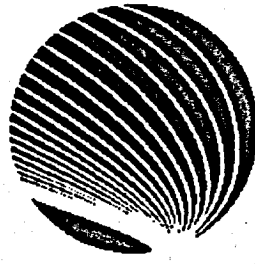.6338425 I(E)

SIGNET

Introduction to ICONDESK Version 4.4

Learning Guide

Produced and distributed by Client Services Division

(STC)

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INTRODUCTION TO ICONDESK

ICONDESK (version 4.4) is SIGNET's electronic mail application with the graphical interface features of Windows. It supports both mouse and keyboard input, and makes extensive use of pull-down menus, tool bars, status bars, and many other Windows program interface standards.

You can customize many aspects of ICONDESK to reflect your preferences and to optimize the way you use this application. For example, you can add, remove, or rearrange the buttons on the Mail Manager Tool Bar. You can also alter the contents, titles, and order of ICONDESK'S various list windows.

Finally, ICONDESK offers extensive on-line Help, which can be accessed at any time, simply by pressing the F1 key.

HOW TO USE THIS LEARNING GUIDE

For example:

Type **student**	Indicates that you are to type the word student.
Press **ENTER**	Indicates that you are to press the Enter key on the keyboard.
Press **F1**	Indicates that you are to press the function key marked F1.
Select: **MESSAGE**	Indicates that you are to position the mouse pointer over the Message menu, press and release the left mouse button.
Press **Ctrl-Click**	Indicates that you are to press and hold down the first key (CTRL), then press the left mouse button once.

Section One
WORKING WITH *ICONDESK*

In this section you will learn about:

- Login and Logout Procedures
- The Mail Manager Window
- The Browse Window

SECTION SKILLS AND THEIR IMPORTANCE

In this section you will learn about:

■ **IBIsys Login and Logout Procedures**
The login procedure may be performed as you begin your SIGNET session or later. The IBIsys logout procedure must be completed before closing the Window's Program Manager. Otherwise, the IBIsys Login program will not allow you to EXIT Windows.

■ **The Mail Manager Window**
The Mail Manager window is one of the two basic windows used in ICONDESK. Most mail activities are performed from within this window. A Folders List window displays your folders.

■ **The Browse Window**
The Browse Window, the second of two basic windows, is where you can read your messages. Windows' multiple selection techniques allows the browsing of many messages.

IBIsys LOGIN AND LOGOUT PROCEDURES

In order to use ICONDESK (or other IBIsys programs) you must first login to your IBIsys account. This is achieved by using the IBIsys Login program.

```
|—|                          ICONDESK 4.4 Mall Manager                    |▼|
  File   Edit   View   Options   Message   Window   Help






        |—|  ▓▓▓▓▓▓ Olivetti IBIsys ▓▓▓▓▓▓  |▼|
        Command   Options   Help

             Name:  |

            Server:  [              ][▓]

         Password:  [              ]

                   [      Ok      ]

```
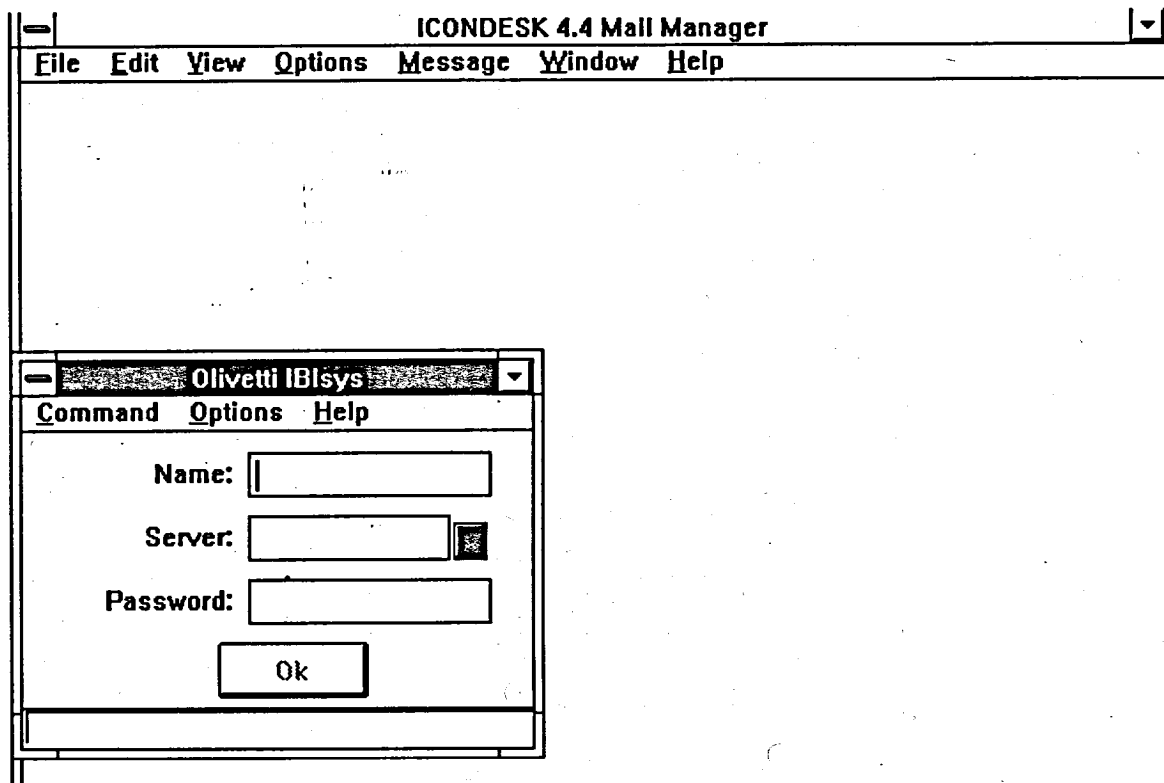
When you begin a SIGNET session, Microsoft Windows will automatically start the IBIsys Login program which will, in turn, display the Olivetti IBIsys dialog box (as shown). At this point, you may either proceed to login, close the IBIsys Login window, or minimize it for later use.

The logout procedure must be performed before you exit Windows. Otherwise the system will display a message stating to **"Please Logout First"**.

Login to IBIsys ICONDESK

Two possibilities exist for the login to IBIsys ICONDESK. You can login to mail as you begin your SIGNET session, or login later.
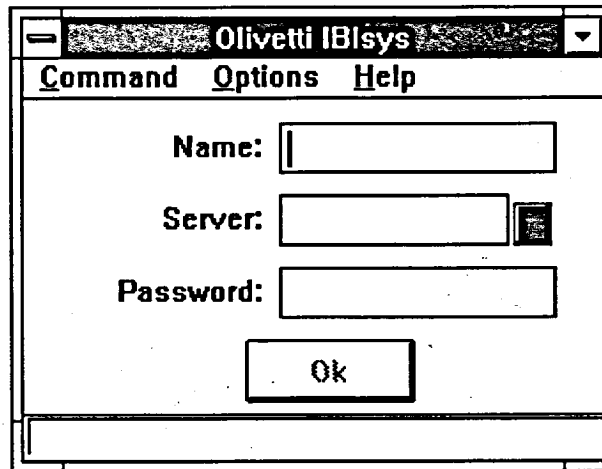
The following explains the procedure if you choose the first scenario.

Method

To login to IBIsys ICONDESK as you begin your SIGNET session:

When the Olivetti IBIsys dialog box is displayed:
1. Type your username in the NAME field and press the TAB key.
2. Type your server name in the SERVER field and press the TAB key.
3. Type your PASSWORD and press the ENTER key.

```
┌─────────────────────────────────────┐
│ ═  ▓▓▓▓▓▓ Olivetti IBIsys ▓▓▓▓  │ ▼ │
├─────────────────────────────────────┤
│  Command   Options   Help           │
│                                     │
│       Name: │                 │     │
│                                     │
│      Server: │              │▓│     │
│                                     │
│    Password: │               │     │
│                                     │
│           │    Ok     │            │
│                                     │
├─────────────────────────────────────┤
│                                     │
└─────────────────────────────────────┘
```

Once you have completed the login procedure, as shown in the method above, the **Alt+Tab** keys can be used to go back and forth between different Window applications without having to logout.

Your login name (also know as your user name) and your server name are assigned to you by your SIGNET Systems Administrator. He/she will also give you a temporary password which you must change. Please remember to keep it confidential!!

Method

To login to IBIsys ICONDESK later during your Window's session:
1. Restore the MAIL/COURRIER group.
2. Double click on the MAIL icon.
3. Type your username in the NAME field and press the TAB key.
4. Type your server name in the SERVER field and press the TAB key.
5. Type your PASSWORD and press the ENTER key.

LOGON TIP
In release 4.4, it is no longer possible to inadvertently have several sessions of ICONDESK running simultaneously.

Exercise

In this exercise, you will login to IBIsys ICONDESK.

1.	Login to SIGNET	*The Olivetti IBIsys dialog box will automatically be displayed.*
2.	Type your username, press TAB	*Type your username in this field. This will be assigned to you by the System's Administrator.*
4.	Type the server name, press TAB	*The server name is not case sensitive, therefore can be typed in either uppercase or lowercase.*
5.	Type the password, press ENTER	*The password should also be typed in lowercase. Attention to the number one (1) and lowercase (L), the zero 0 and the letter (o).*

ICONDESK TIP
The SIGNET Systems Administrator will configure your IBIsys Login to remember your most recent login name and server name. If, when you login, the correct login name and server name already appear, you simply type in the Password.

WINDOWS TIP
Once you have completed the login procedure, you can use the ALT+TAB key combination to go back and forth between various Windows programs.

Changing The Login Password

A password will be assigned to you automatically whenever you are given access to IBIsys ICONDESK. This initial password is the same for all new accounts created in ICONDESK. It is therefore very important to change it to something unique.

| Method |

To Change the IBIsys ICONDESK password:
1. Press **ALT-TAB** until you reach the Olivetti IBIsys window.
2. Click on the **COMMAND** option from the menu bar.
3. Click on **CHANGE PASSWORD**.
4. Type the Old Password in the blank field, followed by **OK**.
5. Type in the New Password in the blank field, followed by **OK**.
6. Retype the New Password in the blank field provided, followed by **OK**.
7. A confirmation screen will appear. Click on **OK**.

Logout of IBIsys ICONDESK

All active IBIsys applications, including ICONDESK, will be terminated when you logout of IBIsys. The logout procedure **must be completed before** you can successfully exit Windows.

```
 Method
```

To logout of IBIsys:

1. Close the ICONDESK Mail Manager window.
2. Restore the Olivetti IBIsys icon.

          OR

Use the **ALT+ TAB** key combination to activate the Olivetti IBIsys window.
3. Click on the COMMAND option in the menu bar.
4. Click on the LOGOUT option.
5. A message will appear to confirm your logout is executed, click **OK**.

```
 Exercise
```

In this exercise, you will logout of IBIsys ICONDESK.

