

# SERVICE STATUS

● Mail services

● Web services

● Background services

● Communication

● GroupWare Notification



Uptime: 1 day 03:20:02  
Connections: -  
Data: -

● GroupWare

Uptime:  
Connections:  
Data:

● TeamChat



Uptime:  
Connections:  
Data:

RESTART

---

STOP

22.71 MB

● WebDAV

Uptime:  
Connections:  
Data:

# TeamChat

## 12.0 Guide for administrators

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## 2. About TeamChat

### Real-time communication is TeamChat

TeamChat provides real-time messaging and collaboration for teams & projects. It lets users get in touch with other people on the team, organize conversations around one topic, share files or create ad-hoc meetings. Users can invite each other to private or public rooms and organize their conversations around a project, a topic, a team, or anything they want! It's intuitive and fun.

### TeamChat Features:

- Real-time conversation among users
- Invite external guests for free
- Start WebMeetings
- Create new events
- Upload any files – pictures, spreadsheets, documents, powerpoints, audio formats, etc.
- Share links
- Create public or private chatrooms
- Manage groups with multiple chatrooms
- Anytime accessible archive of conversation
- Pin, Like or Comment interesting content
- ... more features coming soon

With **IceWarp Server v12** the collaboration tool **Teamchat** is not included by default as in v11.4 was. **The TeamChat license** is now required for its functionality when the promotion or trial expires and is licensed for all the server users. For a 1000 mail server user license a 1000 user license for TeamChat is required.

Any user of the server can access their TeamChat from anywhere in the world via **WebClient** interface. Another possibility how to access TeamChat is **TeamChat Desktop**. TeamChat Desktop allows users to link multiple TeamChat accounts and work with them at the same time. It integrates with the native desktop notifications on Mac and Windows, alerting users of any new posts, comments or mentions.

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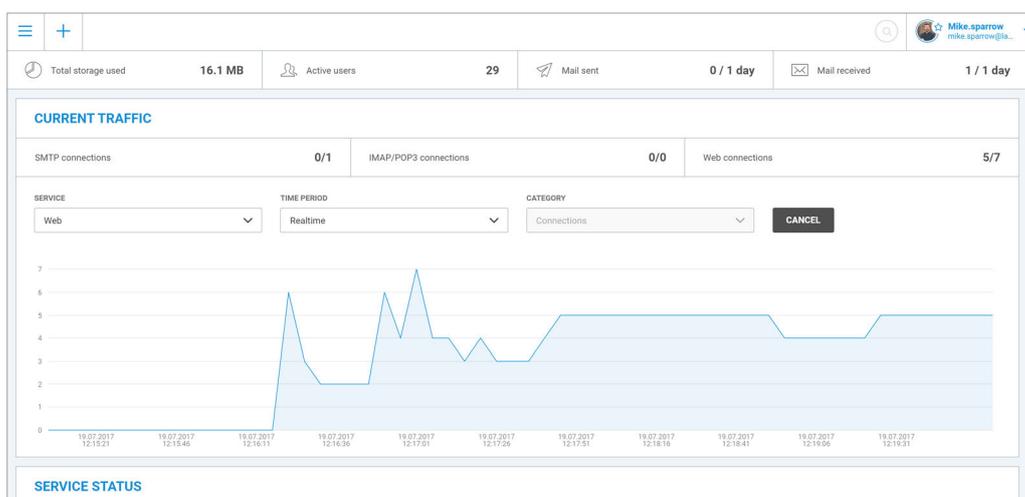
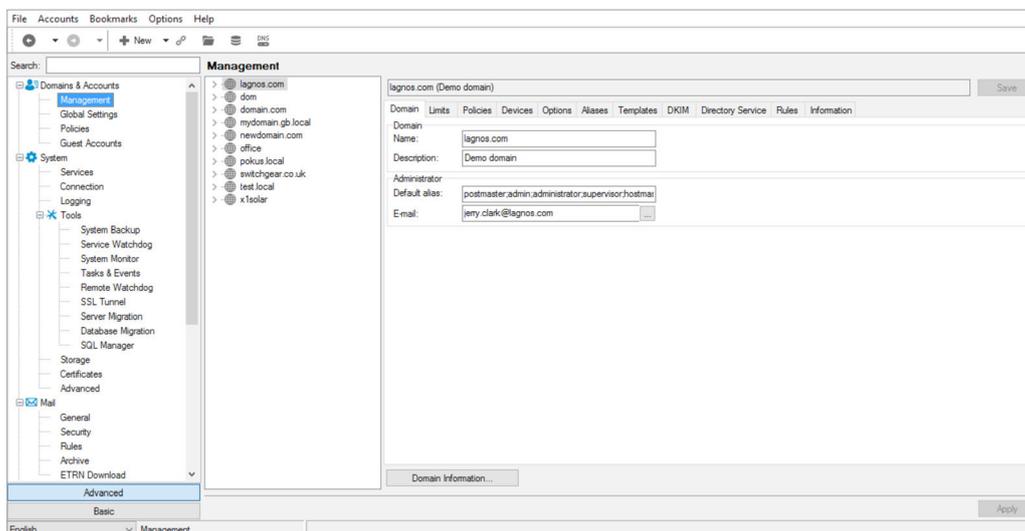
### 3. General

TeamChat feature can be enabled or disabled for every group account with a public folder. During upgrade of IceWarp Server 11.3.x (or older) to version 11.4.1 (or newer) TeamChat is automatically enabled for groups with public folder. During fresh installation of IceWarp Server 11.4.1 (or newer), TeamChat is enabled for the automatically created group with public folder in the default domain.

TeamChat feature will work only in the case that your GroupWare service is configured to use MySQL, MS SQL or Oracle database. If your GroupWare is running on SQLite database, TeamChat feature may not work properly.

**We recommend checking the license first.** The active license is required for full functionality and needs to be visible in Help - License window. Installations first upgraded to 11.4.1 or later will have TeamChat automatically enabled for 30 days even without a license, after that the customer receives a server generated alert that TeamChat has expired.

If the license is active, as an administrator you can manage TeamChat feature from administration Desktop console or WebAdmin.



