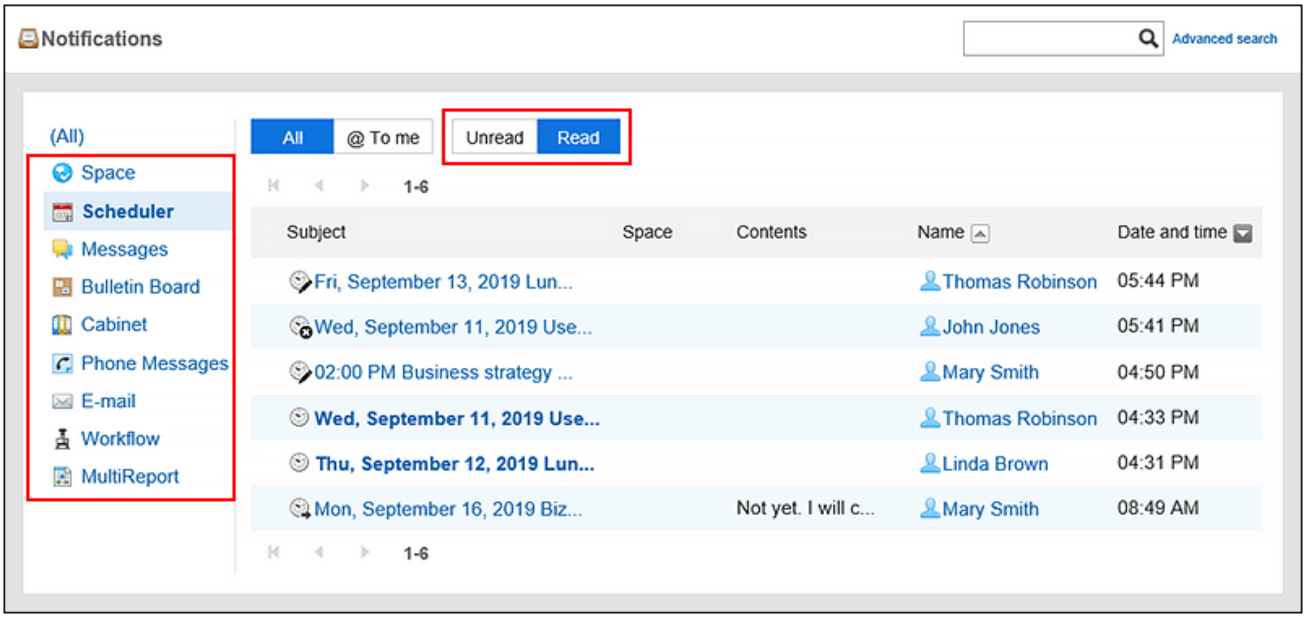
Search notifications by entering keywords in the notifications.

You can also filter notifications by application.

However, you cannot limit the target to be only the notifications addressed to you.

Steps:

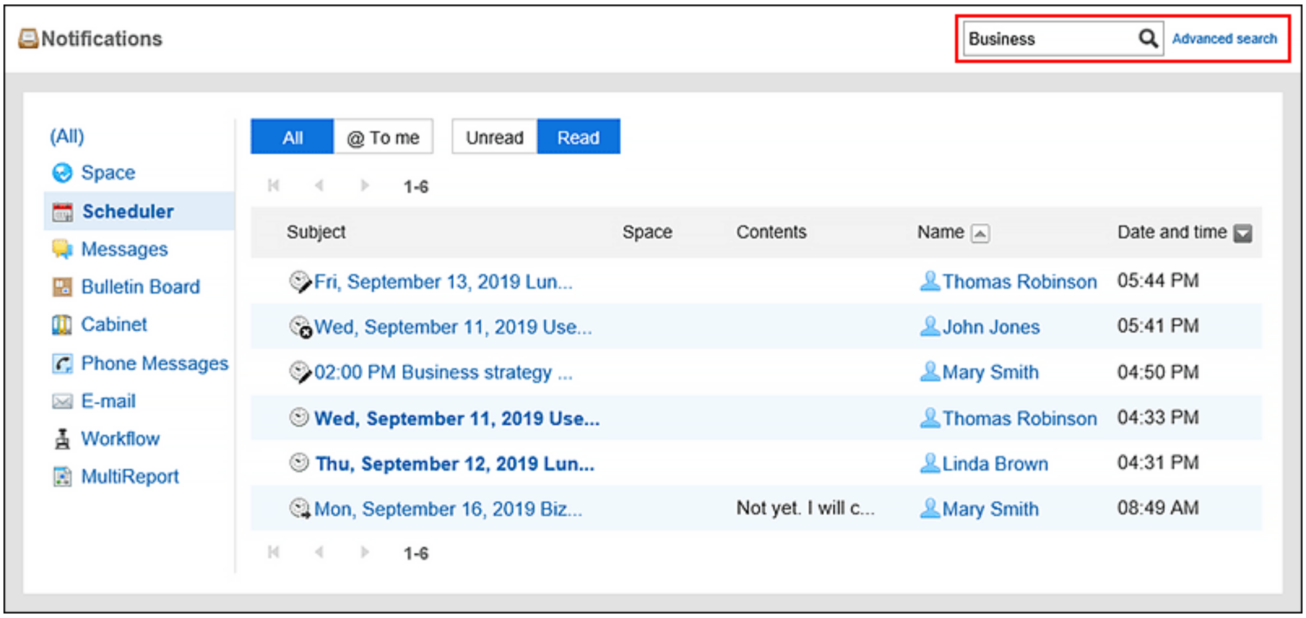
1. **Click the app icon in the header.**
2. **Click Notifications.**
3. **On the "Notifications" screen, filter the notifications you want to search using the buttons (Unread and Read) at the top of the screen and the applications in the left pane.**



4. **Type keywords in the search box, and then click the icon .**

   You can search for notifications that contain keywords in one of the following fields.

   - Subject
   - Space
   - Contents
   - Name



5. Confirm the search results.

6. If you want to search again, set the search conditions and click "Search".

The following search conditions can be set.

- Search string:

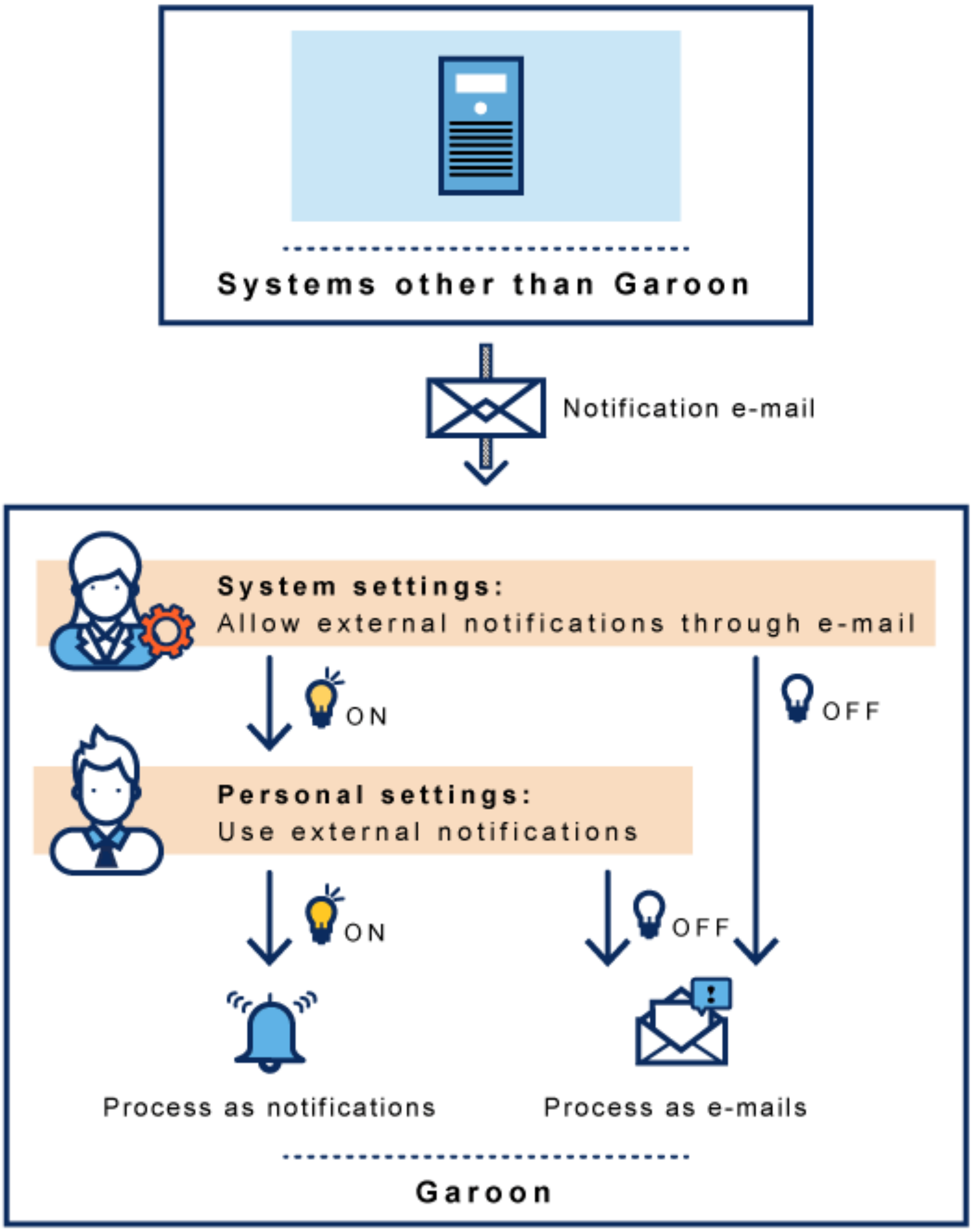
  Enter the keywords you want to search.
- Search Items:

  Select an item to search. You can select multiple items.
  - Subject
  - Space

- ◦ Contents
- ◦ Name

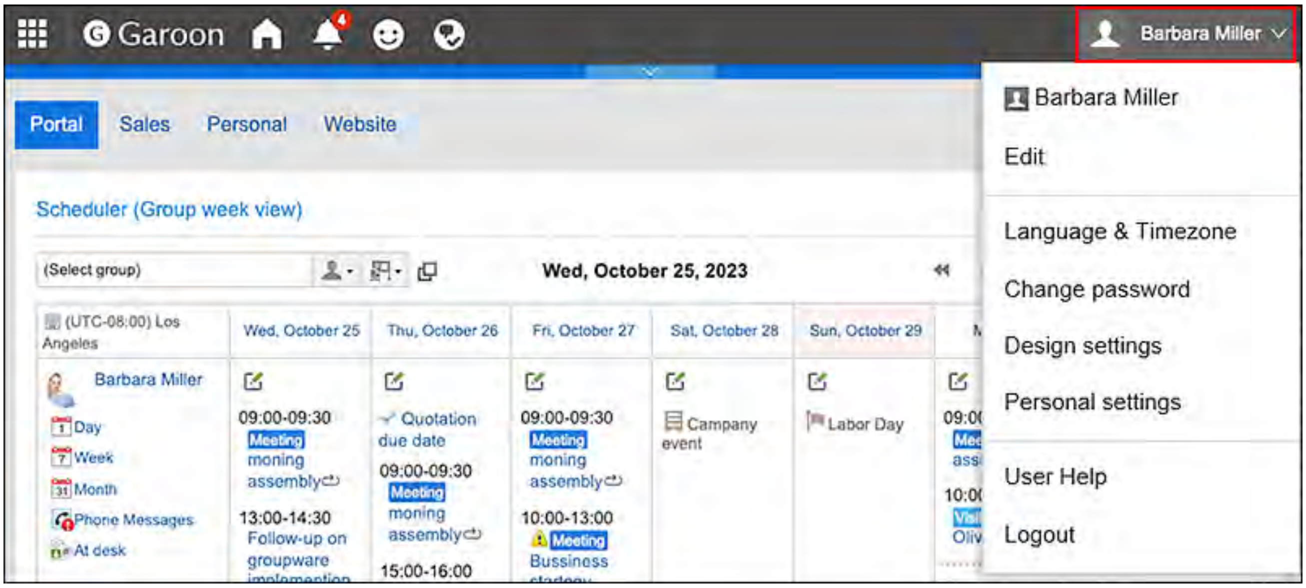
3.18.5. Using External Notifications

External notifications are notifications sent from a system other than Garoon.
If your system administrator configures external notifications for e-mail, users can set whether to process notifications from systems other than Garoon as notifications or as e-mails.
If you treat them as notifications, they can be easily distinguished from other regular e-mails.



Steps:

1. Click User name in the header.



2. **Click Personal Settings.**
3. **Click Setting of each application.**
4. **Click Notifications.**
5. **Click the item to enable external notifications.**
6. **On the screen for using external notifications, clear the checkbox to disable the external notifications.**

   To process as an e-mail, select the checkbox.

7. **Confirm your settings and click Save.**

4 chapter Mobile

Garoon is also available on mobile devices.
You can access Garoon to view information and take necessary actions on your smartphone screen even when you are out of the office.
To access Garoon from a mobile device, use one of the following ways.

- **Use the "Garoon mobile" app dedicated to smartphones**
  You can access Garoon using a smartphone app "Garoon mobile" either for iOS or Android.
  The app displays reminders before the start time of the appointment that has been added to Scheduler.
- **Use a Web browser**
  You can access Garoon from a Web browser on your mobile device.
  Even if you cannot install the app, you can use Garoon on a screen that is optimized for mobile devices.

Note

- To access Garoon when you work from home or when you are out, you must have any environment to remotely access Garoon such as remote services or VPN environments.
  Confirm the settings and operations required for remote access to your system administrator.
- Support for "KUNAI", a legacy app for smartphone, ends on Friday, November 29, 2024.
  Use "Garoon mobile" to access Garoon with an app.
  For details, refer to Notices from Cybozu.

References

- Using Garoon Mobile for iOS to Access Garoon(1039Page)
- Using Garoon Mobile for Android to Access Garoon(1057Page)
- Accessing from Web Browser on Mobile Device(1077Page)

4.1. Features Available for Mobile View

When you access Garoon on your mobile device, you can use the mobile view, which is optimized for mobile devices.

On the mobile view, you can use the key features of Garoon.

The following features are available on the mobile view.

Application	Available features	Remarks
Space	• View the spaces you are participating in (My Space) • View members of spaces • View discussions • Add discussions • Add To-Dos • Edit To-Dos • Complete To-Dos • Resume completed To-Dos • Post comments • Respond to body or comments • Delete comments that you have posted • Post comments with mentioning the recipients in discussions	
Scheduler	• View appointments on the week view screen • View appointments on the group day screen • View due dates for uncompleted To-Dos • Create regular, all day, and repeating appointments • Setting visibility of appointments • Setting "Shared with"[2] • Fix tentative appointments • Edit appointments • Attach files to appointments • Attend/leave appointments[1] You can set whether to notify other	• You cannot view reports associated with appointments. • You cannot join a Web conference using V-CUBE Meeting. • Additional appointment note is not supported.

Application	Available features	Remarks
	attendees that you join or leave the appointment. • Reuse appointments • Delete appointments • Search for appointments of users and facilities • Post comments • Delete comments that you have posted • Post comments with mentioning the recipients[1] • Respond to body or comments[2] • Add appointments to Favorites	
Messages	• View messages • Post comments • Delete comments that you have posted • Add messages to Favorites • Post comments with mentioning the recipients • Respond to body or comments	
Bulletin Board	• View topic details from notifications • Post comments • Delete comments that you have posted • Add topics to Favorites • Respond to body or comments	
E-mail	• View e-mails	

Application	Available features	Remarks
	• Receive e-mails • Reply to e-mails • Forward e-mails • Resend e-mails • Compose and send e-mails • Send read receipts • Save e-mail drafts • Edit draft e-mails • Delete e-mails • Switch e-mail accounts • Mark read e-mails to unread • Filter with only unread e-mails • Add e-mails to Favorites	• You cannot search e-mail addresses registered in the Garoon address book when entering e-mail recipients. • When you reply to an e-mail in HTML format, it is converted to text format and sent.
Workflow	• View request details from notifications • Approve, reject, send back, withdraw, cancel, and confirm requests	• Proxy approvers cannot process the request in the mobile view.
MultiReport	• View report details from notifications • Post comments • Delete comments that you have posted • Add reports to Favorites • Post comments with mentioning the recipients[3] • Respond to body or comments[3]	
Notifications	• View notifications	• When you tap notifications for an application that does

Application	Available features	Remarks
	• Toggle the views of unread and read notifications • Filter notifications by application	not support the mobile view, the view is switched to PC view.

[1]: Available in Garoon version 5.5.0 or later.

[2]: Available in Garoon version 5.9.0 or later.

[3]: Available in Garoon version 5.15.0 or later.

Note

- The mobile view may not be available depending on the settings configured by your system administrator.
  For details, refer to Allowing Mobile View in Administration Help.
- On the mobile view, you cannot post comments using the rich text formatting feature. The data entered from PC screen using the rich text formatting feature is displayed as follows:
  - The texts are displayed as plain text.
  - Any inserted images are displayed as "(image omitted)".
- If system administrators deactivate the "Notifications" application, the following applications are not available.
  - Bulletin Board
  - MultiReport
  - Workflow

  To activate the "Notifications" application, refer to Getting Started with Applications.

4.2. Using Garoon Mobile for iOS to Access Garoon

Garoon mobile is an app to use Garoon on smartphones.
The app allows you to set reminders before an appointment starts. You can receive notifications before a meeting starts or when your departure time is approaching.

To use Garoon mobile

Refer to Installing Garoon Mobile for iOS(1039Page) to install Garoon mobile on your smartphone.
The app is available for free.
After the installation is completed, log in to Garoon mobile with your account and start using Garoon.

References

- Appointment Reminder Feature of Garoon Mobile for iOS(1051Page)

4.2.1. Installing Garoon Mobile for iOS

Search for the Garoon mobile app in the App Store, and install it on your smartphone.

Steps

1. **Check whether your smartphone supports Garoon mobile.**
   For details on the OS versions for Garoon mobile, refer to the "Client Environment" section in System Requirements.

2. **Open the page from which you can install Garoon mobile.**

Use one of the following ways.

- On the home screen of your smartphone, tap and search "Garoon On-Premise" in App Store.
- Scan the QR code below on your smartphone

3. Tap GET to install.

Installing Garoon mobile is now completed.

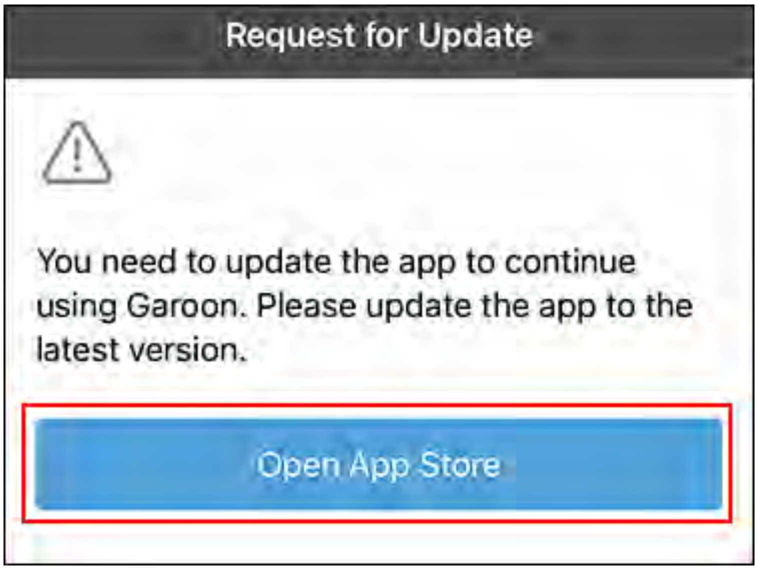
Refer to Log In to Garoon Mobile for iOS(1041Page) and log in to Garoon mobile.

How to upgrade Garoon mobile (already installed) to the latest version

- Refer to step 2 above to display the "Garoon On-Premise" page in App Store. When you tap **Update**, the app will be updated to the latest version.
  If "Update" is not displayed, the app you are using is the latest version. No update is required.

Note

- In some cases, the "Request for Update" screen may appear when the app starts. This screen is displayed if the version you are using does not work correctly. Tap **Open App Store** to update the app.



4.2.2. Log In to Garoon Mobile for iOS

This section describes how to log in to Garoon mobile.

Caution

- Garoon mobile supports only HTTPS connections.

Getting Necessary Information for Login

Obtain the following information from your system administrator in advance, because it is required during the login steps.

- URL to access Garoon
- Login name and password to log in to Garoon

- If you are using Basic authentication, the user name and password for Basic authentication
- If a client certificate is required, the client certificate (PFX file) and its password:

  When you have obtained the client certificate, refer to Saving a Client Certificate (Garoon Mobile for iOS)(1045Page) to save it on your smartphone.

Log In to Garoon Mobile

Steps:

1. On your smartphone, tap Garoon and start the mobile app.

2. On the "Connection Settings" screen, enter the URL of the Garoon that you are using, and then tap Next.

Enter the access URL to Garoon that you obtained from your system administrator.

- Example of an access URL when using Remote Service:
  - Windows version

    remote2.cybozu.co.jp/scripts/cbgrn/grn.exe
  - Linux (single-machine deployment):

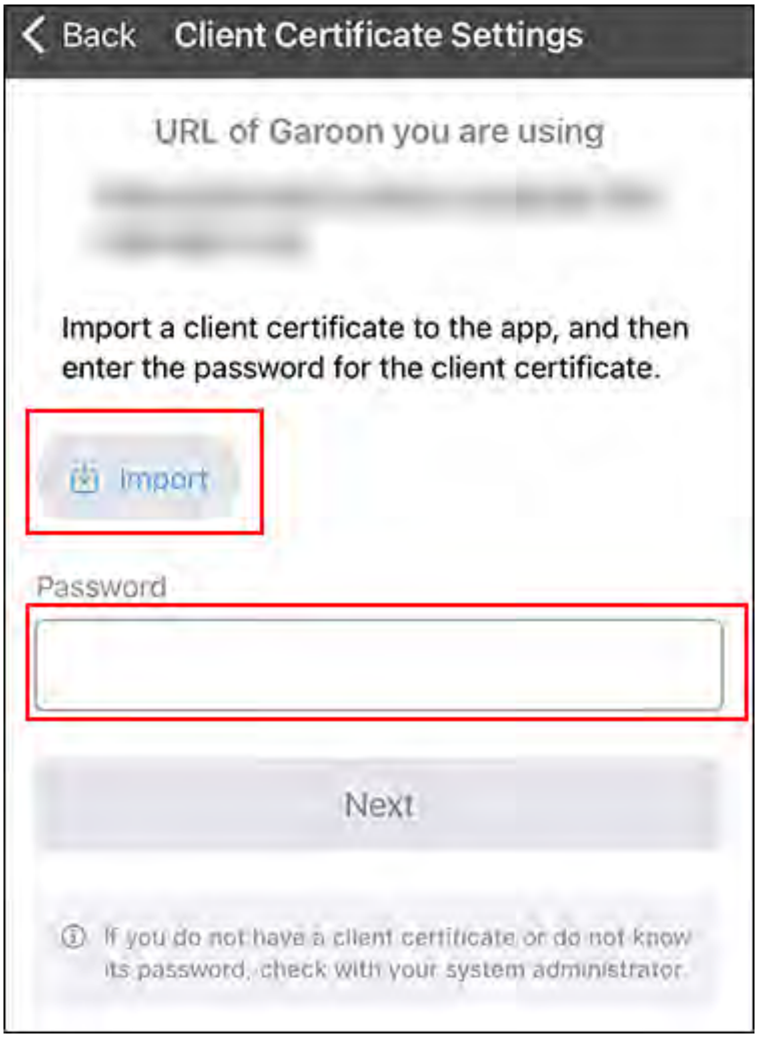
    remote2.cybozu.co.jp/cgi-bin/cbgrn/grn.cgi

- Linux version (DB-distributed deployment):
  remote2.cybozu.co.jp/grn/index.csp

- Example of an access URL if you are not using Remote Service:
  - Windows version
    (IP address or FQDN of the server)/scripts/cbgrn/grn.exe
  - Linux (single-machine deployment):
    (IP address or host name of the server)/cgi-bin/cbgrn/grn.cgi
  - Linux version (DB-distributed deployment):
    (IP address or FQDN of the server)/grn/index.csp

3. When the "Client Certificate Settings" screen is displayed, import the client certificate, enter its password, and tap Next.