1. Double-click on the Control Menu Box of the Mail Manager window

    Should be in the most upper left corner of the screen

2. Double-click on the Olivetti IBIsys icon on your desktop

    This icon will be on your desktop

3. Click on COMMAND

4. Click on LOGOUT

THE MAIL MANAGER WINDOW

The Mail Manager window is one of the two main windows used in ICONDESK. It is the platform from which most mail activities are performed, with the exception of reading messages, which is executed in the Browse window.
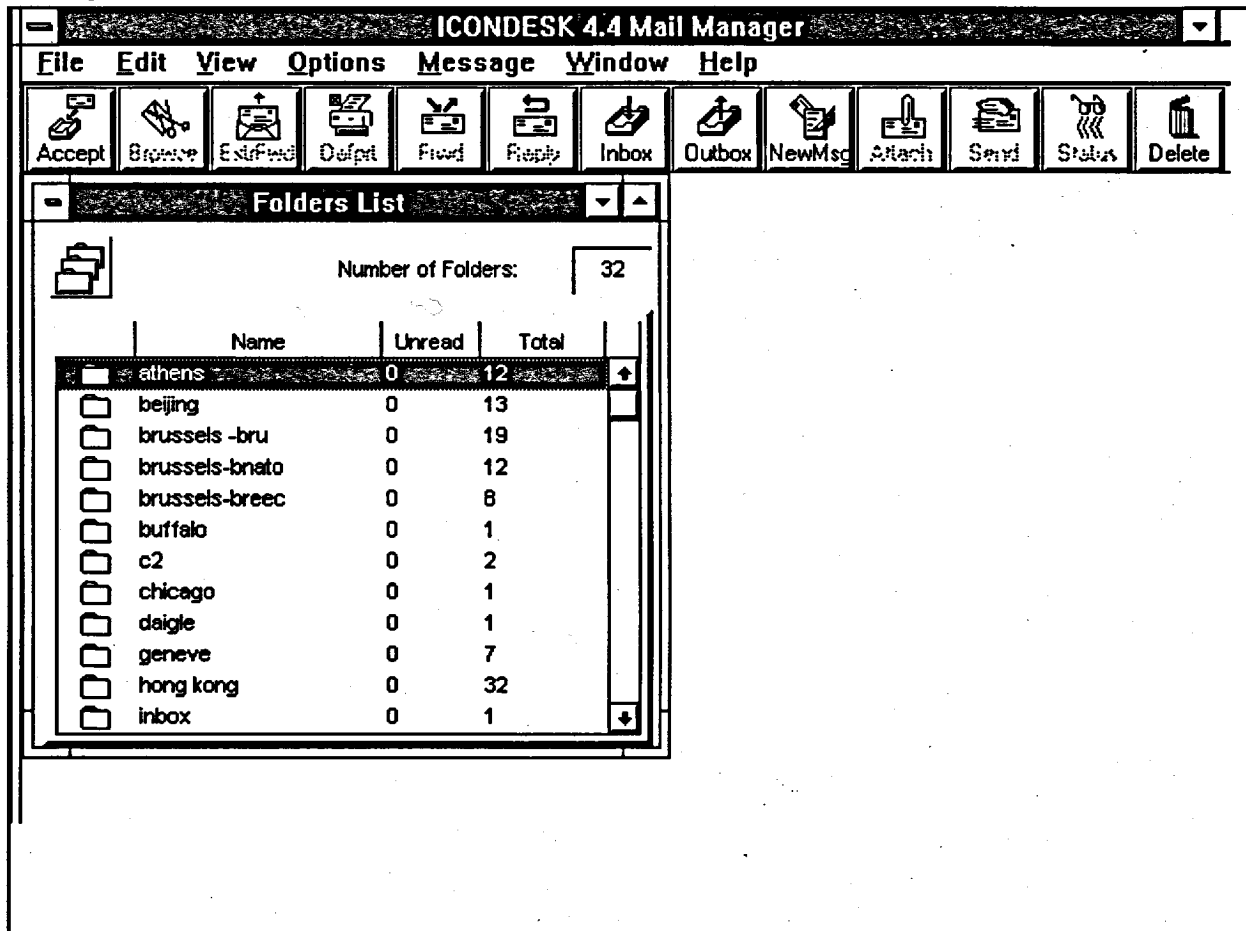
The Mail Manager window's main components are:
- a Title Bar
- a Menu Bar
- a Tool Bar
- a Status Bar
- a Folder List

Title Bar

The title bar indicates the name of the window. At it's left is the **Control Menu Box** used primarily to close the window.

Menubar

All activities in ICONDESK may be performed from the menu bar. The functions available from the Mail Manager menu bar, are as follows:

File	Edit	View	Options	Message	Window	Help
New folder	Cut	Folder List	Alias	New	Cascade	Contents *
Open	Copy	Inbox	Message Options	Extract Forward	Tile	How to use Help
Browse	Paste	Outbox	Icon	Forward	Arrange Icons	About Mail Manager
Archive	Del	Work	List Layout	Reuse	Close All	
Export		Accepted	Order by	Reply		
Move		Unread	Tool Bar Layout	Status		
Delete		Outgoing	Confirmation	Attachments		
Close		All	Profiling	Save		
Search			Tool Bar	Send		
Print			Status Bar	Accept		
Exit			New after Send/Save			
			Close after Send/Save			
			Save Settings on Exit			

Help

The Help facility is available on the menubar. You may also obtain context sensitive help by pressing F1 at any time.

Tool Bar

The Tool Bar may be customized using the Tool Bar Layout command from the Options Menu in the Mail Manager window. Procedures for modifying the Tool Bar are explained in the section titled "Customizing".

Status Bar

The Status bar is displayed at the bottom of the ICONDESK window. The information in the status bar reflects the current activity.

Folders List
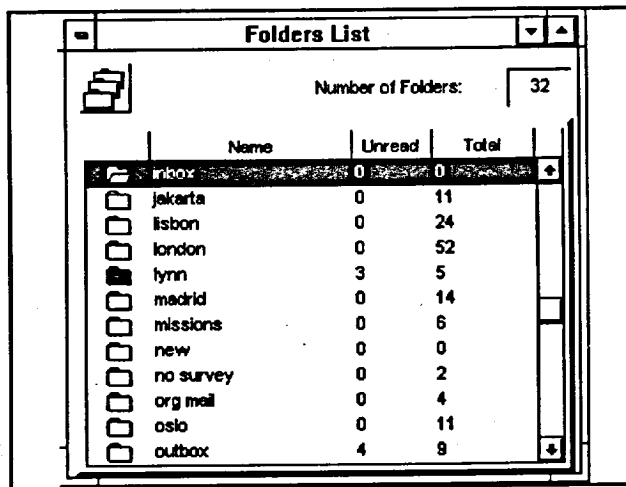
The Folders List displays all the folders belonging to the Mail application. These can be consulted by double-clicking on the folder icon. Some default folders are created automatically, such as the Inbox and the Outbox. You can create additional ones as needed.

Each folder window contains a list box to display the resident mail items. When all of the items cannot be displayed in the list box, a vertical scroll bar appears on the right side of the box.

The mail items may be displayed in order of date or in order of importance by selecting the appropriate option in the Order by drop down list box. When sorted by date, the most recent message is placed at the top of the list. When sorted by importance, the most urgent message is placed at the top of the list.

All outgoing messages are considered unread. However, when selecting View, Unread from the menubar, these will not be included.

A folder which contains unread messages is **red!**

Folders List		
Number of Folders:		32

Name	Unread	Total
inbox	0	0
jakarta	0	11
lisbon	0	24
london	0	52
lynn	3	5
madrid	0	14
missions	0	6
new	0	0
no survey	0	2
org mail	0	4
oslo	0	11
outbox	4	9

The Status field in the list box indicates, with icons, the status of the mail. For example:

Message received and not browsed.

Message received and browsed.

Message with attachments rec'd and not browsed.

Message with attachments rec'd and browsed.

Message forwarded if in the Outbox. Forwarded message received if in the inbox.

Message created, saved and not sent.

Message sent and not browsed.

Message sent and browsed.

Message status report received and not browsed.

Message status report received and browsed.

Message tagged as Immediate is red.
Message tagged as Low is white.
Message tagged as Routine is yellow

Inbox folder

The Inbox folder provides the list of all accepted messages (unless they have been moved to specific folder). Once messages have been read, they can be filed, printed, forwarded, deleted or replied. This box should be maintained on a daily basis, limiting the mail items to the most recent ones.

Outbox folder

The Outbox folder provides the list of mail items sent using the Send, Reply and Forward options (unless they have been directed otherwise from the message options window, or using the auto-foldering feature).

Exercise

In this exercise, you will open the Inbox folder.

1.   Click on **VIEW** in the Mail   *If the Folder List is already selected, go to*
      Manager window   *step 3.*

2.   Click on Folder List

3.   Double click of the **INBOX** folder   *Notice the Status envelopes*

THE BROWSE WINDOW

The Browse window is the second of two main windows. It is from here that messages are read. The menu bar and tool bar are different from that of the Mail Manager window.

File	Edit	Message	Attachments	Options	Window	Help
Open	Copy	Extract Forward	Browse	Status Bar	Cascade	Contents ♦
Archive	Select All	Forward	Archive	Tool Bar	Tile	How to use Help
Delete	Search	Reply	Export	Tool Bar Layout	Arrange Icons	
Move	Find forward	Print	Print	Mono window	Close All	
Export	Find backward	Status	Iconic	Multi window	Next	
Print					Previous	
Exit						

Method

To browse a message

1. Click on the message you want to read.
2. Select FILE, BROWSE.

                            OR

   Double-click on the message.
3. Scroll through the message.
4. Select FILE, EXIT in order to close the Browse window.

To browse several messages

1. Select several messages by clicking on the first message and holding the Shift key while clicking on the last message. Alternatively, you can select several non-contiguous messages by clicking on the first and holding the Ctrl key while clicking on the next message(s).
2. Select FILE, BROWSE.
3. After reading the first message, click on NEXT in the Tool Bar.
4. Continue with step 3 until all your messages have been read.
5. Select FILE, EXIT to close the Browse window.

SUMMARY

To login to IBIsys ICONDESK:
1. Type your username in the NAME field and press the TAB key.
2. Type your server name in the SERVER field and press the TAB key.
3. Type your PASSWORD and press the ENTER key.

To Change the IBIsys ICONDESK password:
1. Press ALT-TAB until you reach the Olivetti IBIsys window.
2. Click on the COMMAND option from the menu bar.
3. Click on CHANGE PASSWORD.
4. Type the Old Password in the blank field followed by OK.
5. Type in the New Password in the blank field followed by OK.
6. Retype the New Password in the blank field provided followed by OK.
7. A confirmation screen will appear. Click on OK.

To logout of IBIsys ICONDESK:
1. Close the ICONDESK Mail Manager window.
2. Restore the Olivetti IBIsys icon.
3. Click on the COMMAND option in the menu bar.
4. Click on the LOGOUT option.
5. Click on OK.

To display the Help function:
1. Press F1.
   OR
   Position the mouse pointer on the HELP option in the menu bar and click the left mouse button.
2. Select a HELP option.

To display a Folder:
1. Click on VIEW in the menu bar.
2. Select the folder you wish to view. I.E. the INBOX or OUTBOX.
   OR
1. Click on VIEW in the menu bar.
2. Select the FOLDER LIST.
3. Double click on the folder icon you wish to consult.

To browse a message
1. Click on the message you want to read.
2. Select FILE, BROWSE.
   OR
   Double-click on the message.
3. Scroll through the message.
4. Select FILE, EXIT in order to close the Browse window.

To browse several messages
1. Select several messages by clicking on the first message and holding the Shift key as you click on the last message.
2. Select FILE, BROWSE.
3. After reading the first message, click on NEXT in the Tool Bar.
4. Continue with step 3 until all your messages have been read.
5. Select FILE, EXIT to close the Browse window.

SELF-CHECK EXERCISE

1.   Close ICONDESK.

2.   Logout of IBIsys.

3.   Open ICONDESK.

4.   Enter the login information.

5.   Switch to the Windows Program Manager, without closing ICONDESK.

6.   Switch back to ICONDESK.

7.   Open the Inbox and Outbox folders.

8.   Close the Inbox and the Outbox folders.

SECTION TWO
SENDING MESSAGES

In this section you will learn about:

- Composing Messages
- Sending Messages
- Querying the Address List
- Creating an Alias
- Saving Messages to Reuse Later

SECTION SKILLS AND THEIR IMPORTANCE

In this section you will learn about:

■ **Composing Messages**
Creating messages requires two basic steps. The first step is to create a message header, which is comparable to addressing an envelope. The second step is to write the message note. Messages are sent to main recipient(s), and optionally to carbon copy recipient(s) and/or blind copy recipient(s).

■ **Sending Messages**
Messages may be sent to many recipients simultaneously requiring little effort and time. Messages without a main recipient address are not transmitted.

■ **Querying the Address List**
Occasionally your destination address may be unknown. The Query command executes a search for the proper address.

■ **Creating an Alias**
To save time, an alias may be assigned to represent a specific user address. An alias can also be assigned to a group of users, creating a type of distribution list.

■ **Saving Messages to Reuse Later**
The save function, within the compose message window, allows messages to be created and sent at a later time.

COMPOSING MESSAGES

When sending a message, a copy can be saved to the default folder called Outbox. This default setting may be modified using message options.

The two basic steps to sending a message are:
- create a message header
- write a message note

Creating a Message Header

This operation is similar to addressing an envelope. The Message, New command generates the Compose Message window in which the header fields, providing such information as: the main address(es) (TO:), carbon copy (CC:) and blind carbon copy (BCC:) recipient address(es), can be entered.

By convention, selecting a TO: recipient(s), indicates that some action be taken by that person(s). While any CC: or BCC: type recipients receive the message for their information only.

Method

To create the address header:
1. Click on the NEW button of the Mail Manager Tool Bar.

   OR

   Click on the MESSAGE, NEW in the Menu Bar.
2. Type the topic of the message in the SUBJECT field.
3. Select the type of recipient.
   (Radio buttons display TO, CC *and* BCC *fields. At least one* TO: *type recipient is required.)*
4. Type in the last name beside the <u>TO</u>: or CC: in the recipient section of the window.
5. Repeat steps 3 and 4 until all recipients have been entered.

NOTE: If exact spelling of last name is unknown the following can be used:
   - Type known characters followed by an asterisks i.e. clout*

If sending a message to an organizational address:
   - Type a hyphen followed by the acronym for the division (see Sending Organizational Messages further in this section)

If an ALIAS was created for the addresses:
   - Type in the name of the alias in the RECIPIENT field.

At the time the message is **sent**, if there is more than one address which fits the criterion specified, a list of addresses will appear. From this list, you will be able to select the appropriate address(es).

TRAP
If the exact spelling of the last name is unknown, it is probably best to search for the name using the query function (explained further in this section). Otherwise, it may result in your message being sent to the wrong recipient.

Writing the Message Note

ICONDESK has it's own Write editor for writing the message notes.

Method

To write the message note:
1. Click in the **NOTE** section of the **Compose Mssage** window.
2. Type the message.

ICONDESK TIP
You can maximize the Note window when creating your message note.

CUT AND PASTE TIP
An alternative to creating your message in the Note section of the Compose Message window is the following. Create your text in WordPerfect, then take advantage of the clipboard to transfer the text into the ICONDESK Note window. Use the Copy button (or CTRL "C") to copy the WordPerfect text, switch to ICONDESK, use the Paste command (or CTRL "V") to paste into the Note.

