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Quick Reference Guide DFAIT Specific

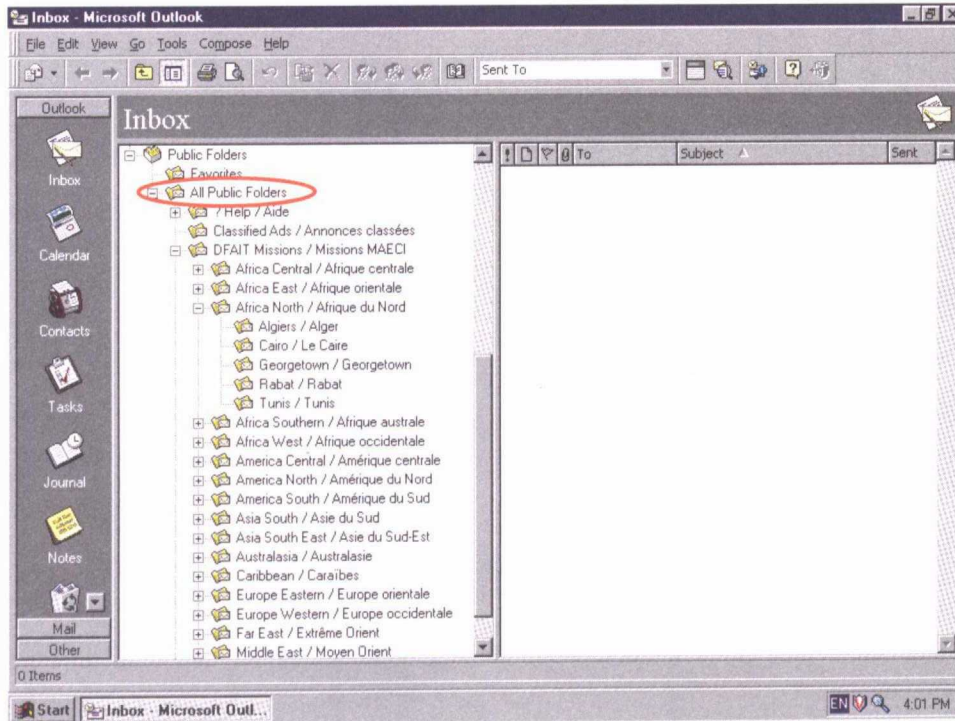


January 1999

DFAIT

16 Y/P 211

Public Folders



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Print your ICONDESK Aliases

Your ICONDESK aliases will not be migrated. To recreate your address lists after your workstation migration, you may wish to Print your ICONDESK aliases.

To print your ICONDESK aliases:

1. Load ICONDESK.
2. From the Options menu, choose Alias.
3. From the Alias window, click one Alias.
4. Click the View button.
5. Click Print.
6. Repeat steps 3 to 5 to print additional aliases.

Note: The Internet addresses contained in your ICONDESK aliases will be migrated and saved on your H: drive in a file called **alias.csv**. To import these addresses in Outlook 98, lookup **Import your ICONDESK Internet addresses** in this guide.

Netscape Bookmarks

After your workstation migration, your Netscape bookmarks will be available to you from a CD or your D drive. You will need to use the Windows NT Find feature in order to retrieve them. If you prefer saving your bookmarks file before the migration, save it to the H drive.

To save Netscape bookmarks to your H: drive before the migration:

1. Load Netscape.
2. From Netscape menu bar, click **Bookmarks / Go to Bookmarks**.
3. From the Bookmarks window, select **File / Save As** (the Save As dialogue box appears).
4. Select the **H:** drive.
5. Click on **Ok**. (If you want to save *bookmark.htm* under a new name replace *bookmark* with another name but keep *.htm* for the extension. Ex: *dfait.htm, mary.htm, john.htm*, etc)

Print calendar Appointments before Monday morning

Although a migration is planned for your Lotus Organizer Calendar, you may want to print your Calendar appointments before the migration.

Think of a new password

On Monday morning you will be prompted to change your password once you login. In order to save time, think of your new password before Monday. Your password requires a minimum of 8 characters and 3 out the 4 following criteria: uppercase characters, lowercase characters, numeric characters and other symbols.

Login in

Follow the steps handed to you on the Welcome sheet. If you encounter any problems, ask your SA for assistance.

Accessing your mail

On Monday morning, you will be using a version of Outlook for Windows 3.11 or Windows 95.

The Windows 3.11 version of Outlook will display a sealed envelope with bold text for an unread message and a sealed envelope with normal text once for a message which have been read.

Until your workstation migration is completed, please follow these steps to work with Outlook mail.

To access your mail:

1. Open the Mail/Courrier Group (unless otherwise specified by implementation team).
2. Double-Click the Outlook icon.

To view your ICONDESK Messages (last 2 weeks):

1. Click the + of the **ICONDESK** Mailbox.
2. Click a folder (your **ICONDESK** folders are all in **UPPERCASE**).
3. Double-click a on a message.

NOTE: your **ICONDESK** messages will not display a name in the **FROM** field. The originators of all **ICONDESK** messages appear first in the **TO** field in **[square brackets]**. Example:

TO: [John Smith SXR]; Jane Brown SXR

To read new (Outlook) messages:

1. Click your Personal Mailbox folder (will have your name).
2. Click the Inbox folder.
3. Double-click any message.

4. Read the message.
5. Click **File/Close** to close the message window.
6. Repeat until all new messages have been read.

NOTE: if you have new messages your Inbox will be in bold and the number of unread messages will appear in brackets).

Example: **Inbox (3)** means that you have 3 unread messages in your Inbox

To reply to a message:

1. Open a message sent to you.
2. Click Compose\Reply.
3. Complete and send the message.

To send a new message:

1. Click Compose\New Mail message.
2. Click the TO button.
4. Enter the recipient's last name.
5. Double-click the recipient.
6. Click OK.
7. Type a Subject.
8. Type a message.
9. Click File\Send.

To view sent messages:

1. Click the **Sent Items** folder.
2. Double-click any message.
3. Click **File/Close** to close the message window.

To print a message:

1. From the message window, click **File/Print**.
2. Click **OK**.
3. Close the message.

Sending to OGD recipients

Until your workstation is migrated you will need to copy and paste OGD recipients from Netscape to Outlook.