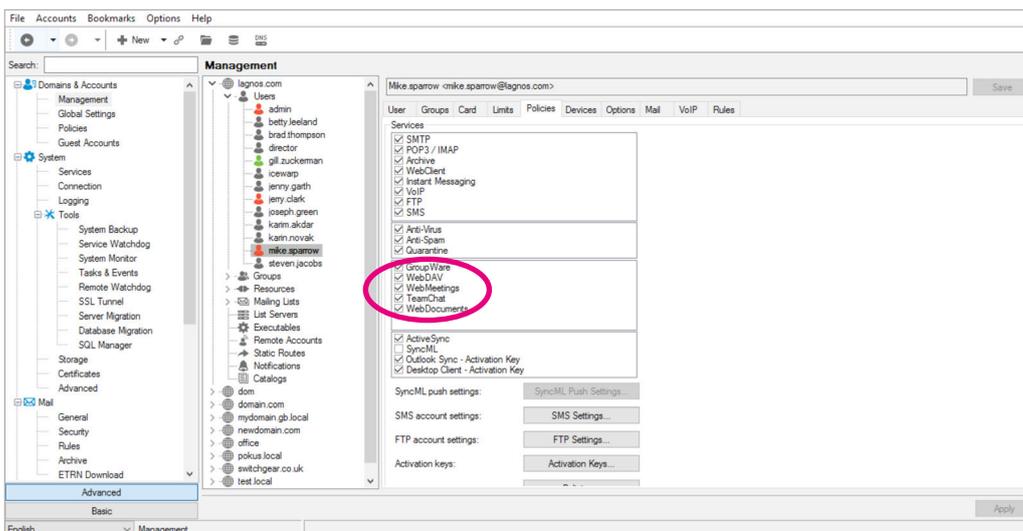
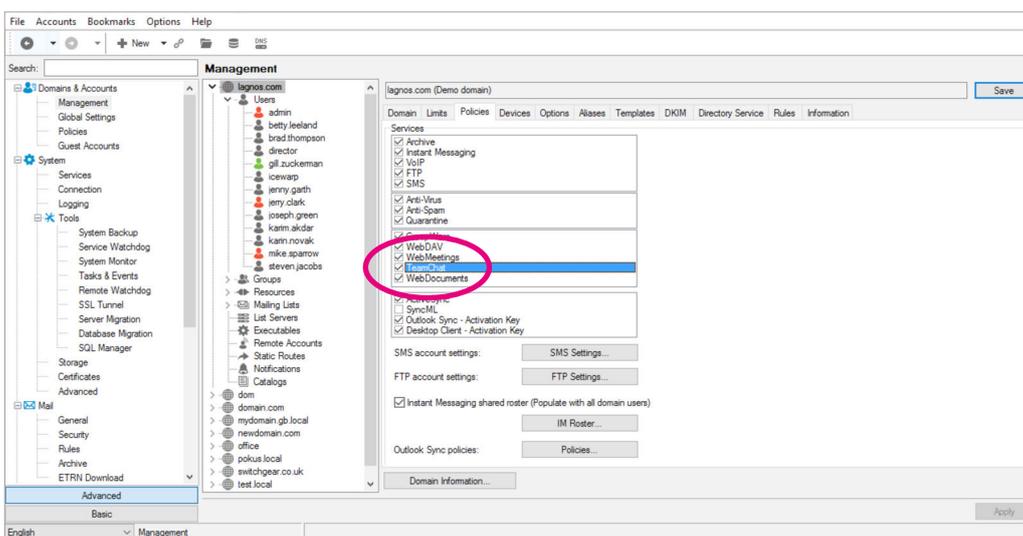
## 4. How to enable & disable TeamChat feature

Administrator has several options how to enable or disable this feature. Let's see how to do it in the Desktop console first:

### 4.1. Policies

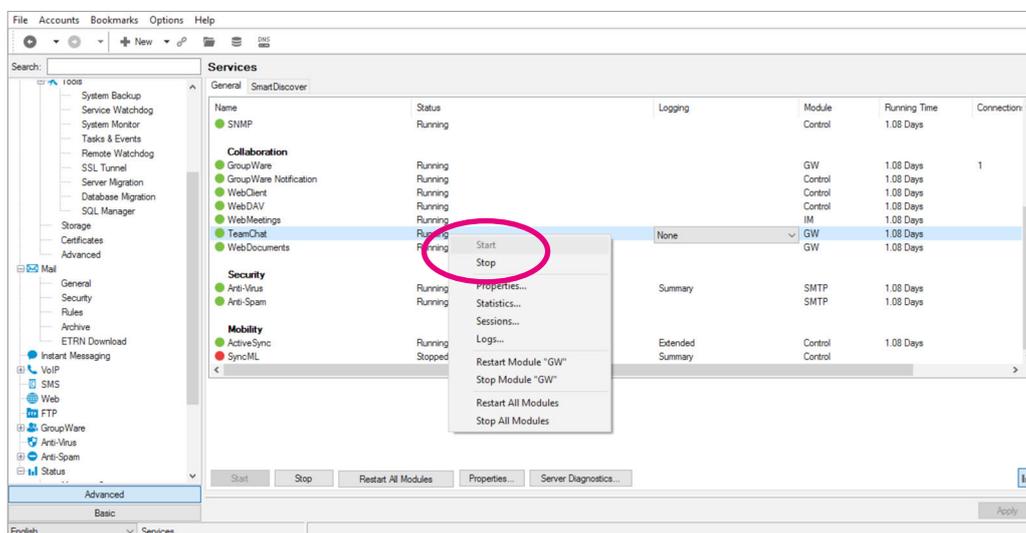
Go to Domain&Accounts – Management – Domain – Policies, in the third table of Services you will find TeamChat checkbox that you can check to enable TeamChat feature or uncheck to disable TeamChat feature. This is valid for the whole domain.

Go to Domain&Accounts – Management – Domain – User – Policies, in the third table of Services you will find TeamChat checkbox that you can check to enable TeamChat feature or uncheck to disable TeamChat feature. This is valid for the selected user.



## 4.2. Services

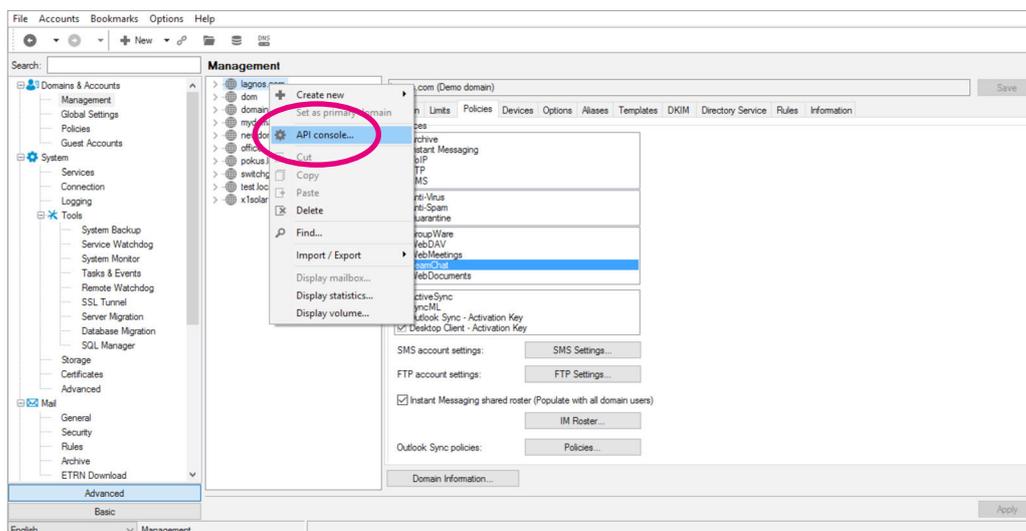
Go to System – Services – General and find Collaboration section. Within this section is also displayed TeamChat feature. Right-click on the TeamChat row. A popup menu with options will appear. Click Start to run TeamChat application or Stop to stop running this application. This option is valid for the whole server.