Transmitting Messages

You cannot send a message unless you have included at least one "TO:" addressee.

Method

To send a message:
From the Compose Message Window
1. Click on the SEND button on the Mail Manager Tool Bar.
                              OR
   Click on the MESSAGE in the Menu Bar. Then click on the SEND option.

Exercise

In this exercise you will address a message header, write a message note and send it.

1. Click on the NEW button of the   *Or, click on MESSAGE in the Menu Bar and*
   Mail Manager Tool Bar   *select NEW.*

2. Type a general subject in the   *Ask other participants about their PLANS FOR*
   SUBJECT field   *THE COMING WEEKEND.*

3. Position the mouse pointer in the **TYPE** box

The box displays the TO, CC and BCC fields, with a blue dot beside the selected field.

4. Click in the **TO:** field

If the blue dot is not beside this field.

5. In the **RECIPIENT** section of the window, type the lastname of the person you wish to send E-mail to.

6. Click in the **CC:** field

7. In the **RECIPIENT** section of the window, click to place the cursor after the name of the last recipient. Press **ENTER** and type the name of person to whom you wish to send a copy of the message.

8. Click in the **NOTE** section of the window

9. Type a short message

Explain what you'll be doing this weekend.

10. Click on the **SEND** button

Or, click on MESSAGE in the Menu Bar and select the SEND option.

11. In the case where there is more than one name which meets the criterion for lastname, select the actual recipients name and click on the **OK** button.(Alternatively, double-click on the name.)

12. Click on the **OK** button to confirm that the message is sent.

13. Click on the **NEW** button

QUERYING THE ADDRESSES LIST

ICONDESK is equipped with a search tool capable of locating any SIGNET personal mailbox, organizational mailbox, and -CDCS addresses. This tool is the Query command, located in the Addresses window.   The query information can be typed in uppercase or lowercase and the asterisk can be used as a wild card character.

NOTE: To find all members of a division, including the organizational
mailbox, type a hyphen followed by the acronym of the division.
To generate a list of all staff in a mission, type a hyphen followed by
the acronym for the mission.

Addresses	Alias	
Addresses	Alias	OK
-CATS	helene	
-ABADF -CDCS	lise	Cancel
-ABDJN -CDCS	micheline	
-ABUJA -CDCS		
-ACCRA -CDCS		
-ADDIS -CDCS		
-AECBOTT		
-AECLOTT		
-AESTRNTC		
-AGOOTT		
-AGRICOTT		
-AKLND -CD		
-ALGER -CD		
-AMMAN -C		

Address Query

User Name:		OK
User Group:		Cancel

Query ...	X.400 ...	View ...	Add	Remove	Gateways ...

Recipients
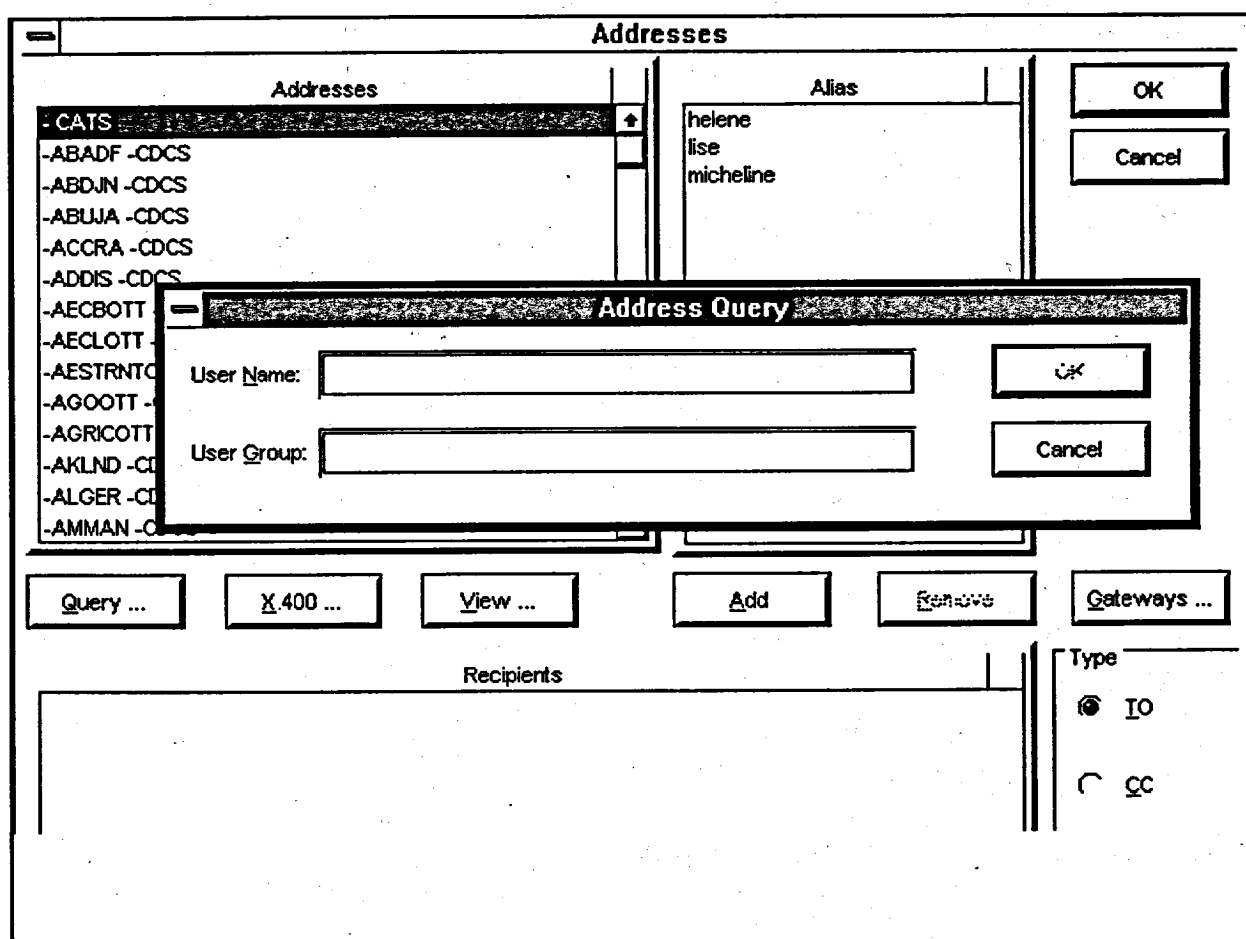
Type
- ● TO
- ○ CC

> **Method**

To query the address list:
1. Select MESSAGE, NEW from the Mail Manager Window.
2. Click the ADDRESSES command button.
3. Click on the QUERY button.
4. Type in your criterion for the search. This could be a first or last name, the division or mission acronym...
5. From the results window, click on the address(es), to whom you want to send your message, click on ADD or press the ENTER key.
6. Click on OK.

WINDOWS TIP
You can use Windows' drag and drop technique to copy addresses from the Addresses list box to the Recipients list box.

> **Exercise**

In this exercise you will query for a colleague's address.

1. Generate the Compose Message window and click on the ADDRESSES button followed by the QUERY button

2. Click in the USER NAME field, type the last name of a colleague and click on Ok or press the ENTER key.

   This query should display a list of all individuals with that last name.

Deleting User Addresses

While creating a message header, user addresses may be deleted from the Recipients section of the window.

> **Method**

To delete an address:
1. Select the appropriate address in the Recipient section of the Compose Message window.
   (Use any of the window selection techniques i.e. dragging your mouse to highlight)
2. Press the DELETE key.

CREATING AN ALIAS

An alias is a name given to represent a user or group of users with whom you interact on a regular basis.

This tool minimizes the amount of time involved when required to send messages to other users, particularly when sending the same message to many users. Once created, the alias name can be typed in the **recipients** section of the **Compose Message** window.
(Please note that there cannot be more than 50 user addresses to each single alias).

```
┌──────────────────────── Alias Management ─────────────────────────┐
│ ═                                                                  │
│        Addresses                         Alias              ┌────────┐│
│ ┌────────────────────────┬┐┌─────────────────────────┬┐   │  Save  ││
│ │- CATS                  │↑││helene                   ││   └────────┘│
│ │-ABADF -CDCS            │ ││lise                     ││   ┌────────┐│
│ │-ABDJN -CDCS            │ ││micheline                ││   │  Close ││
│ │-ABUJA -CDCS            │ ││                         ││   └────────┘│
│ │-ACCRA -CDCS            │ ││                         ││             │
│ │-A┌──────────────── Create Alias ────────────────┐  ││   ┌────────┐│
│ │-A│ ═                                            │  ││   │  New   ││
│ │-A│                                              │  ││   └────────┘│
│ │-A│  Alias name:  ┌──────────────────┬┐ ┌─────────┐│  ││   ┌────────┐│
│ │-A│               │                  │↓│ │   OK    ││  ││   │ Modify ││
│ │-A│               └──────────────────┴┘ └─────────┘│  ││   └────────┘│
│ │-A│                                   ┌─────────┐  │  ││   ┌────────┐│
│ │-A│                                   │ Cancel  │  │  ││   │ Delete ││
│ │-A│                                   └─────────┘  │  ││   └────────┘│
│ │-A└──────────────────────────────────────────────┘  ││             │
│ │-AN                     │                            ││             │
│ └────────────────────────┴┘└─────────────────────────┴┘             │
│ ┌────────┐ ┌────────┐ ┌────────┐   ┌────────┐ ┌────────┐ ┌─────────┐│
│ │Query...│ │ X.400..│ │ View.. │   │  Add   │ │ Remove │ │Gateways..││
│ └────────┘ └────────┘ └────────┘   └────────┘ └────────┘ └─────────┘│
│                         Members                                     │
│ ┌──────────────────────────────────────────────────────┬┐          │
│ │                                                       ││          │
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│ │                                                       ││          │
│ │                                                       ││          │
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└────────────────────────────────────────────────────────────────────┘
```
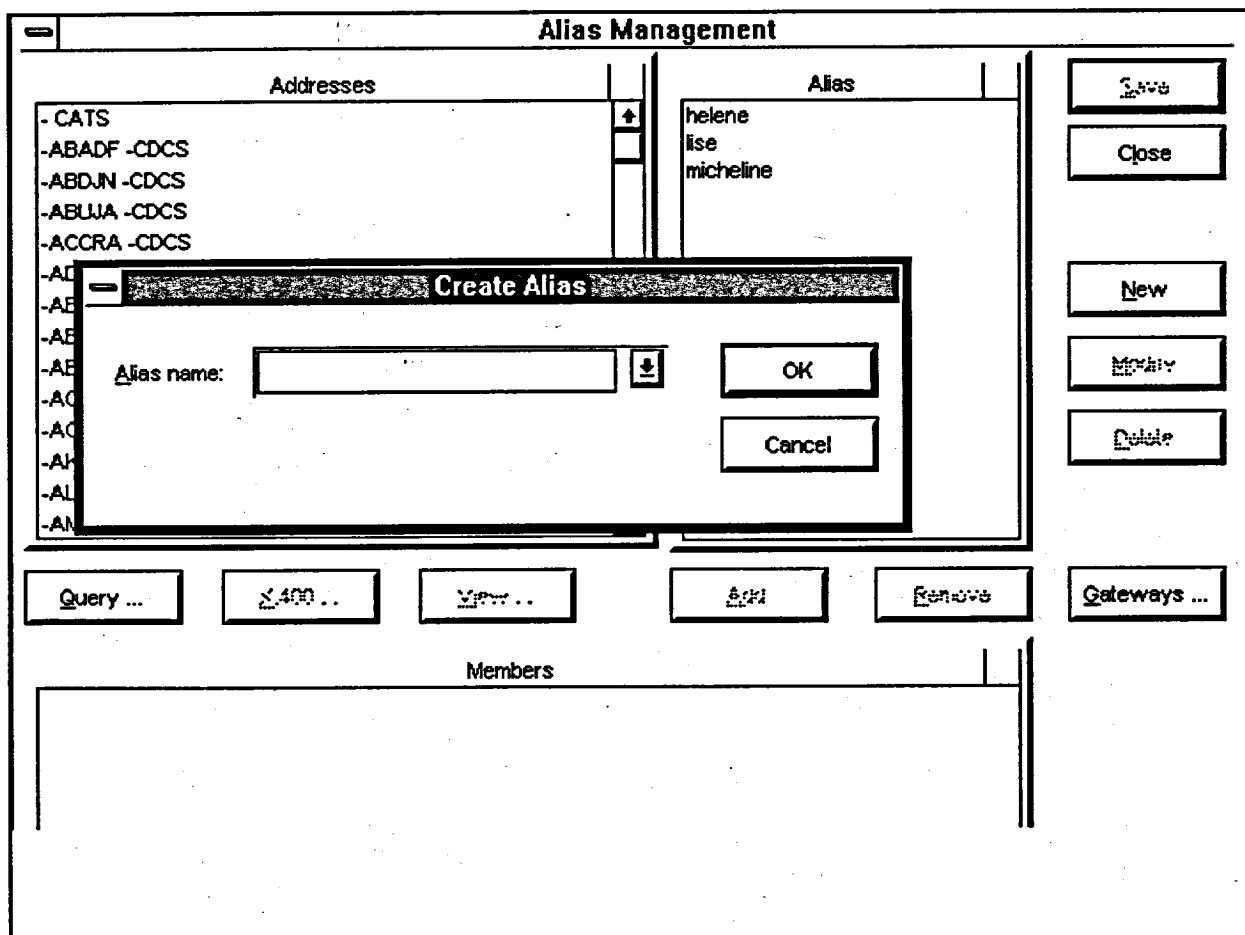
┌──────────────┐
│   **Method**   │
└──────────────┘

To create an alias:
1.   Select OPTIONS in the Menu Bar of the Mail Manager window.
2.   Select ALIAS.
3.   Click on the NEW command button.