To copy and paste OGD addresses from Netscape to Outlook:

1. Load Netscape.
2. From the DFAIT Intranet homepage, click the Directories Link.
3. From the Directories page, click the Other Government Departments (OGD) link.
4. From the Other Government Departments' page type the last name of your OGD recipient and the department acronym (if you have it).
5. Click on Search.
6. Click the OGD recipient's name from the Search results list.
7. Select the full address in the EXCHANGE field by clicking and dragging.
8. Right-click the selected address and select Copy.
9. Load Outlook and prepare a new message.
10. Right-click the TO field and select Paste.

Once Windows NT is on your desktop, you will have access to the LDAP list from Outlook. For more on using the LDAP list, lookup OGD in this Guide.

Windows NT, Outlook 98 and the SIGNET 2000+ software suite will be available on your desktop once your workstation migration is completed.

Windows NT Login and Logout

Please familiarise yourself with Windows NT login and logout procedures in this guide.

Retrieving bookmarks saved to the H drive

If you saved your bookmarks on your H drive you will need to open your bookmarks file from Netscape.

To open your bookmark file from your H: drive after your workstation migration:

1. Double-click **Netscape** icon from your desktop.
2. From Netscape menu bar, click **Bookmarks** button, click **Edit bookmarks**.
3. From the Bookmarks window, select **File / Open bookmark file**.
4. Select the **H:** drive.
5. Double-click your bookmark file on **H:** drive.

Information designation and classification on SIGNET 2000+

SIGNET 2000+ is an Unclassified and Protected A network. Information which is Protected B, C, Confidential or Secret may be processed only on workstations designated for that purpose (i.e. SIGNET -C4) and the documents so processed may be stored only on designated floppies and in secure storage locations.

Installing Software on SIGNET 2000+

On SIGNET 2000+ any installation should be done in conjunction with your SA.

SIGNET 2000+ User Access

SIGNET 2000+ users will be able to access their account from any SIGNET 2000+ workstation in the world using the above procedure. However, when visiting SIGNET-D/ICONDESK sites, SIGNET 2000+ users will need the assistance of a Local SA to login to their account.

To Login to SIGNET 2000+:

1. Turn SIGNET 2000+ workstation on.
2. Press CTRL+ALT+DELETE when prompted to do so.
3. Click OK .
4. At the login prompt, enter your username (unless it is already entered).
5. Enter your password.
6. Click OK.

To Logoff SIGNET 2000+:

1. Press CTRL+ALT+DELETE.
2. From the Windows NT Security dialog box, click the Logoff button.
3. Click Ok.

SIGNET 2000+ Passwords:

1. Passwords must be changed every 90 days (A password may be changed again 1 day after it was created).
2. Passwords must contain any three of the following four characteristics: an uppercase letter, a lowercase letter, a number or a special character (#, !, ?, _, -, *, etc.)
3. Passwords may not be shared.
4. Your last 8 passwords cannot be reused.

To change your SIGNET 2000+ Password:

1. Press **CTRL+ALT+DELETE**.
2. From the Windows NT Security dialog box, click the Change Password button.
3. Enter your current password in the Old Password field.
4. Enter your new password in the New Password field .
5. Enter your new password in the Confirm New Password field.
6. Click OK.

Security workstation Lock

SIGNET 2000+ workstations will automatically lock after 15 minutes of not being in use.

To Lock your workstation:

1. Press **CTRL+ALT+DELETE**.
2. From the Windows NT Security dialog box, click Lock Workstation button.

To Unlock your workstation:

1. Press **CTRL+ALT+DELETE**.
2. Type your password.
3. Click OK.

To Shut Down your workstation:

1. Press CTRL+ALT+DELETE.
2. From the Windows NT Security dialog box, click the ShutDown button.
3. Select the ShutDown option.
4. Click OK.
5. Turn Off workstation when prompted You May Turn off your Computer Now.

To access Task Manager:

1. Press CTRL+ALT+DELETE.
2. From the Windows NT Security dialog box, click the Task Manager button.

To run a VirusScan on a diskette:

1. Insert a diskette in A:\.
2. Click the Start button.
3. Click VirusScan Diskette A.
4. Close the VirusScan window when completed.

Automatic workstation Virus Scan

A workstation Virus Scan runs daily at 12:30PM. Your workstation will experience some performance penalties during the scan. You will also be unable to log off the workstation in the normal manner while the scan is in progress.

Diskettes and Security

The security of the data on a floppy disk is entirely dependent on where you choose to store the diskette. The data is only as secure as the physical location where the diskette is stored. Floppy disks are susceptible to their environment (paper clips, dust, scratches) and can be easily damage, thus becoming permanently unreadable.

D:\ drive Backup and Security

Since the D:\ drive is not backed up by the system, there is a risk of data loss in the event of a hard disk failure on your workstation. In the event of a workstation hard drive failure, the System Administrator will offer “best efforts” at recovering lost information. Often recovery is not possible.

H:\ drive Backup and Security

The H:\ drive offers two major advantages. Automatic backups are performed by the system on a rigidly-defined schedule. Only the system administrators have access to your H:\drive and the network servers are located in a restricted-access facility. Lost or accidentally deleted files can usually be recovered, albeit as the previous day’s version. Backup copies are not retained permanently and do not form part of the corporate record keeping system although they may be deemed to be of corporate value.

I:\ drive Backup and Security

The I:\ drive has the same backup and physical security advantages as the H:\ drive. Lost or accidentally deleted files can usually be recovered, albeit as the previous day’s version. Backup copies are not retained permanently and do not form part of the corporate record keeping system although they may be deemed to be of corporate value. Due to its shared nature, documents are subject to viewing and alteration by other users. The I:\ drive is not suited to long-term or private storage and is not intended for documents of a sensitive personal nature. It must not contain the only copy of an official document.

Outlook Mailbox Backup

There is a backup of your Personal Mailbox. Items deleted from the Deleted Items folder are not backed up.

Public Folders Backup

Public Folders and their contents are backed up on SIGNET 2000+.

Information should be organised in the context of departmental and system operations

- Efficient management of electronic information is essential to prevent corporate memory loss
- By law, all corporate information belongs to the Crown

Personal Information

Personal documents are those worked on and used by one person only. They may have been created by the user or received from an external source and do not affect the work of anyone else in the division or department.

Personal documents may include:

- meeting notifications;
- a reference copy of information;
- personal notes on status of current work;
- timetables;
- job applications;
- communications analogous to an informal telephone call.

These documents have the lowest corporate value but it is important to remember that any given record may move from a lower to a higher category of importance to the department over time or because of a change in circumstances.

Workgroup Information

Workgroup documents are those documents worked on, or used by, one or more persons for programme activity purposes. They may have been created within the workgroup or received from an external source. The documents are stored in a shared environment because of the high level of input and the need for shared access. The documents are managed by the workgroup.