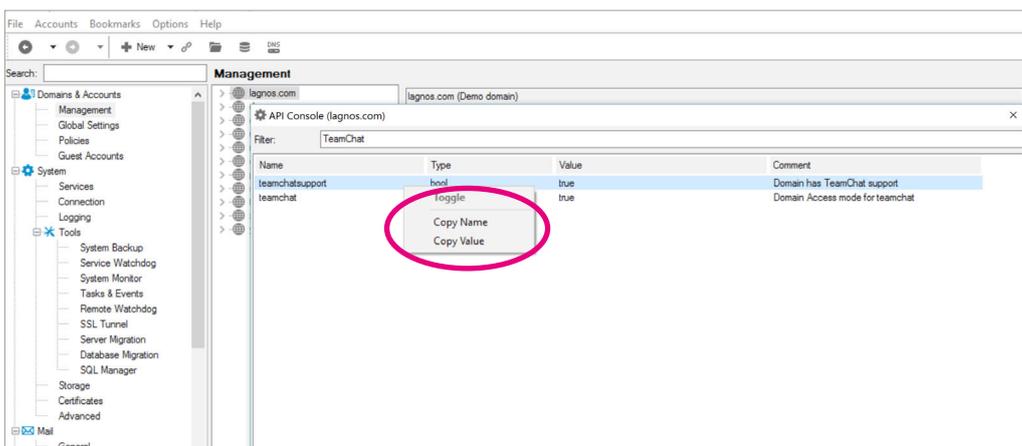
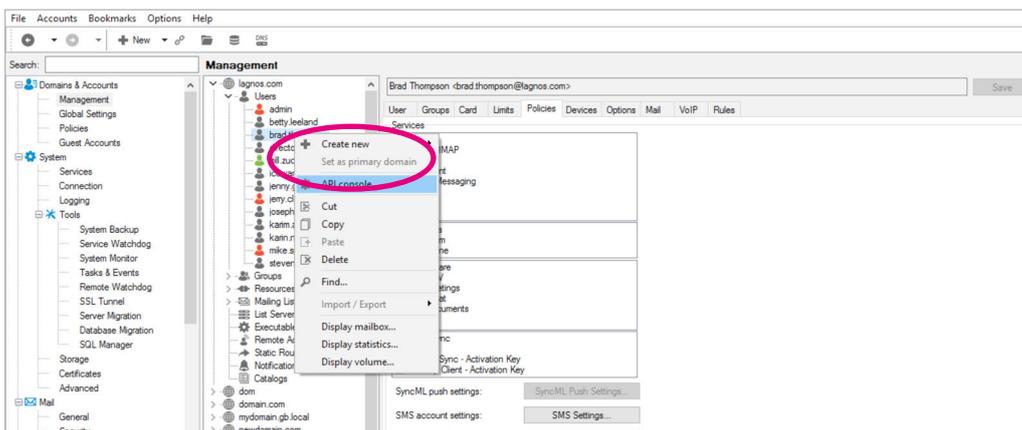


## 4.3. API console

Go to Domain&Accounts – Management – Domain, right-click on the selected domain and choose API console from the popup menu. Use filter and find TeamChat API variables. Change Value to True to enable TeamChat feature or False to disable TeamChat feature. This is valid for the domain.

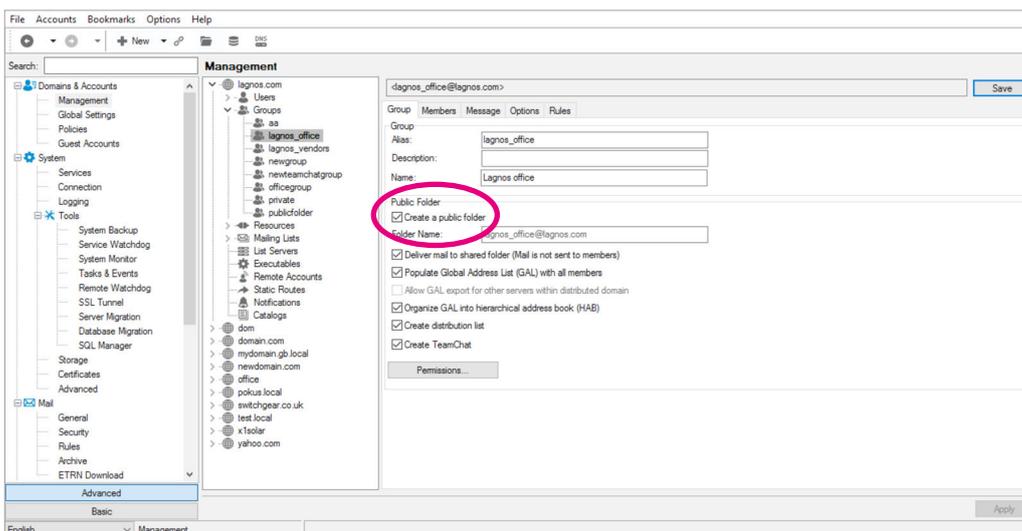
Go to Domain&Accounts – Management – Domain - User, right-click on the selected user and choose API console from the popup menu. Use filter and find TeamChat API variables. Change Value to True to enable TeamChat feature or False to disable TeamChat feature. This is valid for the selected user.





### 4.4. Groups

Go to Domain&Accounts – Management – Domain – Groups – Group. In the first folder – Group – administrator, check Create a public Folder box and Create TeamChat boxes.

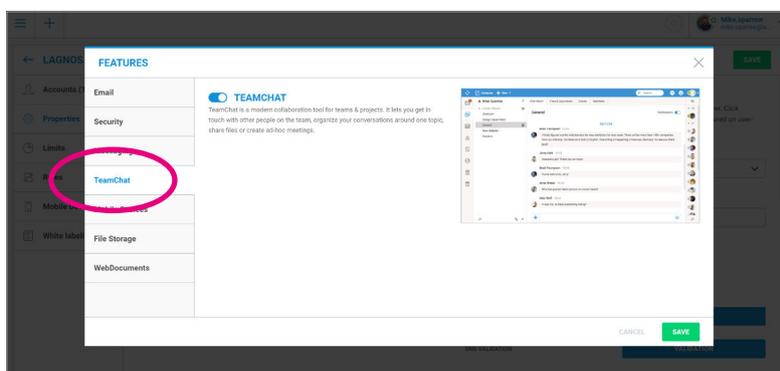
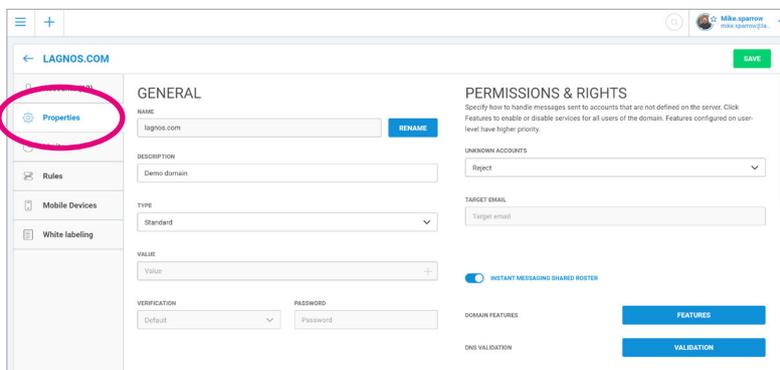


#### WebAdmin has following options:

Within Users&Domains administrators have possibility to manage TeamChat for domains, users and groups.

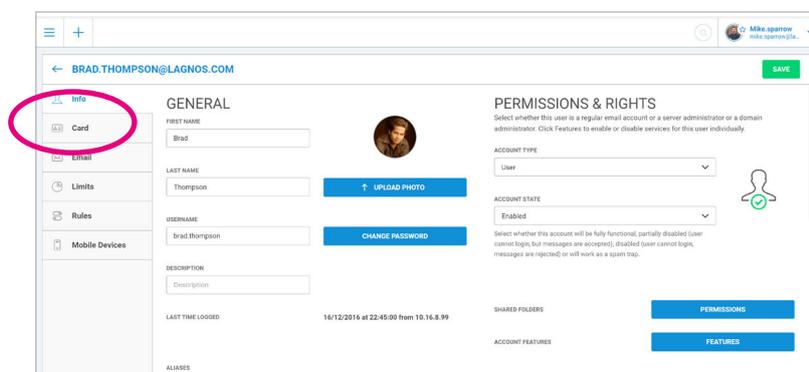
## 5. Domains

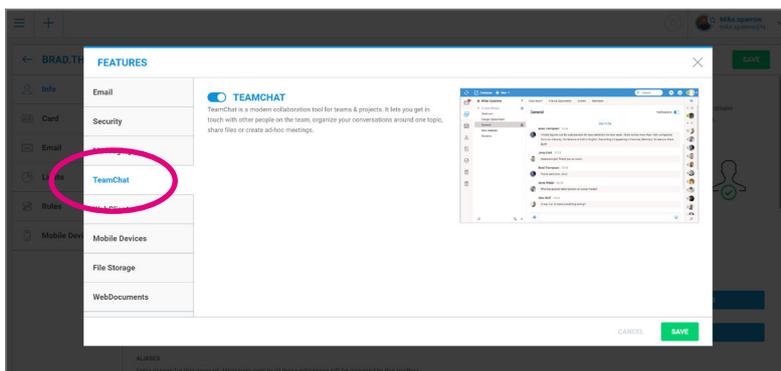
Go to Users&Domains – Domain list – Domain – Properties. Click the blue button **FEATURES** (domain features) and then select TeamChat folder. In this folder toggle must be activated by moving right to enable TeamChat. This is valid for the selected domain.