4. Type the new alias name in the **CREATE ALIAS** box.
5. Click on the **OK** button (notice at the bottom of the screen, a section called Members of ???).
6. Use query to locate the recipient addresses.
7. Click on the address or addresses to be associated with the new alias.
    Click on the **ADD** command button.
            OR
    Double-click on the address(es).
8. Click on the **SAVE** command button.
    The newly created alias will appear in the window.
9. Click on the **CLOSE** command button.

Exercise

In this exercise you will create an alias which includes all participants in the class.

1. Select **OPTIONS** from the Mail Manager window.

2. Click on **ALIAS**

3. Click on the **NEW** button

4. Type in an alias name followed by **Ok**   *Type name in lowercase characters.*

5. Use **QUERY** to locate the recipients name

6. Double-click on the address in order to add it to the alias list   *or, click once on the address and click on the command button ADD.*

7. Follow steps 5 and 6 until you have added all of the addresses to the alias

8. Click on **SAVE**

SENDING ORGANIZATIONAL MESSAGES

There are two different types of recipients to which you can send messages. You can address a message to an individual by following the procedure outlined above. Alternatively, you can send to a program's organizational mailbox. This latest is recommended for messages of organizational value, particularly if the message should be archived.

There are addresses for each division in Headquarters as well as "general delivery" and program level addresses for each Mission on SIGNET. When selecting the recipients for your organizational message, make certain to query or type in the organizational mailbox address. For example, to send a message to STC, you would send to: "-extott -stc". Another example would be "-wshdc -im" to send to Washington Immigration.

The originator of an organizational message is responsible for ensuring that a copy is forwarded to the corporate filing system. Messages that were previously filed with the BICO are now to be copied to CATS (the corporate electronic document filing system). This is done by selecting the CATS address as a CC: when addressing the correspondence. The CATS address is in the directory as "- CATS".

It is the responsibility of each organization to institute proper approval levels and processes. In general, correspondence sent from an individual ICONDESK mail account carries the approval of that user. If a message requires approval by a superior, then the body of the message should end with the statement "This message has been approved by...".
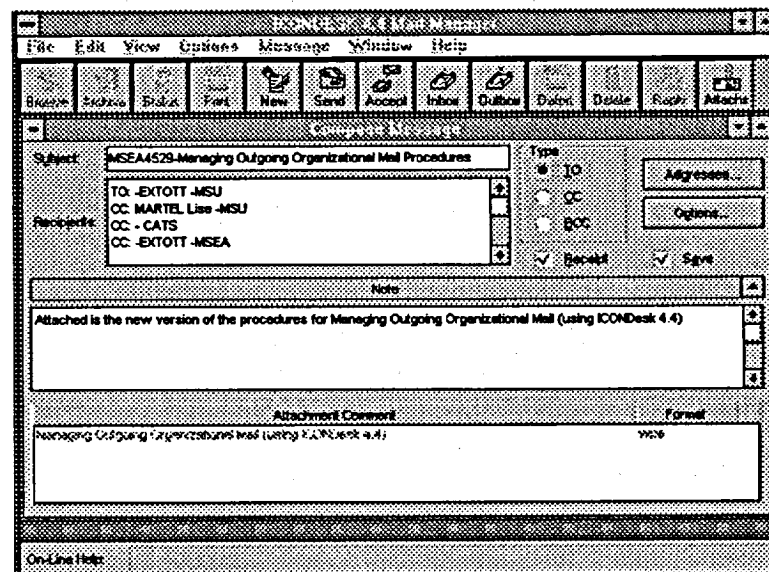
QUERYING TIP
Remember when searching for an address made up of an acronym, (as in a mission, division or program) use a hyphen.

Method

To send an organizational message:

1. Log on to your individual ICONDESK mail account.
2. From the Mail Manager window, select MESSAGE, NEW (or the MSGNEW icon) to display the Compose Message window.
3. Obtain a new Message Id in the traditional fashion.
4. In the SUBJECT field:
   Enter the Message Id followed by a hyphen then the subject.
5. In the RECIPIENTS section:
   a) Add action (TO) and info (CC) recipients. If known, include the name of the responsible individual as well as the organization.
   b) CC: "- CATS".
   c) CC: your organizational address (if required) for divisional filing.
6. In the NOTE section:
   Compose the message text. If the Security Classification is Protected, then enter the word PROTECTED at the top of the note.
7. Add any required attachments by selecting MESSAGE, ATTACHMENTS (or the ATTACHS icon).
8. Send the message by selecting MESSAGE, SEND (or the SEND icon).
9. If you did not CC your organizational mailbox (for divisional filing), then print the message from your OUTBOX.

RULE:
In the Subject field there are no spaces between the Message Id, the hyphen and the subject.

ADDRESSING TIP:
You can enter recipient names directly in the Recipients 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 function.

SAVING MESSAGES TO REUSE LATER

Occasionally you may want to create a message but send it at a later time. This activity requires four steps:

- create the message
- save the message
- reuse the message
- send the message

TRAP
A saved message will be resident in the work folder unless the **message options** window is generated and subsequently the Ok button clicked. In this case, the message will be located in the folder specified in the folder field of the 'message options' window.

| Method |

To save and reuse a message:
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 appears to confirm keeping the original copy of message.)*
9.   Complete the message header and message note.
10.   Send the message by selecting Message/Send (or the Send icon)..

Exercise

In this exercise you will create a message, save it and then reuse it.

1. Create a message header   *Send this message to your neighbour, on a subject of your choice*

2. Write a message note   *Type a very short message.*

3. Click on **MESSAGE** in the Menu Bar

4. Click on the **SAVE** option

5. Close the Compose Message window

6. Select the same message in the Work folder   *Click once to highlight the message.*

7. Click on **MESSAGE** in the Menu Bar and select the **REUSE** option

8. Click on the **SEND** button

9. Close the Compose Message window

SUMMARY

To create an address header:
1. Click on the NEW button of the Mail Manager Tool Bar.

    OR

    Click on the MESSAGE, NEW in the Menu Bar.
2. Type the topic of the message in the SUBJECT field. (optional)
3. Select the type of recipient. *(Radio buttons display TO, CC and BCC fields. At least one TO: type recipient is required.)*
4. Type in the recipients last name.
5. Repeat steps 3 and 4 until all recipients have been entered.

To write a message note:
1. Click in the NOTE section of the compose message window.
2. Type the message note.

To send a message:
From the Compose Message Window
1. Click on the SEND button on the Mail Manager Tool Bar.

    OR

1. Click on MESSAGE in the Menu Bar.
2. Click on the SEND option.

To query the address list:
1. Select MESSAGE, NEW from the Mail Manager Window.
2. Click the ADDRESSES command button.
3. Click on the QUERY button.
4. Type in your criterion for the search. This could be a first or last name, the division or mission acronym...
5. From the results window, click on the address(es), to whom

you want to send your message, click on ADD or press the ENTER key.
6. Click on OK .

To delete an address:
1. Select the appropriate address in the RECIPIENT section of the Compose Message window. *(Use any Windows selection techniques to delete multiple addresses.)*
2. Press the DELETE key.

To create an alias:
1. Select OPTIONS in the Menu Bar of the Mail Manager window.
2. Select ALIAS.
3. Click on the NEW command button.
4. Type an alias name in the CREATE ALIAS box.
5. Click on the OK button (notice at the bottom of the screen, a section called Members of ???).
6. Use QUERY to locate the recipient addresses.
7. Click on the address or addresses to be associated with the new alias.
    Click on the ADD command button.

    OR

    Double-click on the address(es).
8. Click on the SAVE command button.
    The newly created alias will appear in the window.
9. Click on the CLOSE command button.

To send an organizational message:

1. Log on to your individual ICONDESK mail account.
2. From the Mail Manager window, select MESSAGE, NEW (or the MSGNEW icon) to display the Compose Message window.
3. Obtain a new Message Id in the traditional fashion.
4. In the SUBJECT field:
   Enter the Message Id followed by a hyphen then the subject.
5. In the RECIPIENTS section:
   a) Add action (TO) and info (CC) recipients. If known, include the name of the responsible individual as well as the organization.
   b) CC: "- CATS".
   c) CC: your organizational address (if required) for divisional filing.
6. In the NOTE section:
   Compose the message text. If the Security Classification is Protected, then enter the word PROTECTED at the top of the note.
7. Add any required attachments by selecting MESSAGE, ATTACHMENTS (or the ATTACHS icon).
8. Send the message by selecting Message, Send (or the SEND icon).
9. If you did not CC your organizational mailbox (for divisional filing), then print the message from your Outbox.

To save and reuse a message:

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 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 appears to confirm keeping the original copy of the message.)*
9. Complete the message header and message note.
10. Send the message.

SELF-CHECK EXERCISE

1. Create a message header.

2. Write a message note.

3. Save the message, and reuse.

4. Reuse the same message.

5. Send the message.

6. Create another message header.

7. Use the Query command button to find a specific address.

8. Complete the message and send it.

9. Create an alias for a colleague.
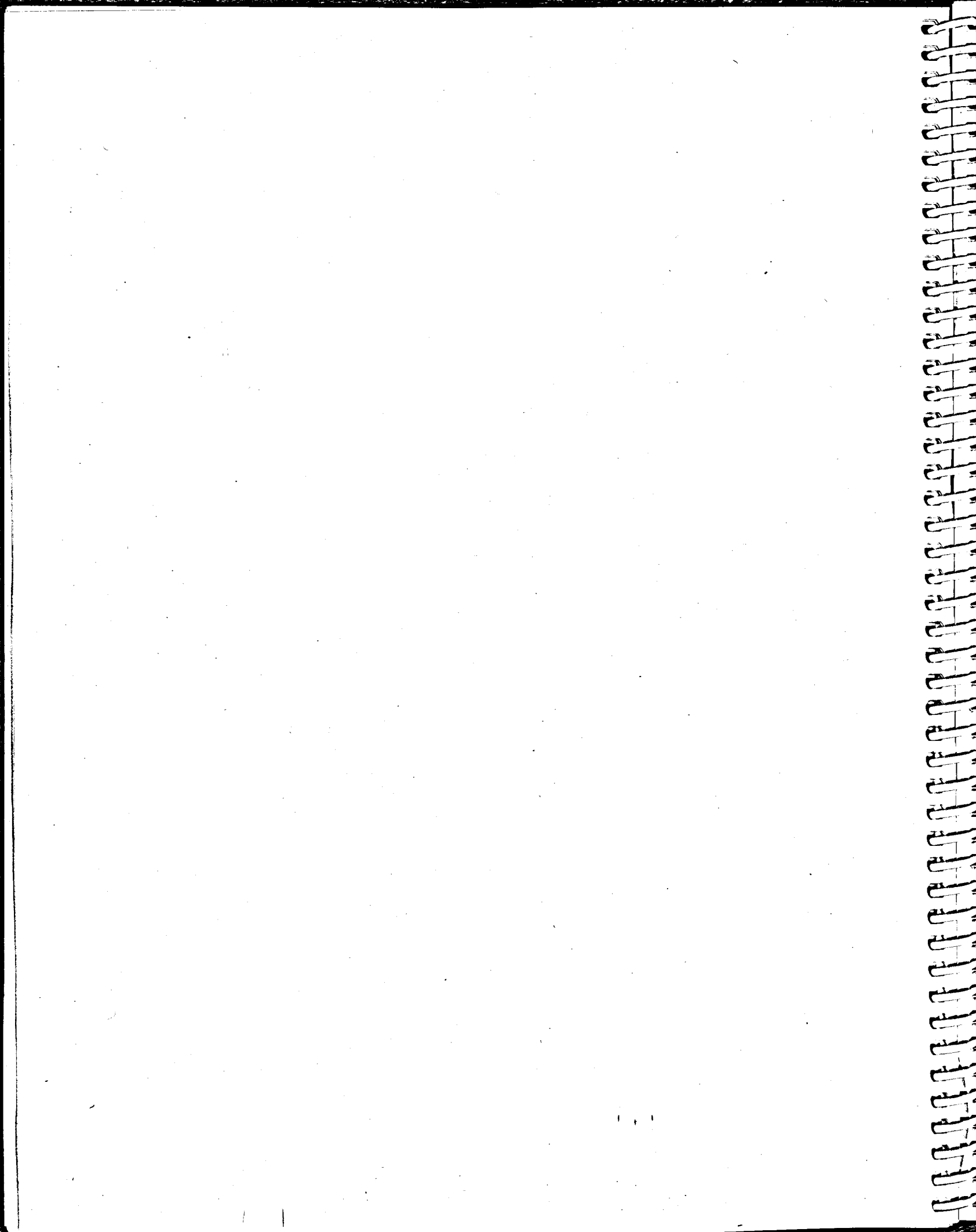
Section Three
RECEIVING MESSAGES

In this section you will learn about:

- Accepting Messages
- Browsing Messages
- Printing Messages
- Deleting Messages

SECTION SKILLS AND THEIR IMPORTANCE

In this section you will learn about:

■ Accepting Messages
This activity allows you to accept your mail. These messages are automatically copied into your Inbox folder for future reference.