Workgroup documents include:

- drafts of documents that the group is finalising;
- copies of frequently referenced information;
- template documents;
- address lists;

- staff lists;
- staff meeting agenda and minutes;
- work practices and procedures for the group;
- organisational arrangements of the workgroup;
- administrative information;
- periodic reports.

These documents have substantial if sometimes short-term value to a division or workgroup and their management should be considered as more akin to corporate than personal documents.

Corporate Information

Corporate documents are prepared for or on behalf of the department. They record the substantive programme activities and policies of the department. Corporate documents are the documents that are required for use by others or affect the work of others. Depending on security requirements, these documents should be readily accessible by those who need to use them.

Corporate documents include:

- any information reflecting the substantive business of the department;
- final versions of reports;
- policy documents;
- formal communication between users, agencies or organisations;
- formal minutes of departmental committees.

The identification of corporate information is very important. This involves the identification of records created and received by the department so their management and disposal can be standardised and streamlined. Corporate documents are controlled by departmental records management procedures and stored for corporate access.

Electronic corporate information must be sent to CATS via e-mail for storage in the corporate database and paper documents sent to a BICO/LISO or mission records office for inclusion in the departmental filing system.

Local Floppy Drive - A:\ drive

A:\ drive should be used to store:

- backup, personal, Unclassified or Protected A documents
- Unclassified or Protected A documents requiring portability

Local Hard Disk Drive - C:\ drive

With this release of SIGNET, your local C:\ drive is no longer available to you for information storage. SIGNET operating system files are stored on the C:\ drive.

Local Hard Disk Drive - D:\ drive

The D:\ drive on your SIGNET workstation is available to you for file storage. You are responsible for the organisation and maintenance of information stored there. Your D:\ drive should be used to store back up copies of current critical documents or as the destination drive for any Internet downloads. It is not recommended to use this drive as the main storage area for your files.

Personal Network Drive - H:\ drive

The H:\ drive is your personal storage on a network server. Each user in the department has an assigned H:\ drive and is assigned 100MB of space. H:\ drive is intended to serve as the primary location for personal information storage. It should contain only:

- work in progress
- personal working files
- frequently referenced material not available elsewhere

You are solely responsible for managing and organising your own H:\ drive directories. You are responsible for sending corporate information to CATS, and for deleting material which no longer warrants retention. As users store more data on personal H:\ drives, the network drive eventually reaches full capacity. When this situation arises, you are required to remove inactive files from your H:\ drive. You do not have access to your H:\ drive when the network is down.

Shared Network Drive - I:\ drive

The I:\ drive provides a convenient medium for sharing information and making contributions of interest to the division / programme. The I:\ drive should be carefully managed and organised to easily locate documents. When the I:\ drive reaches its full capacity, you will be requested to remove inactive files. Periodic review of the I:\ drive is recommended.

Using the I:\ drive

- The branch/bureau/division/programme sets out the “rules-of-the-road” for the use of the shared workspace.
- Individuals are responsible for using the shared drive according to accepted practices.
- Information stored on the I:\ drive must not be removed or changed without permission of the individual or group who placed it there.
- Personal work should not be stored in the shared network drive. The A:\, D:\, or H:\ drives are recommended drives for storing personal information.
- Contents and structure should be reviewed periodically and files moved to more appropriate storage areas if necessary.

What Should be Stored on the I:\ drive

The I:\ drive is intended to be a storage space to share work-in progress. It should contain **only** documents in progress such as:

- drafts which are not ready for “prime time”,
- initial drafts of documents under group development

Advice and guidance on the organisation or structure of I:\ drive information, including the use of filename conventions and abbreviations, is provided by Information Managers.

I:\Corpinfo directory ?

The I:**corpinfo** directory will no longer be available. All information currently posted to I:**corpinfo** will be accessible through the Departmental Intranet.

What are Public Folders?

Public folders facilitate workgroup collaboration in document production. Public folders are for storing and sharing working materials while they are in active use and storing duplicates of corporate records required by the workgroup on a regular basis. Public folders are common to both Headquarters and missions and are stored on local HQ or mission servers.

What Should Public Folders Contain?

Public Folders are not meant to be permanent storage facilities for departmental information. Final documents must be sent to the corporate records repository (CATS) for management and long term storage. A copy of the final document may be retained within its subject folder for ease of reference and easy access.

Public folders can contain but are not limited to:

- drafts of documents that the group is finalising (collaboration);
- discussions;
- copies of frequently referenced information;
- template documents;
- address lists;
- staff lists;
- staff meeting agenda and minutes;
- work practices and procedures for the group;
- organisational arrangements of the workgroup;
- administrative information.

Documents stored in public folders are not restricted to word processing documents. They can be spreadsheets, e-mail messages or documents produced by any other application used within your workgroup.

Planning

Much like the I:\ drive, effective planning for public folders requires an understanding of the public folder structure and usage.

Your work unit should ensure a logical folder structure is in place as soon as you are able to create your hierarchy. You should begin by reviewing the suggested titles in the *Departmental Subject Guide and Index* and consulting your local Information Manager to determine appropriate Primary Subject titles and more specific Topic folder titles.

The work unit (branch/bureau/division /mission/programme) should also establish some “rules of the road” in advance. Some questions to consider in establishing standards and “rules of the road”:

- Will your work unit adhere to the titles suggested in the departmental subject index or will it establish a different structure?
- Is anyone authorised to create new folders or will folder creation be a centrally located function?
- Who will be the designated Moderator (manager) of the Topic folders?
- Who determines the access rights on folders? Will there be a standard for all folders in the workgroup or will the rights be determined as needed?

Public Folder Structure

The *Departmental Subject Guide and Index*, representing departmental programme activities, provides the base for Main Subject and Primary Subject folder names. The subject index is derived from the corporate file classification system (*RICS – Records Information Classification System*) which also reflects the programme activities of the department. There are seven administrative programme subject folders and twenty-nine operational programme activity subject folders.

Within the common structure, there are three distinct levels:

- Geographic Regions
 - Work Location
 - Subjects

The bilingual Main Subject folder names are derived from the *Departmental Subject Guide and Index*, which relates to the programme activities of the Department. All information is stored in sub-folders below the Main Subject level.

