

# ICONDESK 4.4 Basics

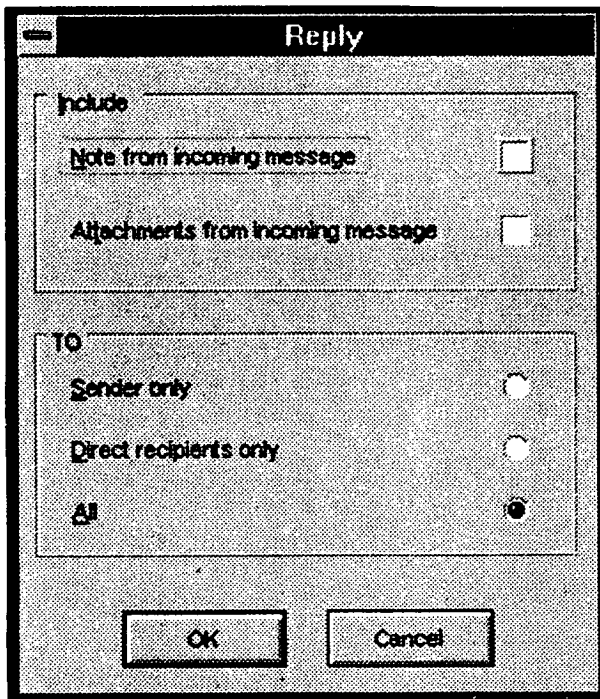
## Replying to a message

The Reply option can be used from either the **Browse** or **Mail Manager** windows.

To reply to a message:

- 1 Click on the message to which you want to reply.
- 2 Select **Message, Reply** from the menu bar OR Click on the **Reply** button on the tool bar.

The Reply dialogue box appears.



- 3 Select the appropriate options and click on **OK** (see also **E-Mail Overload**, p.5) The **Compose Message** window appears.

Note: If the option to include the note from the in-coming message is chosen, a horizontal line will appear above the note.

- 4 Modify message header information (subject, addressees) as needed.
- 5 In the **Note** field, type the message note.
- 6 Select **Message, Send** from the menu bar OR Select the **Send** button from the tool bar.

A copy of the message is sent to the **Outbox** folder.

## SIGNET Workshops at HQ A Success Story

SIGNET workshops have been offered at Headquarters since October 1992. Since that time, over 1,000 employees have attended at least one workshop; in fact, some staff have attended 15 workshops and others more than 30. Can you imagine how much more efficient they are as a result?

On behalf of the SIGNET Client Services Division (STC), I would like to thank everyone who has made the effort to attend the workshops. Your support is most appreciated.

Some of the regular workshop participants I would like to acknowledge are:

Ernest Chadler	SIP
Sean Cornish	TOS
Brenda Flood	EPC
Hélène Gagnon	JPD
Simon Gittens	SBE
Momeo Herwi	EAI
Susan Hodges	SKS
Anthony Malone	CFSI
Fred Matuk	GBT
Gaétane Novak	GGD
Marie O'Shea	AGS
Sharon Oikawa	GAA

Did you know that STC awards a certificate to employees who have attended 10 or more workshops? If you would like to have one of these highly coveted certificates, come and learn! The schedule of workshops for November can be found at the back of *SIGNET News*. By the way, if you have attended 10 or more workshops and have not received your certificate, please call Johanne Gagnon (STC) at 944-1844.

- Marie Morin  
Manager  
SIGNET Learning Services (STC)