■ Browsing Messages
The browsing function allows you to read your mail. Messages may be individually selected and browsed, or alternatively, you may select several message to read during a single browsing session.

■ Printing Messages
You can print an incoming, outgoing or saved message in order to retain a hardcopy if so desired.

■ Deleting Messages
Messages which are obsolete should be deleted in order to free potential storage space on the server.

ACCEPTING MESSAGES

Messages will be accepted **automatically** every time Mail is opened. These are also copied to the Inbox and can be moved to specific folders. You can also periodically request to accept new mail during your ICONDESK session.

> **Method**

>> **To accept messages during your ICONDESK session:**
>> From the Mail Manager window:
>> 1. Select ACCEPT from the Menu Bar.
>> 3. The Accepted window will be displayed.
>>   OR
>>   A message indicating that there are NO MESSAGES TO ACCEPT will appear.

BROWSING MESSAGES

The Browse window is the second of two main windows in ICONDESK. It's purpose is to provide a platform from which you can read messages. *(Browsing Attachments is covered in the Attachments Section of this learning guide.)*

The menus and tool bar are different from that of the Mail Manager window.

The Browse Window menu is as follows :

File	Edit	Message	Attachments	Options	Window	Help
Open	Copy	Extract Forward	Browse	Status Bar	Cascade	Contents ●
Archive	Select All	Forward	Archive	Tool Bar	Tile	How to use Help
Delete	Search	Reply	Export	Tool Bar Layout	Arrange Icons	
Move	Find forward	Print	Print	Mono window	Close All	
Export	Find backward	Status	Iconic	Multi window	Next	
Print					Previous	
Exit						

How to read your messages

A single message or group of messages may be browsed simultaneously. When only one
message is selected, a single Message window is displayed. When a group of messages is
selected, the first message is displayed in a Message window and the remaining messages are
displayed at the bottom of the Browse window in the shape of message icons.
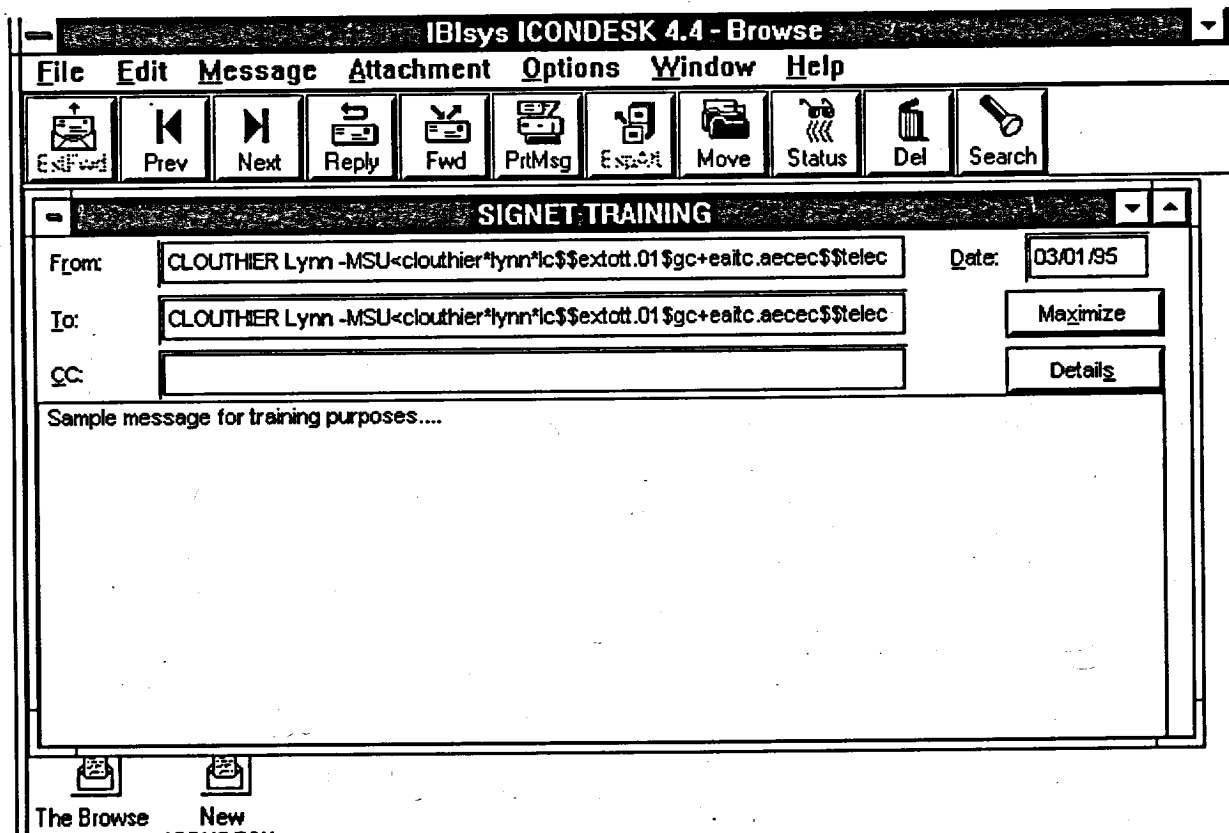
Method

To browse a single message:

From any of the folders or from the Accepted window.

1. Double-click on the message to be read.

OR

Click on the message, select **FILE** from the Menu Bar and click on the
BROWSE option.

2. Read your message.
3. **CLOSE** the Message window using the Control Menu Box.
4. Exit the Browse window using the Control Menu Box.

To browse multiple messages:
1. Open any of the folders or the accepted window.
2. Select all of the messages to be read using standard Windows' conventions. *(Ctrl+Click, Shift+Click.)*
3. Click on the BROWSE button on the Tool Bar

   <div align="center">OR</div>

   Select FILE from the Menu Bar and click on BROWSE.
   (The first message is displayed in the Message window and the subsequent messages are iconified at the bottom of the Browse window.)
4. Read your first message, then click on NEXT on the Tool Bar. (This step allows the next message to be automatically displayed and the current message is iconified.)
5. After all the messages are read, EXIT the Browse window.

TRICK
The "next" button on the Tool Bar will behave differently from what has been described above if the multi-window option has been enabled.
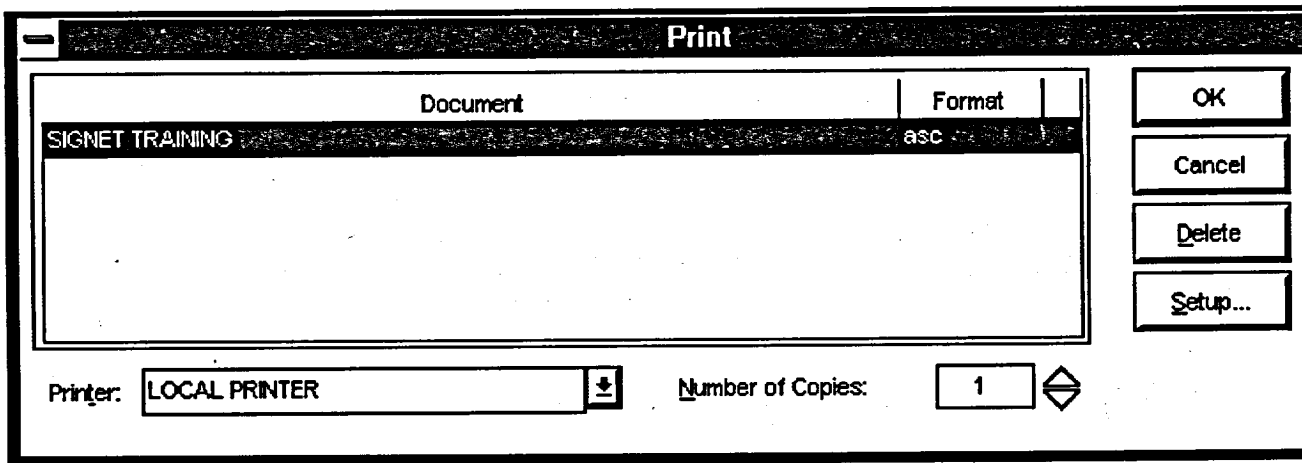

Exercise

In this exercise, you will browse through all of the messages in the Inbox.

1. Click on VIEW in the Menu Bar   *From the Mail Manager Window.*

2. Select the INBOX

3. Click on the first message to be read

4. Select the BROWSE option

5. Close the Message window

6. Exit the Browse window   *Or, click on EXIT option of the FILE menu*

7. Select a block of messages to be read   *Using the Shift+Click combination.*

8. Select the BROWSE option

9. Read the first message   *Avoid closing the Browse window*

10 Click on NEXT on the Tool Bar, and continue until all messages have been read

11. Exit the Browse window

PRINTING MESSAGES

You can print messages from both the Mail Manager and Browse windows. From the Mail Manager, you will print the message in its complete format, including date, sender and all information present in the message header. From the Browse window there are two options. You can select to print the entire message, or simply the note itself.

Document	Format	
SIGNET TRAINING	asc	

Printer: **LOCAL PRINTER**   Number of Copies: 1

[OK] [Cancel] [Delete] [Setup...]

Method

To print a message from the Mail Manager window:
1. Select the message(s) to be printed.
2. Click on the **DEFPRT** button on the Tool Bar

NOTE: The above allows you to print one or more messages without the interruption of the Print dialog box.

OR

1. Click on **FILE** in the Menu Bar and
2. Select the **PRINT** option. *(The Print window will be displayed.)*
3. Confirm the information in the Print dialog box and click on Ok

When printing from the Browse window there are two possibilities.

To print the entire message from the Browse window
1. Browse the message to be printed.
2. Select **MESSAGE** in the Menu Bar.
   Click on **PRINT**.

OR

   Click on the **PRT/MSG** button.
3. Confirm the information in the Print dialog box and click on Ok.

To print only the message with no header information
1. Browse the message to be printed.
2. Select FILE from the Menu Bar.
   Click on PRINT.
3. Confirm the information in the Print dialog box and click on OK.

TRAP
Please note that although there is an option to print an attachment within the Browse window, this is only realized if the attachment is an ASCII file. Otherwise, you must launch the application with which the attachment is associated.

Exercise

In this exercise, you will print an entire message of your choice.

1. Select the appropriate folder

2. Select the message to print

3. Click on the BROWSE button

4. Click on the MESSAGE menu

5. Click on the PRINT option

6. Click on Ok

7. Exit the window.   *Follow by exiting the Browse window.*

DELETING MESSAGES

The efficiency of a server can be affected by the storage capacity occupied by the users. It is imperative that obsolete messages be deleted as soon as possible.

| Method |

To delete a message:
1. Open the appropriate folder.
2. Select the appropriate message(s).
3. Click on the **FILE** menu then on **DELETE**.

                              OR

   Click on the **DELETE** button on the Tool Bar. *(The Delete window will appear.)*
4. Click on the **Yes** or **No** command button.

| Exercise |

In this exercise, you will delete every message in the Outbox folder.

1. Open the **OUTBOX** folder

2. Click on the first message

3. Shift+click on the last message   *All the messages should now be selected.*

4. Click on **FILE** in the menu bar   *From the Mail Manager Window.*

5. Click on the **DELETE** option, confirm the deletion

SUMMARY

To accept messages during your ICONDESK session:
From the Mail Manager window:
1. Select MESSAGE from the Menu Bar.
2. Select ACCEPT.
3. The Accepted window will be displayed.
   OR
   A message indicating that there are "no messages to accept" will appear.

To browse a single message:
From any of the folders or from the Accepted window.
1. Double-click on the message to be read.
   OR
   Click on the message and select FILE from the Menu Bar and click on the BROWSE option.
2. Read your message.
3. CLOSE the Message window using the Control Menu Box.
4. Exit the Browse window using the Control Menu Box.

To browse multiple messages:
1. Open any of the folders or the accepted window.
2. Select all of the messages to be read using standard Windows' conventions. *(Ctrl+Click, Shift+Click.)*
3. Click on the BROWSE button on the Tool Bar.
   OR
   Select FILE from the Menu Bar and click on BROWSE.
   (The first message is displayed in the Message window and

the subsequent messages are iconified at the bottom of the Browse window.)
4. Read your first message, then click on NEXT on the Tool Bar. (This step allows the next message to be automatically displayed and the current message is iconified.)
5. After all the messages are read EXIT the Browse window.