## 6. Users

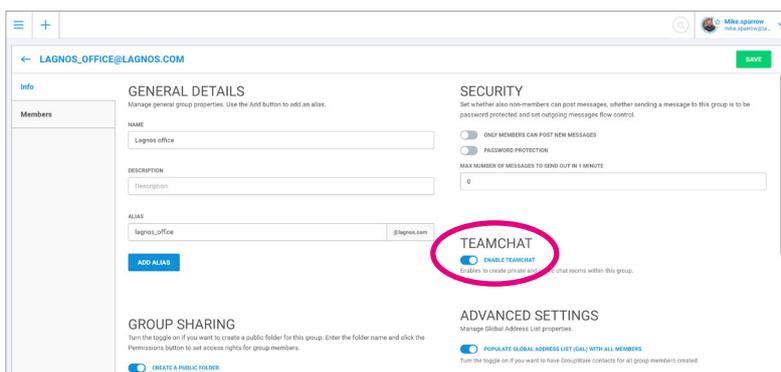
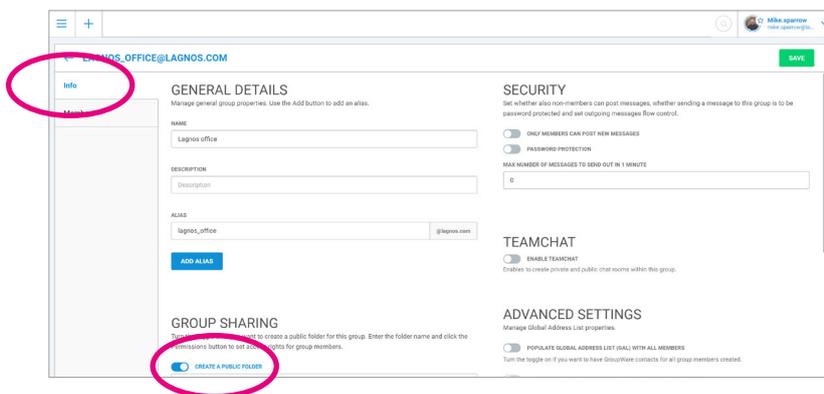
There is the same logic also for users accounts. Go to Users&Domains – Domain list – Domain – Account. In the **INFO** folder click the blue button **FEATURES** (account features) and then select TeamChat folder. Toggle must be activated by moving right to enable TeamChat. This is valid for the selected user.





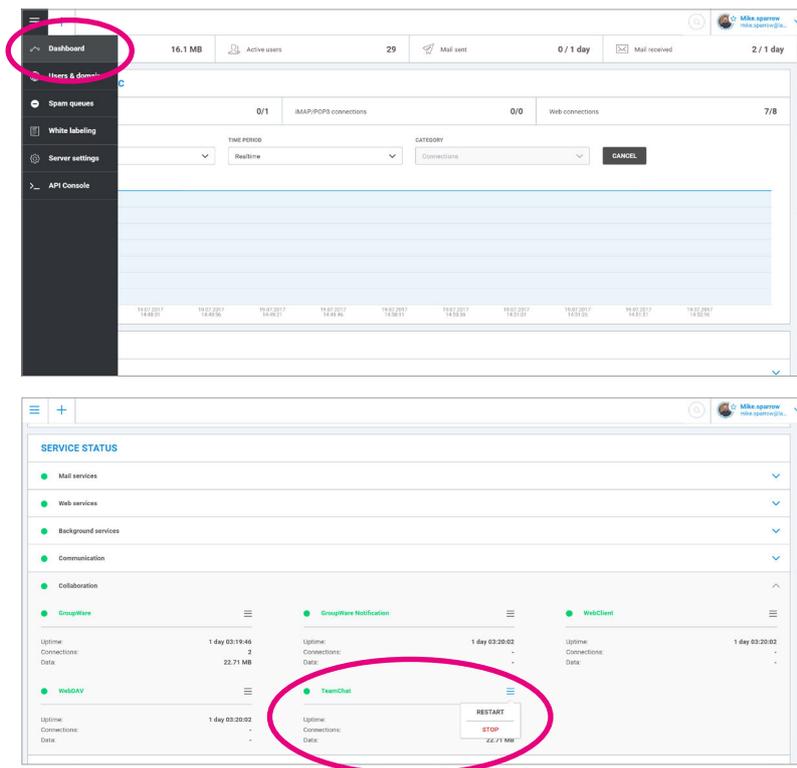
## 7. Groups

To setup an option for Group, go to Users&Domains – Domain list – Domain – Account and select any group you want to setup. In the **INFO** folder under Group Sharing Create a public folder toggle must be turned on. When this toggle is activated, TeamChat option is appeared and administrator can enable TeamChat feature for selected group.



Of course, in WebAdmin you can also find **START** or **STOP** option for TeamChat in **SERVICES** tab.

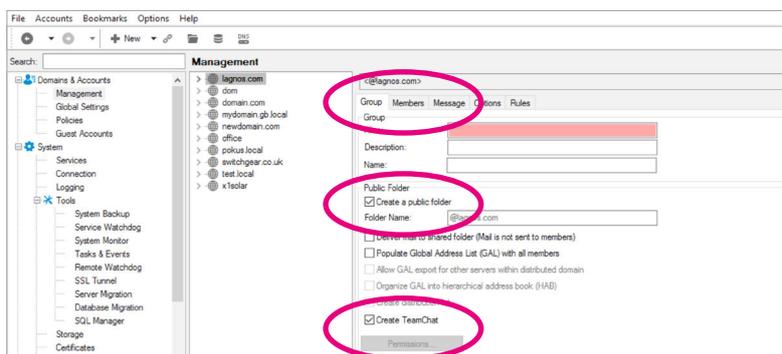
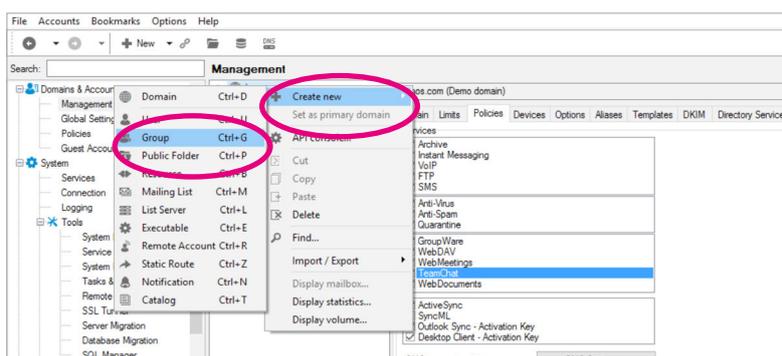
Go to Dashboard – Service status and find Collaboration section. Within this section is also displayed TeamChat feature. Left-click on the „HAMBURGER“ menu next to the TeamChat section will appear table with **START** option if TeamChat is disabled or **RESTART/STOP** if TeamChat is already running. This is valid for the whole server.