For example:

Middle East / Moyen Orient

Tehran / Téhéran

Tel Aviv / Tel Aviv

OGD /AMF*

Subjects / Sujets

1-01 Administration / Administration

1-02 Communication / Communication

1-03 Finance / Finances

1-07 Property Management / Gestion Des Biens

1 ~~~~~/~~~~~

2-05 Political Affairs / Affaires politiques

2 ~~~~~/~~~~~

2-19 Environmental Affairs / Affaires environnementales

2 ~~~~~/~~~~~

2-37 TEAS Culture / SACE Culture

2-38 TEAS Services / SACE Services

9-99 Other Subjects / Autres Sujets**

* The OGD / AMF folder is available for government departments or organisations at missions to organise and store information.

** 9-99 Other Subjects / Autres Sujets is meant to be a temporary repository for information that may not fit into existing folder structure.

To access Help on using DFAIT Public Folders:

1. Load Outlook.
2. Click **+Public Folders**.
3. Click **+All Public Folders**.
4. Click **+? Help / Aide**.
5. Select DFAIT Subject Guide and Index or Organising Information in SIGNET.

CATS (Corporate Automated Text Storage)

The Department has a legal requirement to collect and maintain government records. The Corporate Automated Text Storage (CATS) system is part of the corporate records management system. CATS allows for the storage, maintenance, retrieval and disposal of electronic documents that are either generated or received by the Department in the course of business. When sending mail messages, copying electronic document to CATS is equivalent to sending a paper document to file. CATS contains unclassified and Protected 'A' electronic documents.

Sending documents to CATS

The Corporate Automated Text Storage System (CATS) does not capture e-mail documents automatically. As a creator/originator of information, it is YOUR responsibility to CC CATS in mail messages so they may be filed in the corporate database. (See CC CATS under Electronic Mail section of this Guide.)

The following guidelines will help you determine what type of information is to be copied to CATS.

What to send to CATS?

- original documents reflecting the substantive business of the Department
- final versions of briefings, background notes, talking points, reports, minutes of meetings, press releases
- final versions of instructions, statements, speeches
- most messages sent to Organisational Mailboxes messages involving financial matters
- messages involving legal matters

- documents that record how or why decisions and actions were taken
- significant drafts of agreements or policy documents
- any other document that you feel should be part of the corporate record.

Do not send to CATS

- messages that have already been copied to CATS
- not-ready-for-prime-time documents such as draft or trial balloons
- e-mail messages that are equivalent of telephone message slips or informal phone calls
- personal documents (e.g. appraisal reports, your resume, notices to schedule a meeting, hockey pools etc.)
- arrangements, or personal messages not to be read by the Department at large
- documents that are of no value to the corporate memory

Benefits of copying to CATS

Wherever possible, you should copy electronic messages to CATS instead of printing and filing paper. With the exception of electronic documents produced on SIGNET C4, **do not send both** an electronic and paper copy of the same document to file.

Personal Information in CATS

Special care must be taken to ensure mail messages and attachments containing personal information concerning employees and clients is afforded the same degree of protection as paper documents.

Help with CATS

If you are unsure whether or not to copy a document to CATS, ask your Information Manager.

CATS on the Intranet

The CATS homepage and search engine is available to all users from DFAIT's Intranet Homepage.

To access CATS on the Intranet:

1. Load Netscape.
2. From the DFAIT Intranet Homepage, click the CATS link.

To access CATS Help on the Intranet:

1. Load Netscape.
2. From the DFAIT Intranet Homepage, click the CATS link.
3. From the CATS homepage, click Help.

Retrieving Information from CATS

CATS provides all employees with instant access to **unclassified** electronic records in the database. You can retrieve electronic documents by searching for the originator, text in the subject line, a date or date range or text in a message or attachment. For security reasons, protected "A" information sent to CATS through designated SIGNET (SIGNET-D) or classified information, sent through Classified SIGNET (SIGNET-C4), must be requested through a BICO or the SIGNET Call Centre.

To perform a simple search on CATS:

1. Load Netscape.
2. From the DFAIT Intranet Homepage, click the CATS link.
3. From the CATS Homepage, click Simple Search.
4. From the Simple Search window enter required keywords (see CATS Help).
5. Click the Search button.

Switching from ICONDESK to Outlook – Survival Sheet

ICONDESK feature	Outlook
File / New Folder	File / New / Folder
File/ Open Folder	Go / Go to Folder
File / Browse	File / Open
File / Archive	File / Archive
File / Export	File / Import and Export
File / Move	Edit / Move to folder
File / Delete	Edit / Delete
File / Close	File / Close File / Close all Items
File / Search	Tools / Find Items
File / Print	File / Print
File / Exit	File / Exit
Edit / Cut	Edit / Cut
Edit / Copy	Edit / Copy
Edit / Paste	Edit / Paste
View / Folder List	View / Folder List
View / Inbox	Go / Inbox
View / Outbox	Go / Sent Items
View / Work	Go / Inbox (Outlook 97) Go / Draft (Outlook 98)
View / Unread	View / Current View / Unread Messages

DFAIT SPECIFICS - ELECTRONIC MAIL

ICONDESK feature	Outlook
View / Outgoing	Go / Sent Items Tools / Find All / Messages from Sender
View / All	Tools / Find Items
Options / Alias	Tools / Address Book / File / New Entry
Options / Message Options	Tools / Options / Sending
Options / List Layout	View / Current View
Options / Order By	View / Sort
Options / Tool Bar Layout	N/A
Options / Confirmation	Tools / Options
Options / Profiling / Mail	Tools / Inbox Assistant Tools / Out of Office Assistant
Options / Profiling / Print	File / Page Setup / Define Print Styles
Options / Toolbar	View / Toolbars / Standard
Options / Status Bar	View / Status Bar
Options / New after Send/Save	N/A
Options / Close after Send/Save	N/A
Options / Save Settings on Exit	N/A
Message / New	File / New / Mail Message
Message / Extract Forward	N/A
Message / Forward	Compose / Forward
Message / Reuse	Tools / Resend This Message (From a message window)

ICONDESK feature	Outlook
Message / Reply	Compose / Reply Compose / Reply to All
Message / Status	File / Properties (From a message window)
Message / Attachment	Insert / File (From a message window)
Message / Save	File / Save (From a message window)
Message / Send	File / Send (From a message window)
Message / Accept	Tools / Check for New Mail
Attachment / Export	File / Save Attachments

Corporate Automated Text Storage (CATS)

Departmental business is carried out continuously through mail messages. Please CC those messages to the department's Corporate Automated Text Storage (CATS). CATS is the first address in the Global Address List. (More on CATS under Information Management section in this Guide).

To CC CATS:

1. Prepare a new message.
2. Click the CC button.
3. Double-click CATS.
4. Click OK.
5. Complete and send the message.

Your ICONDESK Mail Messages

ICONDESK messages, which appear in Outlook's ICONDESK Mailbox, are stored in a file called **Icondesk.pst** on your personal network drive H:\. In order to have access to your old ICONDESK messages it is important that **Icondesk.pst** remains on your H:\ drive.