To print a message from the Mail Manager window:
1. Select the message(s) to be printed.
2. Click on the PRTDEF button on the Tool Bar.
   OR
   Click on FILE in the Menu Bar and select the PRINT option.
   (The Print window will be displayed.)
3. Confirm the information in the Print dialog box and click on OK

To print the entire message from the Browse window
1. Browse the message to be printed.
2. Select MESSAGE in the Menu Bar. Click on PRINT or click on the PRT/MSG button.
3. Confirm the information in the Print dialog box and click on OK.

To print only the message with no header information
1. Browse the message to be printed.
2. Select FILE from the Menu Bar. Click on PRINT.
3. Confirm the information in the Print dialog box and click on OK.

To delete a message:
1. Open the appropriate folder.

2.   Select the appropriate
      message(s).
3.   Click on the **FILE** menu then
      on **DELETE**.
                OR
      Click on the **DELETE** button on
      the Tool Bar. *(The Delete
      window will appear.)*
4.   Click on the **Yes** or **No**
      command button.

SELF-CHECK EXERCISE

1.   Browse all of the messages in the Inbox folder.

2.   Print two of these messages.

Section Four
REPLYING AND FORWARDING MESSAGES

In this section you will learn about:

- ■ Replying to Messages
- ■ Forwarding Messages
- ■ Extracting Forwarded Messages
- ■ Reusing Messages

SECTION SKILLS AND THEIR IMPORTANCE

In this section you will learn about:

■ **Replying to Messages**
This function will allow you to quickly respond to incoming mail.

■ **Forwarding Messages**
This operation will allow you to relay messages you have received to other users on the network.

■ **Extracting Forwarded Messages**
Once messages have been forwarded, the recipient must then extract the messages, comparable to the way you remove items from within an envelope.

■ **Reusing Messages**
Occasionally, a message resembling an existing message must be sent. If the only difference is the name of recipients or minor changes in the body of the message note, the Reuse function will be a real time saver.

REPLYING TO MESSAGES

The Reply function generates the Compose Message window, allowing you to modify the subject, the recipients, and the note itself. When replying you can select whether to send to sender only, direct recipients only or to all who received the message. It is also optional to include the note of the incoming message.

| Method |

To reply to a message from either the Mail Manager or Browse windows:
1. Select the appropriate message.
2. Click on the **REPLY** button on the Tool Bar.
                    OR
   Click on **MESSAGE** in the Menu Bar.
   Select the **REPLY** option.
3. Select the appropriate options in the dialog box, then click on **Ok**.
4. Modify the **SUBJECT** field (arbitrary).
5. Type your reply note in the **NOTE** section of the window.
6. **SEND** the message.
9. **CLOSE** the Compose Message window.

FORWARDING MESSAGES

Any incoming message can be forwarded to another address(es) on the network. The functionality of the Forward function can best be compared to the action of inserting messages into a large envelope for delivery.   When the recipient receives the envelope (in the form of a message item), the message(s) must be extracted from the envelope to allow each one to be browsed, then either forwarded to another user, printed, filed, deleted etc.

| Method |

To forward a message from the Mail Manager or Browse windows:
1. Select the message to forward.
2. Click on the FORWARD button on the Tool Bar.
                    OR
   Click on MESSAGE in the Menu Bar.
   Select the FORWARD option. *(The Compose Message window will appear.)*
3. Enter a Subject for your covering note in the SUBJECT field.
4. Type the address of the Recipient(s) to whom the message will be forwarded
   to in the RECIPIENT field.
5. If a cover note is to accompany the forwarded message(s), enter one in the
   NOTE field.
                    OR
   If no covering note is required, continue with step 6.
6. Click on the SEND button, or
   Click on MESSAGE in the Menu Bar and select the SEND option.
7. Close the Compose Message window.

NOTE: A message which has been
         forwarded will appear in the
         Outbox folder and identifiable by
   the status envelope.

| Exercise |

In this exercise, you will forward a message from your Inbox to another participant in the class. Verify the author of the message item you have chosen, to ensure you do not forward the message to the same participant.

1. Open the INBOX folder

   You can only forward a message you have received.

2. Select the message you wish to forward

3. Click on MESSAGE in the Menu Bar

4. Click on the FORWARD option

5. Complete the message header, including a subject and a recipient name

   Type FORWARD EXERCISE as the subject and select the address of your neighbour.

6. Type a short covering message

7. Click on the SEND button

8. Close the Compose Message window

EXTRACTING FORWARDED MESSAGES

Messages received which include a forwarded message are identifiable in two ways: the status envelope, and the details screen within the browse window. After browsing the covering note, it is necessary to extract the forwarded message(s). It will appear subsequently in an independent message window.
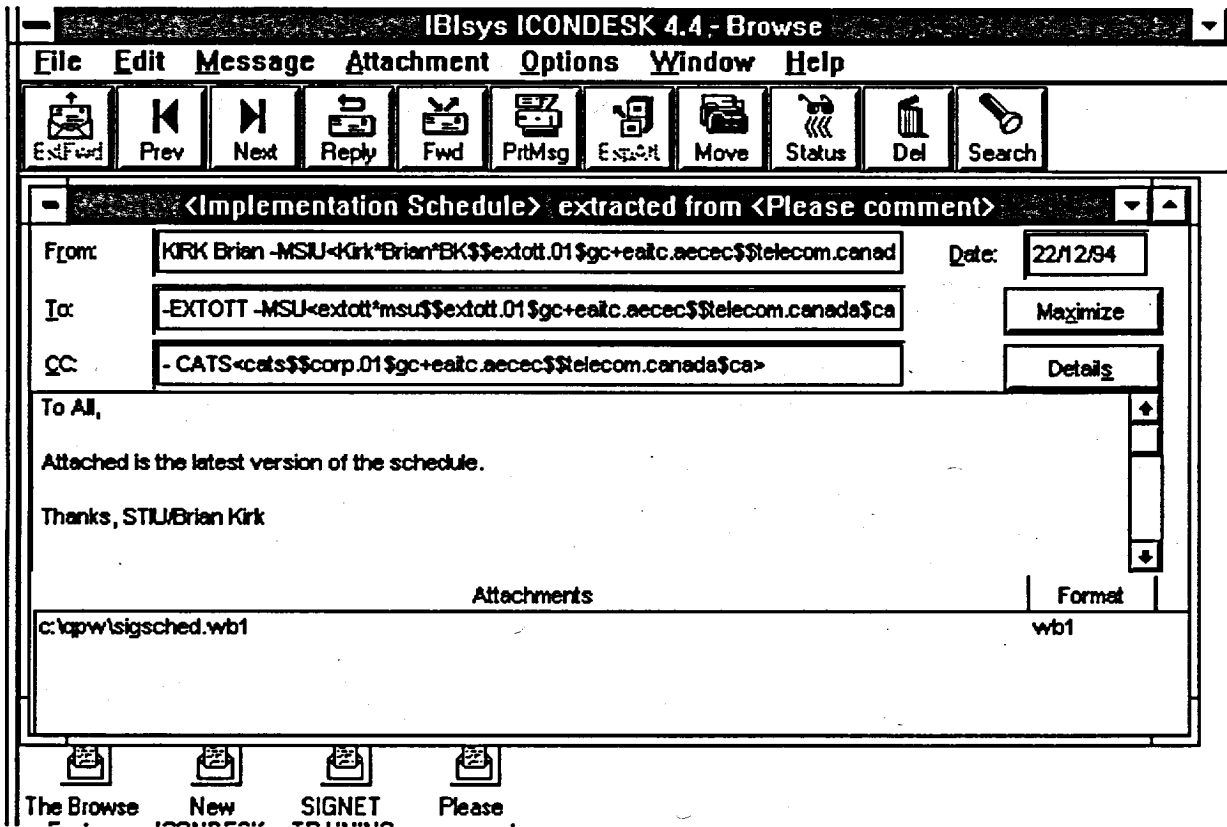
Method

To extract forwarded messages:
1. Select the message containing the forwarded items. *(The DETAILS button should be activated to quickly identify the messages containing forwarded messages.)*
2. Double-click on the message (envelope) to browse the cover note.
3. Select the EXTRACT FORWARD option from the MESSAGE option in the Menu Bar. *(The Extract Forward window appears.)*

4. While in the Browse window you may: print the extracted message(s) by clicking
    on the DEFPRT button and/or export the extracted message(s) with FILE, EXPORT;

5. Close the message window and exit the Browse window with FILE, EXIT.

TRAP

**While a message containing an extract forwarded message is identified in the Mail
Manager window by it's status envelope, there is no way of identifying it in the
Browse window unless the details button is activated.**

**You may subsequently choose to deal with the message individually, or
alternatively, choose to extract the forwarded message from the Mail Manager
window rather than the Browse window.**

Exercise

In this exercise you will extract the forwarded message sent to you in the previous
exercise.

1. Open the INBOX folder

    *You may be asked to accept the message, click
    on OK.*

2. Click on the DETAILS button

    *So you can identify the message which contains
    a forwarded message.*

3. Browse the note which contains a
    forwarded message.

4. Click on MESSAGE in the Menu Bar

5. Click on the EXTRACT FORWARD
    option

6. Read the forwarded message

7. EXIT the Browse window

REUSING MESSAGES

The Reuse function duplicates an existing message, allowing the header and the body of the message note to be modified. Only messages you have composed can be reused.

Method

To reuse a message:
1. Select the message to be reused.
2. Click on MESSAGE in the Menu Bar.
3. Click on the REUSE option, confirm the dialog box.
4. Modify the header information (arbitrary).
5. Modify the message note (arbitrary).
6. Click on the SEND button.
7. Close the Compose Message window.

Exercise

In this exercise you will reuse any of the messages you created which would be resident in the Outbox folder.

1. Open the Outbox folder

   You can only reuse a message you have created.

2. Select a message you have created and sent in a previous exercise

3. Click on MESSAGE in the Menu Bar

4. Click on the REUSE option

5. Change the recipient address

   Select a different address from the class participants.

6. Click on the SEND button

7. Close the Compose Message window

SUMMARY

To reply to a message:
1. Select the appropriate message.
2. Click on the **REPLY** button on the Tool Bar.
   > OR
   Click on **MESSAGE** in the Menu Bar.
   Select the **REPLY** option.
3. Select the appropriate options in the dialog box, click on **Ok**.
4. Modify the **SUBJECT** field (arbitrary).
5. Type your reply in the **NOTE** section of the window.
6. **SEND** the message.
7. **CLOSE** the Compose Message window.

To forward a message:
(from the Mail Manager or Browse windows)
1. Select the message to forward.
2. Click on the **FORWARD** button on the Tool Bar.
   > OR
   Click on **MESSAGE** in the Menu Bar.
   Select the **FORWARD** option.
   (The Compose Message window will appear.)
3. Enter a Subject for your covering note in the **SUBJECT** field.
4. Type the address of the Recipient(s) to whom the message will be forwarded in the **RECIPIENT** field.
5. If a cover note is to accompany the forwarded message(s), enter one in the **NOTE** field.
   > OR
   If no covering note is required, continue with step 6.

6. Click on the **SEND** button, or Click on **MESSAGE** in the Menu Bar and select the **SEND** option.
7. Close the Compose Message window.

To extract forwarded messages:
1. Select the message containing the forwarded items.
   (The DETAILS button should be activated to quickly identify the messages containing forwarded messages.)
2. Double-click on the message (envelope) to browse the cover note.
3. Select the **EXTRACT FORWARD** option from the **MESSAGE** option in the Menu Bar. *(The Extract Forward window appears.)*
4. While in the Browse window you may:
   - print the extracted message(s) by clicking on the DefPrt button and/or export the extracted message(s) with **FILE, EXPORT**;
5. Close the message window and exit the Browse window with **FILE, EXIT**.

To reuse a message:
1. Select the message to be reused.
2. Click on **MESSAGE** in the Menu Bar.
3. Click on the **REUSE** option, confirm the dialog box.
4. Modify the header information (arbitrary).
5. Modify the message note (arbitrary).
6. Click on the **SEND** button.
7. Close the Compose Message window.

SELF-CHECK EXERCISE

1. Reply to two messages from your Inbox folder.

2. Forward a message you have received in your Inbox folder.

3. Extract a forwarded message from your Inbox.

4. Select a message from your Outbox folder and reuse it to send to a different recipient.

Section Five
WORKING WITH ATTACHMENTS

In this section you will learn about:

- Creating Messages with Attachments
- Browsing Attachments
- Exporting Attachments

Section Skills and Their Importance

In this section you will learn about:

■ **Creating Messages with Attachments**
This tool facilitates the exchange of files, via electronic mail.

■ **Browsing Attachments**
There are potentially two ways of viewing an attachment. The first is to read the document immediately by having the application launched while still in ICONDESK, the second is to export and read it later.

■ **Exporting Attachments**
The Export function allows attachments to be transferred from the ICONDESK environment, to a network or standalone storage device.

CREATING MESSAGES WITH ATTACHMENTS

ICONDESK's Attachment function allows, via electronic mail, the transmission of one or more files to other users. The attachment will be a document or file created with a software package such as WordPerfect or QuattroPro.

The message note accompanying the attachment should include information about the application software used to create the document, along with any personal comments.