## 8. How to create a new group and enable TeamChat

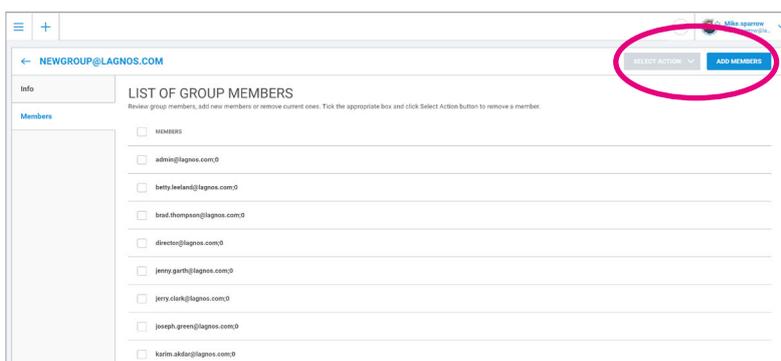
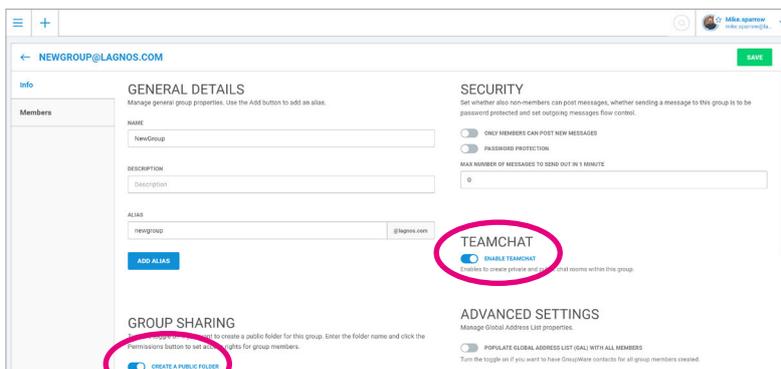
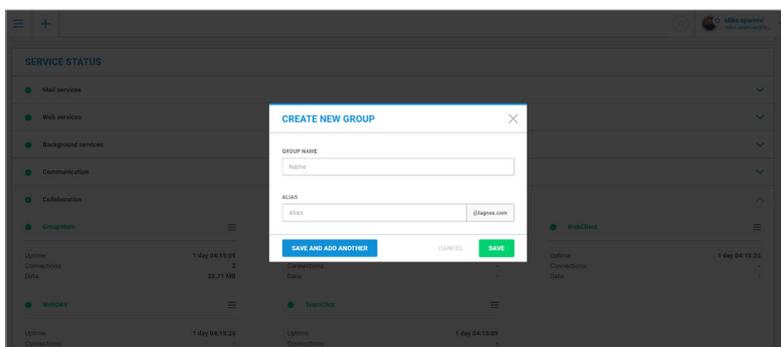
Lets see how to create a new group in Desktop console:

Go to Domain&Accounts – Management – Domain. Select any domain where you want to create new group. Right-click on the Group folder and context menu will pop up. Choose Create new – Group. All red fields must be filled in (Alias). Then check the Create a public shared folder to create a public shared folder for this group. A shared GroupWare and IMAP folder will be created for the group members. Final step is to check Create TeamChat box and Save.



To create new group in WebAdmin follow these steps:

From the Plus menu in the top left corner choose New group option. Fill in appropriate tables - name and alias. After filling out this table and click Save you will be moved to a new window with group details and possibility to add group members. In the **INFO** folder under Group Sharing table Create a public folder toggle must be turned on. When this toggle is activated, TeamChat option is appeared and administrator is able to enable TeamChat feature for selected group.



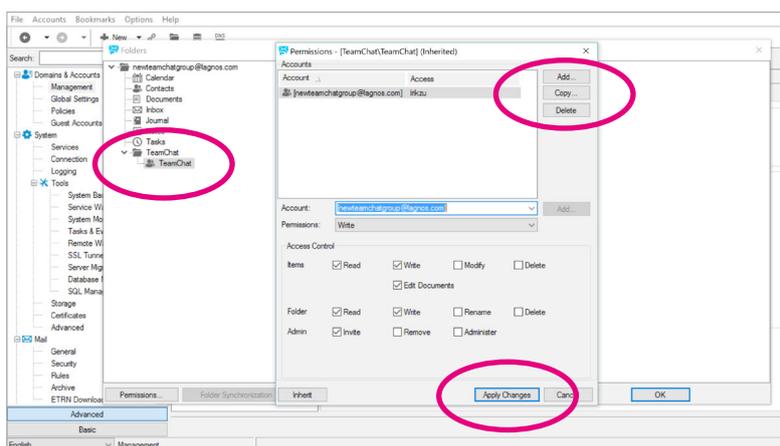
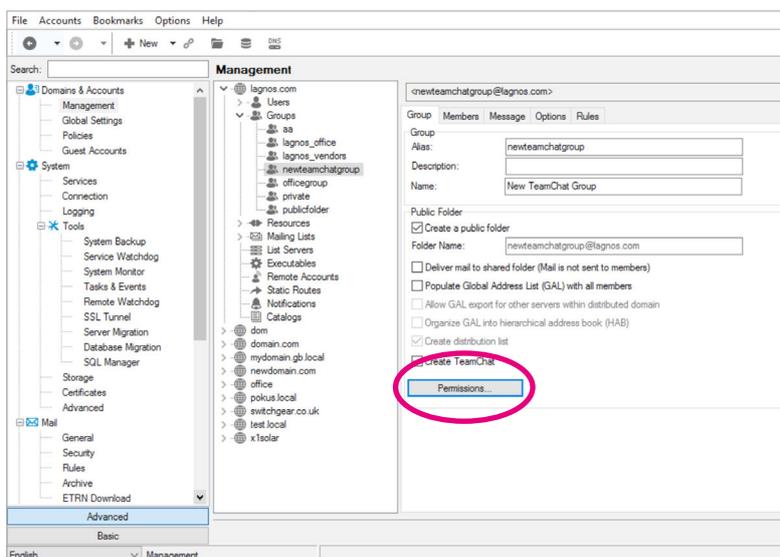
## 9. Permissions

Read, Write and Edit Documents rights are set by default. The rest (Modify, Rename and Delete) must be set by administrator. An administrator is able to set rights for individual group members.