Tap **Import** to display the iOS standard "File" app, then tap the client certificate.



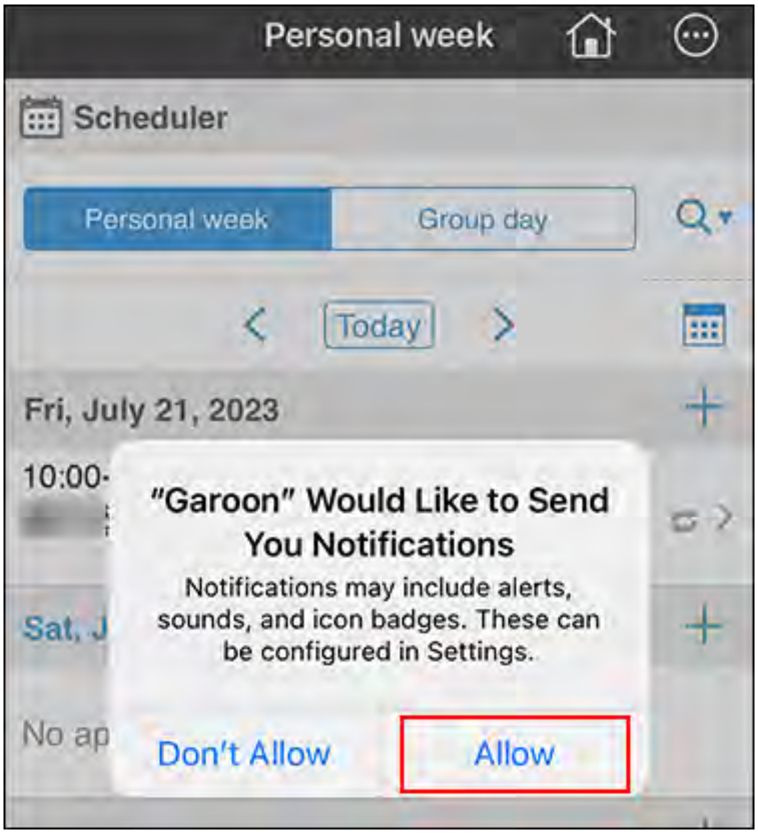
4. **If you are using Basic authentication, enter the user name and password for Basic authentication on the "Basic Authentication" screen, and tap Next.**

5. **On the "Login" screen, enter the login name and password to log in to Garoon, and tap Login.**

Your login to Garoon mobile is now completed.

Confirm the description in the walk-through screens, and start using Garoon mobile.

When the notification permission dialog appears, tap **Allow** to receive the reminder notifications for the appointment.



4.2.3. Saving a Client Certificate (Garoon Mobile for iOS)

Save the client certificate in the iOS standard "File" app on your smartphone.

This section describes how to send a client certificate via e-mail to your smartphone and save it in the iOS standard "File" app.

Steps

1. **Obtain the client certificate from your system administrator.**
2. **You can attach a client certificate to an e-mail and send it.**
   Specify an e-mail address at which you can receive e-mails on your smartphone.
3. **On your smartphone, open the received e-mail.**

4. **Save the client certificate attached to the e-mail in the iOS standard "File" app.**

   The steps vary depending on your e-mail app.

Now the client certificate has been successfully saved.

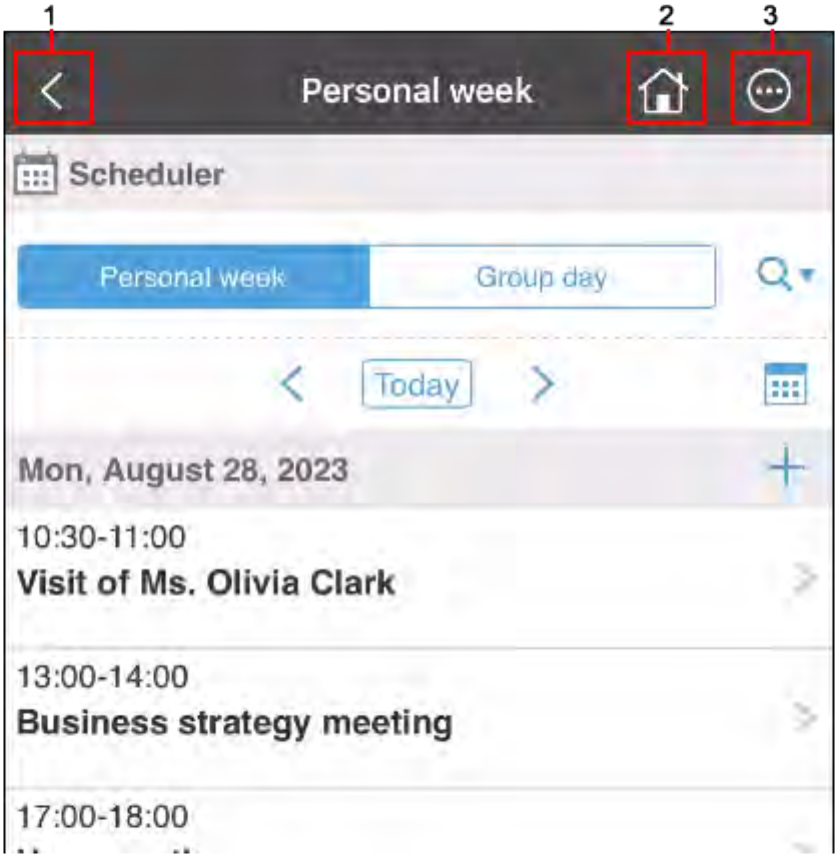
Refer to Log In to Garoon Mobile for iOS(1041Page) and log in to Garoon mobile.

4.2.4. Details of the Garoon Mobile for iOS Screens

This section describes the icons and screens specific to Garoon mobile.

Navigation Bar

This section describes the details of the icons at the top of the screen.



Number	Description
1	**icon**: Go back to the previous page.
2	**icon**: Display the "Personal week" screen of the Scheduler.
3	**icon**: Display the following menu. • **Move button:** Go to the next page. • **Refresh button:** Reload the current page. • **Copy URL button:** Copy the URL of the current page. • **Open in browser button:** Start your smartphone's Web browser and display the current page.

Number	Description
	• **Settings button:** Open the "Settings" screen. For details, refer to "Settings" Screen(1049Page).

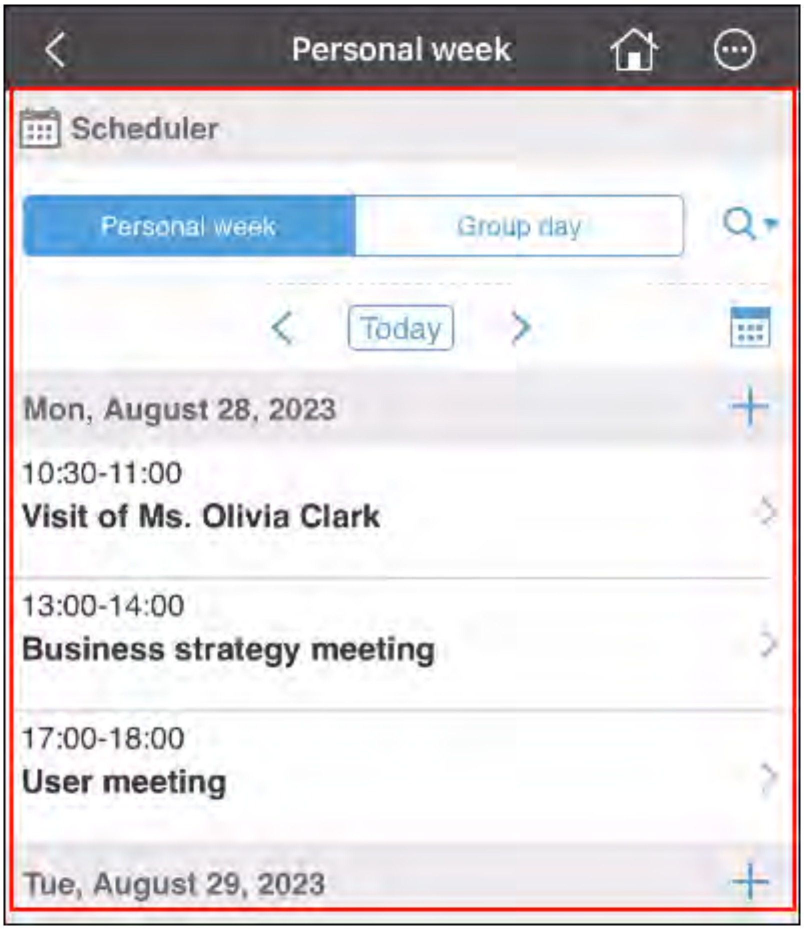
Note

- If Scheduler is not available, tapping the icon does not display the "Personal week" screen. Instead, the applications (available ones in your environment) will be displayed in the following priority order.
  - Notifications
  - E-mail
  - Space
  - Messages

Application Screen

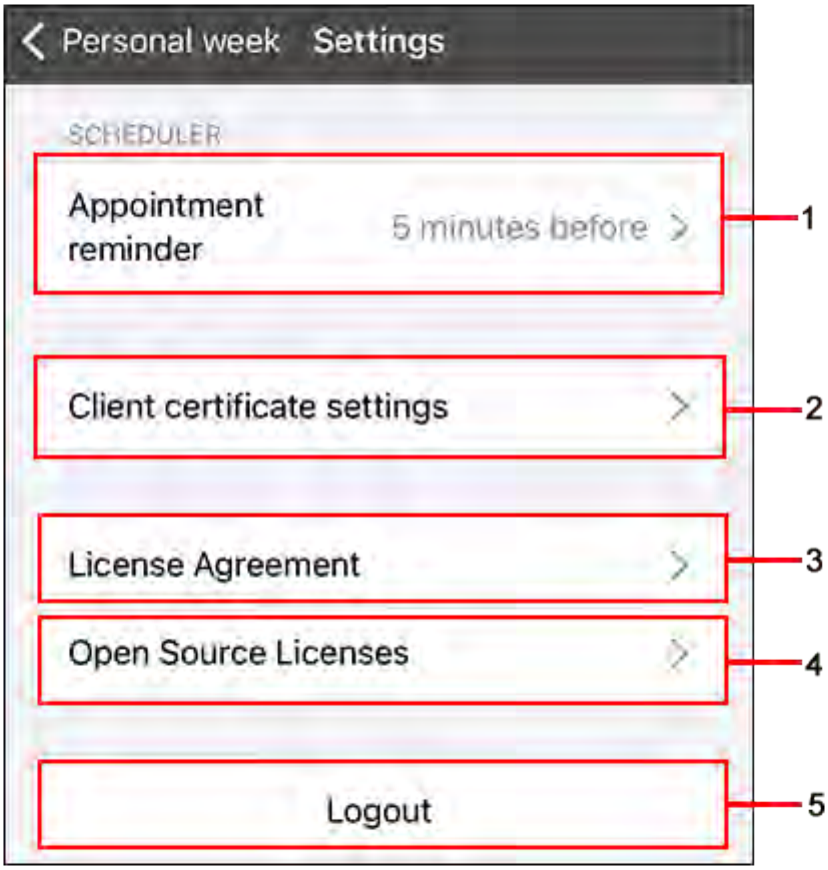
The screens in each application, such as Scheduler, are the same as the screens in "Mobile view" when you access them in a Web browser.

For details on Mobile View, refer to How to View the Mobile View Screen(1083Page).



"Settings" Screen

This section describes the details of the "Settings" screen.



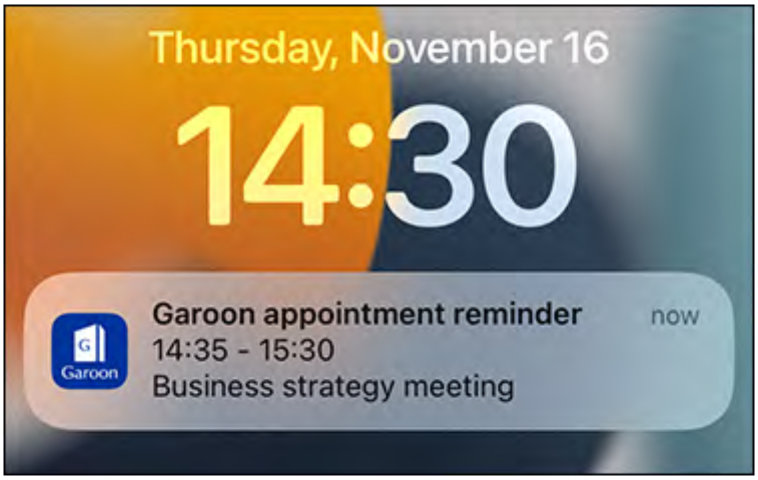
Number	Description
1	**Appointment reminder**: Display the settings screen of the reminder feature. For details on the settings, refer to Appointment Reminder Feature of Garoon Mobile for iOS(1051Page).
2	**Client certificate settings**: Replace the client certificate imported to Garoon mobile with a new client certificate.
3	**License Agreement**: Display the License agreement of Garoon mobile.
4	**Open Source Licenses**: Display the licenses for Open Source Software (OSS) used by Garoon mobile.
5	**Logout**: Log out from Garoon mobile. When you log out, the "Connection Settings" screen is displayed.

Note

- By logging out, the connection settings will be deleted. The following information saved in the app is also deleted.
  - Client certificate
  - Session Cookie
  - Downloaded files temporarily saved in the app
  - Cache of in-app Web browsers
  - Reminder notifications for appointments received on smartphones while logging in
  - Settings of appointment reminders
  - Badge count

4.2.5. Appointment Reminder Feature of Garoon Mobile for iOS

On Garoon mobile, you can receive notifications before the start time of appointments that have been added to the Scheduler.



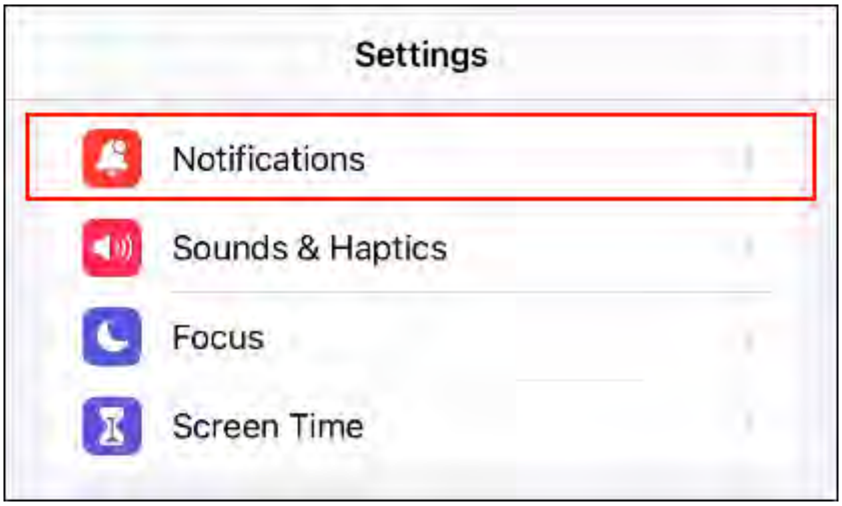
Enabling Notification Settings on Smartphones

To use the appointment reminder feature, you need to enable notification settings for Garoon mobile on your smartphone.

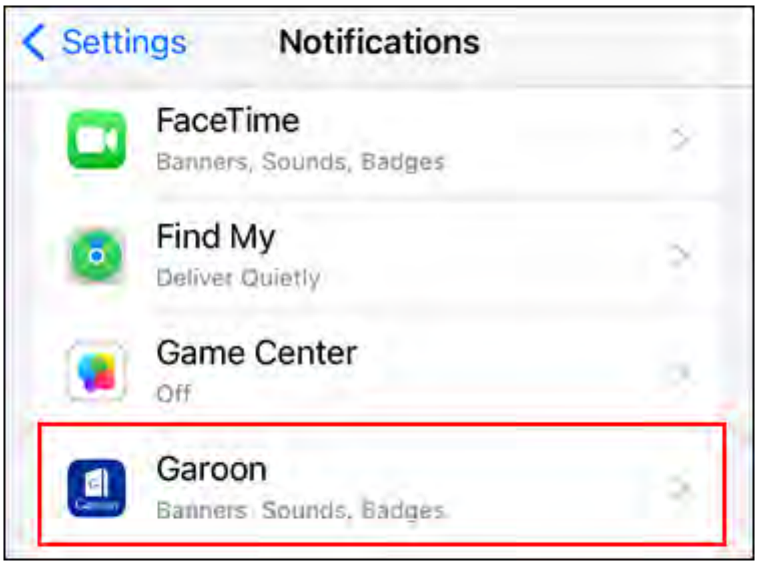
Steps:

1. **On your smartphone, tap .**

2. **Tap Notifications.**

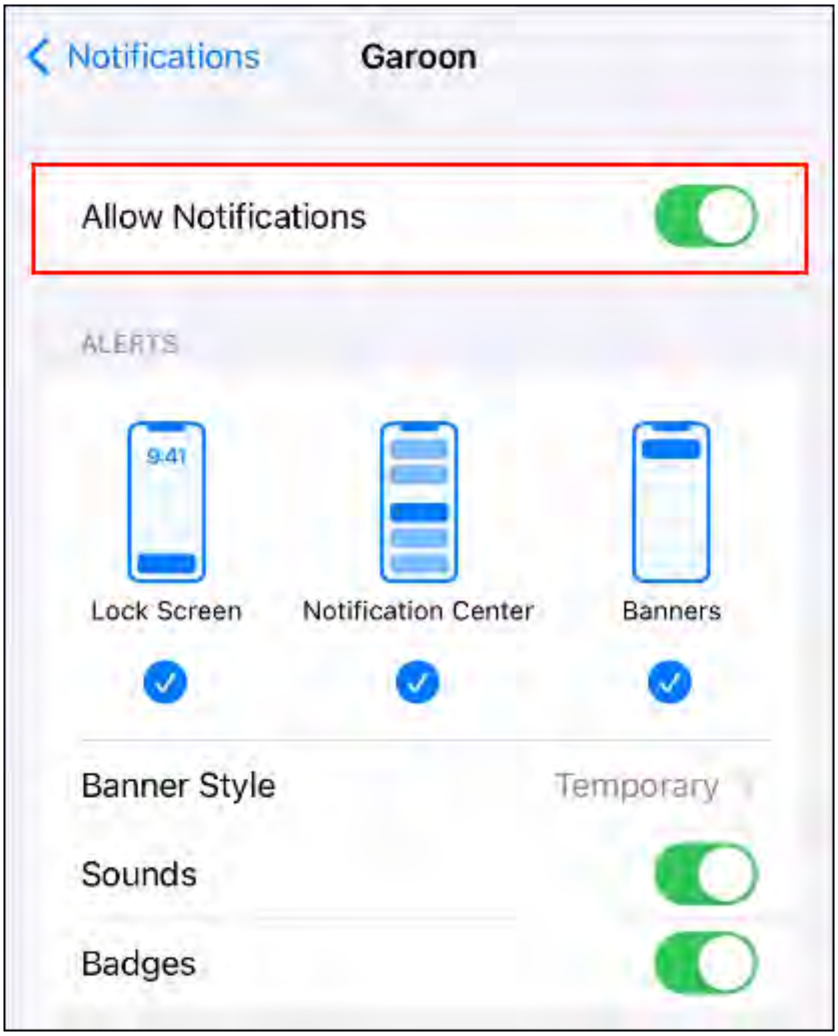


3. **Tap Garoon.**



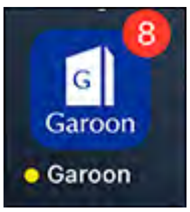
4. Enable "Allow Notifications".

If you enable "Allow Notifications", you can change how notifications are displayed.



Note

- If you enable "Badges" in the notification settings, the number of unread notifications is displayed on the app icon on the home screen.



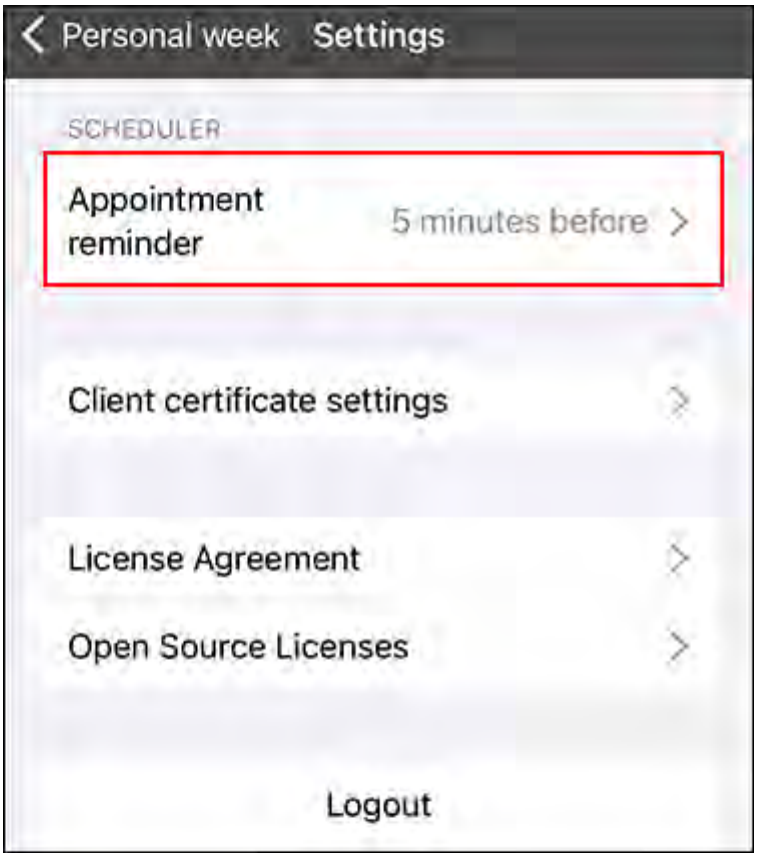
However, if you have more than 1000 unread notifications, the number displayed remains the same at "1000" regardless of the actual number of unread notifications.