SIGNET 2000+ and ICONDESK users

SIGNET 2000+ users will continue communicating with ICONDESK recipients until the end of 1999. Although mail messaging will not be impaired during this period, consideration should be taken when sending attachments to those recipients still using old SIGNET applications.

Sending attachments to ICONDESK recipients

Once received in ICONDESK, the extension PVT replaces your Outlook Mail attachments' filenames. To avoid any confusion, send only **one** attachment per message to ICONDESK recipients, carefully explaining in your message the content and format of the file you are sending.

Attachments and software compatibility

If you send WordPerfect or Quattro Pro attachments to ICONDESK users, please not the following:

- WordPerfect 8 files can be launched in WordPerfect 5..2/ 6.1
- Quattro Pro 8 files can be launched in Quattro Pro 6.0
- Quattro Pro 8 files cannot be launched in Quattro Pro 1.0

When sending a Quattro Pro 8 file to a Quattro Pro 1.0 user, you will need to save your file in WB1 format.

To save a Quattro Pro 8 file (*.WB3) to Quattro 1.0 (*.WB1) :

1. Load Quattro Pro 8.
2. Open the file to send as an attachment.
3. Select Save As form the File menu.
4. Click the File Type pull down menu.
5. Select Quattro Pro 1.0.
6. Click Save (you will have a WB3, Quattro Pro 8 and a WB1 Quattro Pro 1.0 versions of the same file).

SIGNET 2000+ long filenames and SIGNET-D users

Windows NT allows the creation of filenames of up to 255 characters. When exchanging files (e-mail or diskettes) with SIGNET-D /(ICONDESK users, keep filenames to 8 characters.

Sending large messages from Outlook Mail

Large messages (between 1 and 5 MB) will be held until 6:00 p.m. local time before they are delivered. Also, all messages larger than 5MB will not be delivered outside the user's local server. When in doubt check the size of a message before you send it.

To check the size of a message before sending it:

1. Prepare a New Message.
2. From the File menu, choose Save.
3. From the File menu, choose Properties.
4. The size of the file is displayed after Size.
5. Click OK.

Your ICONDESK Aliases

ICONDESK aliases will have to be recreated in Outlook. However, Internet e-mail addresses contained in your ICONDESK aliases have been saved in **Alias.csv** on your H:\ drive. To use these Internet addresses in Outlook you will need to import them as Outlook Contacts.

To import Internet addresses created in ICONDESK:

1. Load Outlook.
2. Select Import and Export from the File Menu.
3. Select Import from Schedule + or another program or file.
4. Click Next.
5. Select Comma Separated Values (DOS).
6. Click Next.
7. Click the Browse button.
8. Select the H:\ drive.
9. Select **alias.csv**.
10. Click OK.
11. Click Next.
12. Select the Contacts folder.
13. Click Next.
14. Click Finish.
15. You now have a Contact for each Internet recipient.

To send a message to an Internet recipient entered in your Contacts folder:

1. Load Outlook.
2. Right-click the Contacts folder.
3. Select Properties.
4. Click the Outlook Address Book tab.
5. Click Show this folder as an e-mail Address book.
6. Click OK.
7. Prepare a New Message.
8. Click the TO button.
9. Select Contacts (under Outlook Address Book) in the address list pull-down menu.
10. Double-click desired Internet recipients (will have *e-mail* after their name).
11. Click OK.
12. Complete and send the message.

To type an Internet address in a recipient field Contacts folder:

1. Prepare a new message.
2. Click inside the TO field.
3. Type name@server.domain.
Example: jdoe@dfait-maeci.gc.ca.
4. Complete and send the message.

Your new Internet address on SIGNET 2000+

Your new Internet e-mail address on SIGNET 2000+ will begin with your first name, followed by your last name @dfait-maeci.gc.ca.

**firstname.lastname@dfait-maeci.gc.ca, i.e.
john.smith@dfait-maeci.gc.ca**

To send a message to an Organisational Mailbox:

1. Prepare a new message.
2. Click the TO button.
3. Enter the name of the organisational mailbox (ex: Paris AG).
4. Double-click the Organisational Mailbox.
5. CC CATS.

6. Click OK.
7. Enter a message ID in the subject field composed of your division symbol and a 4 digit number, followed by a dash, followed by the subject:
Example: SXR1234-SIGNET 2000+ Organisational Mail
Example: LDNAG1234-Mission Training
8. Complete and send the message.

Locating OGD recipients in Outlook 98

The LDAP list contains all your OGD recipients and may be accessed through Outlook 98's Address Book. For best results, enter the recipients departmental acronym, followed by a :, followed by a last name. Example: jus:smith, cida:brown. The following is a list of OGD acronyms:

Acronym	Name
ACOA	Atlantic Canada Opportunities Agency
AECL	Atomic Energy of Canada Limited
AGR	Agriculture Canada
C&I	Citizen and Immigration Canada
CAC	Consulting and Audit Canada
CBSC	Canada Business Service Centre
CCC	Canadian Commercial Corporation
CCMD	Canadian Centre for Management Development
CDNSA	Canadian Space Agency
CED	Canada Economic Development
CHRC	Canadian Human Rights Commission
CICS	Canadian Intergovernmental Conference Secretariat
CIDA	Canadian International Development Agency
CIO	Canada Information Office
CRTC	Canadian Radio-television and Telecommunications Commission
CSC	Correctional Service Canada
CTA	Canadian Transportation Agency
CWB	Canadian Wheat Board
DFAIT	Department of Foreign Affairs and International Trade
ND	National Defence-
EC	Canadian Environmental Assessment Agency

DFAIT SPECIFICS - ELECTRONIC MAIL

EC	Environment Canada
ELECTC	Elections Canada
EPC	Emergency Preparedness Canada
F&O	Fisheries and Oceans
FCT	Federal Court of Canada
FIN	Finance Canada
FJA	Commissioner for Federal Judicial Affairs
GEMDES	Gemdes
HC	Health Canada
HRDC	Human Resources Development Canada
IC	Industry Canada
IDRC	International Development Research Centre
INAC	Indian and Northern Affairs Canada
IRB	Immigration and Refugee Board of Canada
JUS	Justice Canada
NA	National Archives of Canada
NB.GOV	New Brunswick
NISA	Net Income Stabilisation Account Administration
NJC	National Joint Council
NLC	National Library of Canada
NPB	National Parole Board
NRCan	Natural Resources Canada
OAG	Auditor General of Canada
HOC	House of Commons
PCH	Heritage Canada
PCO	Privy Council Office
PSC	Public Service Commission
PSSRB	Public Services Staff Relations Board
PWGSC	Public Works and Government Services Canada
RC	Revenue Canada
RCMP	Royal Canadian Mounted Police
SCC	Supreme Court of Canada
SGC	Solicitor General Canada
TBS	Treasury Board of Canada
TC	Transport Canada
TSB	Transportation Safety Board of Canada
VAC	Veterans Affairs Canada
WD	Western Economic Diversification Canada