### Desktop console:

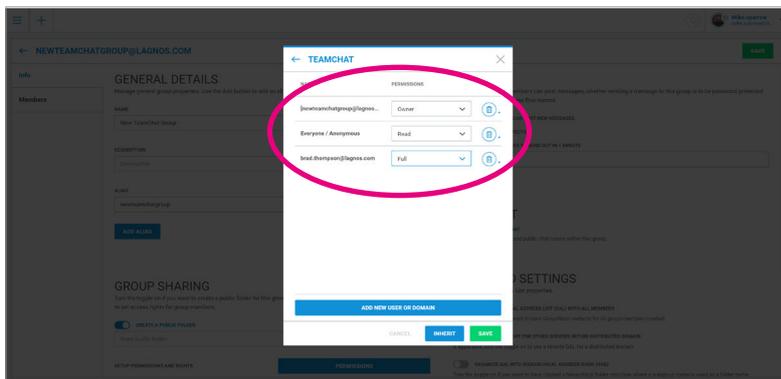
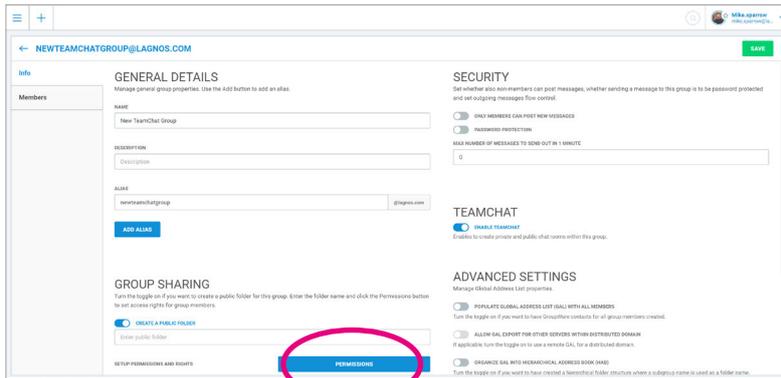
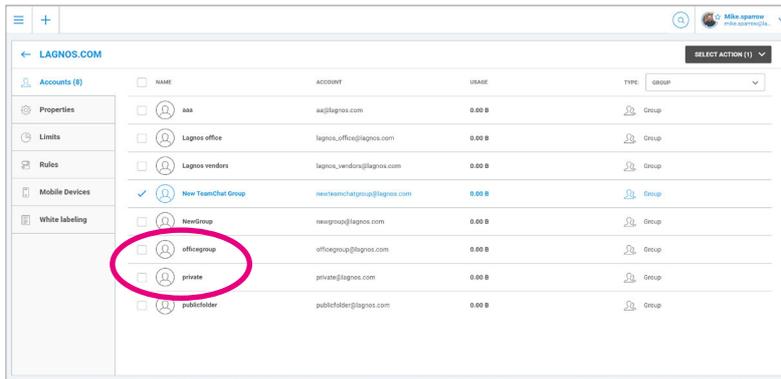
Go to Domain&Accounts – Management – Domain – Groups. Click Permissions button within Group to open Folders dialog. It is possible to set rights for either whole email account or selected folders (e.g. Inbox, Contacts, TeamChat, etc.). In Folders dialog select TeamChat and click Permissions...

Click the Add button and within the Select Item dialog select either the whole group or individual members and choose the desired access levels. Click the Apply Changes button to save these settings.



### WebAdmin:

To setup rights and permissions for user / group, go to Users&Domains – Domain list – Domain – Account and select any user / group you want to setup rights. In the **INFO** folder under Group Sharing table click the blue Permissions button. Click show all folders, select TeamChat and you can set rights for the whole group or individual members.



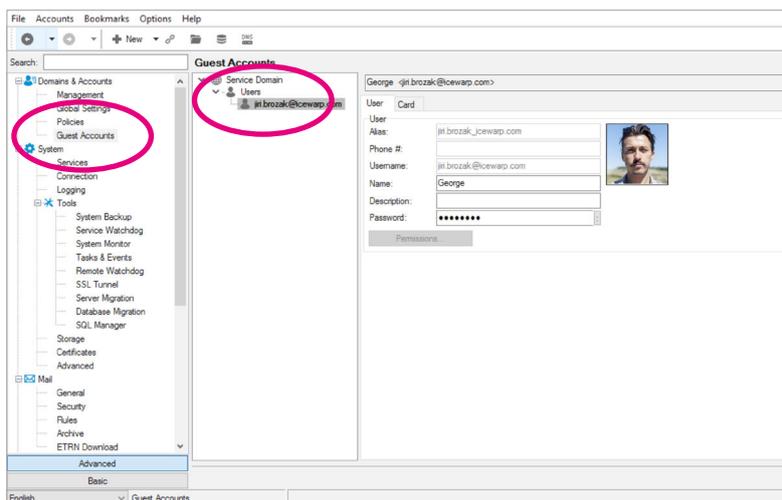
## 10. Guest Accounts

Some members of the team may not be WebClient users and only may need to access to specific channels. These team members can be invited as Guest Accounts. External guests can join channels by invitation only, so access to other channels and information is restricted.

Administrators are also able to manage these Guest Accounts from Desktop Console and WebAdmin interface.

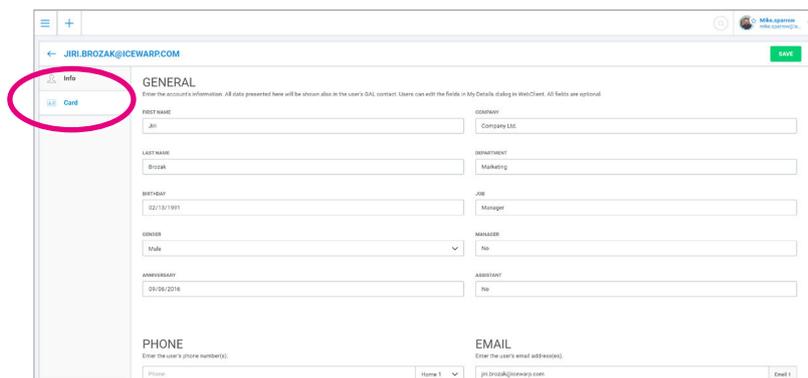
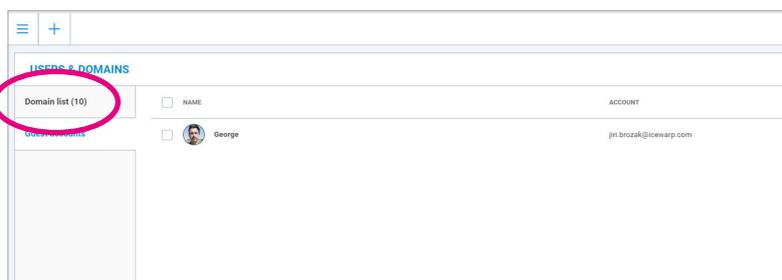
### Desktop Console:

Go to Domain&Accounts – Guest Accounts. There you will find the list with all external accounts invited to the TeamChat. As an administrator you can manage general information about these users and change password to their account via the first tab named User. The second tab Card allows you to fill in the detailed information about user – Gender, Company, Birthday, Job, Department etc.



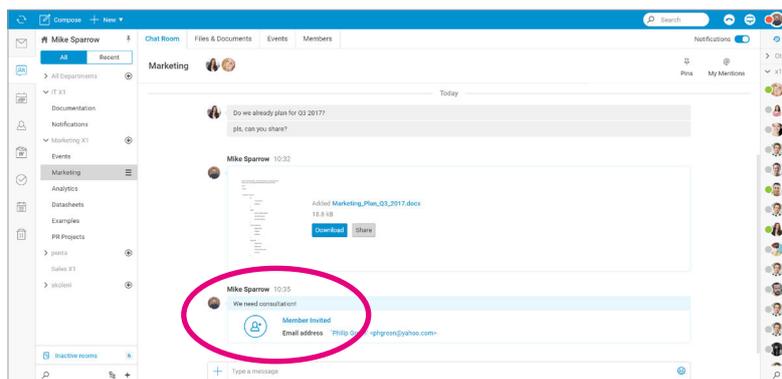
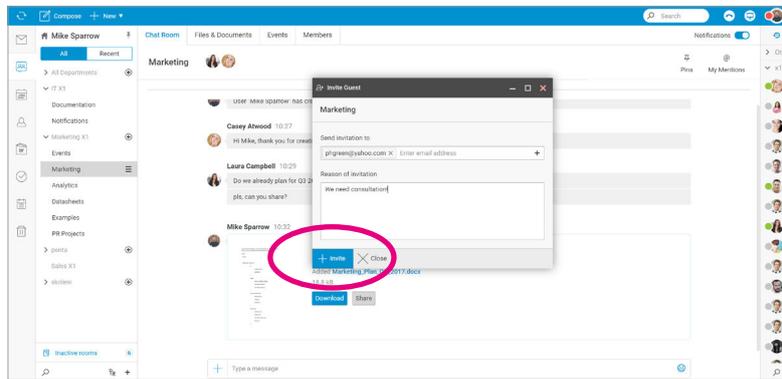
**WebAdmin:**

Go to Users&Domains – Guest Accounts. There you will find the list with all guest accounts invited to the TeamChat. As an administrator you can manage general information about these users and change password to their account via the first tab named User. The second tab Card allows you to fill in the detailed information about user – Gender, Company, Birthday, Job, Department etc.