Changing When to Notify

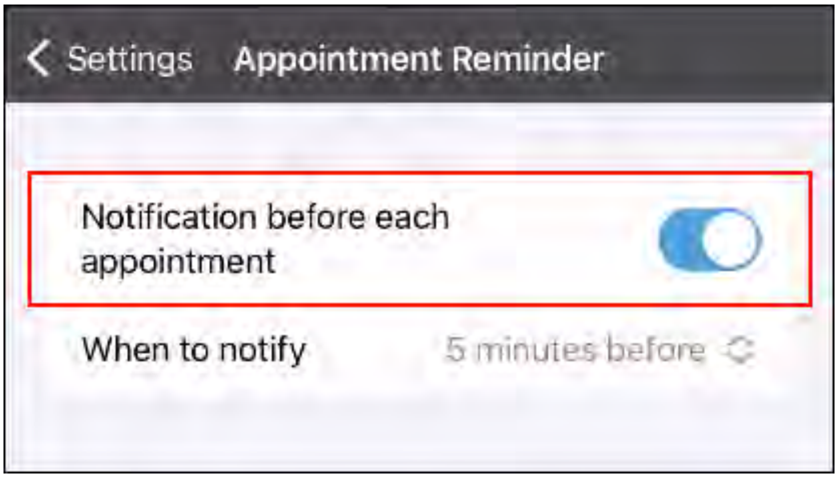
On Garoon mobile, select how many minutes before the start time of the appointment to receive notifications. The default value is "5 minutes before".

Steps:

1. **Tap the  icon.**
2. **Tap Settings.**
3. **On the "Settings" screen, tap Appointment reminder.**



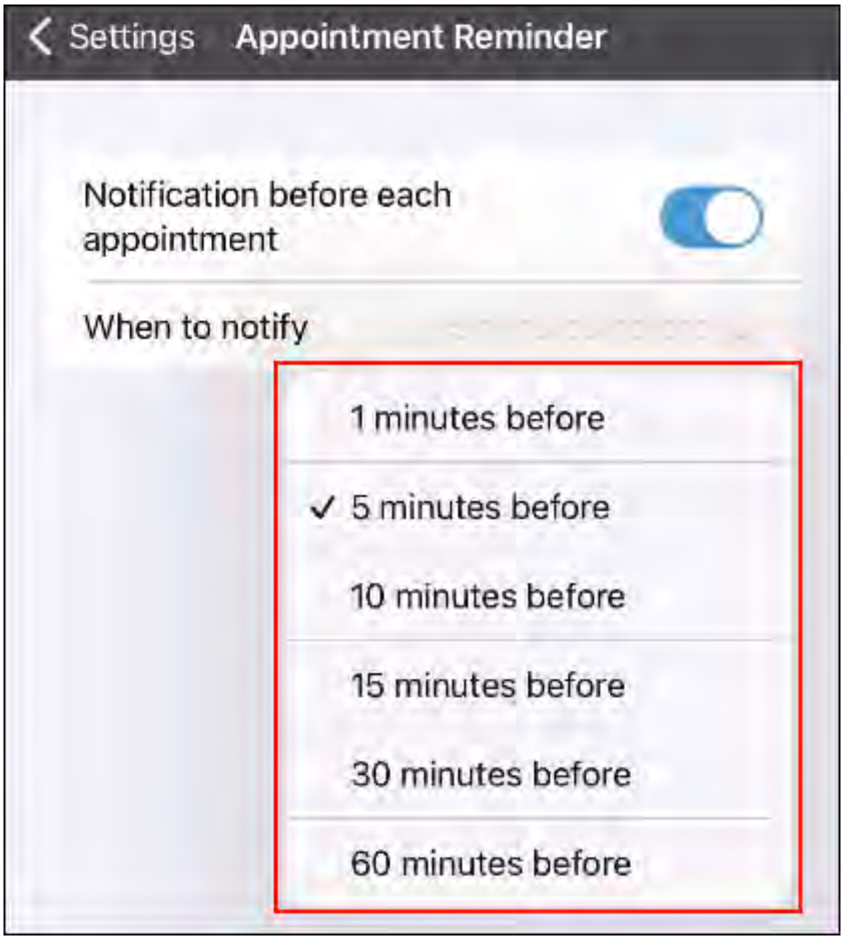
4. On the "Appointment Reminder" screen, confirm that "Notification before each appointment" is enabled.



5. Select "When to notify".

The following options are available.

- 1 minute before
- 5 minutes before
- 10 minutes before
- 15 minutes before
- 30 minutes before
- 60 minutes before

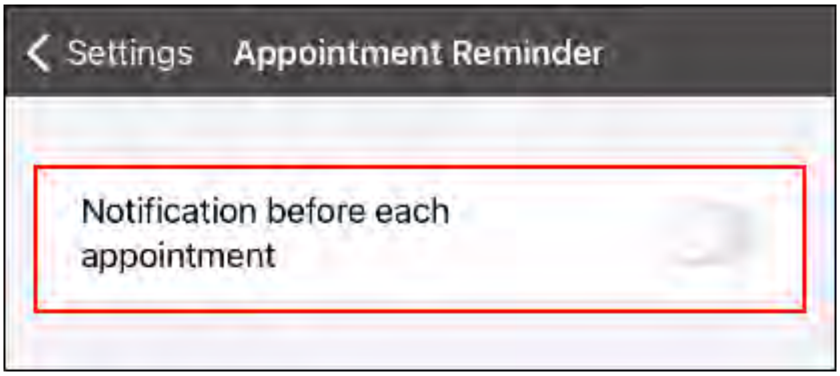


Disabling Appointment Reminder

This section describes how to disable the appointment reminder feature. This feature is enabled by default.

Steps:

1. **Tap the  icon.**
2. **Tap Settings.**
3. **On the "Settings" screen, tap Appointment reminder.**
4. **On the "Appointment Reminder" screen, disable "Notification before each appointment".**



4.3. Using Garoon Mobile for Android to Access Garoon

Garoon mobile is an app to use Garoon on smartphones.
The app allows you to set reminders before an appointment starts. You can receive notifications before a meeting starts or when your departure time is approaching.

To use Garoon mobile

Refer to Installing Garoon Mobile for Android(1058Page) to install Garoon mobile on your smartphone. The app is available for free.
After the installation is completed, log in to Garoon mobile with your account and start using Garoon.

References

- Appointment Reminder Feature of Garoon Mobile for Android(1069Page)

4.3.1. Installing Garoon Mobile for Android

Search for the Garoon mobile app in the Google Play Store, and install it on your smartphone.

Steps

1. **Check whether your smartphone supports Garoon mobile.**
   For details on the OS versions for Garoon mobile, refer to the "Client Environment" section in System Requirements.

2. **Open the page from which you can install Garoon mobile.**
   Use one of the following ways.
   - On the home screen of your smartphone, tap and search "Garoon On-Premise" in Google Play Store.
   - Scan the QR code below on your smartphone

3. **Tap Install to install the app.**

Installing Garoon mobile is now completed.

Refer to Log In to Garoon Mobile for Android(1059Page) and log in to Garoon mobile.

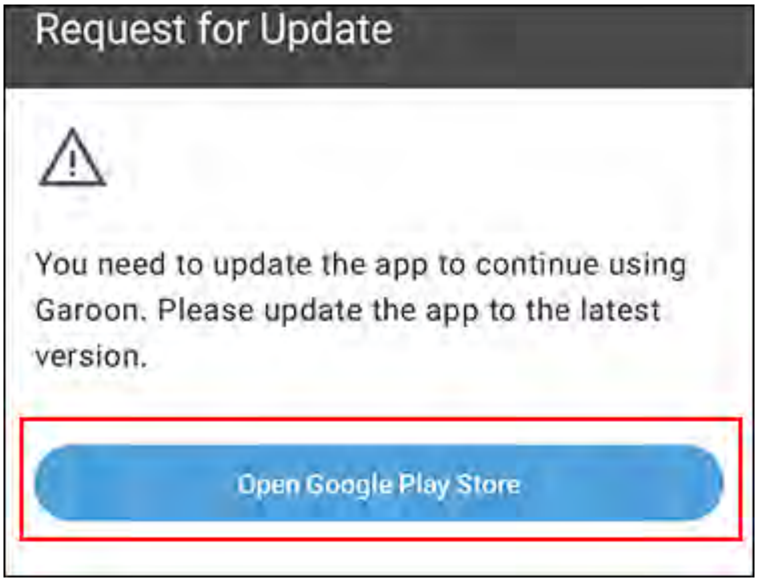
How to upgrade Garoon mobile (already installed) to the latest version

- Refer to step 2 above to display the "Garoon On-Premise" page of Google Play Store.
  When you tap **Update**, the app will be updated to the latest version.

If "Update" is not displayed, the app you are using is the latest version. No update is required.

Note

- In some cases, the "Request for Update" screen may appear when the app starts. This screen is displayed if the version you are using does not work correctly. Tap **Open Google Play Store** to update the app.



If the screen says "Cannot access Google Play Store", contact your system administrator.

4.3.2. Log In to Garoon Mobile for Android

This section describes how to log in to Garoon mobile.

Caution

- Garoon mobile supports only HTTPS connections.

Getting Necessary Information for Login

Obtain the following information from your system administrator in advance, because it is required during the login steps.

- URL to access Garoon
- Login name and password to log in to Garoon
- If you are using Basic authentication, the user name and password for Basic authentication
- If a client certificate is required, the client certificate (PFX file) and its password:
  When you have obtained the client certificate, refer to Saving a Client Certificate (Garoon Mobile for Android)(1064Page) to save it on your smartphone.

Log In to Garoon Mobile

Steps:

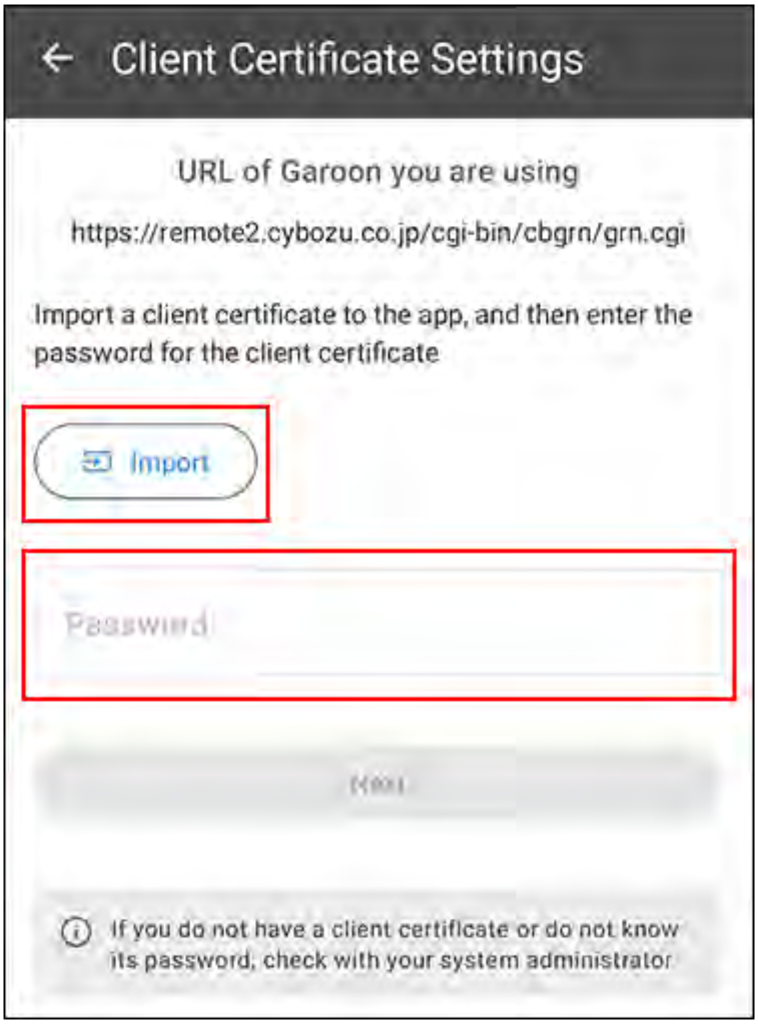
1. **On your smartphone, tap and start the mobile app.**
2. **On the "Connection Settings" screen, enter the URL of the Garoon that you are using, and then tap Next.**

Enter the access URL to Garoon that you obtained from your system administrator.

- Example of an access URL when using Remote Service:
  - Windows version
    remote2.cybozu.co.jp/scripts/cbgrn/grn.exe
  - Linux (single-machine deployment):
    remote2.cybozu.co.jp/cgi-bin/cbgrn/grn.cgi
  - Linux version (DB-distributed deployment):
    remote2.cybozu.co.jp/grn/index.csp
- Example of an access URL if you are not using Remote Service:
  - Windows version
    (IP address or FQDN of the server)/scripts/cbgrn/grn.exe
  - Linux (single-machine deployment):
    (IP address or host name of the server)/cgi-bin/cbgrn/grn.cgi
  - Linux version (DB-distributed deployment):
    (IP address or FQDN of the server)/grn/index.csp

3. When the "Client Certificate Settings" screen is displayed, import the client certificate, enter its password, and tap Next.

On the screen displayed after tapping **Import**, select the client certificate that has been saved on your smartphone.



4. **If you are using Basic authentication, enter the user name and password for Basic authentication on the "Basic Authentication" screen, and tap Next.**

5. On the "Login" screen, enter the login name and password to log in to Garoon, and tap Login.

Your login to Garoon mobile is now completed.

Confirm the description in the walk-through screens, and start using Garoon mobile.

When the notification permission dialog appears, tap **Allow** to receive the reminder notifications for the appointment.

When another dialog appears to check your alarms and reminders settings, tap **Allow** and enable the alarms and reminders settings also on the settings screen on your smartphone.

4.3.3. Saving a Client Certificate (Garoon Mobile for Android)

Before logging in to Garoon mobile, save the client certificate on your smartphone.
This section describes how to send the client certificate via e-mail and save it on your smartphone.

Steps

1. **Obtain the client certificate from your system administrator.**
2. **You can attach a client certificate to an e-mail and send it.**
   Specify an e-mail address at which you can receive e-mails on your smartphone.
3. **On your smartphone, open the received e-mail.**
4. **Save the client certificate attached to the e-mail on your smartphone.**

   The steps vary depending on your mobile device and e-mail app.

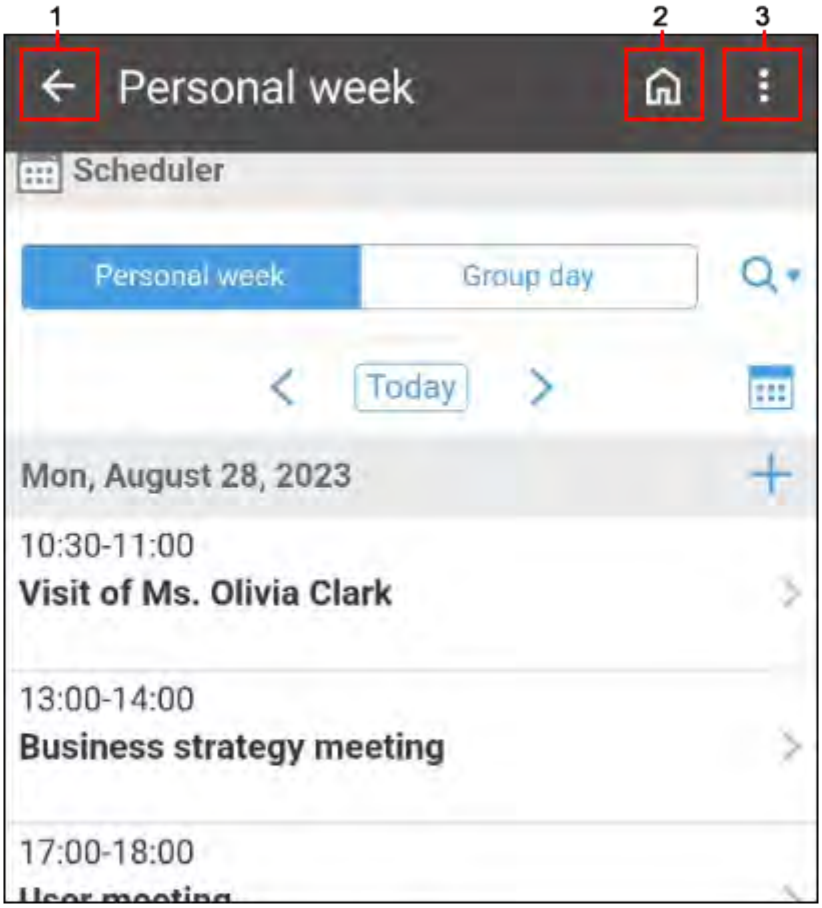
Now the client certificate has been successfully saved.
Refer to Log In to Garoon Mobile for Android(1059Page) and log in to Garoon mobile.

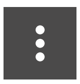
4.3.4. Details of the Garoon Mobile for Android Screens

This section describes the icons and screens specific to Garoon mobile.

Navigation Bar

This section describes the details of the icons at the top of the screen.



Number	Description
1	 **icon**: Go back to the previous page.
2	 **icon**: Display the "Personal week" screen of the Scheduler.
3	 **icon**: Display the following menu. • **Move button:** Go to the next page.

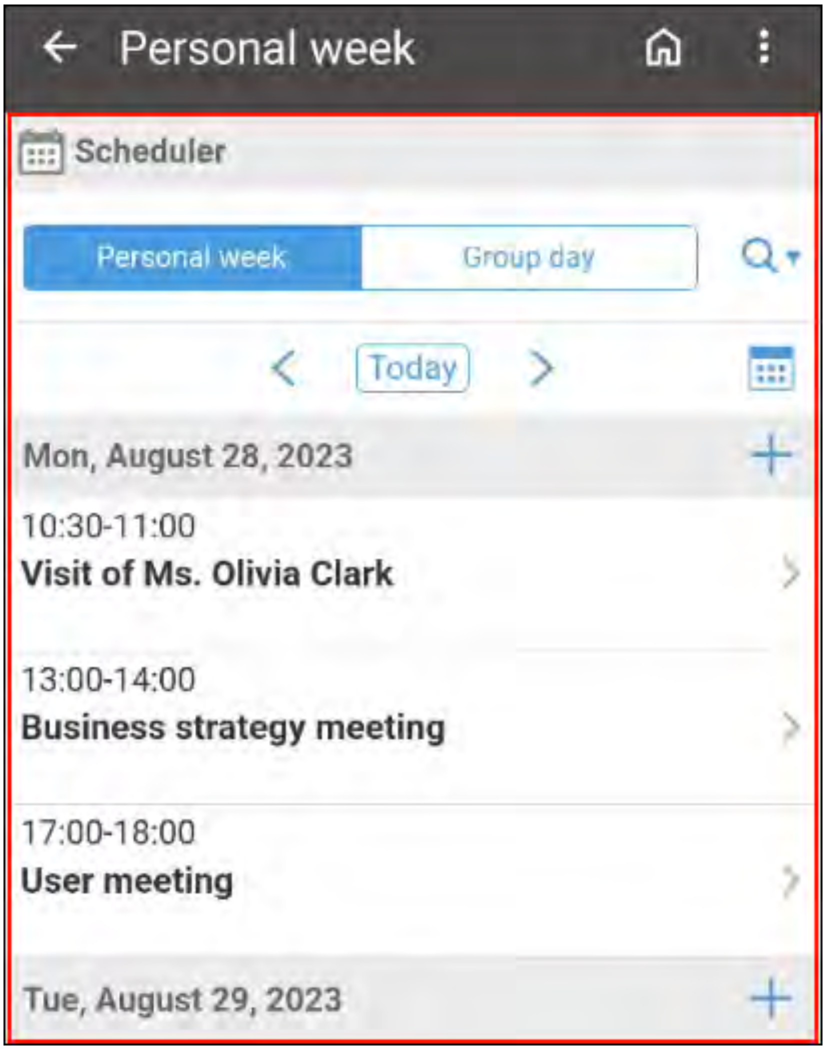
Number	Description
	• **Refresh button:** Reload the current page. • **Copy URL button:** Copy the URL of the current page. • **Open in browser button:** Start your smartphone's Web browser and display the current page. • **Settings button:** Open the "Settings" screen. For details, refer to "Settings" Screen(1067Page).

Note

- If Scheduler is not available, tapping the  icon does not display the "Personal week" screen. Instead, the applications (available ones in your environment) will be displayed in the following priority order.
    - Notifications
    - E-mail
    - Space
    - Messages

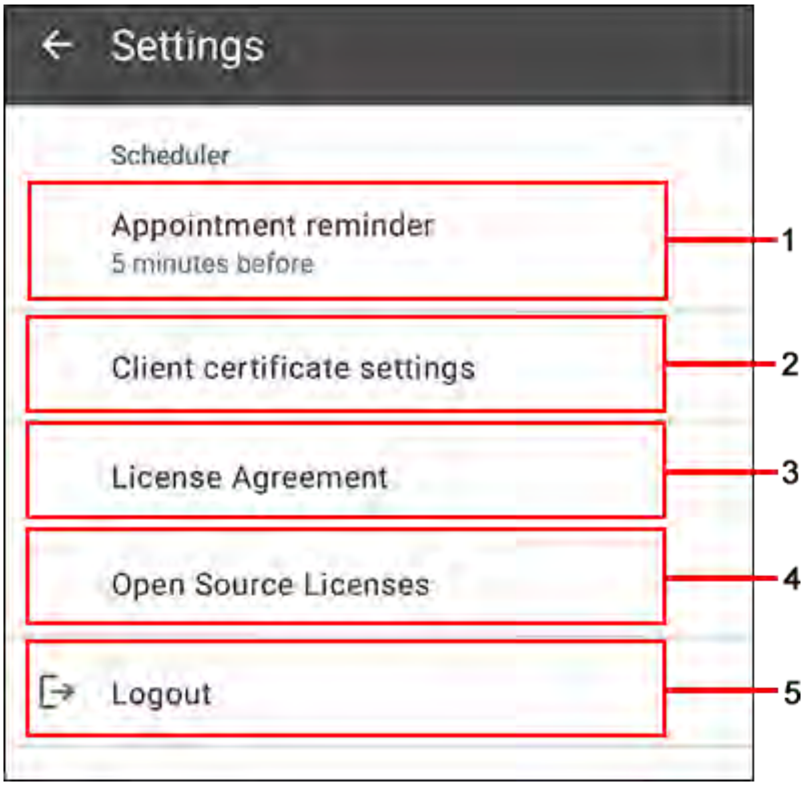
Application Screen

The screens in each application, such as Scheduler, are the same as the screens in "Mobile view" when you access them in a Web browser.
For details on Mobile View, refer to How to View the Mobile View Screen(1083Page).



"Settings" Screen

This section describes the details of the "Settings" screen.



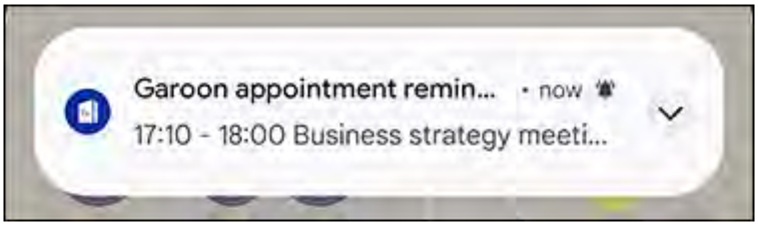
Number	Description
1	**Appointment reminder**: Display the settings screen of the reminder feature. For details on the settings, refer to Appointment Reminder Feature of Garoon Mobile for Android(1069Page).
2	**Client certificate settings**: Replace the client certificate imported to Garoon mobile with a new client certificate.
3	**License Agreement**: Display the License agreement of Garoon mobile.
4	**Open Source Licenses**: Display the licenses for Open Source Software (OSS) used by Garoon mobile.
5	**Logout**: Log out from Garoon mobile. When you log out, the "Connection Settings" screen is displayed.