Add Attachments

BIsys Filing

Cabinet: `abbotth` [↓] | Query ... | | OK |

Folder: [↓] | Cancel |

Document: [↓] | Add |

Workstation

Drives `c: dos5_` [↓]   Directory: `c:`   FileName: [   ]

Directories   Files

c:\   autoexec.bat
  doc   autoexec.i44
  dos   autoexec.syd
  icondesk   command.com
  ois   config.sys
                                               ewslerr

Attachment

Description: [   ]   Format: [   ]

Description | Format | Convert to: [   ] [↓]

                                                      | Delete |

ATTACHMENT TIP:

Always use WPE (in the format field) when attaching WordPerfect for Windows files. This will create an association so that ICONDESK is instructed to launch WordPerfect for Windows, when browsing the attachments within ICONDESK.

| Method |

To attach a file or document to a message:
1. Click on MESSAGE in the Menu Bar and select NEW.

    OR

    Click on the NEW button on the Tool Bar.
2. Complete the message header information (subject and recipients).
3. Type a cover note.
4. Click on the ATTACHMENTS button on the Tool Bar.

    OR

    Click on MESSAGE in the Menu Bar.

    Click on the ATTACHMENTS option.
5. Select the appropriate DRIVE using the drop down list arrow.
6. Select the DIRECTORY by double clicking on the appropriate folder icon.
7. Double-click on the DOCUMENT NAME.

    OR

    Click on the document name and click on the ADD command button.
8. Repeat steps 6 and 7 to attach other files or documents.
9. Click on the attachment filename within the DESCRIPTION section of the Add Attachments window.
10. Type in WPE in the FORMAT field if the attachment is WordPerfect for Windows or see the list below for the correct acronym.
11. Click on MODIFY in order to change the extension in the DESCRIPTION section of the window.
12. Repeat steps 9-11 for all attachments.
13. Click on OK.

NOTE: The attachment filenames will be displayed at the bottom of the Compose Message window

WPE = WORDPERFECT FOR WINDOWS
WB1= QUATTRO PRO
ASC = ASCII

| Exercise |

Using the method outlined above, create a new message and attach the file
H:\DOC\CENTURY.

BROWSING ATTACHMENTS

Incoming mail containing attachments may be quickly identified by glancing at the last column of the message list. The column labelled Att. will display a numeric value representing the amount of files attached to your message.

PRINTING TRAP
Please note that although there is an option to print an attachment within the Browse window, this is only realized if the attachment is an ASCII file. Otherwise, you must launch the application with which the attachment is associated.

In the Browse window, the attachment filename(s) will appear underneath the note.

Method

To browse an attachment in a message:
1. Double-click on the message which contains the attachment(s).
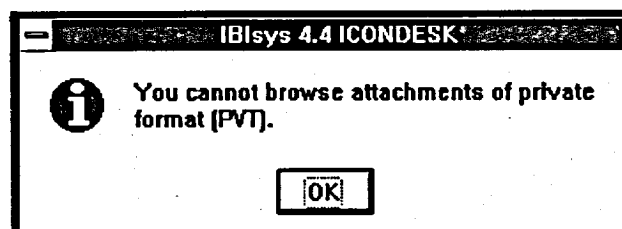2. Double-click on the attachment filename.
    OR
    Click on the attachment to be browsed.
    Click on ATTACHMENT in the Menu Bar and select BROWSE
3. After reading the attachment in its own format, exit or minimize the application window.
   (Repeat steps 2 and 3 if there is multiple attachments.)
4. Click on the EXIT button to close the Browse window.

NOTE: If an error message appears such as the one below, you must export the attachment to read or print.

```
┌──────────────────────────────────────────┐
│ ▬        IBIsys 4.4 ICONDESK*             │
├──────────────────────────────────────────┤
│   ⓘ   You cannot browse attachments of private │
│        format (PVT).                      │
│                                           │
│                 ┌─────┐                   │
│                 │ OK  │                   │
│                 └─────┘                   │
└──────────────────────────────────────────┘
```

| Exercise |

Using the method outlined above, browse the message which contains the attachment.

1. Open the INBOX folder

2. Double-click on the message which   *The covering note will appear with a list of*
    contains the attachment   *attachments.*

3. Double-click on the attachment   *An error message will appear, if the attachment*
                                          cannot be browsed. In such a circumstance,
             OR   *export the attachment and use the same*
                                          software package that created it, to read it.

    Click on ATTACHMENT in the Menu
    Bar

    Click on the BROWSE option

4. Read the attached document, but do   *To continue in the next exercise.*
    not exit the attachment in order to
    continue to the next exercise

EXPORTING ATTACHMENTS

Messages with attachments may be moved to folders within the ICONDESK environment
with the move function, or optionally, the attachments may be exported to the DOS/Windows
environment.

| Method |

To export an attachment:
1. Select the appropriate folder and the message containing the attachment.
2. Double-click to browse the message.
3. Select the attachment(s) to be exported.
4. Click on **ATTACHMENT** in the Menu Bar.
5. Click on **EXPORT** to display the Export dialog box.
6. Select the appropriate **DRIVE** name and **DIRECTORY**.
7. Click in the **FILENAME** field and allocate the attachment a filename.
8. Click on the **MARK** command button. *(An asterisk will appear at the beginning of the description section line) Repeat steps 5-8 if there is more than one attachment.*
9. Click on the **OK** command button. *(A confirmation box will appear.)*
10. Click on the **CANCEL** command button when finished with the Export window.

NOTE:
You can also export the attachment from the Mail Manager window. See
"Managing Messages".

Exercise

In this exercise, you will export the attachment to H:\DOC.

1.   Select the attachment   *You should still be in the Browse window.*

2.   Click on **ATTACHMENT** in the Menu Bar

3.   Click on **EXPORT**

4.   Select the H: drive

5.   Double-click on the DOC directory

6.   Click in the **FILENAME** field and type a
     filename not exceeding 8 characters
     (extension is optional)

7.   Click on the **MARK** command button

8.   Click on **OK** , **CLOSE** or **CANCEL** the
     Export window

10. Exit the **BROWSE** window   *Switch to WordPerfect with ALT+TAB to*
                                            verify.

SUMMARY

To attach a file or document to a message:
1. Click on **MESSAGE** in the Menu Bar and select **NEW**.
    OR
    Click on the **NEW** button on the Tool Bar.
2. Complete the message header information (subject and recipients).
3. Type a cover note.
4. Click on the **ATTACHMENTS** button on the Tool Bar.
    OR
    Click on **MESSAGE** in the Menu Bar.
    Click on the **ATTACHMENTS** option.
5. Select the appropriate **DRIVE** using the drop down list arrow.
6. Select the **DIRECTORY** by double clicking on the appropriate folder icon.
7. Double-click on the document name.
    OR
    Click on the document name and click on the **ADD** command button.
8. Repeat steps 6 and 7 to attach other files or documents.
9. Click on the attachment filename within the **DESCRIPTION** section of the Add Attachments window.
10. Type in WPE in the **FORMAT** field if the attachment is WordPerfect or see the list below for the correct acronym.
11. Click on **MODIFY** in order to change the extension in the

DESCRIPTION section of the window.
12. Repeat steps 9-11 for all attachments.
13. Click on **OK**.

To browse an attachment in a message:
1. Double-click on the message which contains the attachment(s).
2. Double-click on the attachment filename.
    OR
    Click on the attachment to be browsed.
    Click on **ATTACHMENT** in the Menu Bar and select **BROWSE**
3. After reading the attachment in its own format, exit or minimize the application window.
    (Repeat steps 2 and 3 if there is multiple attachments.)
4. Click on the **EXIT** button to close the **BROWSE** window.

To export an attachment:
1. Select the appropriate folder and the message containing the attachment.
2. Double-click to browse the message.
3. Select the attachment(s) to be exported.
4. Click on **ATTACHMENT** in the Menu Bar.
5. Click on **EXPORT** to display the Export dialog box.
6. Select the appropriate **DRIVE** name and **DIRECTORY**.
7. Click in the **FILENAME** field and allocate the attachment a filename.

8. Click on the **MARK** command
    button. *(An asterisk will
    appear at the beginning of the
    description section line)*
    Repeat steps 5-8 if there is
    more than one attachment.
9. Click on the **OK** command
    button. *(A confirmation box
    will appear.)*
10. Click on the **CANCEL** button
    when finished with the Export
    window.

SELF-CHECK EXERCISE

1. Create a message and attach a document of your choice.

2. Browse a message which contains an attachment.

3. Export an attachment to your C:\DOC directory.

Section Six
MANAGING MESSAGES

In this section you will learn about:

- Viewing Message Lists
- Filing Messages
- Auto-foldering
- Searching for Messages

SECTION SKILLS AND THEIR IMPORTANCE

In this section you will learn about:

■ **Viewing Message Lists**
*Folders, both default and user created, are used to organize messages. In addition
it is possible to view specific types of messages grouped in a common window.*

■ **Filing Messages**
*Messages can be filed in ICONDESK folders, or alternatively, exported to DOS
directories.*

■ **Auto-foldering**
*Messages can be automatically directed to specific folders based on certain user-
defined criteria.*
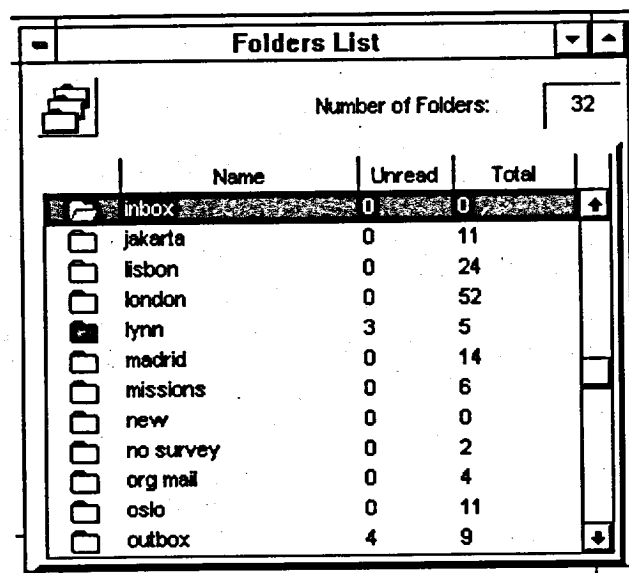
■ **Searching for Messages**
*The search function can be used to quickly locate, based on certain criteria, a
message or group of messages. For example, if you wanted to look at only last
week's outgoing messages, the search function could provide a quick tool by which
to select them.*

VIEWING MESSAGE LISTS

Folders are used within the ICONDESK environment in order to organize mail messages. You can view the list of folders by consulting the Folder List. In addition, it is possible to view specific types of messages in a single window. For instance, you can request to view all unread messages.

The Folders List

A Folder List window will display those folders which have been automatically created in ICONDESK (such as the Inbox folder), and those created by the user.

Name	Unread	Total
inbox	0	0
jakarta	0	11
lisbon	0	24
london	0	52
lynn	3	5
madrid	0	14
missions	0	6
new	0	0
no survey	0	2
org mail	0	4
oslo	0	11
outbox	4	9

Number of Folders: 32

Method

To consult the Folders List:
1. Click on VIEW in the Menu Bar.
2. Select FOLDERS LIST.

Creating Folders

You can create your own folders based on your specific needs. Your outgoing messages
kept in the ICONDESK folder environment may easily be reused.

| Method |

To create a folder:
From the Mail Manager window:
1. Click on FILE in the Menu Bar.
2. Select the NEW FOLDER option.
3. Type in a new folder name.
4. Click on the NEW command button.

The Standard ICONDESK Folders

There are certain folders which are created automatically in the ICONDESK application.
Specifically, these are the Inbox and Outbox.

The Inbox folder contains all messages which have been accepted, assuming they haven't
been moved to another folder (see Moving Messages to ICONDESK Folders).

The Outbox, as a default, will include all outgoing messages. (This may not be true in the
following circumstances: default settings have been changed using profiling; the message was
moved or not saved.)

There is also a Work folder which will be created automatically whenever you Save a
message using the Message/Save option.

TRAP
**A saved message will be resident in the work folder unless the message options
window indicates otherwise. In this case, the message will be located in the folder
specified in the 'folder field' of the message options window.**

| Method |

To view the contents of an ICONDESK folder
1. Select VIEW from the Mail Manager Menu Bar.
2. Click on the folder you wish to consult.

Viewing Other Message Lists

You may have a requirement to view only specific types of messages. It is possible to have grouped together the following: Accepted messages, Unread messages, Outgoing messages, All messages.

When selecting View/Accepted, a list of the most recent batch of messages 'accepted' will be displayed. This list is over-written each time you accept a new batch of messages either using the Accept button on the Tool Bar, or when you start up a new ICONDESK session.

Selecting View/Unread, will group together all messages which have been tagged unread.

Selecting View/Outgoing, will create a combined list of all outgoing messages. This may differ from the Outbox in the case where messages have been moved from the Outbox to a specific folder.

Finally, View/All will generate a list of all messages in the ICONDESK environment.

TRAP
A view window, such as the ones described above, displays the original message, not a copy. If a message is deleted from the view window, it is also deleted from the folder!!