To send a message to an OGD recipient:

1. Prepare a new message
2. Click the TO button
3. From the Global Address List pull-down menu, select LDAP
4. Click the Find button.
5. In the text field, type the departmental acronym, followed by a : and the recipient's last name. Example: **jus:smith**.
6. Click OK.
7. Locate and double-click the desired recipient
8. Click OK
9. Complete and send the message

Faxing from Outlook 98

You may send faxes to MITNET and worldwide recipients using Outlook 98. Please note that delivery reports for each fax recipients will be sent to your Inbox. This means that a fax sent to 1000 recipients through Outlook 98 will generate 1000 delivery reports messages in your Inbox. You may create a rule in Outlook which will automatically store these messages in another folder.

To create an Inbox rule to send all Fax delivery reports to a specified folder:

1. Right-click your Mailbox and select New Folder.
2. Type **Fax Delivery Reports** for the folder name (or choose another name), and click OK.
3. From the Advanced toolbar (View/Toolbars/Advanced), click the Rules Wizard tool.
4. From the Rules Wizard dialog box, click New.
5. Select *Move messages based on contents*.
6. From the *Rule description* window, click specific words.
7. Type **Fax to** and click OK.
8. From the *Rule description* window, click specified folder.
9. From the Rules Wizard folder window, click the **Fax Delivery Reports** folder created earlier and click OK
10. Click Next.
11. Ensure that *with specific words in the subject of body* is checked and click Next.

12. Ensure that *move it to the specified folder* is checked and click Next.
 13. Add an exception (not required) and click Next.
 14. Enter a name for this rule, i.e. **Fax Reports**.
 15. Ensure that Turn on this rule is checked and click Finish.
- Once you have completed the above steps, all messages containing Fax To (contained in each fax delivery report) will automatically be stored in the Fax Delivery Reports folder.

To send a Fax message to Canada and US fax recipients from any SIGNET 2000+ site in the world:

1. Prepare a new message.
2. Click inside TO field.
3. Type [FAX:name@1areacodefaxnumber]

Examples: [FAX:Jsmith@16139952000]
[FAX:JSmith@12125455656]

4. Complete and Send the message.

To send a Fax message to other fax recipients (except Canada and US recipients) from any SIGNET 2000+ site in the world:

1. Prepare a new message.
2. Click inside TO field.
3. Type [FAX:name@011countrycodecitycodefaxnumber]

Examples: [FAX:JSmith@011331445566]
[FAX:JSmith@0113927774545]

4. Complete and Send the message.

To send a Fax message to a MITNET recipient :

1. Prepare a new message.
2. Click inside TO field.
3. Type [FAX:name@MITNETfaxnumber]

Examples: [FAX:JSmith@3330101]

4. Complete and Send the message.

To create a distribution list for OGD recipients:

1. Click the Address Book tool.
2. Click the New Entry tool.
3. Select Personal Address List.
4. Click OK.
5. Type a name for the Address List in the Name field.
6. Click Add/Remove members tool.
7. Select the LDAP list from the Global Address List pull-down list.
8. Click the Find button.
9. Type the department's acronym, followed by a : and the recipient's last name. Example: **jus:smith**.
10. Click OK.
11. Locate and double-click the desired recipient.
12. Repeat steps 8 to 9 until the list is complete.
13. Click OK.
14. Click OK.
15. Close the Address Book.

To create a distribution list of Fax or Internet recipients entered in Contacts folder:

1. Load Outlook.
2. Click the Inbox.
3. Click the Address Book tool.
4. Click the New Entry tool.
5. Click Personal Address List.
6. Click OK.
7. Type a name for your list.
8. Click Add/Remove Members.
9. Select Contacts from the address list pull-down menu.
10. Double-click desired Fax (Business Fax) or Internet (e-mail) recipients.
11. Click OK.
12. Click OK.
13. Close the Address Book.

Managing Organisational Mail

Your organisational mail contains messages sent to your divisional mailbox, i.e. -SXR, -PARIS, -LDN -AG etc. Messages sent TO your divisional mailbox are ACTION messages. Messages copied (CC) to your divisional mailbox are INFO messages. ACTION messages should be forwarded to appropriate recipients in your division. INFO and/or ACTION messages should be circulated to the division on a daily basis.

Incoming organisational mail is stored in the Organisational Mailbox's Inbox/Action or Inbox/Info folders and is automatically copied to the ARCHIVE folder where it is kept for 90 days. Once messages have been in the ARCHIVE folder for 90 days they are automatically moved to the DELETED ITEMS folder where they are kept for 30 days after which they are permanently deleted.

To open your Organisational Mailbox:

1. Load Outlook.
2. Click your organisational Mailbox folder (ex: Mailbox-SXR).

To preview orgmail messages:

From the View menu, choose Autopreview.

To open an orgmail message:

Double-click a message in the Inbox.

To forward an Action message:

1. Open the message to forward.
2. From the toolbar, click the Forward tool.
3. Click the To button.
4. Select the desired recipient.
5. CC any required recipient(s).
6. Complete and send the message.

To forward Action messages:

1. From the Inbox, CTRL+click all ACTION messages to forward.
2. From the toolbar, click the Forward tool (number of messages appear as icons).
3. Click the To button.
4. Select the desired recipient(s).
5. CC any required recipient(s) including CATS if necessary.
6. In the subject line, indicate that your are forwarding ACTION messages including the current date plus AM or PM if required.
7. Complete and send the message.
8. Repeat the above steps for all Action messages.

To Print ACTION messages:

1. From the Inbox, CTRL+click all ACTION messages to Print.
2. From the toolbar, click the Print tool.
3. Click Start each item on a new page.
4. Click OK.

Once ACTION messages have been forwarded or printed and distributed, delete them from your Inbox.