Note

- By logging out, the connection settings will be deleted. The following information saved in the app is also deleted.
    - Client certificate
    - Session Cookie
    - Reminder notifications for appointments received on smartphones while logging in
    - Settings of appointment reminders

4.3.5. Appointment Reminder Feature of Garoon Mobile for Android

On Garoon mobile, you can receive notifications before the start time of appointments that have been added to the Scheduler.



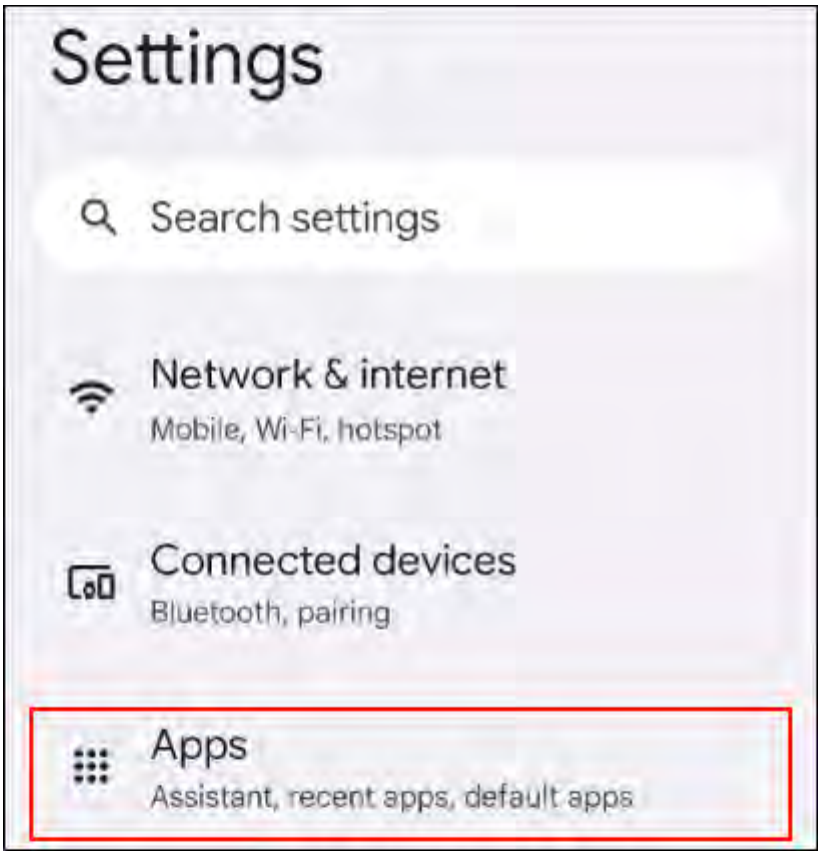
Enabling Notification Settings on Smartphones

To use the appointment reminder feature, you need to enable notification settings for Garoon mobile on your smartphone.

Steps:

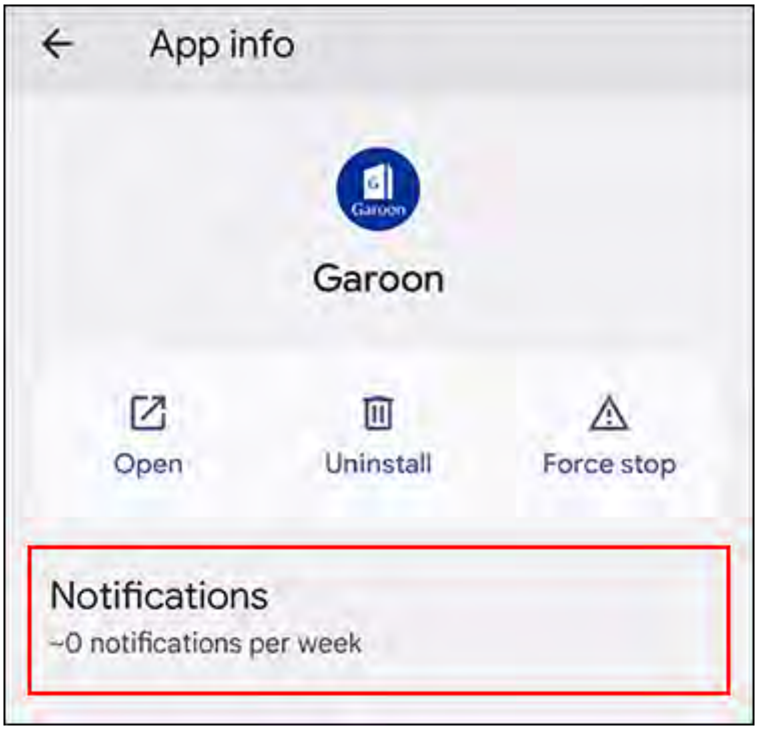
1. **On your smartphone, tap .**

2. On the "Settings" screen, tap Apps.



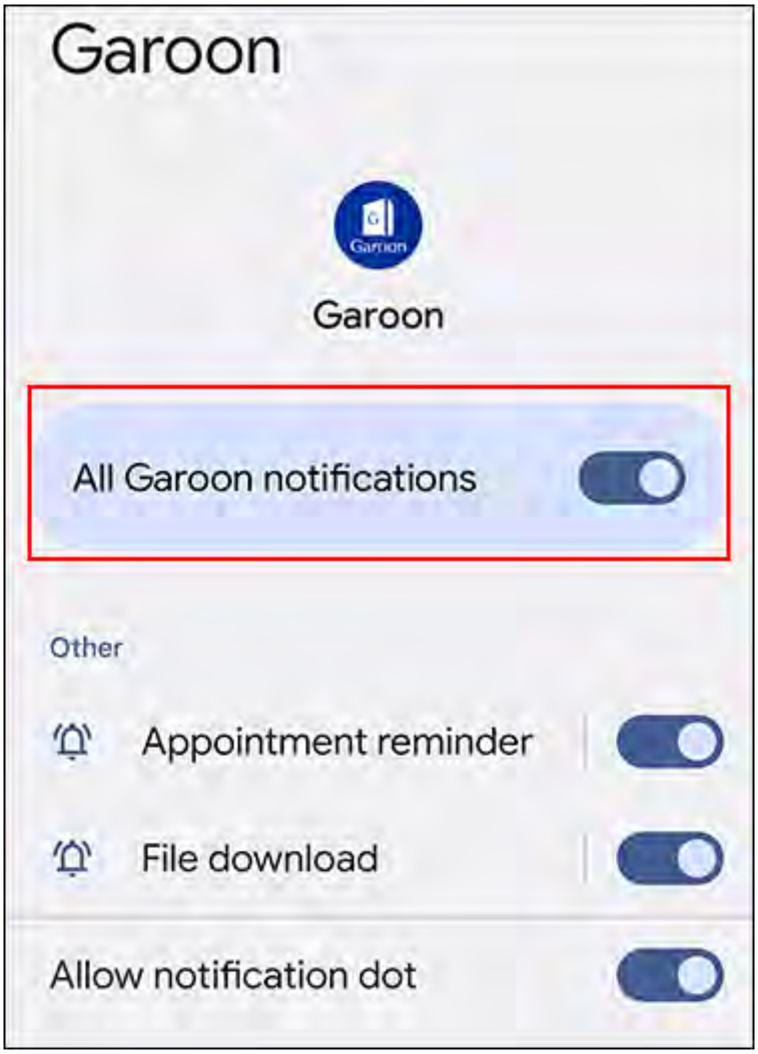
3. From the list of apps, tap Garoon.

4. On the "App info" screen, tap Notifications.



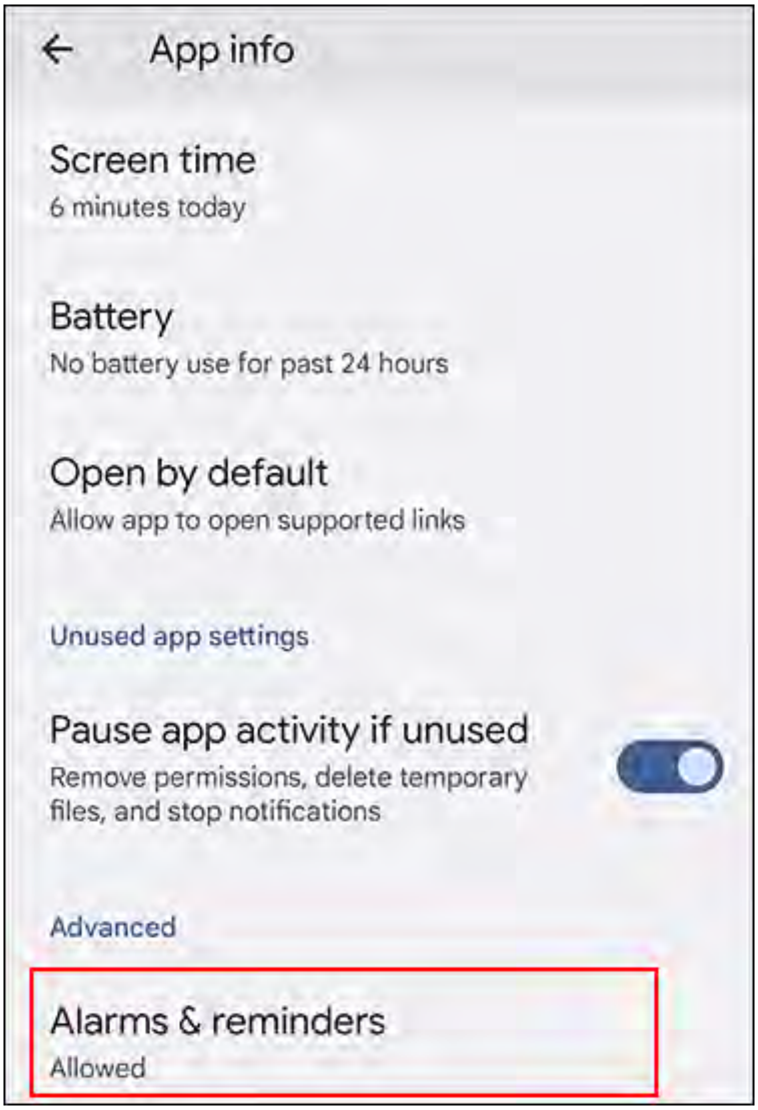
5. Enable "All Garoon notifications".

If you enable "All Garoon notifications", you can set how you are notified about each type of notification.



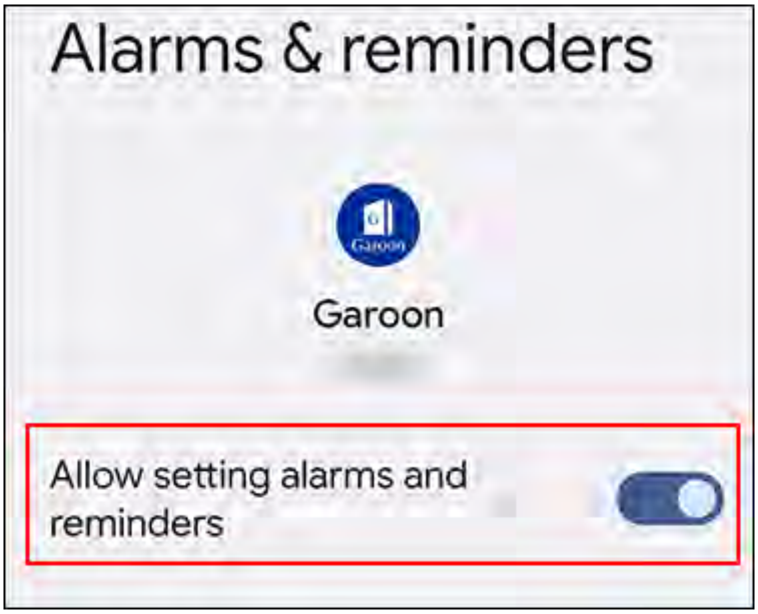
If you are using smartphones with Android 11 or earlier, you have successfully configured the settings.

6. If you are using smartphones with Android 12 or later, go back to the "App info" screen, and then tap Alarms & reminders in "App details".



7. Enable "Allow setting alarms and reminders".

When you enable "Allow setting alarms and reminders", you can use the reminder feature of appointments.

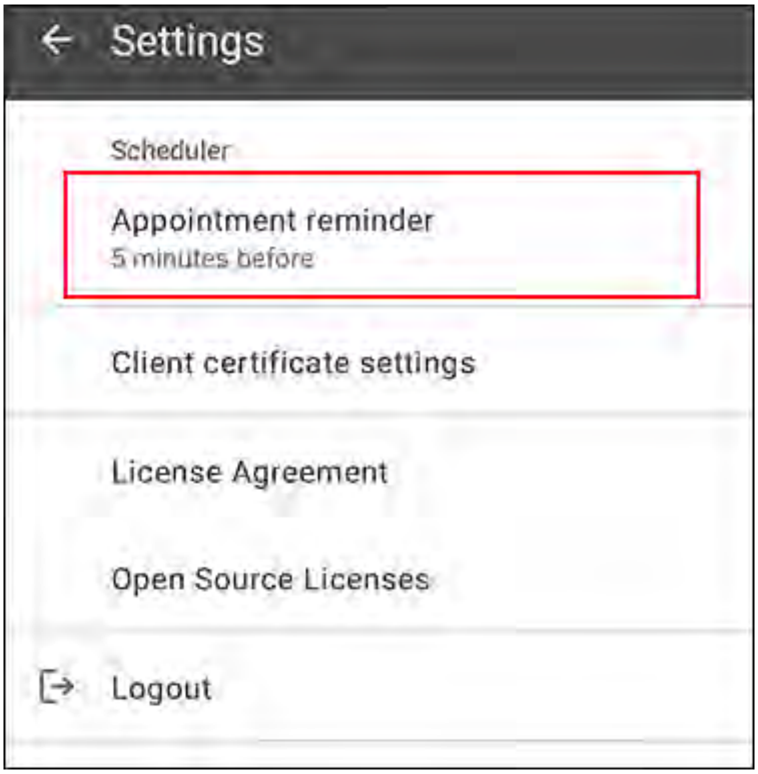


Changing When to Notify

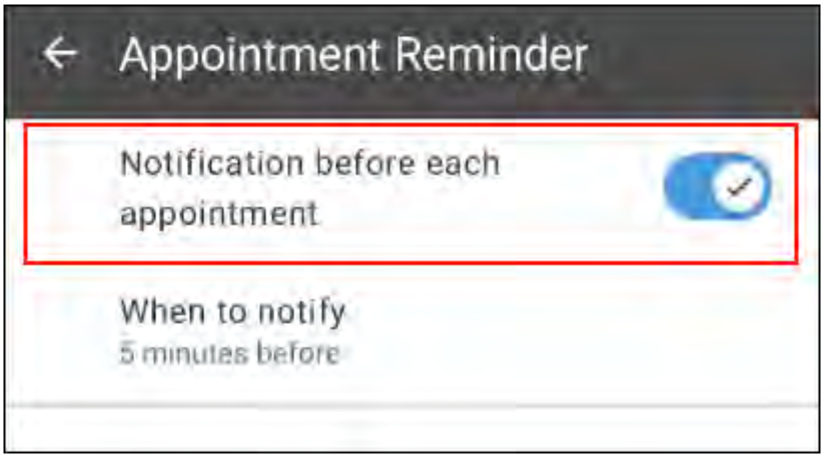
On Garoon mobile, select how many minutes before the start time of the appointment to receive notifications. The default value is "5 minutes before".

Steps:

1. **Tap the**  **icon.**
2. **Tap Settings.**
3. **On the "Settings" screen, tap Appointment reminder.**



4. **On the "Appointment Reminder" screen, confirm that "Notification before each appointment" is enabled.**

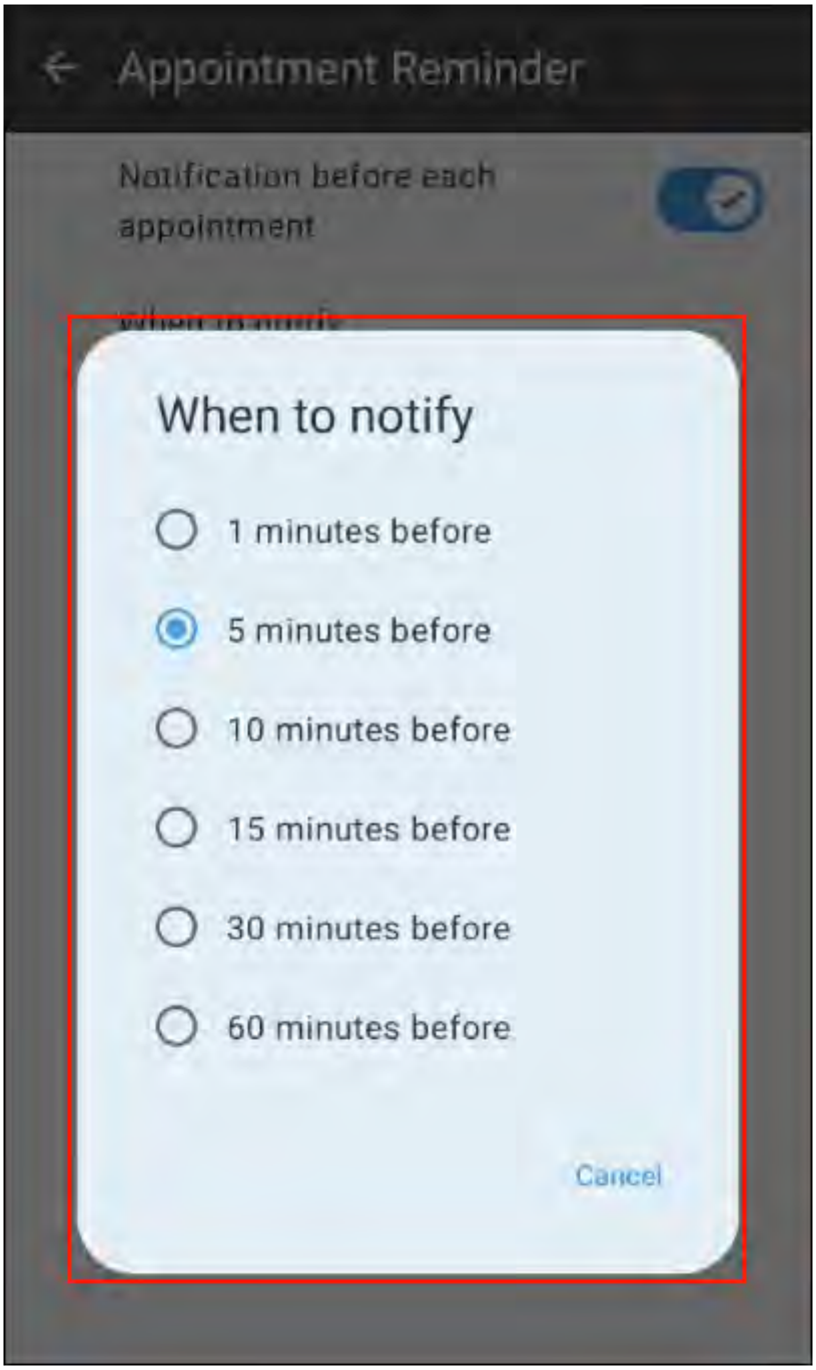


5. **Select "When to notify".**

The following options are available.

- 1 minute before
- 5 minutes before
- 10 minutes before
- 15 minutes before
- 30 minutes before

- 60 minutes before

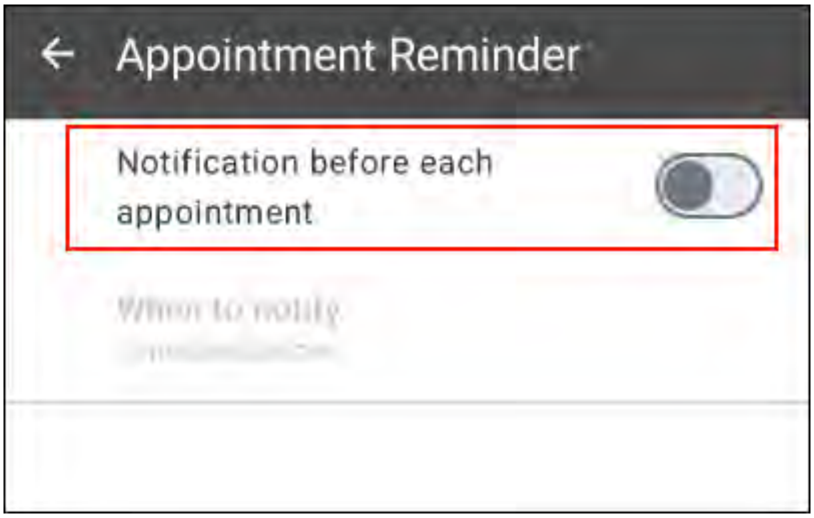


Disabling Appointment Reminder

This section describes how to disable the appointment reminder feature. This feature is enabled by default.

Steps:

1. **Tap the  icon.**
2. **Tap Settings.**
3. **On the "Settings" screen, tap Appointment reminder.**
4. **On the "Appointment Reminder" screen, disable "Notification before each appointment".**



4.4. Accessing from Web Browser on Mobile Device

This section describes how to access Garoon from a Web browser on a mobile device.

Note

- For details on the supported browsers for your environment, refer to Client Environment on the product website.
- If your system administrator has configured Basic authentication, you must provide the user name and password for Basic authentication when accessing the login screen.

- When using Cybozu Remote Service, you need to register a client certificate in your Web browser.
  How to register a client certificate varies depending on the Web browsers you are using.
  For details, refer to Adding a Client Certificate in Support Guide.

Accessing Garoon on the Mobile View

When you access Garoon from the Web browser on your mobile device, you can use the mobile view optimized for mobile devices.
To use the mobile view, you need to access the URL for mobile.

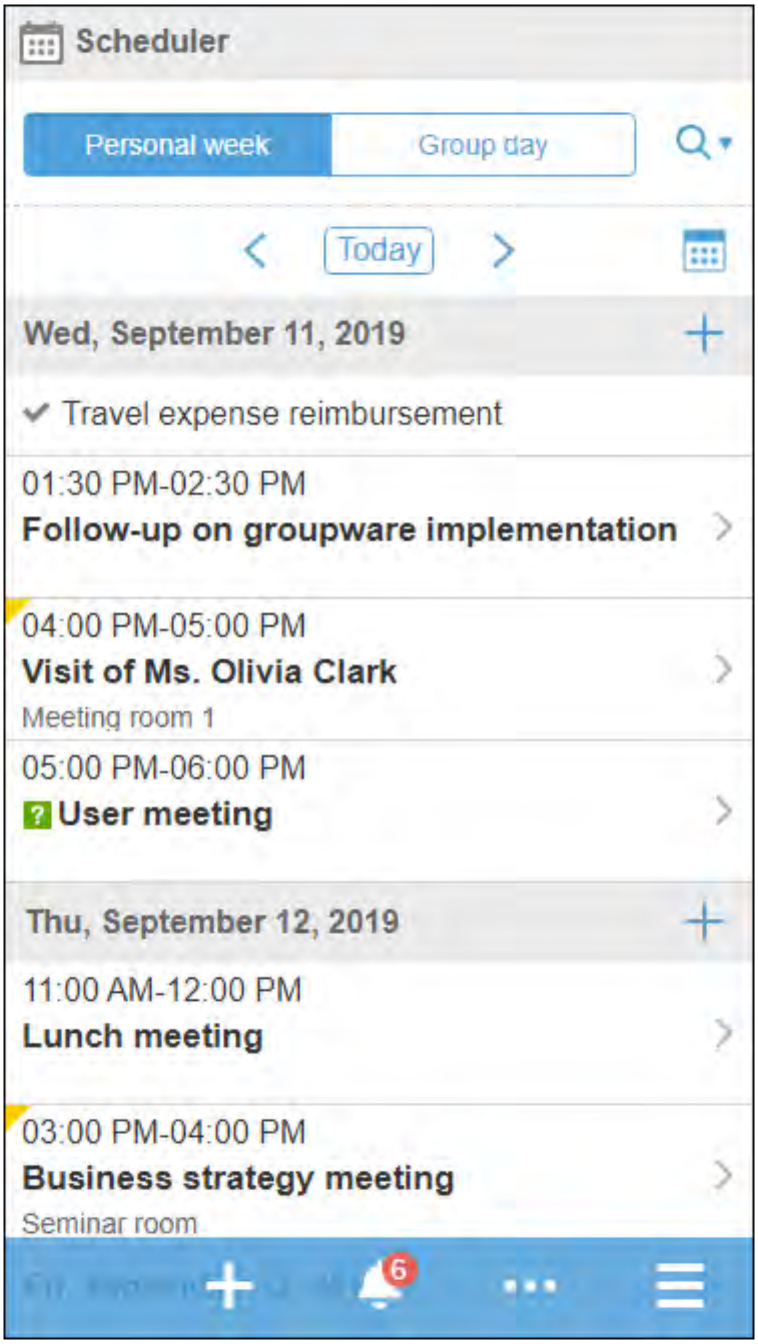
Note

- The mobile view supports iOS and Android OS.
- The mobile view may not be available depending on the settings configured by your system administrator. For details, refer to Allowing Mobile View in Administration Help.