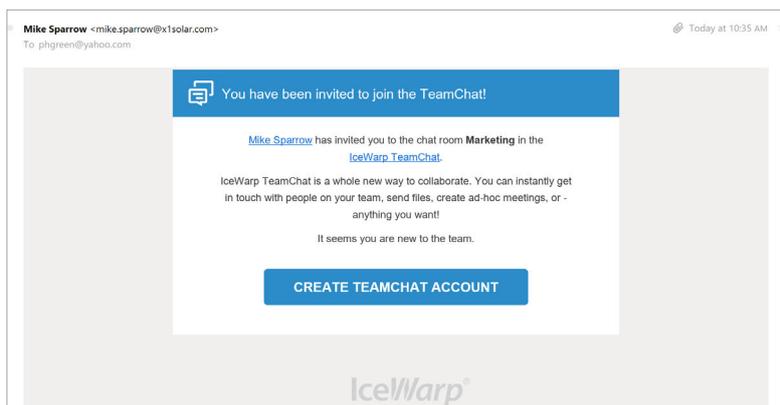
## 11. Guest Accounts Invitation Process

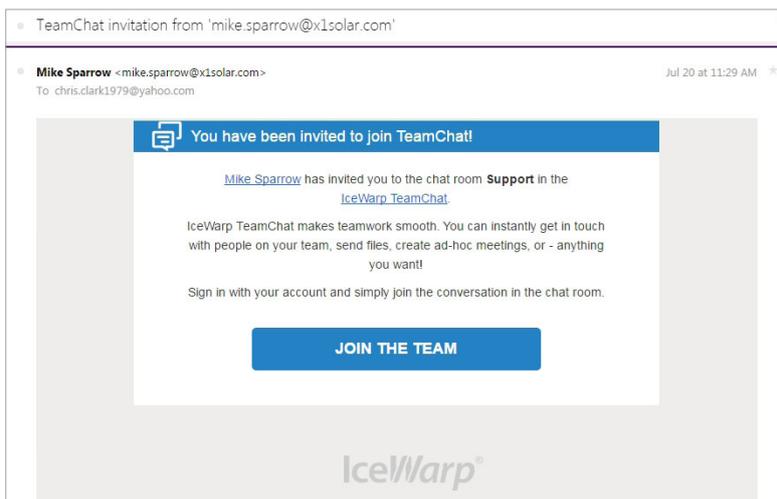
1. **The first step** is the same as with an internal invitation. Click the plus button and then Invite Guest. In the opened dialogue you need to type an email and optional reason of invitation. After that click Invite button. Bubble with a notification that you invited someone to the chat room is shown within conversation area. (There will also be a notification that someone joined the chat room when invitation process is completed).



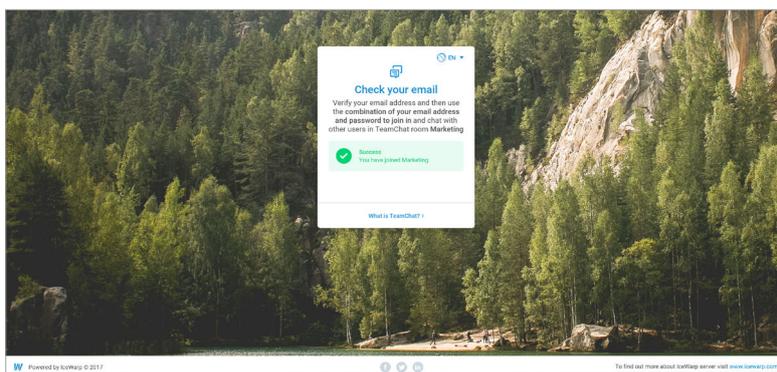
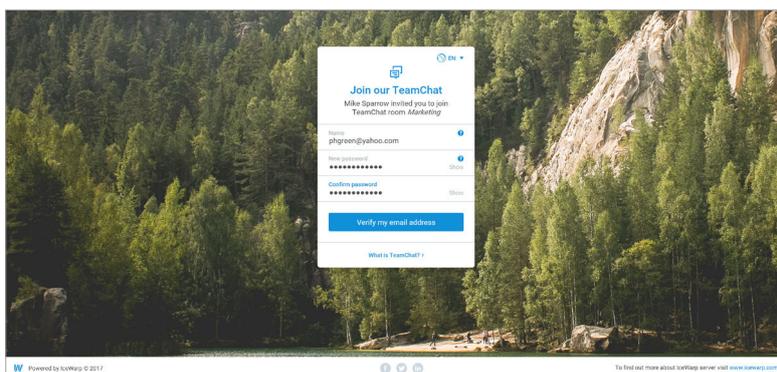
2. **Guest account** will receive an email with TeamChat invitation in a few seconds. This email message contains information about sender of the invitation and chat room where sender wants to invite participant. There are no special actions required to register for the chatroom, the guest simply needs to click on the CREATE TEAMCHAT ACCOUNT button.

Note: If the invited account is already member of any other chat room, there is JOIN THE TEAM button instead of CREATE TEAMCHAT ACCOUNT in the invitation email. When click JOIN THE TEAM, user is linked directly to the WebClient login page.

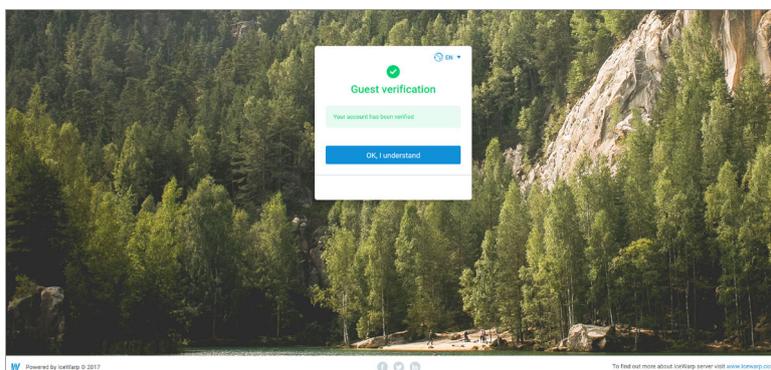
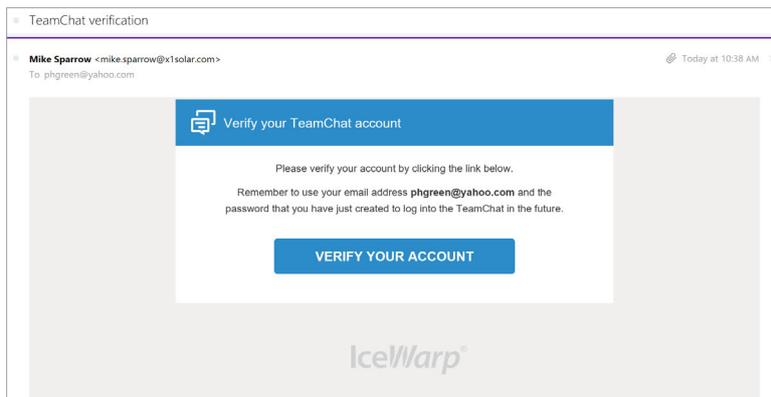




