

GENERAL TIPS:

You can enter the location acronym directly in the Recipient list without using the Query function. When you Save or Send the message, ICONDESK validates the address(es). If you need to query the address list, select the Addresses button to display the Addresses window, then select the Query button.

When composing the Note you have two options:

- a) Compose the message directly in the Note section of the window; or
- b) Copy and paste the text from another document (for example a WordPerfect document). Use the Copy command (or CTRL "C") to copy the text and use the Paste command (or CTRL "V") to paste into the Note.

When setting the Importance section on the Message Options window, select the "Immed/DivrBy" radio button to specify both "Immed" and "Deliver By" precedence levels. If you enter a date and time in the "Reply by" section, the CDCS message will be generated with a DELIVERBY date and time. Otherwise, the CDCS message will print IMMED

Reusing a message if returned by the gateway

Messages which cannot be processed by the SIGNET-CDCS gateway are returned to the originator with an explanatory message. This procedure describes the steps to correct and re-send the message. ****Do not reply to returned messages**.**

Method

To correct a message returned by the gateway:

1. You will receive an ICONDESK mail message from the "SIGNET-CDCS Gateway" notifying you of an error in your message transmission.
2. Browse the message to determine the reason for the error. The note provides a brief explanation of the error, a list of the CDCS addresses that did not receive the message, and the text of the original message.
3. Select the corresponding message from the Outbox (or from another folder where you saved it) The Subject of the message is listed in the returned note.
4. Select MESSAGE, REUSE. The Compose Message window is displayed with the original message.
5. Verify that the options for PRECEDENCE and SECURITY CLASSIFICATION are correct on the Message Options window.
6. Correct the message according to the information in the return note.