Steps:

1. **Start a Web browser on your mobile device.**
2. **Access the following URL.**
   - For Windows:
     http://(IP address or host name of the server)/scripts/cbgrn/grn.exe/mobile/index
   - For Linux:
     http://(IP address or host name of the server)/cgi-bin/cbgrn/grn.cgi/mobile/index

   Once you access it, the "Personal week" screen of the Scheduler is displayed first in the mobile view format.



Switching from PC View to Mobile View

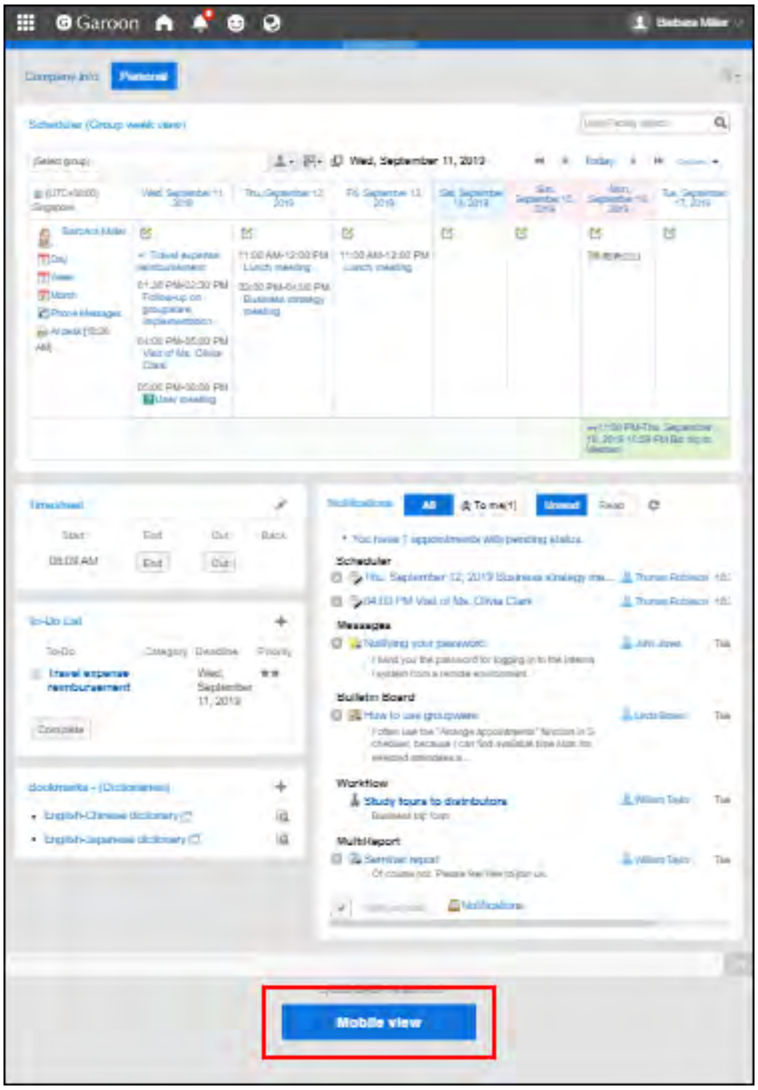
On the Web browser of a mobile device, you can switch from the PC view (the same screen you see Garoon on your PC) to the mobile view.

Steps:

1. **Start a Web browser on your mobile device.**

2. **Access the same URL as you access Garoon from your PC.**

3. **Tap the "Mobile view" displayed at the bottom of the screen.**



Switching from Mobile View to PC View

On the Web browser of a mobile device, you can switch from the mobile view to the PC view to use Garoon.
You can switch the view in either of the following ways:

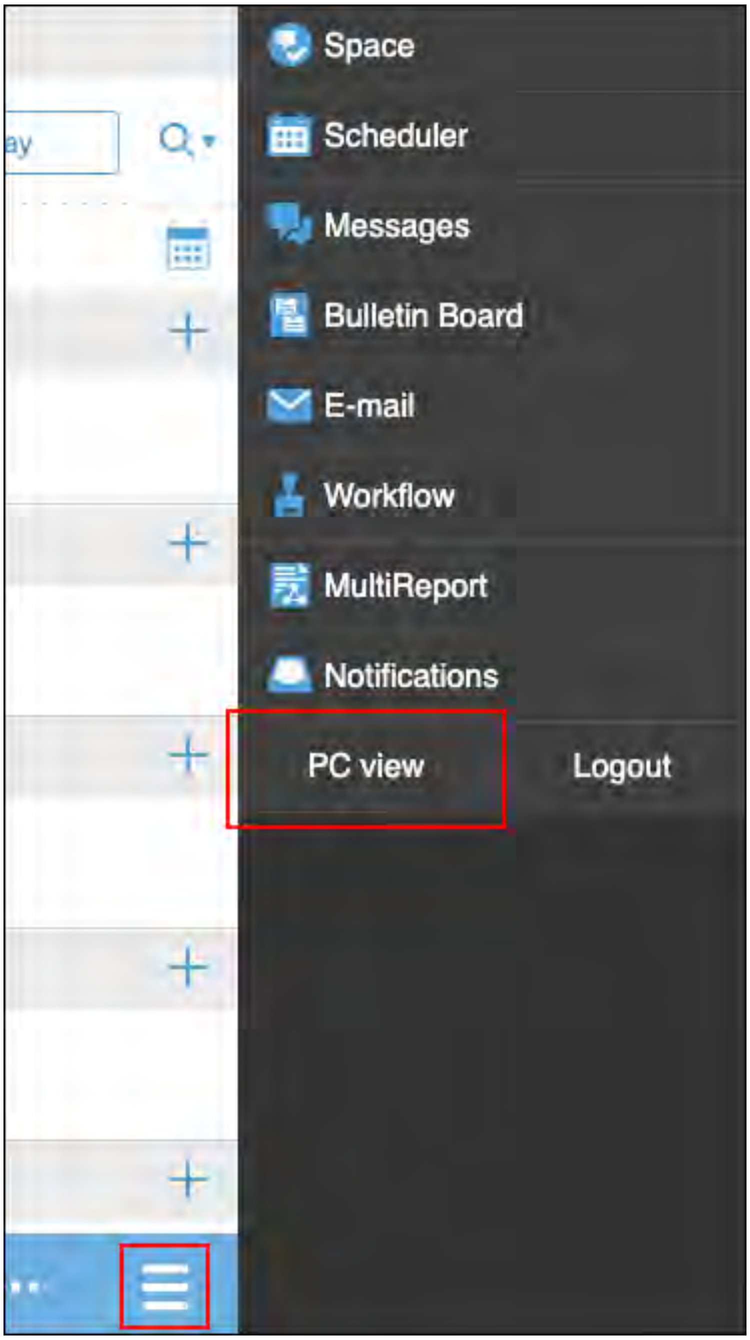
- Method 1: Tap "PC view" on App menu.
- Method 2: Tap "PC view" at the bottom of the screen.

Note

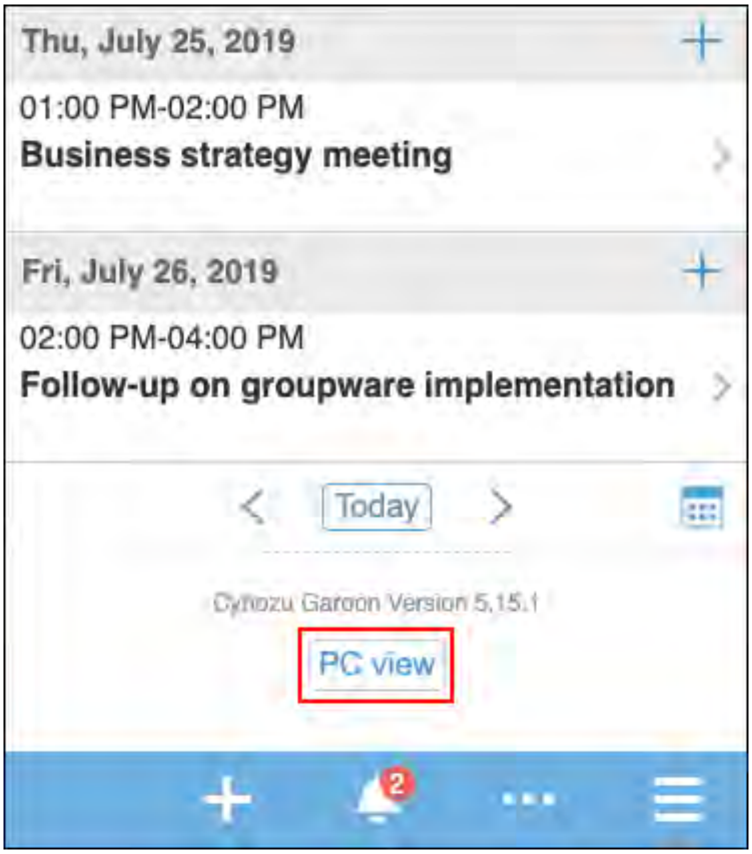
- The top page of Garoon is displayed by tapping "PC view" on any screen of mobile view.

Method 1: Tap "PC View" on App Menu

Tap > "PC view".



Method 2: Tap "PC View" at the Bottom of the Screen



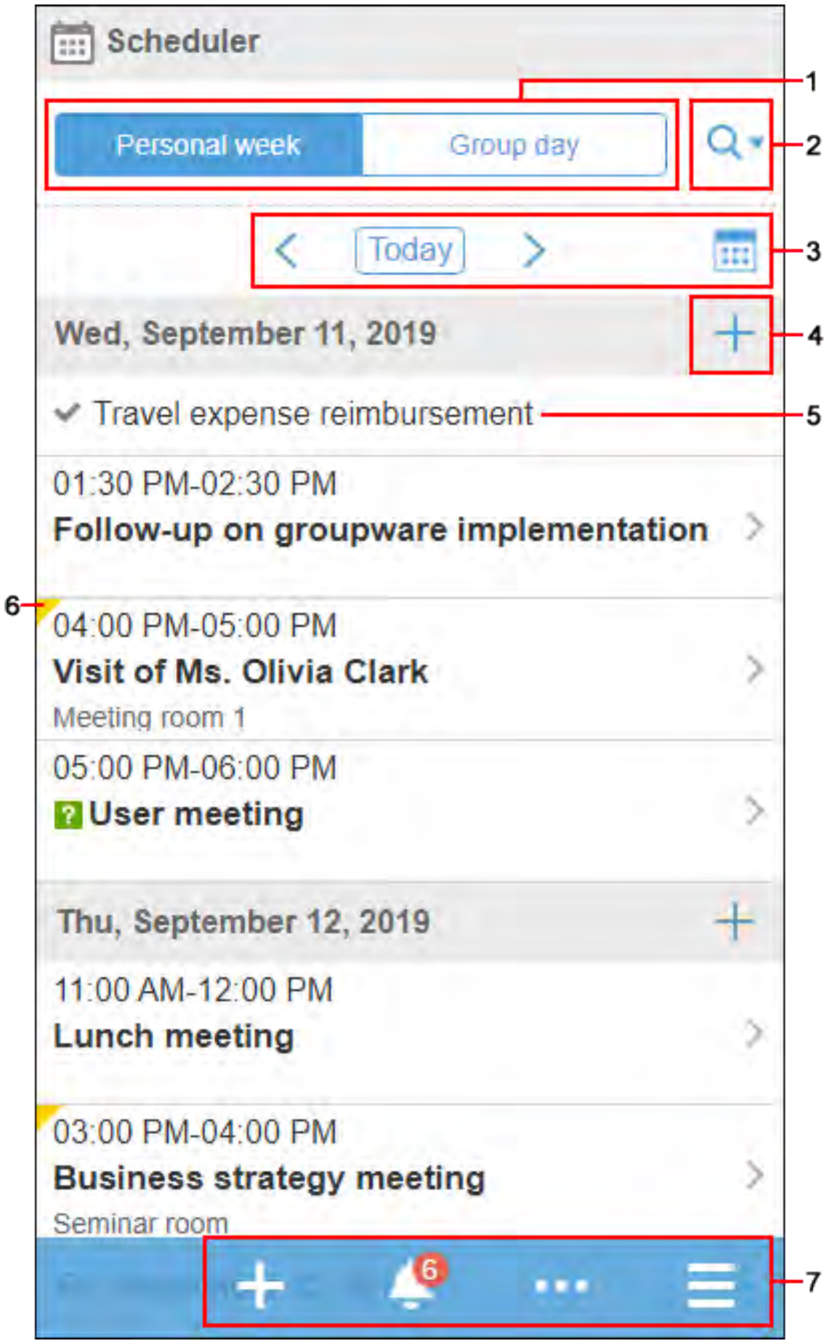
4.4.1. How to View the Mobile View Screen

This section describes how to view the mobile view screen using a sample Scheduler screen which appears first when you open the mobile view.

Week View Screen

You can view your appointments in a week.

You can also search users and facilities other than yourself to view their appointments.



Description of the items

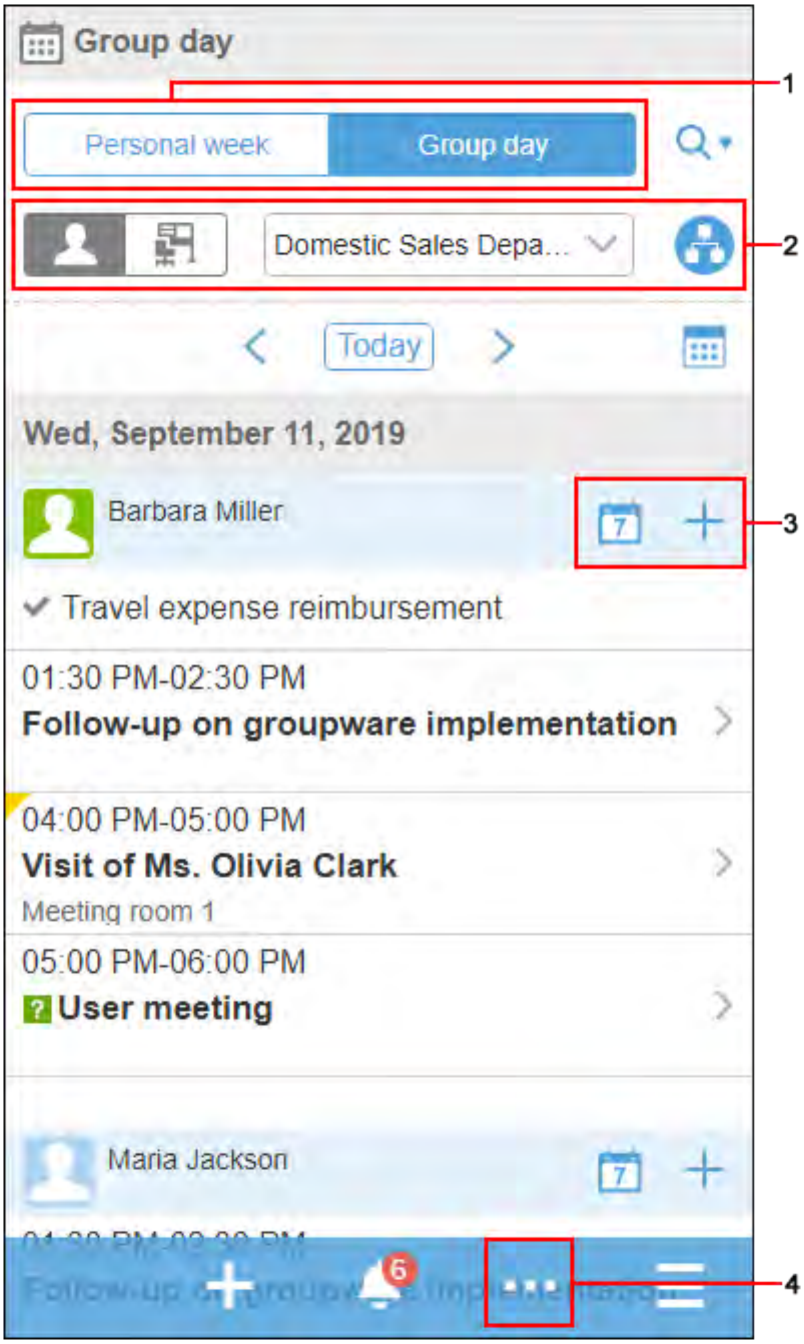
Number	Description
1	• **"Personal week" button**: Toggles the display to the personal week screen. • **"Group day" button**: Toggles the display to the group day view.
2	

Number	Description
	icon: Tap to display the input to enter search keywords and find users or facilities. The following items can be searched. • **To search users**: ◦ Name ◦ English ◦ Login name ◦ Pronunciation ◦ E-mail ◦ Job title • **To search for facilities**: ◦ Facility Name
3	**Items to toggle dates**: • **icon**: Displays the appointment of the previous week. • Today **icon**: Displays appointments for seven days from today. • **icon**: Displays the next week's appointments. • **icon**: Displays the calendar. When you select a date, appointments for a week from that date are displayed.
4	**icon**: Creates a new appointment on the specified date.

Number	Description
5	**To-Do**: Uncompleted To-Dos due today. The uncompleted To-Dos passed the due dates are not displayed.
6	**icon**: Appointments with unread notifications.
7	• **icon**: Adds an appointment. Only the creator is added as its attendee. • **icon**: Displays the unread notifications list. The number indicates the count of unread notifications. • **icon > Refresh**: Refreshes the screen. • **icon**: Toggles the applications displayed on the screen. You can also switch to PC view and logout from Garoon. However, in Garoon version 5.15.0 and later, **Logout** is not displayed in the mobile view mode in KUNAI.

Group Day Screen

You can view the daily appointments of users, organizations, or facilities belonging to the group. Depending on your system administrator's settings, the appointment may not appear for organizations.



Description of the items

Number	Description
1	• **"Personal week" button**: Toggles the display to the personal week screen. • **"Group day" button**: Toggles the display to the group day view.
2	

Number	Description
	• **"User" button**: Displays the appointments of the user. Select the organizations you want to display in the dropdown list. • **"Facility" button**: Displays the appointments of the facility. Select a facility group from the dropdown list. • **Dropdown list of groups**: Select the organization or facility group for which you want to display appointments. • **icon**: Select the organization where you want to display the appointments. The daily appointments are displayed for users who belong to the selected organization.
3	• **icon**: Displays the appointments of the selected users for seven days from the current date in the personal week view. • **icon**: Adds a new appointment. The creator and the selected users are included as attendees to the appointment.
4	**icon > Add all and create the appointment**: Adds a new appointment. All selected users, organizations, and facilities will be specified as the attendees and facilities of the appointment.

4.4.2. Main Operations in Mobile View

This section describes how to work with the key features available on the mobile view.

Update Information

- In Garoon version 5.15.0 and later, the following features become available.
  - Selecting and attaching multiple files together
  - Copying permalinks of comments
  - Displaying attached images as thumbnails in the following applications
    - Scheduler
    - Messages
    - E-mail

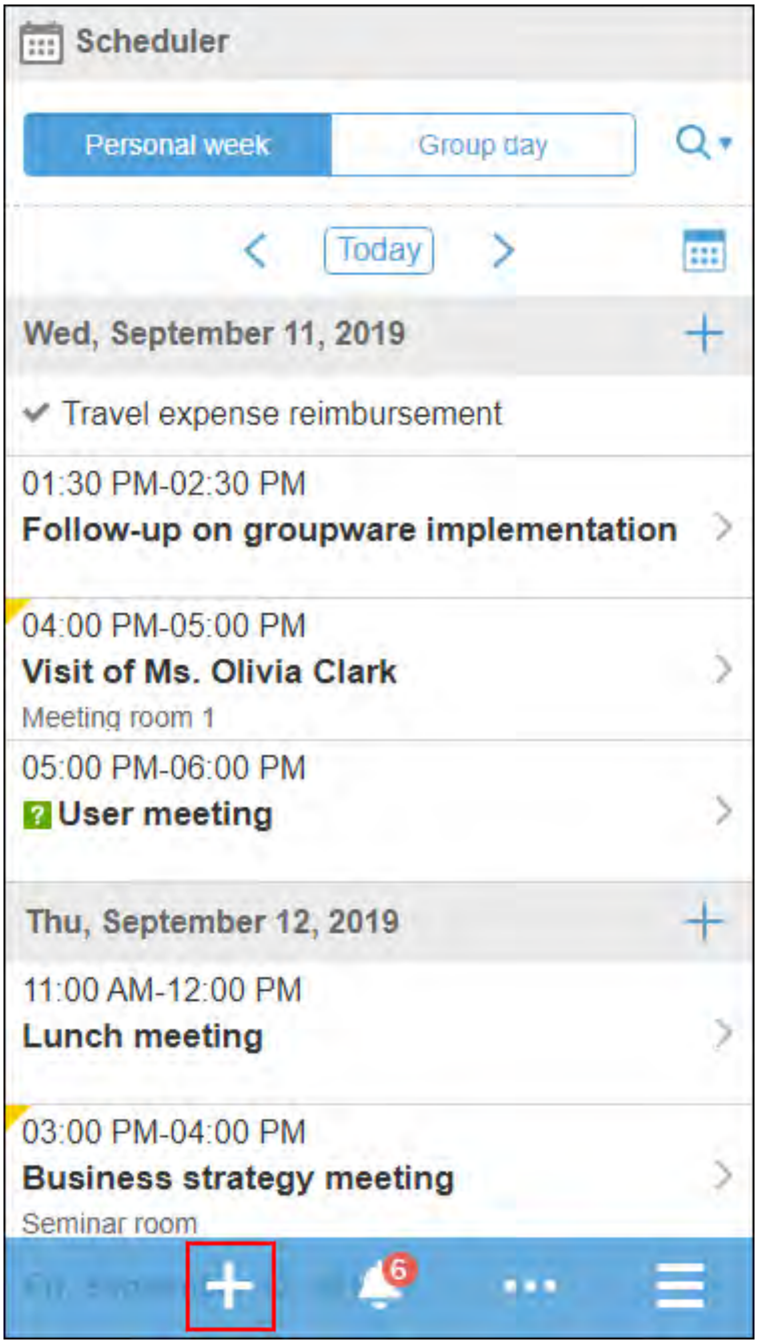
  To display attached images as thumbnails, system administrators must enable thumbnail images.