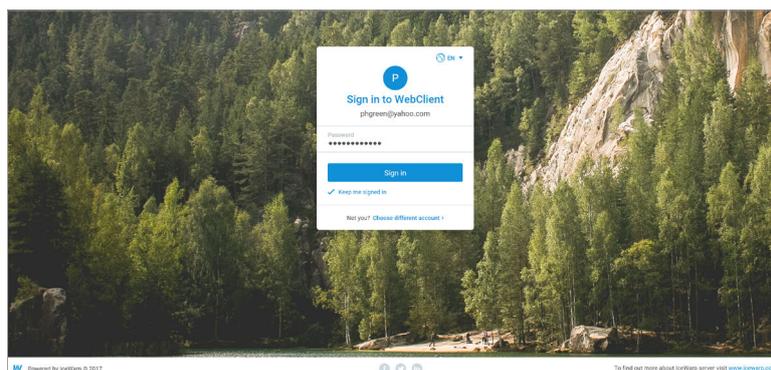
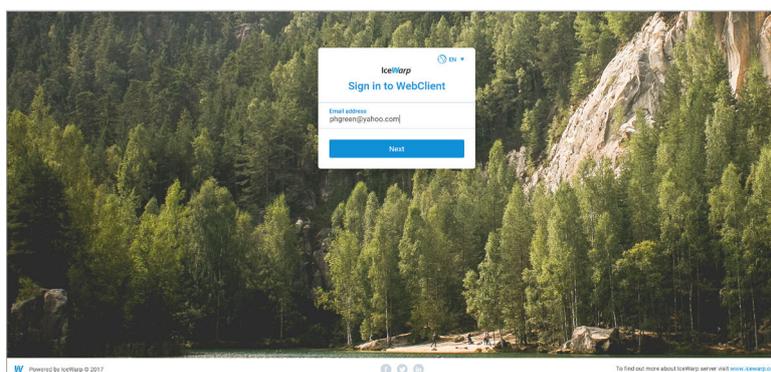
3. Afterwards click the CREATE TEAMCHAT ACCOUNT button the new dialogue at the login page will be opened. There are 3 boxes requested to be filled in. Name as it will appear in TeamChat, Password and Confirm password. Finally the guest has to click the blue Verify my email address button to verify the accuracy of the email account. The verification email is sent to the guest's email account.



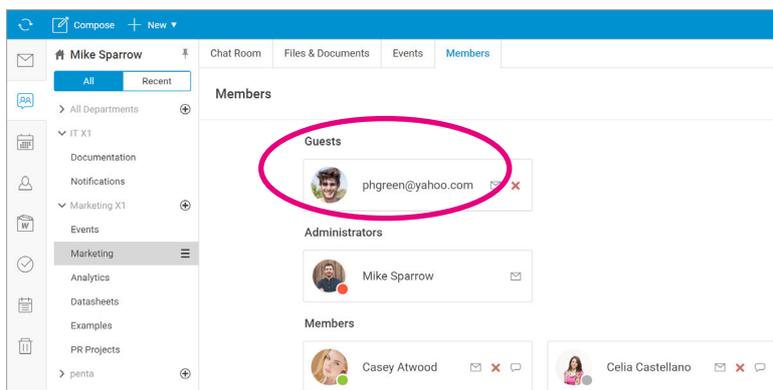
4. **Verification** process is finished by clicking on the blue **VERIFY YOUR ACCOUNT** button in the verification email sent to the invited user's account in the previous step. Guest verification dialog is shown.



5. **In the last step**, after clicking the blue **VERIFY YOUR ACCOUNT** button the guest is redirected to the WebClient login page with prefilled username. He/she will be required to enter their password and click Sign In. Then he/she can join TeamChat.

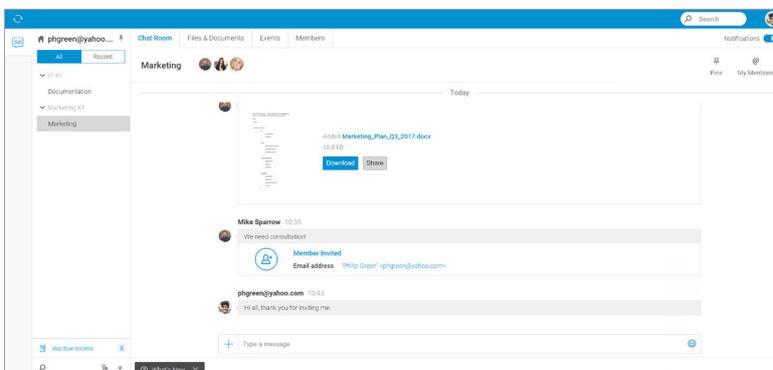
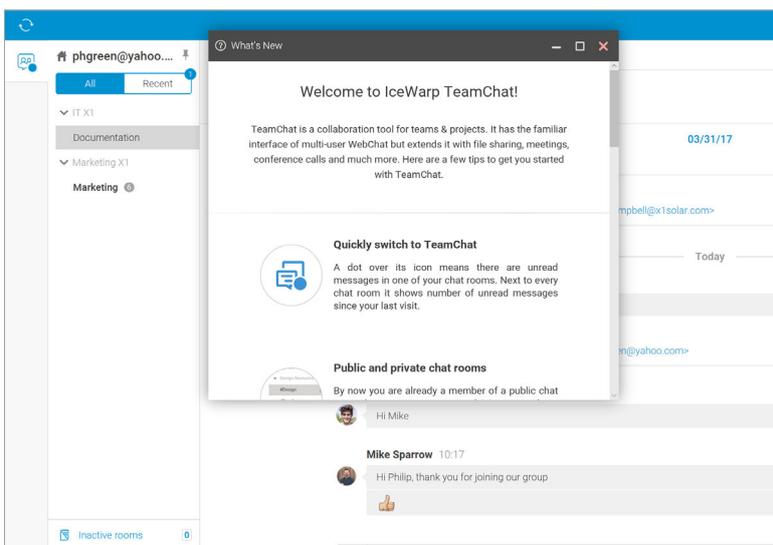


6. Finally, you can check the guest account in the Members tab. New guest is included to the guest section and if you are an administrator you can manage this account.



## 12. Guest Accounts TeamChat Interface

When guest user completes all the steps and is logged into WebClient, the welcome window with TeamChat tips is displayed. These tips provide user with the main points how to work with TeamChat.



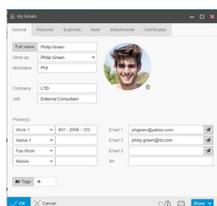
Guest user will see standard TeamChat interface after login. Guest accounts allow users to have conversation within the chat rooms where they were invited in (the list of chat rooms on the left side) and can manage Chat room, Files&Documents, Events and Members tabs. Conversation also includes conversation discussing before joining user to the chat room.



Guest user can enable / disable notifications selectively for the chat rooms where member is.

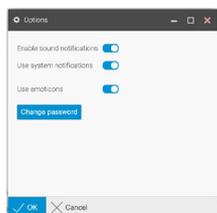


Clicking the avatar in the top right corner will open 4 options that user can choose.



### 1. My details

User can fill in personal information that he/she wants to be published. Data will automatically appear in all GAL folders in GroupWare.



### 2. Options

This option allows guest to setup several things. The main option in this section is possibility to change password. Through the next toggles user can enable sound notifications, use system notifications and use emoticons.



### 3. Help

Choosing the Help option tab opens a quick help guide containing some useful hints and information plus "What's new" document with details on the current version of WebClient and TeamChat tips.



### 4. Logout

Click the menu Logout item to log out from IceWarp WebClient. The WebClient login screen is displayed.

For more information please contact our support: [support@icewarp.com](mailto:support@icewarp.com)



# Enterprise Messaging

## For Companies Of All Sizes

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