

## What is a Resource?

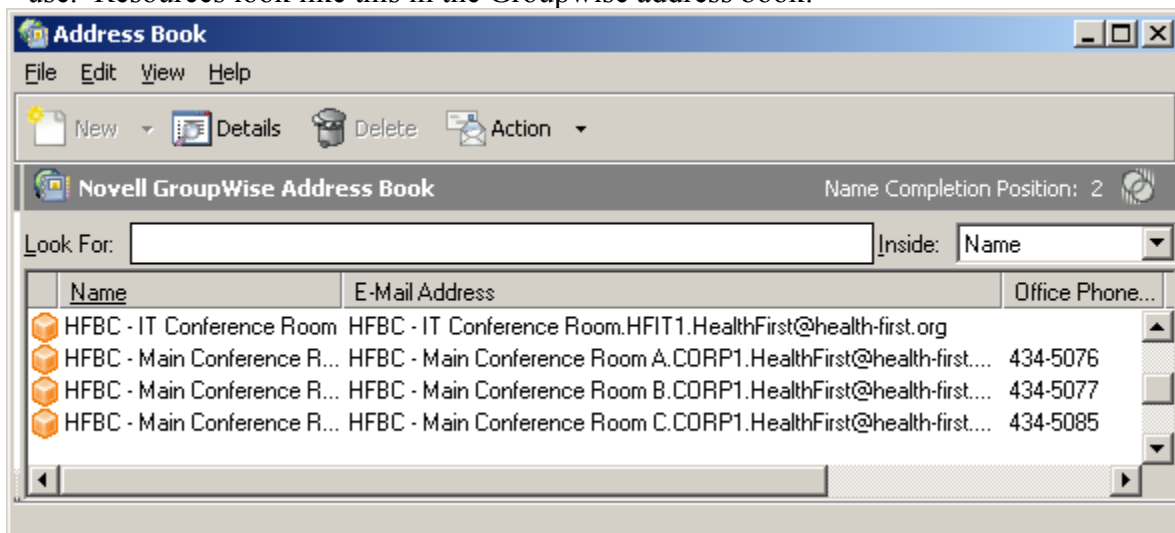
For Health First, resources include conference rooms, board rooms, or as a central e-mail address for multiple associates to have access to. An example of a central e-mail address is the resource titled HELPDESK. E-mails can be sent to the HELPDESK resource as well as all resources from internal Groupwise users. The system administrator defines a resource by giving it an identifying name and assigning it to a user. Resources can be included in a busy search, just as users can. Resource IDs are entered in the To box. A user assigned to manage a resource is the owner of that resource.

## Owning Resources

The owner of a resource is responsible to accept and decline appointments for the resource. In order to do so, the owner must have full proxy rights to the resource. As a resource owner, you can set up a rule to receive notification of appointments for the resource. To do so, proxy to the resource, then create a rule to forward all appointments to owners Groupwise account.

## Scheduling a Resource

1. Open Groupwise and select New Appointment
2. In the To: field, select the names of the associates that you want to attend the meeting or function that you are planning. Make sure to select the name of the resource that you wish to use. Resources look like this in the Groupwise address book:



3. After you have selected all participants and the resource to be used, click on the Busy Search button. A Busy Search will do a search on all participants calendars starting on the date that you have selected, including the resource. The object is to choose a time that is convenient for everyone to attend. Keep in mind that just because a resource shows a time slot is available, this does not mean that it is. Some of our resources are used on a daily basis with numerous meetings scheduled for it. Sometimes, the owner does not have the ability to accept/decline appointments in a timely fashion. It is beneficial to configure your Send Options for

appointments to e-mail you a notification if your appointment is accepted or declined.  
(Procedure to follow)