Adding Appointments

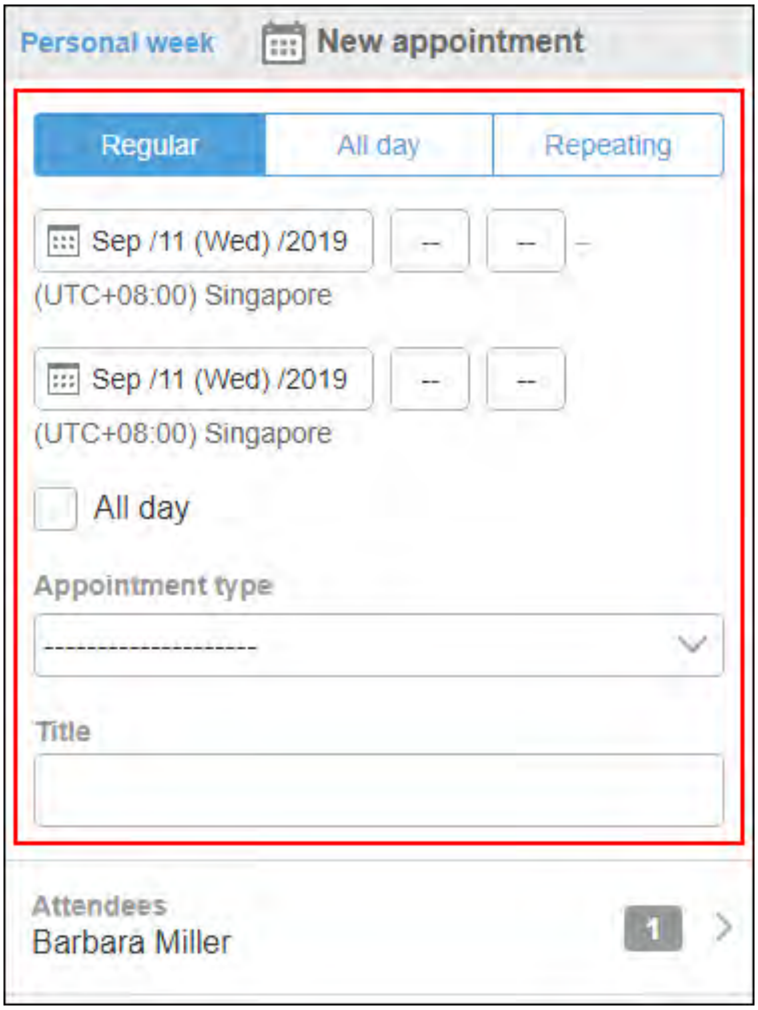
Add an appointment for the user, organization, or facility.
Depending on your system administrator's settings, you may not be able to add appointments for organizations.

Steps:

1.  **> Tap "Scheduler".**
2. **On the personal week screen, tap**  **.**

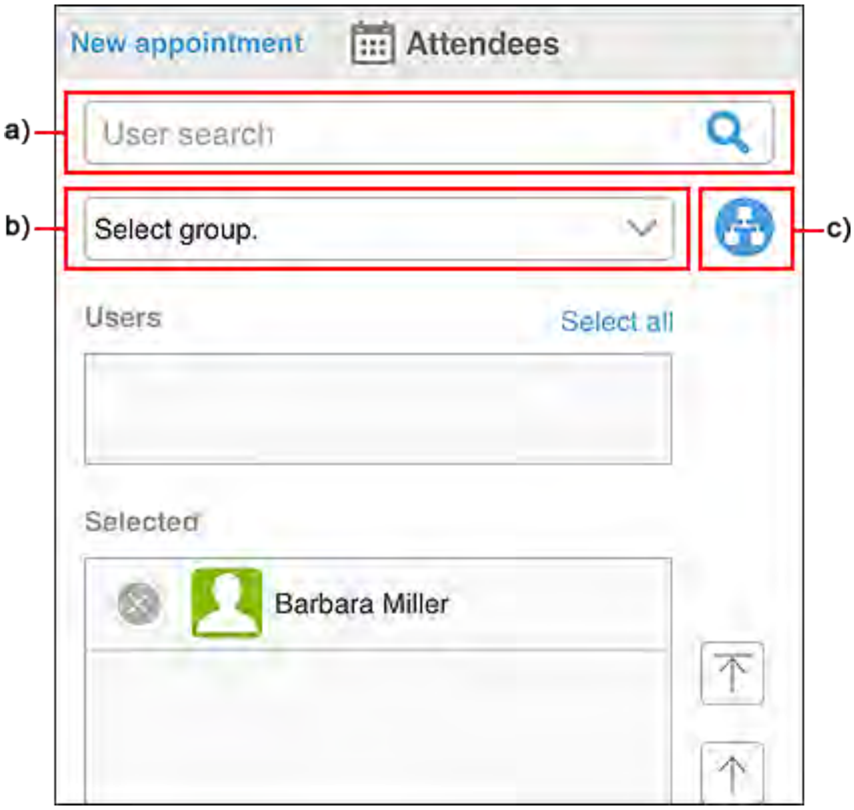


3. **On the "New appointment" screen, select the appointment type and then enter the date/time and the subject.**



4. **Tap "Attendees".**

5. **On the "Attendees" screen, add users to set as attendees to the screen showing the candidates.**

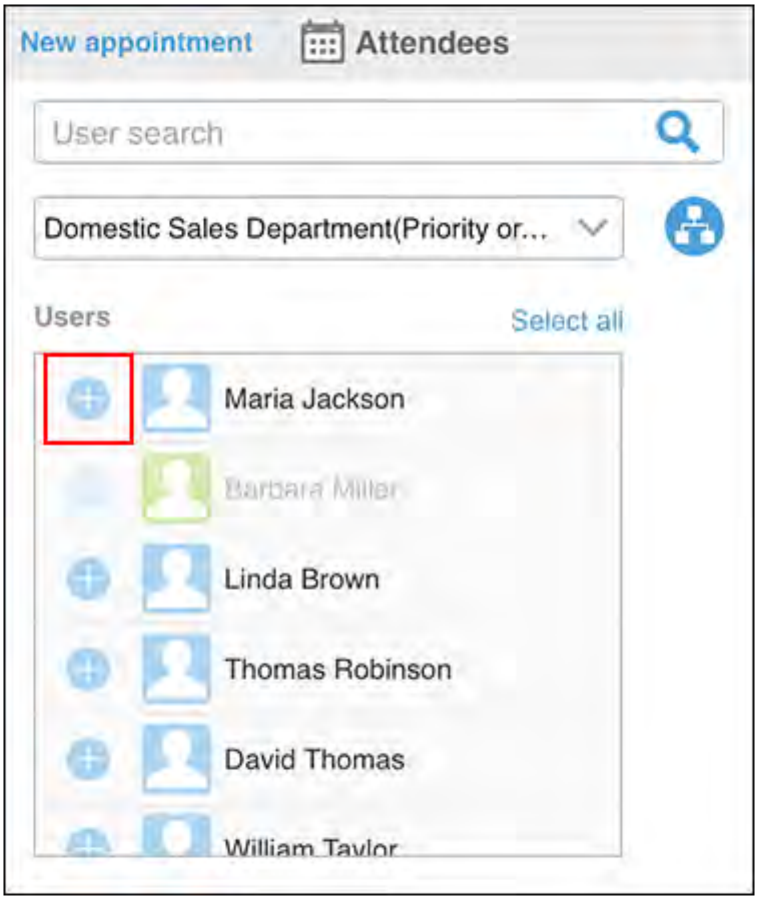


a): Enter keywords in the search box, then tap  to search users. When you type characters in the search box, a list of suggested attendees is displayed.

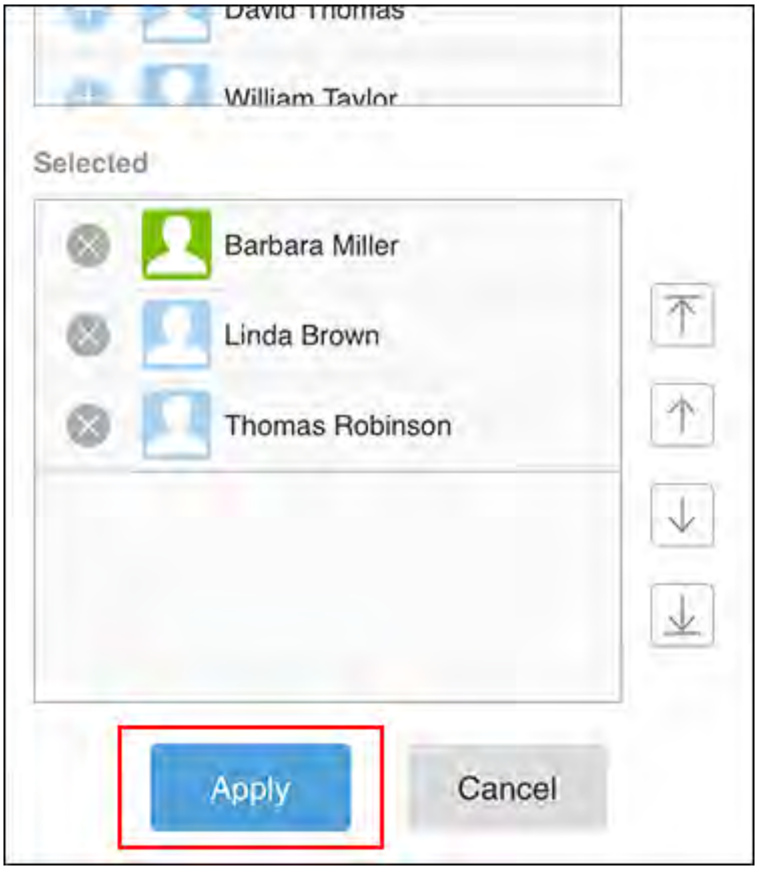
b): From the drop-down list, select the group to which the target user or organization belongs.

c): Tap the , select the organization of the target user, and then tap **Apply**.

6. Tap the  for the users and organizations you want to set as attendees of an appointment, among users who are displayed in the candidate field.



7. **In the field to show selected attendees, confirm that all the desired users are listed, and then tap "Apply".**

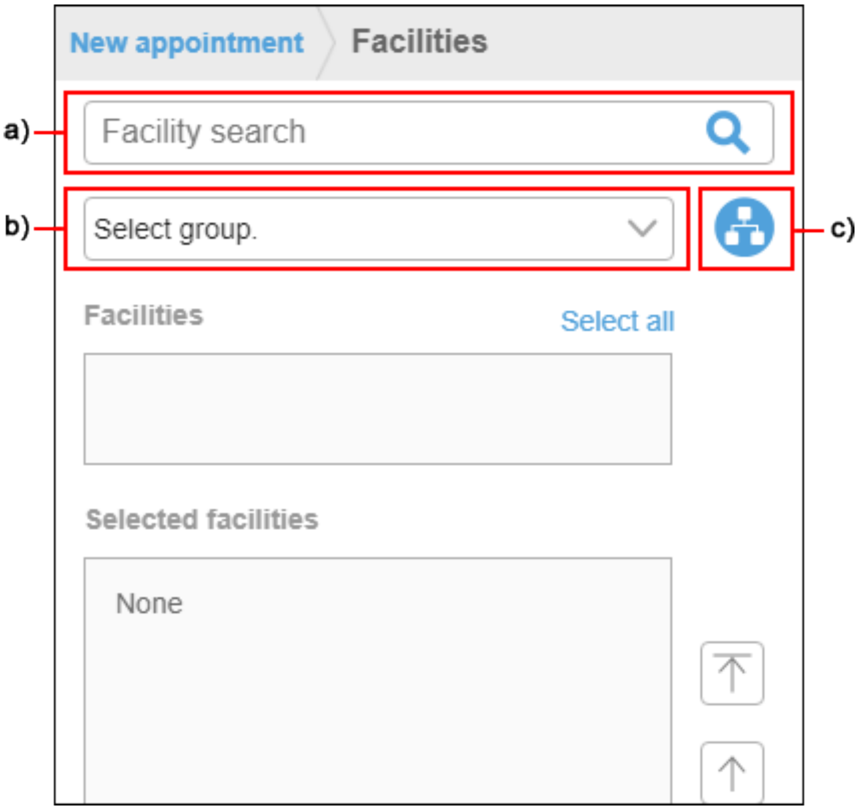


When you tap  for users, you can cancel the selection.

To change the display order of users, tap the name of the user, and then tap the arrow to the right of the "Selected" field.

8. **On the "New appointment" screen, tap "Facilities".**

9. **On the "Facilities" screen, use one of the following methods to display the facilities to the candidate screen.**

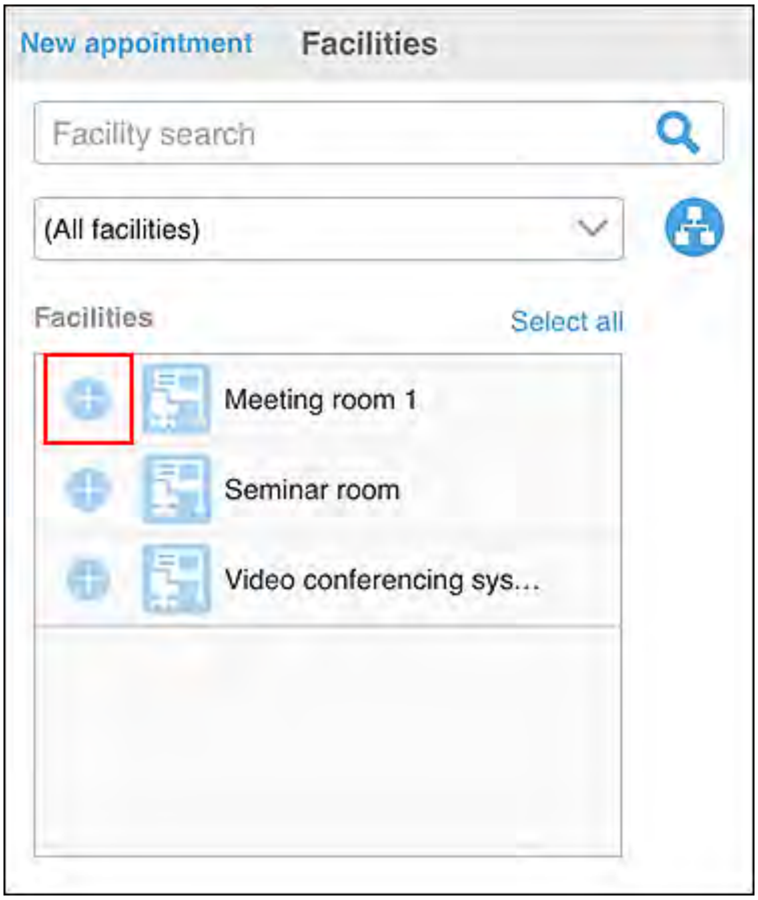


a): Enter keywords in the search box, then tap to search facilities. When you enter characters in the search box, a list of suggested facilities is displayed.

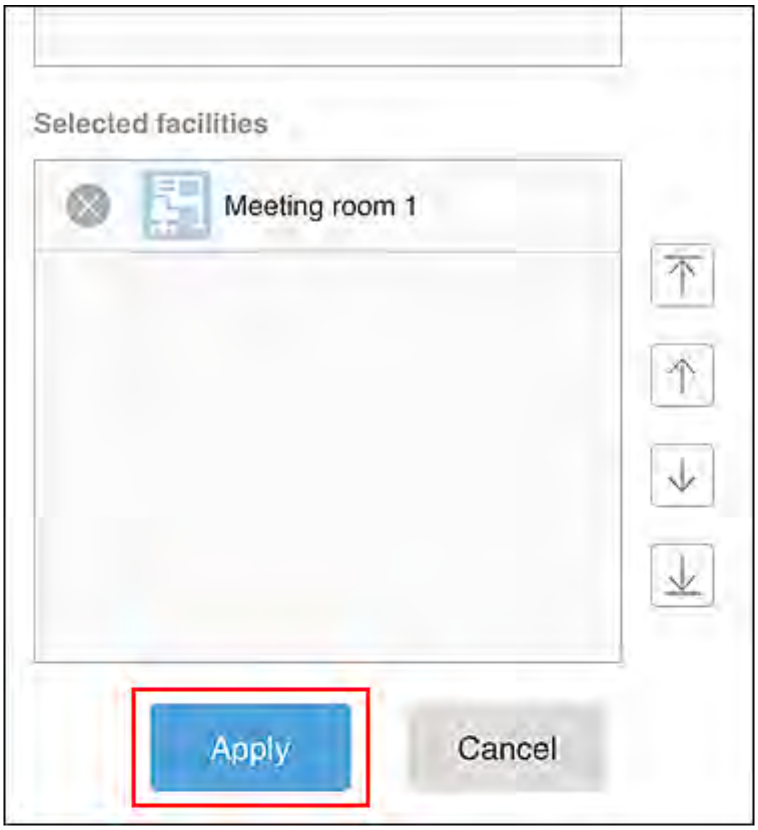
b): From the dropdown list, select the facility group where the target facility belongs.

c): Tap the , select the group of the target facility, and then tap "Apply".

10. Among the facilities in the candidates, tap for the target facility.



11. **In the field to show the selected facilities, confirm that all the facilities you want to use are displayed, and then tap "Apply".**



When you tap for facilities, you can cancel the selection.

If you want to change the order of facilities, tap the facility name, and then tap the arrow to the right of the selected facilities field.

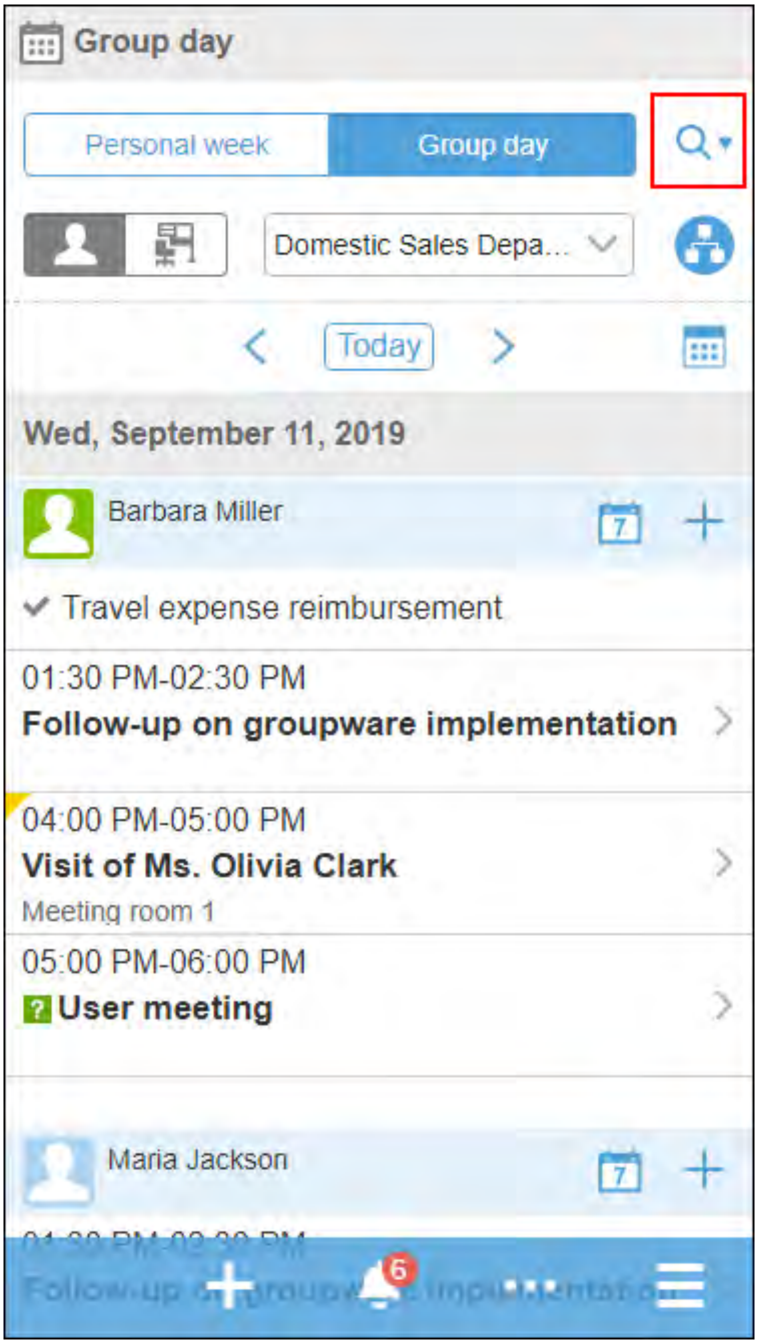
12. **On the "New appointment" screen, set the required items such as notes and attachments, and then tap "Add".**

Checking Availability and Adding Appointments

You can check the appointments of other users and facilities and add an appointment with the availability of users and facilities.

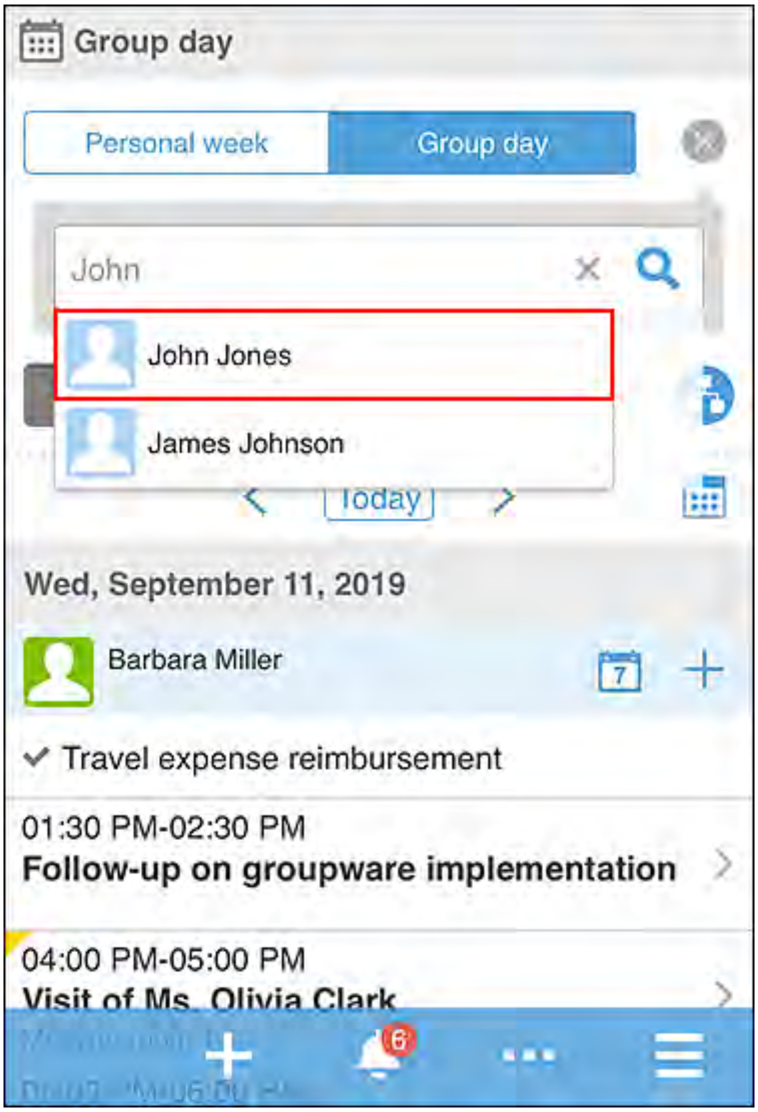
Steps:

1. **Tap the > Scheduler.**
2. **On the group day screen, search for users and facilities by tapping and entering keywords in the search box.**



The OR search can be performed for multiple users and facilities using multiple keywords by separating each keyword with a space.