To Delete ACTION messages:

1. From the Inbox, CTRL+click all ACTION messages to delete.
2. Press DELETE.

To forward INFO messages:

1. From the Inbox, CTRL+click all INFO messages.
2. From the toolbar, click the Forward tool (number of messages appear as icons).
3. Click the To button.
4. Select recipients from your division.
5. In the subject line, indicate that your are forwarding your division's daily INFO. AM or PM circ pack.
6. Complete and send the message.

To Print INFO messages:

1. From the Inbox, CTRL+click all ACTION messages to Print.
2. From the toolbar, click the Print tool.
3. Click Start each item on a new page.
4. Click OK.
5. Once INFO messages have been forwarded or printed and distributed, delete them from your Inbox.

To Delete INFO messages:

1. From the Inbox, CTRL+click all ACTION messages to delete
2. Press DELETE

To search messages in the Archive folder:

1. Click the Archive folder.
2. From the Tools menu, choose Find Items.
3. From the Find dialog box click the Message Tab.
4. Enter words to look for in the Search for the word(s) field.
5. Click From and select recipient if looking for message from particular recipient.
6. Click Sent To and select recipient if looking for message sent to a particular recipient.
7. Enter any other required criteria.
8. Click Find Now.
9. Locate and open the message from the search results.

To restore a message from the Deleted Items folder:

1. Click the Deleted Items folder.
2. Drag the message to restore in the Inbox.

Departmental correspondence letterhead

You are no longer required to download fonts to the printer in order to print departmental correspondence letterhead when using DFAIT templates.

Create a letter using WordPerfect WP8 DFAIT Template:

1. Select File New.
2. Select DFAIT from the pull-down menu.
3. Select Letter.
4. Click Create.
5. Fill out the required fields (Tab forward, **SHIFT+TAB** back).
6. Select a letterhead.
7. Click OK.
8. Enter the text of the letter.
9. Save and Print.

Creating a memo using WordPerfect WP8 DFAIT Template:

1. Select File New.
2. Select DFAIT from the pull-down menu.
3. Select Memo.
4. Click Create.
5. Fill out the required fields (Tab forward, **SHIFT+TAB** back).
6. Select a letterhead.
7. Click OK.
8. Enter the text of the letter.
9. Save and Print.

Creating a fax using WordPerfect WP8 DFAIT Template:

1. Select File New.
2. Select DFAIT from the pull-down menu.
3. Select Fax.
4. Click Create.
5. Fill out the required fields (Tab forward, **SHIFT+TAB** back).
6. Select a letterhead.
7. Click OK.
8. Enter the text of the letter.
9. Save and Print.

To access SIGNET 2000+ Corporate Applications:

1. Click the Start button.
2. Click SIGNET Network Apps.
3. Click Corporate Applications.
4. Select an application from the menu.

To access HELP on SIGNET 2000+ Corporate Applications:

1. Click the Start button.
2. Click SIGNET Network Apps.
3. Click Corporate Applications.
4. Select HELP from the menu.

To Add a Network Printer:

1. From the Start menu, choose Settings.
2. Select Printers.
3. From the Printer Folder double-click Add.
4. From the Add Printer Wizard window, click Next.
5. From the Connect to Printer window, select a printer from your site.
6. Click OK.

To Select a Default Printer:

1. From the Start menu, choose Settings.
2. Select Printers.
3. From the Printer Folder double-click the printer to default to.
4. From the Printer window, select Printer / Set as Default.
5. Close the Printer window.
6. Close the Printer folder.

Backing up Files

Make copies of files stored on your D:\ and A:\ drives. You never know when a file may be unrecoverable either because of system problems or human error.

To make copies of files on the D: drive:

1. Insert a diskette in the A:\ drive.
2. Click Start button.
3. Click Programs.
4. Click Explorer.
5. Click the + of the D:\ drive Icon from the Directory List.
6. Click the Directory to copy files from.
7. Select files to copy (**CTRL+click**).
8. Right-click the selected file or files.
9. Select Send to Diskette A:\.

To make a copy of a diskette:

1. Insert diskette with files to copy.
2. Click Start button.
3. Click Programs.
4. Click Explorer.
5. Right-click the A:\ drive from the directory list.
6. Select Copy Disk.
7. When prompted to insert the destination disk, insert New diskette in A:\ drive, click OK.

Clean Up

Remember that the H:\ and I:\ drives are not boundless. There is a limited amount of space available for files. Be certain to clean up these drives by deleting documents which are no longer essential.

To Delete files on the H: drive:

1. Click Start button.
2. Click Programs.
3. Click Explorer.
4. Click the H:\ drive from the directory list.
5. Select the file (files) to delete.
6. Press **DELETE**.

To delete files on the I:\ drive:

1. Click Start button.
2. Click Programs.
3. Click Explorer.
4. Click the I:\ drive from the directory list.
5. Select the file (files) to delete.
6. Press **DELETE**.

To empty the Recycle Bin:

1. From your Desktop, double-click the Recycle Bin Shortcut .
2. From the File menu, choose Empty Recycle Bin.
3. Click Yes.
4. Close the Recycle Bin Window.

Outlook Mailbox Limit

SIGNET 2000+ users each have 100MG of space in their Mailboxes. In order to stay under this limit, avoid over formatting your mail messages (large fonts, attributes, colours). Also, keep mail folders manageable and delete messages you no longer need especially those with attachments. If you can't part with some messages, save them to diskettes.

To check the size of your mailbox:

1. Right-click your mailbox.
2. Select Properties.
3. From the Properties dialog box, click the Folder Size button.
4. View the total folder size from the Folder Size window.
5. Click Close.

To delete Inbox messages:

1. Click Inbox folder.
2. Select message or messages to Delete.
3. Press **DELETE**.

To delete Sent Items messages:

1. Click Sent Items folder.
2. Select message or messages to Delete.
3. Press **DELETE**.

To delete Deleted Items:

1. Click Deleted Items folder.
2. Select message or messages to Delete.
3. Press **DELETE**.

To empty the Deleted Items folder when exiting Outlook:

1. From the Tools menu, choose Options.
2. Click the Other Tab.
3. Click Empty the Deleted Items upon Exiting.
4. Click OK.

Organise your Mailbox folders by creating sub-folders:

Move messages you have read and wish to keep in a new folder rather than keeping them in your Inbox. Note that folders may also have sub-folders.

To create a folder in your Personal Mailbox:

1. Right-click your Personal Mailbox, click Create New Folder.
2. Type the Folder name.
3. Click OK.

To create one or more sub-folders in an existing folder in your Personal Mailbox:

1. Right-click a folder, click Create New Folder.
2. Type the Folder name and click OK.

File your messages before you send them:

1. Prepare a new message.
2. Click the Options Tab.
3. Select Save Sent Message To (the box must be checked).
4. Click Browse.
5. Click the Folder to place the current message in.
6. Click OK.

