

Jill Morrell, Welcome to SIGNET Client Services!

A basic requirement of serving our clients well is responding promptly to the queries which come into the SIGNET Suggestion box. In recent months, we have slipped behind in our efforts to keep pace with your questions about SIGNET. But not any more! In an enhanced effort to improve our ability to meet your needs, Jill Morrell recently joined the staff of STC. Her primary responsibility is to monitor the Suggestion Box.

Jill comes to us from London, where she was given the High Commissioner's Award of Excellence. She has a user's and a mission's perspective on how the

system functions. We'll all benefit from her particular combination of knowledge and experience.

We welcome your general queries about SIGNET, including policies and practices which govern its use. The mailbox is an important source of ideas for us. Jill will ensure a prompt response to your questions, tips, suggestions for new training courses, complaints, and compliments. After all, we know that the answers have an effect on the quality of your daily working life.

Our ICONDESK address is:
Suggestions SIGNET Suggestions

Thank you, Chuck Stenberg (WSHDC), John Stewart (HAGUE), Karin Reinecke (PRNCE), and others who keep us informed about client needs and challenge us to improve our services. Please continue to write. We're listening!

Doug Rosenthal
Director
SIGNET Client Services (STC)

SOLUTIONS

To John Lobsinger (NROBI), who has asked us to "do more to explain to users just what problems SIGNET is having," we are pleased to identify solutions or workarounds to some of these difficulties.

For this, our first Solutions column, we asked Jacques Drolet of Tower A, SIGNET Support, to identify a particularly annoying problem. This is what he came up with: "Printing e-mail message with QuattroPro attachments can drive people crazy. Have you tried it?" We confessed we hadn't, but when we did, we understood why: the messages wouldn't *always* print! Why not? The simple answer is that QuattroPro needs a lot of memory to run, and when it's executed with other applications (e.g., WordPerfect and Lotus Organizer), the printing function may not work.

Here's the quick workaround: verify that Mail Manager is the only application running. If it's not, then close the other applications that are running and then print the message.

Send an e-mail message in haste and repent at leisure or Master the Reuse function

Electronic mail is a wonderful communications tool. It is quick, efficient and convenient. Sometimes, too quick. We've all been known to write in haste, without the opportunity for reflection, and then regret the message sent. Next time impatience strikes, use the ICONDESK Reuse feature. It lets you send a saved message at a future time. Here's how to use it and save yourself the possible need to apologize:

1. Create a message header and write a message note.
2. Click on Message in the Menu Bar.
3. Click on the Save option. (A dialog box appears to confirm the activity.)
4. Click on OK.
5. Close the Compose Message window. (The message is placed in either the Outbox or Work folder until it is sent.)
6. Select the same message.
7. Click on Message in the Menu Bar.
8. Click on the Reuse option. (A dialog box will appear to confirm keeping the original copy of the message.)
9. Complete the message header and message note.
10. Send the message by selecting Message/Send (or the Send icon).