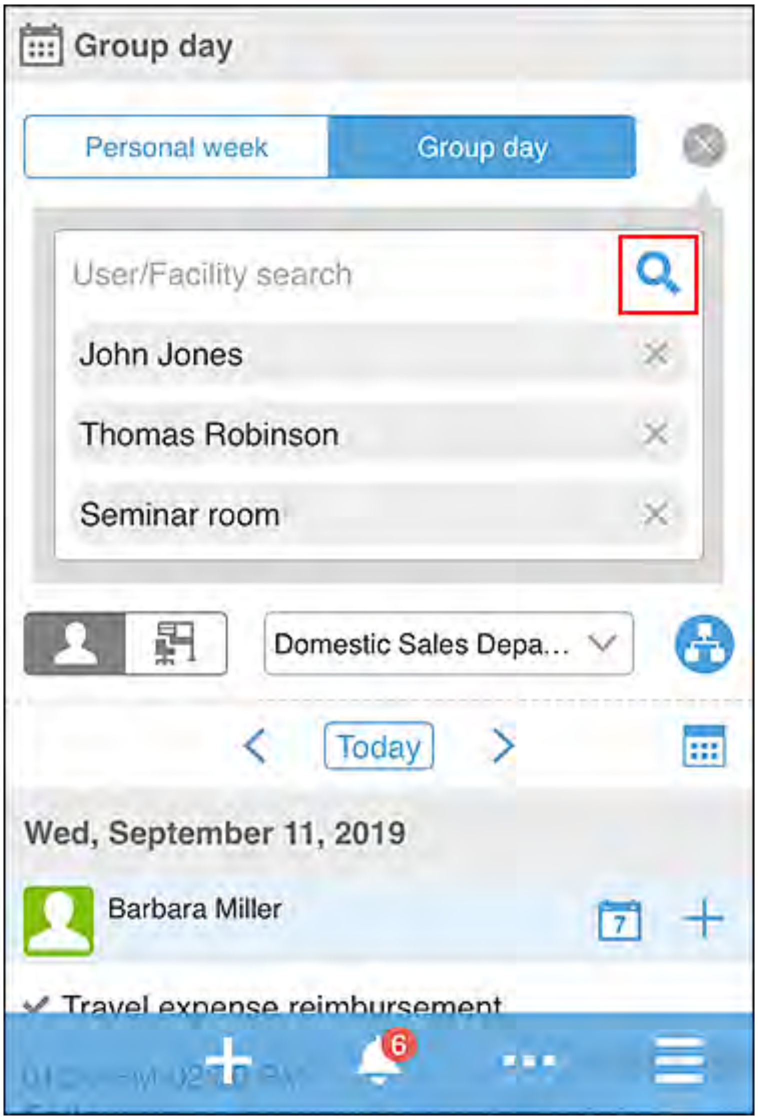
3. Tap the target user or facility from the search results.



The selected users and facilities are displayed below the search box.

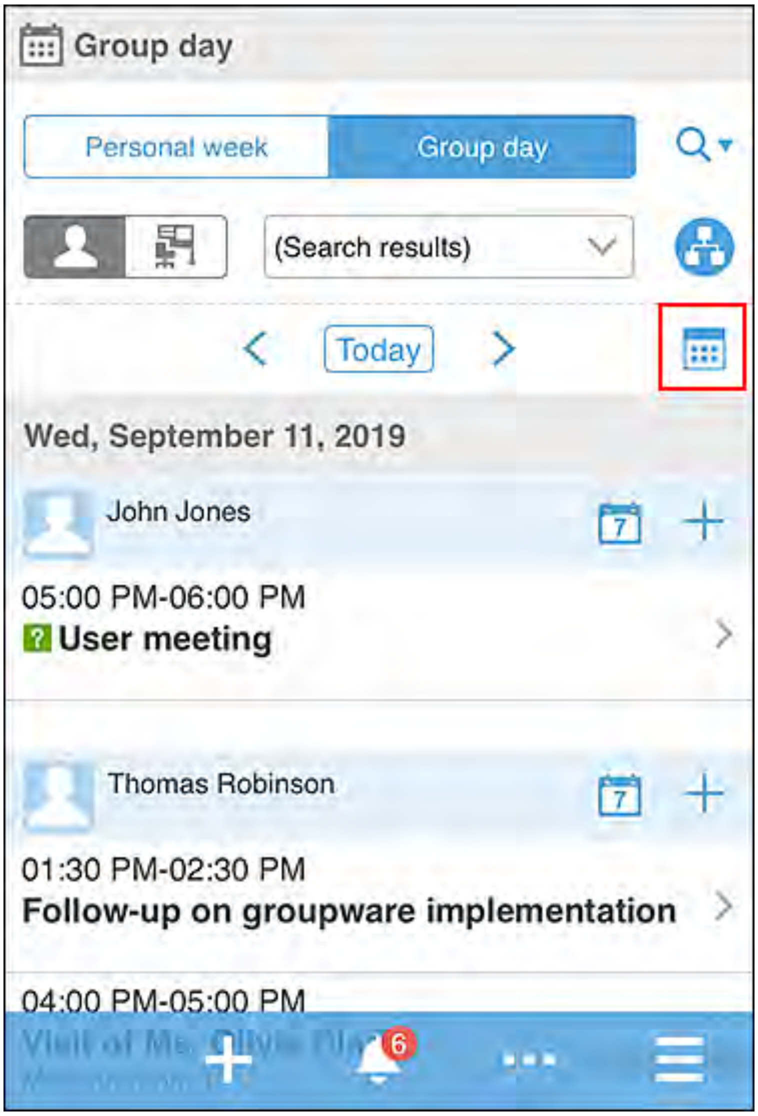
You can search for other users and facilities by entering keywords in the search box.

4. After you have selected all the users and facilities for which you want to view appointments, tap  **.**



The appointments for the selected users and facilities are displayed.

5. Tap the  and select the date of the appointment you want to display.



6. **Confirm the availability of users and facilities, and then tap  > the item to add all and create an appointment.**

   "New appointment" screen appears. The attendees and facilities of the appointment are populated with the users and facilities that you have selected in step 3.

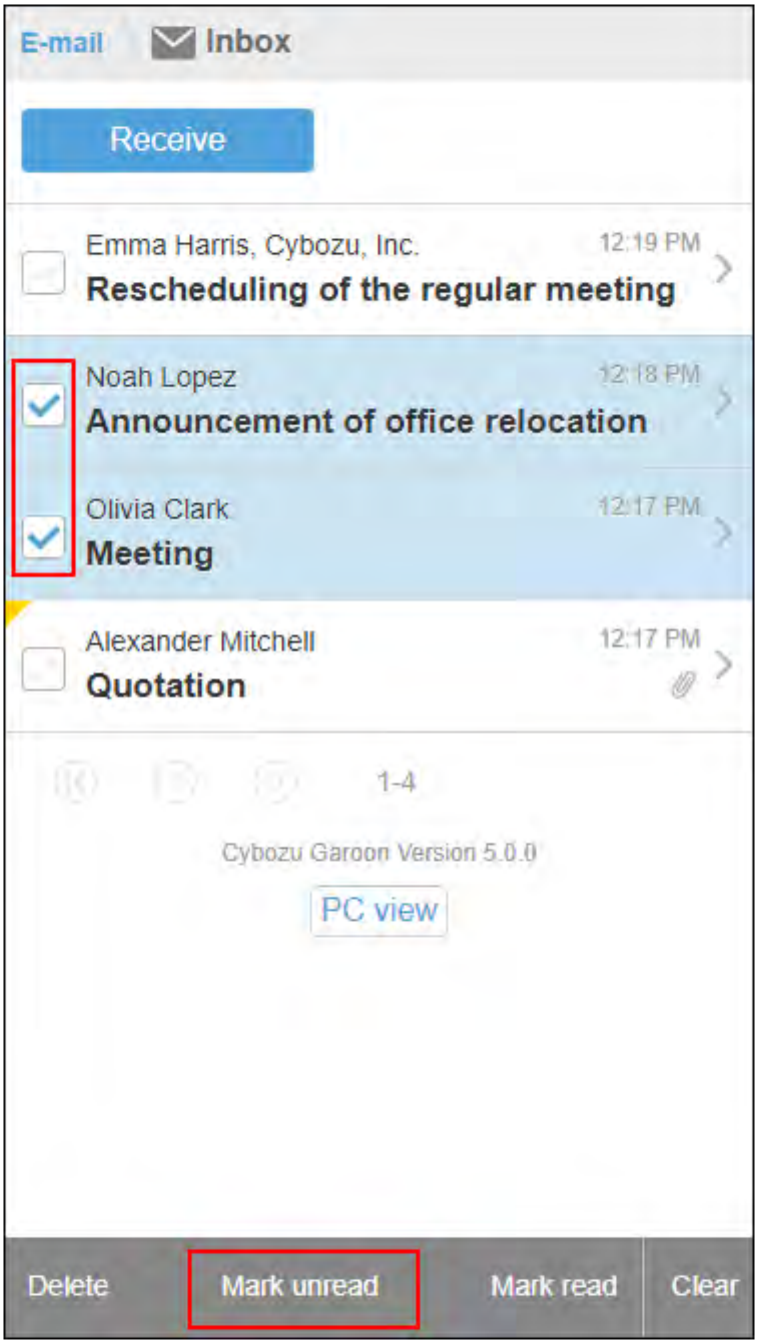
7. **Set the date and time of the appointment according to the availability that you checked in step 6, set the required items such as titles and notes, and then tap "Add".**

Marking All Read E-mails to Unread

Select e-mails that have been read and revert them all to unread status.

Steps:

1. **Tap the > "E-Mail".**
2. **Select a folder.**
3. **Select the checkbox for the e-mail, and then tap "Mark as unread".**



When you tap "Remove", checkboxes are cleared.

Note

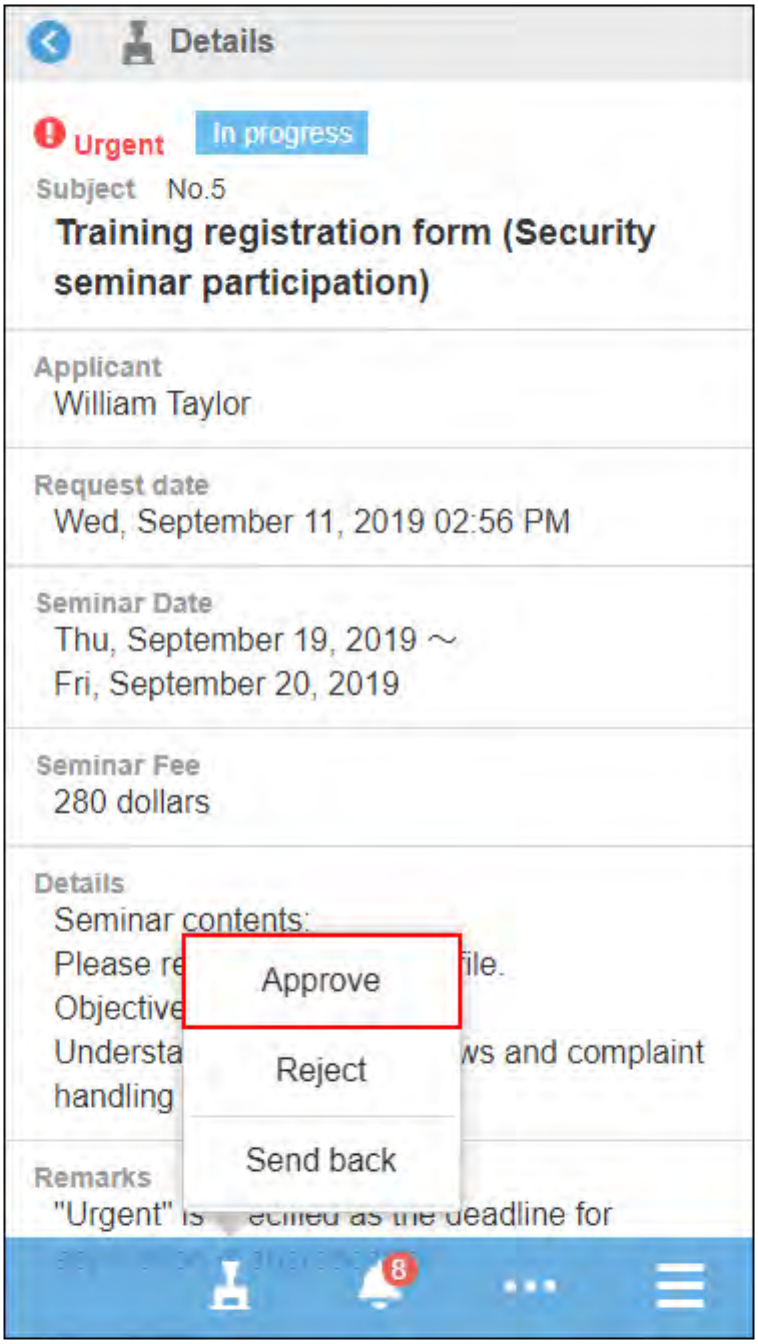
- When you tap > the item for unread only on the E-mail list screen, only unread e-mails are displayed.

Approving Workflow Requests

In workflow, you approve a request that you have been set as an approver.

Steps:

1. **Tap the > "Workflow".**
2. **On the "Notifications" screen, tap the target request.**
3. **Confirm the request details and tap > "Approve".**



4. **Enter a comment if necessary, then tap "Approve".**

Note

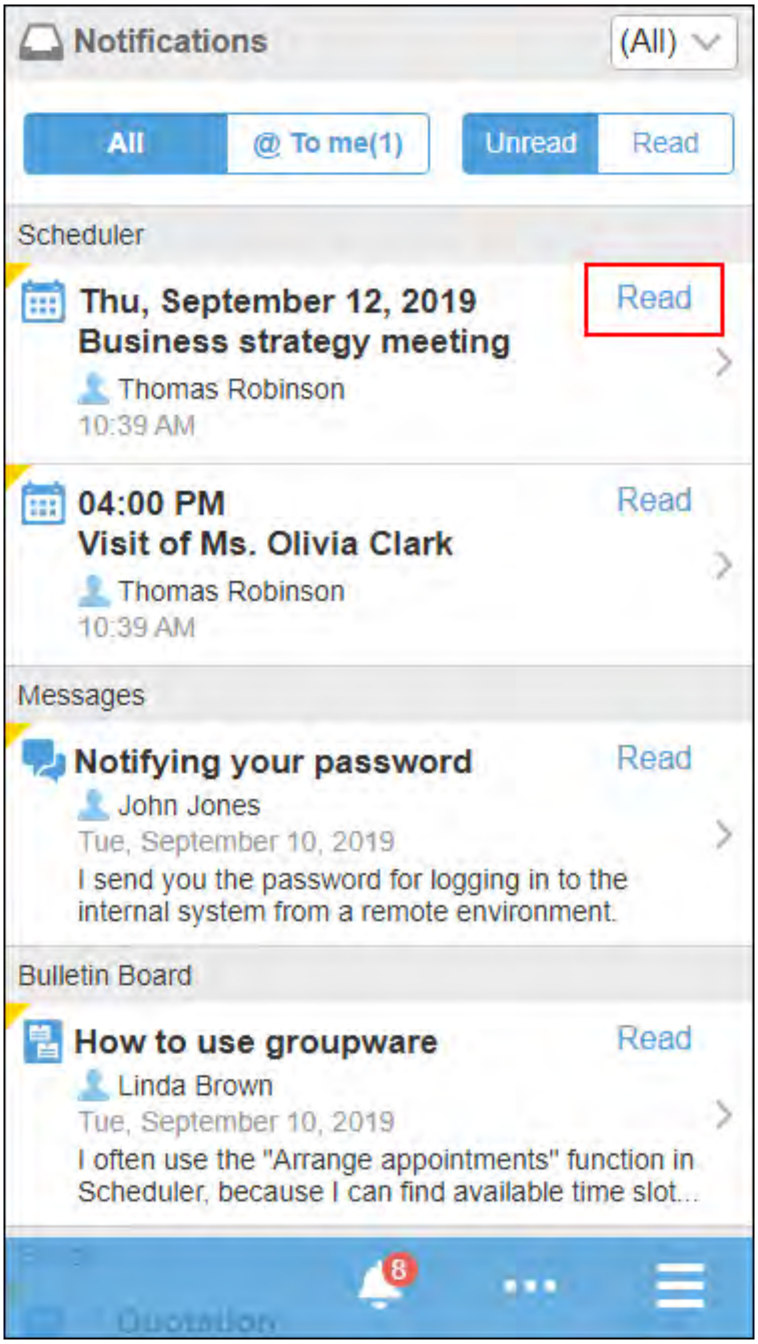
- If a request has any editable items, you cannot edit them in the mobile view.
  To edit the item, switch to the PC view.

Marking Unread Notifications as Read

In the notifications list, mark the unread notifications as read.

Steps:

1. **Tap the  > "Notifications".**
2. **On the "Notifications" screen, view the unread notifications list.**
3. **Tap "Read" of the notifications you want to mark as read.**



Note

- If you are viewing notifications for all applications, the 10 most recent notifications for each application are displayed. To import more notifications, tap "More".
- If you are filtering notifications for each application, the latest 20 notifications are displayed. To import more notifications, tap "More".

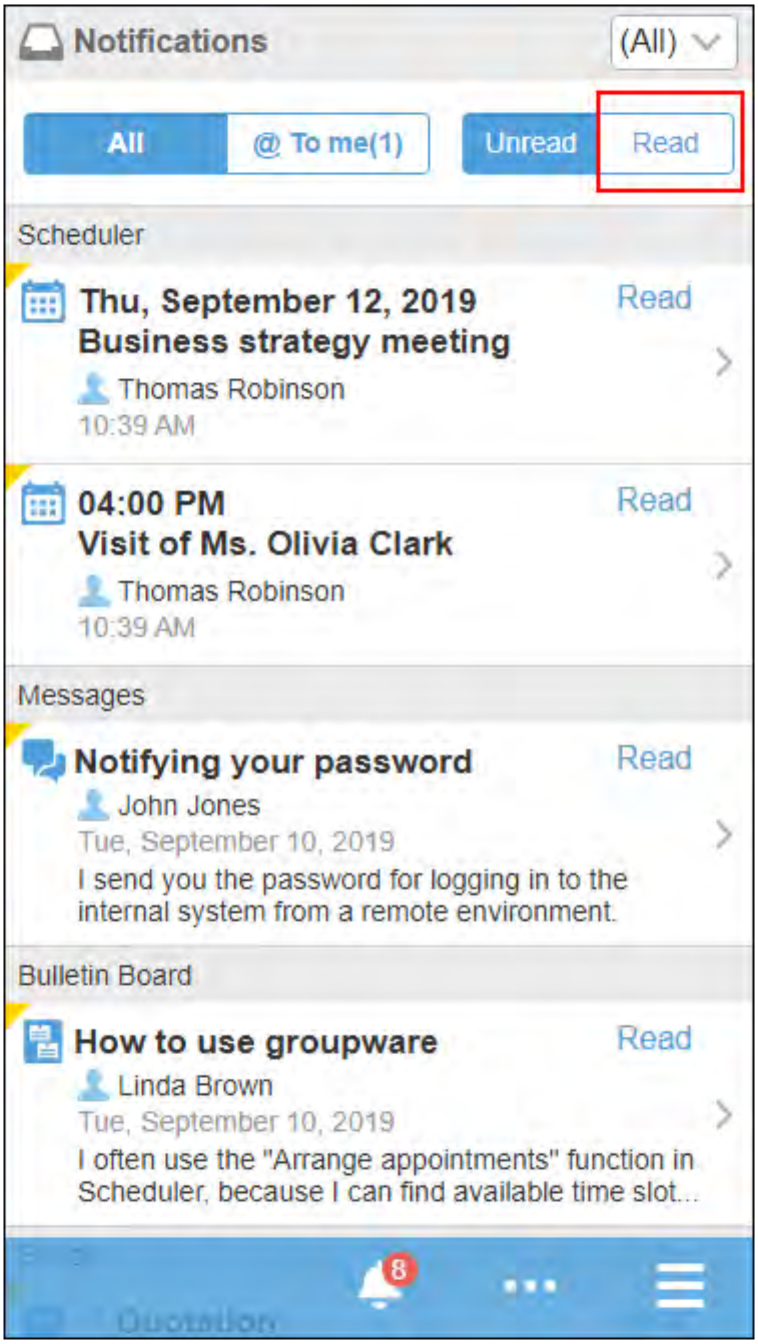
- The  is displayed in notifications for applications that do not support the mobile view. When you tap it, the view will become PC view.

Checking Read Notifications

In the notifications list, check the contents of read notifications.

Steps:

1. **Tap the  > "Notifications".**
2. **On the "Notifications" screen, tap "Read".**
   The read notifications are shown in descending order of the read date/time, by 20 items per page.



3. Tap the target notification and confirm the details screen.

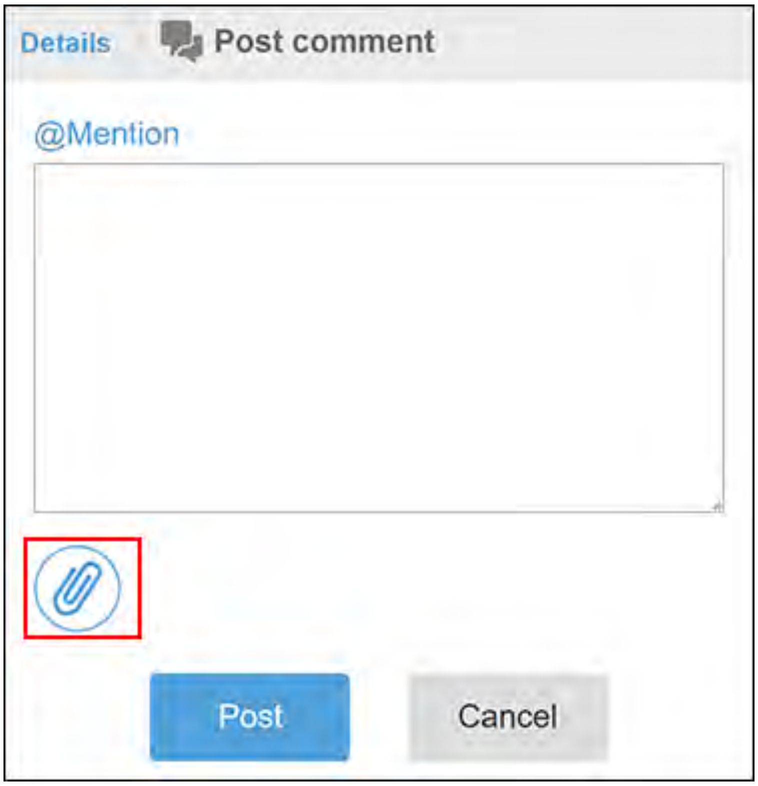
Attaching Files

This section describes how to attach files.