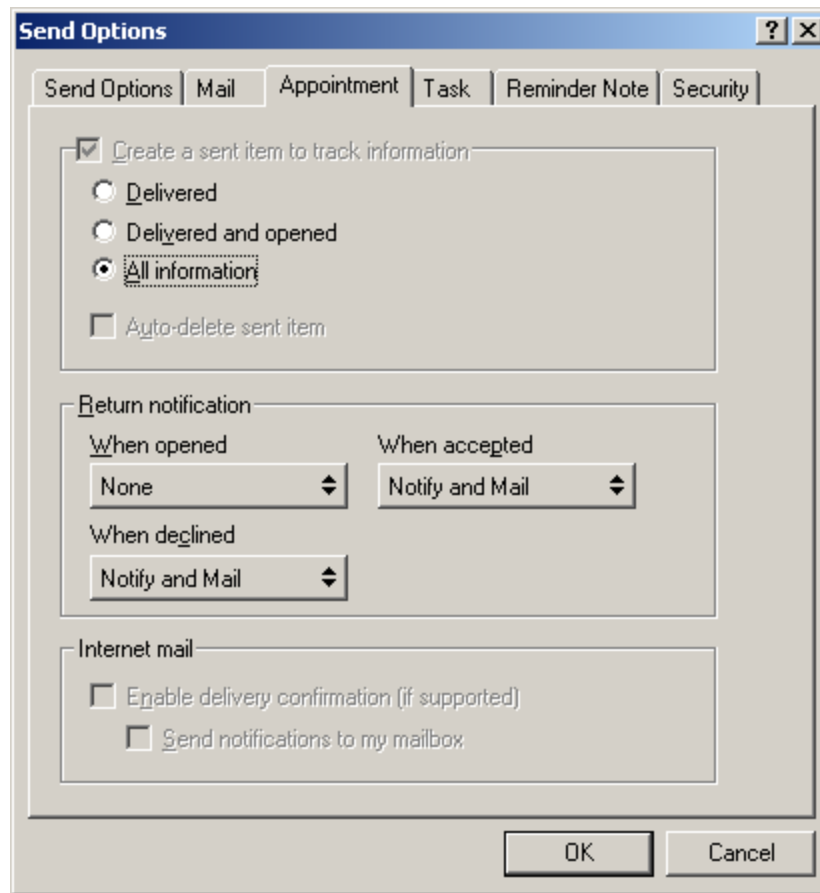
4. After selecting a time, fill out the rest of the appointment with pertinent information. It is proper etiquette to describe in the body of the appointment what the scheduled meeting is for. This will keep participants from having to call or send a reply asking for detailed information about the meeting.

## Accepting Appointments

1. Each resource has one owner, and only one owner. The owner can designate other associates to have proxy rights to the resource and in essence delegate the responsibility of accepting/declining appointments. (Procedure for proxy rights to follow)
2. To ensure that everyone's needs are met, it is important for the owner of a resource to proxy into the resource on a regular basis to accept/decline appointments. If you are an owner and you only check the resource once a week, there is a possibility that multiple people will try to schedule the resource at the same time. A rule can be set up to forward appointment requests to the owner's Groupwise account, thereby reducing the amount of time needed to proxy into an account. (Procedure for Rules to follow).
3. All resources and times should be taken in order of who requested it first. If the owner of a resource is diligent and keeps up with the requests, there should not be any double bookings. It is also the right of the owner to override appointments as they deem necessary. However, it is strongly encouraged to get a hold of the original requester to alert them of the change in a timely manner.
4. Once the owner has accepted/declined an appointment, an e-mail is automatically sent to the requester informing them of the acceptance or decline. However, your Send Options for Appointments must be configured correctly in order to receive these e-mails.

## Configuring Send Options for Appointments

1. Go to Tools menu/Options/Send/Appointments. Under Return Notification, configure the When Declined and When Accepted to Notify and Mail.



## Setting Up Proxy Rights

1. When the HIT department sets up a resource, they will assign an owner for that resource, which is usually the person that put in the request to have a resource created. It is the owners responsibility to proxy into the resource to manage it. This can be done by going to File/Proxy. At this point, click on the book that is located next to the text box under Name. The Groupwise Address book will open. From there, find the name of your Resource and select it, then click OK. You are now in your resource.
2. From within the resource, you can select other associates to have access to it. Please keep this simple by delegating one or two people for access. This can be done by going to Tools/Options/Security/Proxy Access. Click on the address book and select the people you want to have access. After selecting them, you can assign Read/Write access. This is where you can run into problems by giving multiple people access. If ten people have full access to the resource, then any one of those ten can go in and delete appointments and there is no way of knowing who did it.

## Setting up a Rule to Forward Appointments

1. Being the owner, you need to proxy into the account to set up a rule. Once you have proxied the account, go to Tools/Rules. From there, select New. You can name the Rule whatever you want. Check the check box next to Received and then select the check box next to appointments. Under Add Action, select forward. When the Forward window opens up, find your name in the address book and select it. Click OK, Save and make sure you put a check in the check box in order to activate the rule.
2. From this point on, any appointment that is sent to the resource will be forwarded to you. You can then proxy into the account and either accept it or decline it. If you decline an appointment, it would be courteous to send a follow up e-mail to the originator informing them you declined it just in case they did not set up their return notification for appointments. Past experiences have shown that people assume that once they send an appointment to a resource, it is automatically accepted.