Deliver messages with large attachments later

Use the Do Not Deliver Before option (Options Tab in Message window) to delay the transmission of large messages at non-peak times.

To delay message delivery:

1. Prepare a new message.
2. Click the Options Tab.
3. Select Do Not Deliver Before radio button.
4. Select the Date.
5. Enter the time manually once date has been selected.
6. Complete and send the message.

Let others know when you are absent from the office by using Outlook's Out of Office Assistant

When you are absent from the office and wish to let others know who will be replacing you, activate the Out of Office Assistant.

To activate the Out of Office Assistant:

1. From the Tools menu, choose Out of Office Assistant.
2. Select I am Currently Out of the Office.
3. Type a message informing senders you will be out of the office, your replacement, etc.
4. Click OK.
5. Exit Outlook.

To turn the Out of Office Assistant Off:

1. Load Outlook.
2. At the prompt to Turn off the Out of Office Assistant, click Yes.

Create distribution lists for frequently used e-mail addresses:

1. Click the Address Book tool.
2. Click the New Entry tool.
3. Select Personal Address List.
4. Click OK.
5. Type a name for the Address List in the Name field.
6. Click Add/Remove members tool.
7. Type a first recipient's last name, press Enter.
8. Locate and double-click the desired recipient.
9. Repeat steps 7 and 8 until list is completed.
10. Click OK.
11. Click OK.
12. Close the Address Book.

To send to a Distribution list:

1. Prepare a new message.
2. Click the TO button.
3. Select your Personal Address Book form the Global Address list pull-down menu
4. Double-click the desired Address List.
5. Click OK.

Departmental policy on using the Internet

DFAIT provides all users of SIGNET 2000+ with access to the Internet and this privilege can be revoked if it is not used in a responsible and informed manner.

SIGNET users may access the Internet through departmental facilities for work-related activities and career development.

Personal use is allowed on personal time and must conform to the acceptable use policy, i.e. sending e-mail to colleagues and friends and exploring the Internet for useful information.

DFAIT SPECIFICS - BEST PRACTICES

Use of Government-owned media (such as diskettes or the hard disk on your workstation) is not permitted when using DFAIT Internet facilities for personal purposes.

DFAIT users are expected to access the Internet in a responsible and informed way by learning about network etiquette, being aware of computer security and privacy and guarding against computer viruses.

Users should be aware that each site visited can be traced back to the individual user and that the Department can monitor Internet traffic to protect its reputation and guard against abuse.

Information accessed through the Internet is subject to laws relating to intellectual property and users must respect the copyrights claimed to all Internet data, including images and software.

Users are expected to protect the safety of SIGNET and the security and integrity of the Department's information by virus scanning electronic files imported from the Internet.

Users must not share network or system passwords with anyone.

Users must exercise common sense and good judgement at all times. Behaviour such as using DFAIT Internet facilities for personal gain, commercial activities, visiting Internet sites that contain obscene, hateful or objectionable materials is unacceptable.

Users shall not use abusive or objectionable language in messages or upload/download information or commercial software in violation of its copyright.

DFAIT's Policy on Individual use of the Internet is available from Netscape 4.0 Help Menu

To access DFAIT's Policy on Individual Use

1. Load Netscape 4.0
2. From the Help menu, choose Policy on Individual Use

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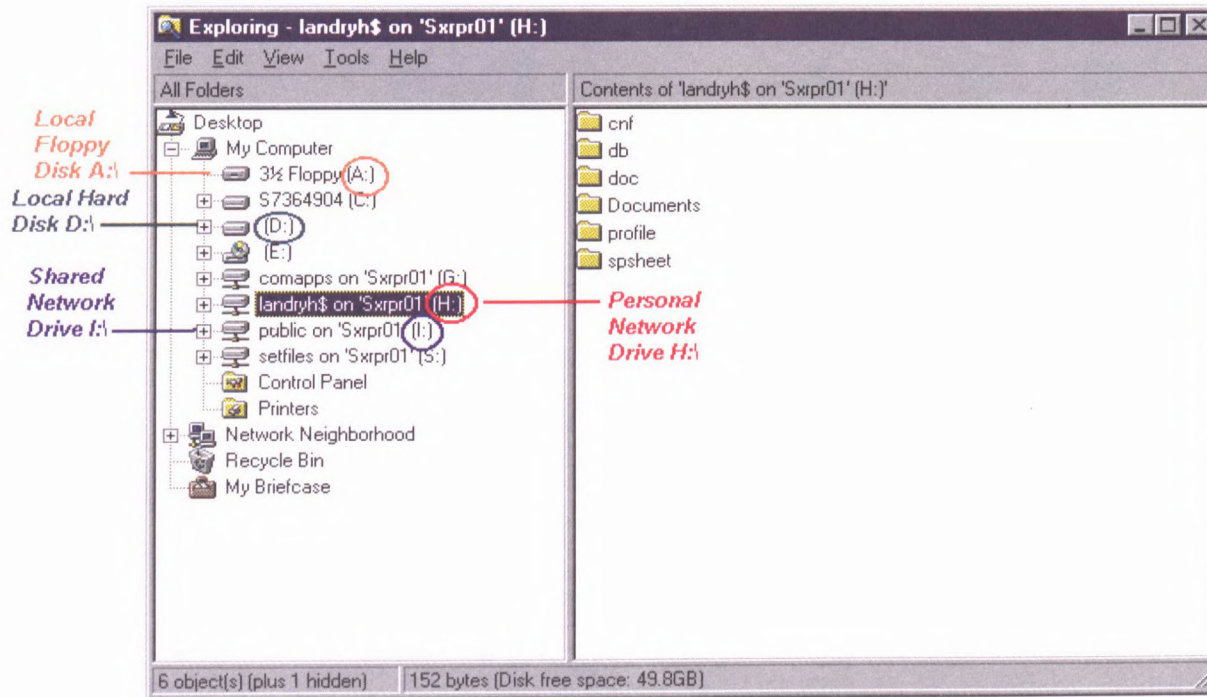
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SIGNET 2000+ File Storage



MS MSG open -

click on ~~to~~

Select names

click on find

Dep field put BCD

click on OK
get distribution list

you'll get all names

To put icons on desk top

My computer

right click on icon

"create shortcut"

etc

LIBRARY E A / BIBLIOTHÈQUE A E



3 5036 01041081 2

DOCS
CA1 EA 99036 ENG
Quick reference guide : DFAIT
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