Steps:

1. **In the screen to attach files, tap the file attachment icon  .**

   Example of screen to attach files in the Message comment:

2. **Select files to attach according to the instruction on the screen.**

Note

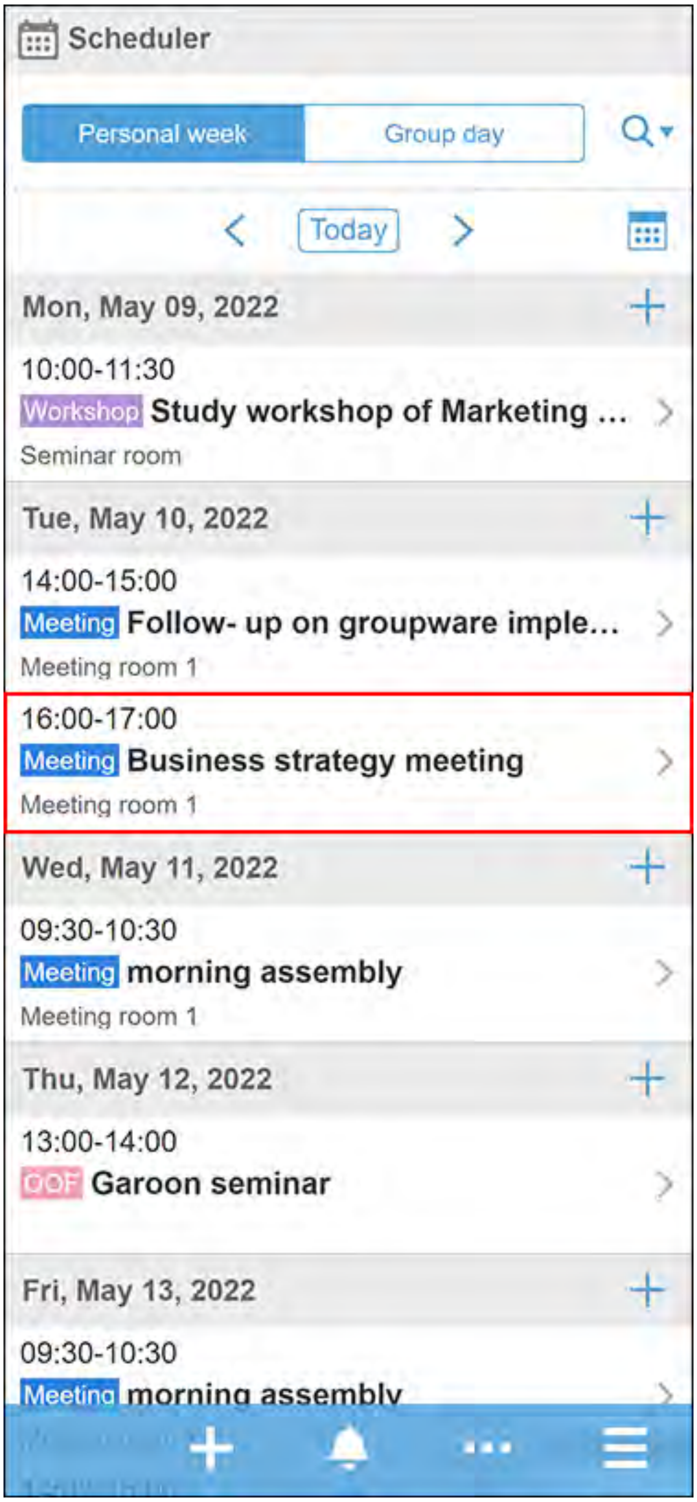
- In Garoon version 5.15.0 and later, like in the PC view, you can select and attach multiple files in the following applications.
  - Space
  - Scheduler
  - Messages
  - E-mail
- You cannot attach any files of 0 bytes.

Posting a Comment

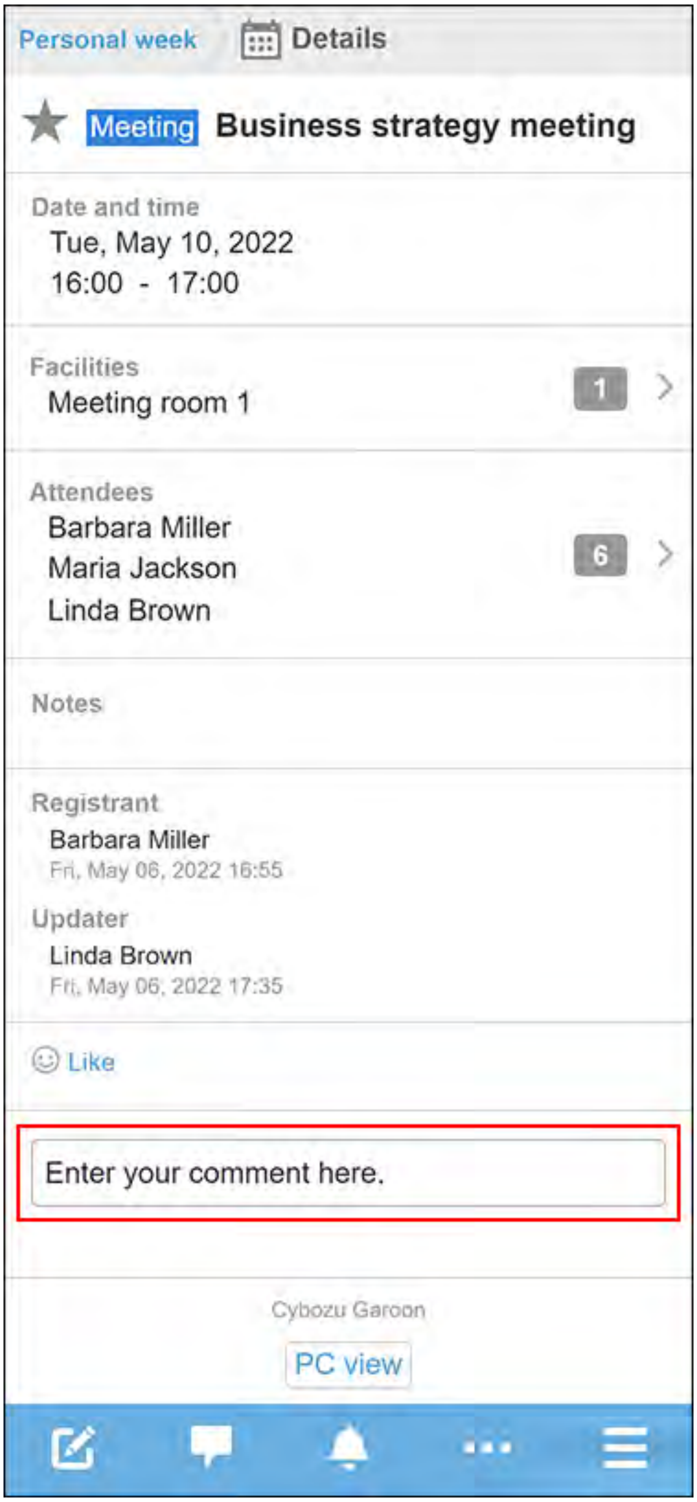
You can post comments to the topics. This section describes how to post a comment to an appointment in "Scheduler".

Steps:

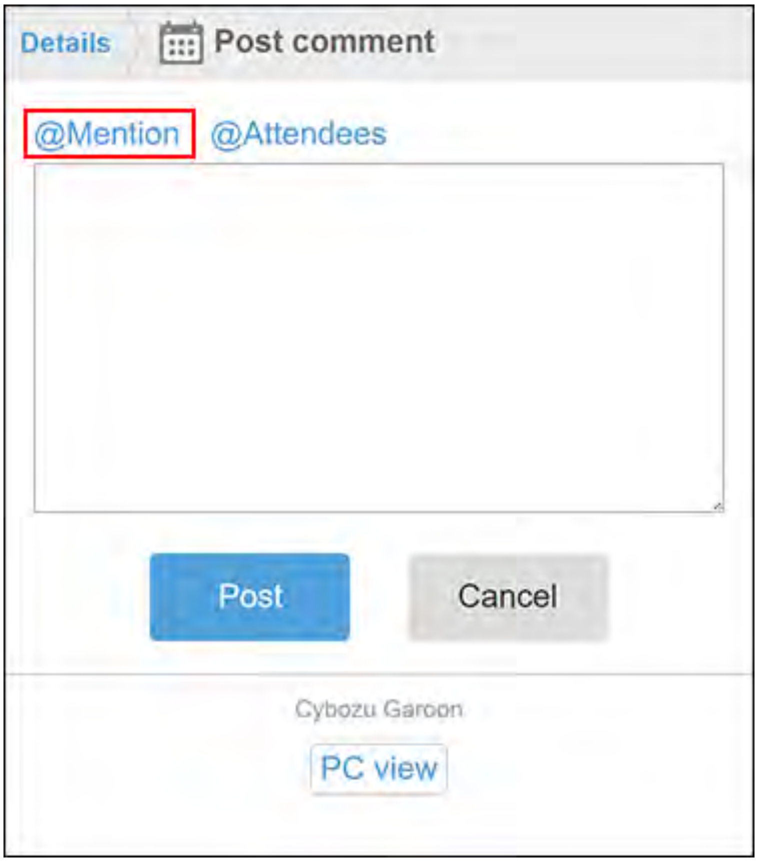
1. **Tap the  > Scheduler.**
2. **Tap an appointment to which you want to post a comment.**



3. Tap Enter your comment here.



4. Tap @Mention to post a comment for specific recipients.

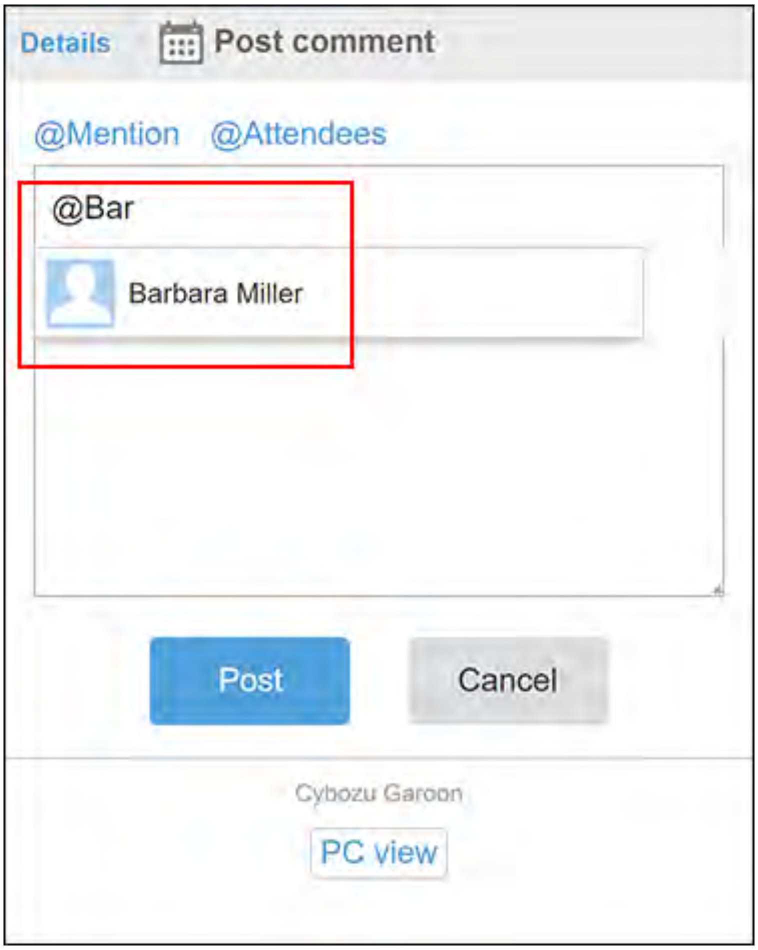


5. Enter the user name in the recipient field and specify the recipients.

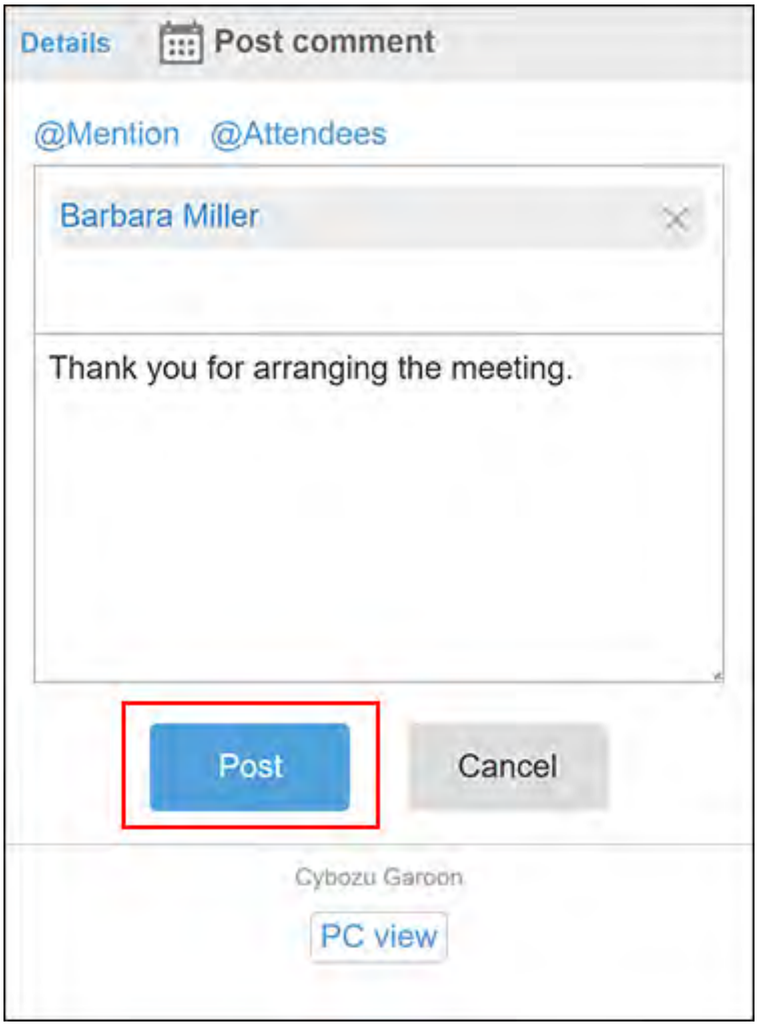
In the recipient, you can specify users, departments, and roles.

When the system administrator allows users to configure the role, you can specify roles as recipients.

Also, when you type part of a recipient's information, the suggestions on recipients are displayed.



6. **Enter a comment and tap Post.**



Copying Permalinks of Comments

The permalink is the URL assigned to each comment. Accessing Permalink allows you to directly access the designated comment. This Permalink is useful when you want to create a link to refer to the specific comment in the message.

You can use permalinks in the following applications.

- Space
- Scheduler
- Messages
- Bulletin Board

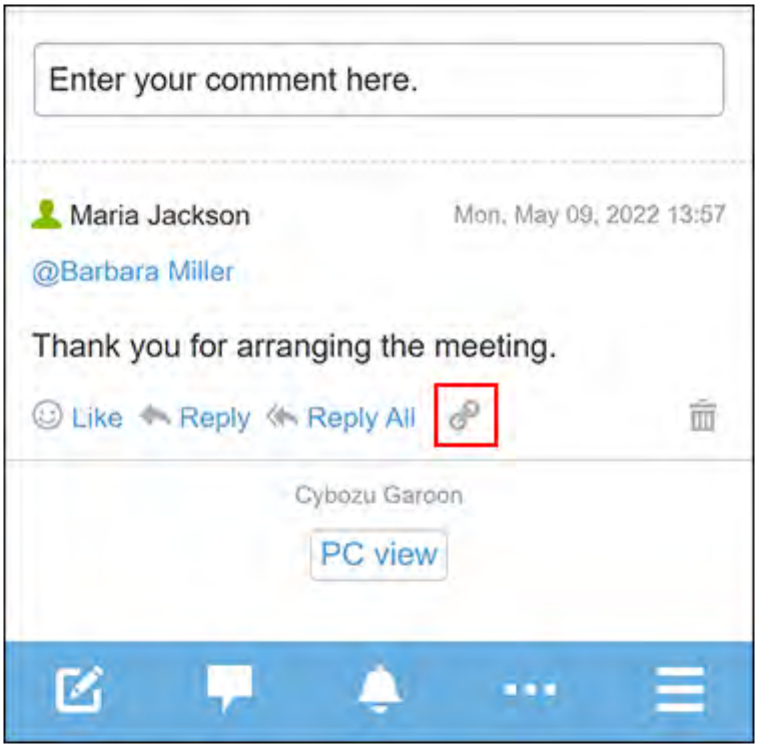
This section describes how to copy a permalink of a comment in "Scheduler".

Note

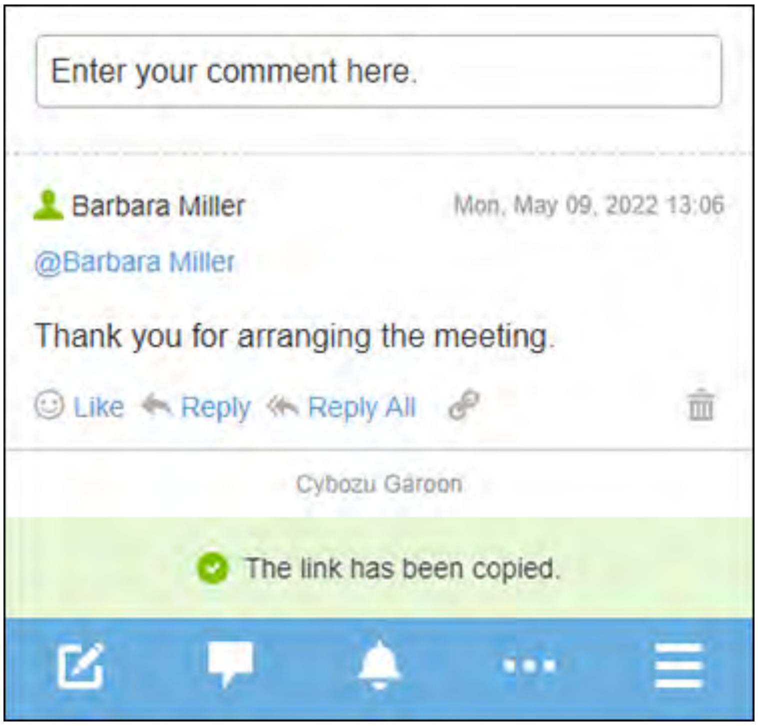
- In Garoon version 5.15.0 and later, you can copy a permalink of a comment.
- Clicking the copied link displays the same screen (PC view) as the one displayed when you access Garoon from a personal computer.

Steps:

1. **Display a comment to which you would like to refer.**
2. **Tap a  icon of the comment.**



A banner saying "The link has been copied." is displayed.



3. Paste the copied URL at the desired location.

4.5. Accessing Garoon from KUNAI

Notices

- Support for KUNAI ends on Friday, November 29, 2024.
  Use "Garoon mobile" to access Garoon with an app.
  For details, refer to Notices from Cybozu (available only in Japanese).

KUNAI is an application designed for using Cybozu services from smartphones.

You can access Garoon from iPhone devices or Android devices.

For details on KUNAI, refer to Cybozu KUNAI of the product site.

For details on how to set up and use KUNAI, refer to the following manuals.

- KUNAI for iPhone: Cybozu KUNAI for iPhone manual

- KUNAI for Android: Cybozu KUNAI for Android manual

4.5.1. Differences between Mobile View and KUNAI

Notices

- Support for KUNAI ends on Friday, November 29, 2024.
  Use "Garoon mobile" to access Garoon with an app.
  For details, refer to Notices from Cybozu (available only in Japanese).

This section describes the differences between the mobile view accessed from your Web browser and the available features you can use in KUNAI.

The features that can be used in the mobile view on a Web browser and in KUNAI "Mobile view mode" are the same.
However, the features you can use in the "Sync mode" in KUNAI are different from those in the mobile view or KUNAI "Mobile view mode".

What Are "Mobile View Mode" And "Sync Mode" in KUNAI?

- Mobile View Mode:
  A feature that displays the same screen on KUNAI as the Web browser's mobile view.
  It enables you to use KUNAI easily and securely because the device does not save data other than login information.
  You cannot use it offline.
- Sync Mode:
  A feature to synchronize Garoon and KUNAI data and use it.
  You can view the synchronized data of the following features offline.
  - Scheduler
  - Messages
  - E-mail

- Workflow

Differences of Available Features

The features you can use in the Web browser's mobile view and the "Mobile view mode" in KUNAI are different from those in the "Sync mode" in KUNAI.
The following table describes the differences in available features.

Space	Mobile view / KUNAI (Mobile view mode)	KUNAI (sync mode)
View the spaces you are participating in (My Space)	✔	✔
View discussions	✔	✔
Add discussions	✔	✔
Add To-Dos	✔	✔
Edit To-Dos	✔	✔
Complete To-Dos	✔	✔
Post comments	✔	✔
Mentions (for discussions only)	✔	✔
Respond	✔	✔

Scheduler	Mobile view / KUNAI (Mobile view mode)	KUNAI (sync mode)
View appointments	✓	✓
New appointment	✓	You cannot attach files.
Edit appointments	✓	✓
Delete appointments	✓	✓
View appointments	✓	You cannot view appointments of multiple users or facilities at the same time.
User/Facility search	✓	✓
"Shared with" settings[2]	✓	
Post comments	✓	✓
Mention[1]	✓	
Respond[2]	✓	
"Notify this update" when attending or leaving appointments[1]	✓	
Appointment reminders		✓

[1]: Available in Garoon version 5.5.0 or later.

[2]: Available in Garoon version 5.9.0 or later.

Messages	Mobile view / KUNAI (Mobile view mode)	KUNAI (sync mode)
Mark as unread		
Compose messages		✓
Change messages		✓
Delete messages		
List messages	✓	✓
Post comments	✓	✓
Mentions	✓	
Respond	✓	

Bulletin Board	Mobile view / KUNAI (Mobile view mode)	KUNAI (sync mode)
View topics	Only possible from the notifications list.	Only possible from the notifications list.
Post new topic		
Change topics		
Delete topics		
Post comments	✓	✓
Respond	✓	✓

E-mail	Mobile view / KUNAI (Mobile view mode)	KUNAI (sync mode)
View e-mails	✓	✓
Mark as unread	✓	
Receive e-mails	✓	✓
Send e-mails	✓	✓
Forward e-mails[1]	✓	It is possible only with the received e-mails.
Manage e-mails by status		

[1]: You can forward your sent e-mails in Garoon version 5.9.0 or later.

Workflow	Mobile view / KUNAI (Mobile view mode)	KUNAI (sync mode)
View requests	Only possible from the notifications list.	✓
Process requests	✓	✓
Create requests		

MultiReport	Mobile view / KUNAI (Mobile view mode)	KUNAI (sync mode)
View reports	Only possible from the notifications list.	Only possible from the notifications list.
Create reports		

MultiReport	Mobile view / KUNAI (Mobile view mode)	KUNAI (sync mode)
Change reports		
Delete reports		
Post comments	✔	✔
Mention[1]	✔	
Respond[1]	✔	

[1]: Available in Garoon version 5.15.0 or later.

Notifications	Mobile view / KUNAI (Mobile view mode)	KUNAI (sync mode)
View notifications	✔	✔
Toggle the views of unread and read notifications	✔	✔
Filter notifications by application	✔	✔

Caution

- If system administrators deactivate the "Notifications" application, the following applications are not available.
  - Mobile view:
    - Bulletin Board
    - MultiReport
    - Workflow

  - "Sync mode" in KUNAI:
    - Bulletin Board
    - MultiReport

To activate the "Notifications" application, refer to how to start using applications.

Note

- In Garoon version 5.15.0 or later, **Logout** is displayed only in the mobile view. There is no feature to log out from KUNAI.

Issue date:March 2024