> ### Method

To view other message lists:
1. Select VIEW from the Mail Manager Menu Bar.
2. Click on the types of messages you wish to consult.

FILING MESSAGES

You can file messages in two environments.
- Move messages to ICONDESK folders
- Export messages to DOS drives and directories

Moving Messages To ICONDESK Folders

Messages are filed to specific folders using the move command.

| Method |

To move a message to a folder:

Using the Menu Bar:
1. Select a message.
2. Click on FILE in the Menu Bar.
3. Click on the MOVE option.
4. In the NEW FOLDER field, either, type in a folder name, or, click on the drop down arrow and select an existing folder.
5. Click on the OK command button.

Using the mouse:
1. Select a message(s) in the Mail Manager window.
2. Drag the message(s) to it's destination folder in the Folders List window.

Deleting Folders

When a folder is deleted, all of the messages which reside in the folder are automatically deleted!!!! BE VERY CAREFUL...

Also note that when the contents of a folder is deleted (all resident messages), the folder itself will also be removed.

Method

To delete a folder:
1. Select the appropriate folder.
2. Click on the **DELETE** Button.

                    OR

    Click on the **DELETE** option from the **FILE** menu.
3. Click on **YES** to confirm the operation.

Exercise

In this exercise, you will file all of the messages from the Inbox in a STUDENT folder using the Move function.

1. Open the **INBOX** folder

2. Select all of the messages   *Using the Shift+click technique.*

3. Click on **FILE** in the Menu Bar

4. Click on the **MOVE** option

5. Click in the **NEW FOLDER** field and
    type **STUDENT**

6. Click on **OK**

7. Click on **VIEW** in the Menu Bar

8. Click on **FOLDER LIST**

9. Double-click on the folder named   *Check if the messages you moved are located in*
    STUDENT   *that folder.*

Exporting Messages to DOS Drives and Directories

ICONDESK messages, exported to the DOS environment, cannot be reused in the
ICONDESK environment since they will be converted to an ASCII format.

| **Method** |

To Export a message (from the Mail Manager window):

1. Select the message.
2. Click on FILE in the Menu Bar.
3. Click on EXPORT

> OR

  Click on the EXPORT icon in the Tool Bar.

4. Select the desired DRIVE in the list box at the bottom of the screen.
5. Double-click on the desired DIRECTORY. *(The directory must already exist.)*
6. Type a filename in the TO: FILENAME field.
7. Click on the MARK command button.(An asterisk will appear beside the
   message in the description section.)
8. Click on OK. *(The Export confirmation box will be displayed)*
9. Click on the CANCEL button or CLOSE the Export Window.

Exercise

In this exercise, you will export messages from the Outbox folder to the H:\DOC.

1. Open the **OUTBOX** folder

2. Click on a message you created

3. Click on **FILE** in the Menu Bar

4. Click on the **EXPORT** option

5. Select the H: drive

6. Double-click to select the **DOC** directory

7. Type your firstname in the **FILENAME** box   *Do not exceed 8 characters.*

8. Click on **MARK**

9. Click on **OK**

10. Press the **Alt+Tab** to switch to Windows' Program Manager

11. Start WordPerfect for Windows

12. Open the file **H:\DOC\firstname**   *Replace name by the name you typed in step 7.*

13. Click on **OK**   *WordPerfect will see this message in an ASCII format, simply accept.*

14. **Alt+Tab** to IBIsys ICONDESK Mail Manager

AUTO-FOLDERING

You can have accepted messages moved automatically to ICONDESK folders based on user-defined criteria. The rule can be in one or more of the following fields: From, To, CC, Subject, Importance, Sensitivity, and Reply To.

| Method |

To setup Auto-foldering conditions:
1. Select OPTIONS from the Mail Manager Menu Bar.
2. Click on PROFILING, followed by MAIL.
3. Click on the AUTO-FOLDER command button.
4. Type in a RULE name.
5. Click on the NEW command button.
6. Select a WHEN condition from the fields available.
7. Select a destination folder by typing the name of the folder in the field labelled "INSERT MESSAGE IN".
8. Click on the SAVE command button.
9. Activate the rule by clicking in the box to the left of the rule name and clicking on ACTIVATE ALL.
10. Click on OK.
11. Click on OK to dismiss the User Profiling window.
11. EXIT your ICONDESK session.

SEARCHING FOR MESSAGES

ICONDESK offers a search facility within the Mail Manager Window. You may search on
the following parameters:

- Date field
- Folder field
- From field (the sender's name)
- To field (the recipient name)
- Subject
- Importance (Normal, High or Low)
- Status Flags (Forwarded, Composed, Read, Sent, Report)

Method

To search for a message:
1. Click on FILE on the Menu Bar of the Mail Manager window.
2. Select the SEARCH option. *(The Search window will appear.)*
3. Type in the criteria for the search.
4. Click on OK.
   (A Search Result window will be generated.)

SUMMARY

To consult the Folders List:
1. Click on VIEW in the Menu Bar.
2. Select FOLDERS LIST.

To create a folder:
From the Mail Manager window:
1. Click on FILE in the Menu Bar.
2. Select the NEW FOLDER option.
3. Type in a new folder name.
4. Click on the NEW command button.

To view the contents of an ICONDESK folder:
1. Select VIEW from the Mail Manager Menu Bar.
2. Click on the folder you wish to consult.

To view other Message Lists:
1. Select VIEW from the Mail Manager Menu Bar.
2. Click on the types of messages you wish to consult.

To move a message to a folder:
Using the Menu Bar:
1. Select a message.
2. Click on FILE in the Menu Bar.
3. Click on the MOVE option.
4. In the NEW FOLDER field, either, type in a folder name, or, click on the drop down arrow and select an existing folder.
5. Click on the OK command button.

Using the mouse:
1. Select a message(s) in the Mail Manager window.
2. Drag the message(s) to it's destination folder in the Folders List window.

To delete a folder:
1. Select the appropriate folder.
2. Click on the DELETE Button.
                          OR
   Click on the DELETE option from the FILE menu.
3. Click on YES to confirm the operation.

To Export a message (from the Mail Manager window):
1. Select the message.
2. Click on FILE in the Menu Bar.
3. Click on EXPORT
                          OR
   Click on the EXPORT button in the Tool Bar.
4. Select the desired DRIVE in the list box at the bottom of the screen.
5. Double-click on the desired DIRECTORY. *(The directory must already exist.)*
6. Type a filename in the TO: FILENAME field.
7. Click on the MARK command button.(An asterisk will appear beside the message in the description section.)
8. Click on OK. *(The Export confirmation box will be displayed)*
9. Click on the CANCEL button or close the Export Window.

To setup Auto-foldering conditions:

1. Select OPTIONS from the Mail
   Manager Menu Bar.
2. Click on PROFILING, followed
   by MAIL.
3. Click on the AUTO-FOLDER
   command button.
4. Type in a RULE name.
5. Click on the NEW command
   button.
6. Select a WHEN condition
   from the fields available.
7. Select a destination folder by
   typing the name of the folder
   in the field labelled "INSERT
   MESSAGE IN".
8. Click on the SAVE command
   button.
9. Activate the rule by clicking
   in the box to the left of the
   rule name and clicking on
   ACTIVATE ALL.
10. Click on OK.
11. Click on OK to dismiss the
    User Profiling window.
12. Exit your ICONDESK
    session.

To search for a message:

1. Click on FILE on the Menu
   Bar of the Mail Manager
   window.
2. Select the SEARCH option.
   *(The Search window will
   appear.)*
3. Type in the criteria for the
   search.
4. Click on OK.
   (A Search Result window will
   be generated.)

SELF-CHECK EXERCISE

1.   Display the Folders List.

2.   Open the Outbox Folder.

3.   Move a message to a folder named MISC.

4.   Export a message to the C:\DOC directory.

5.   Search for all messages which have been created by you.

6.   Setup an auto-foldering scenario whereby all messages sent from you are filed in a folder named JUNK.

7.   Exit ICONDESK and send yourself a message to test the above.

Section Seven
CUSTOMIZING

In this section you will learn about:

- User Profiling
- Message Options
- Modifying the Tool Bar and List Layout
- Additional Options

SECTION SKILLS AND THEIR IMPORTANCE

In this section you will learn about:

■ User Profiling

It is possible to customize the configuration of your mail account. Mail defaults for the reply option and auto-foldering, to name a few, are listed.

■ Message Options

Options for the current message and specific send conditions are modified using this command. For example, the classification of the message and/or confirmation of it's receipt are among the options available.

■ Modifying the List and Tool Bar Layout

You can modify the List Layout to change the type of information that appears in your Folders List. In addition, you can change the Tool Bar to reflect your personal requirements.

■ Additional Options

After a message is sent, settings can be enabled which will either, close the send mail window, or create a new message window, automatically. The display of the tool bar and/or status bar during your ICONDESK session is also optional. A check mark next to the command name indicates that the tool bar or status bar is currently being displayed.

USER PROFILING

Many of the settings for your individual mail account can be re-configured to reflect your personal requirements. For example, you can customize the message, mailbox, and printing defaults.

Mail Profiling

Consider that whatever is modified in this window, will be the options selected for all messages composed thereafter.

ICONDESK User Profiling - Mail

Message options

DOS attachments directory: `c:\`

OK

Cancel

☐ Confirm receipt

☐ Confirm delivery

☑ Report of non-delivery

☑ Save outgoing messages

Importance

○ Immed/DlvrBy

◉ Routine

○ Priority

Sensitivity

◉ UNCLASSIFIED

○ PROTECTED

○ Not Used

○ Not Used

Mailbox options

Export DOS directory: `c:\`

Reply...

☑ Auto-accept   ☑ Discard expired messages

Auto-folder...

Auto-archive...

○ Auto-forward...

	1st Key	Order	2nd Key	Order	
Inbox	Date	Descending	Importance	Descending	
Outbox	Date	Descending	Importance	Descending	
Work	Date	Descending	Importance	Descending	
Accepted	Date	Ascending	Importance	Descending	
Unread	Date	Descending	Importance	Descending	
Outgoing	Date	Descending	Importance	Descending	

In the Message Options section of the window you can type in the default path for your e-mail attachments (example: H:\doc). You can also select default options for confirmation, importance and sensitivity of your messages.

In the Mailbox Options section, a default destination path can be specified for exported messages and/or attachments. Default settings for the reply function and for accepting messages are among some of the other options available in this window.

Method

To modify the Message Options:
1. Select **OPTIONS** from the Mail Manager Menu Bar
2. Click on **PROFILING** followed by **MAIL**.
3. In the **ATTACHMENTS** field, type in the default path for your E-mail attachments (arbitrary).
4. Select any confirmation defaults. (Keep in mind that if confirmation of receipt is selected, every message sent will generate a report when read by the recipient.)(arbitrary)
5. Select the default **IMPORTANCE** for all outgoing messages (arbitrary).
6. Select the **SENSITIVITY** defaults (arbitrary).
7. Click on **OK**.

To modify the Mailbox Options:
1. Select **OPTIONS** from the Mail Manager Menu Bar
2. Click on **PROFILING** followed by **MAIL**.
3. Type in the default destination path for your exported messages and/or attachments (arbitrary).
4. Enable or disable the **AUTO-ACCEPT** option (arbitrary).
5. Click on the **REPLY** command button to setup defaults for the **MESSAGE, REPLY** function (arbitrary).
6. Click on the **AUTO-REPLY** command button if you wish to have a specific message transmitted to anyone who sends messages to your account in your absence. (arbitrary).
7. Click on **OK**.

NOTE: The procedure for auto-foldering is explained in section 6.

Exercise

In this exercise you will change the mail profiling options so that the default path for attachments is set to H:\doc.

1.   Select **OPTIONS** from the Mail Manager window
2.   Click on **PROFILING** and then **MAIL**
3.   In the field identified as **DOS ATTACHMENTS DIRECTORY,** type in H:\doc
4.   Click on **OK**

Print Profiling

You can set the information which is included in the printout of your messages. For instance, you can disable the option to have all C.C. type recipients included on the hard copy of the message.

```
┌─ ICONDESK User Profiling - Print ─────────────────────────────┐
│                                                                │
│  Message printout        ┌─Output───────────┐        ┌──────┐  │
│                          │  ◉ Printer       │  ☑ Notify End of Print    │  OK  │  │
│  Date sent   Date received                                    └──────┘  │
│  Message-Id              │  ○ PCL document  │              ┌──────┐  │
│  from: free form name - X400                               │Cancel│  │
│  to:   free form name - X400  │  ○ ASCII document │        └──────┘  │
│  cc:   free form name - X400  └──────────────────┘                    │
│  bcc:  free form name - X400        Printer:  ┌─LOCAL PRINTER──┬─┐ │
│  Confirmations                                └────────────────┴─┘ │
│  Obsoletes          ┌─Print message───────────────────────────────┐ │
│  Subject:           │  ☑ Date received  ☑ Confirmation  ☑ References │ │
│  Date expiry        │                                              │ │
│  In reply to        │  ☑ Date sent      ☑ Obsoletes    ☑ Sensitivity │ │
│  Reply to    Reply by │                                            │ │
│  References         │  ☑ Message-Id     ☑ Subject      ☑ Importance │ │
│  Importance  Sensitivity │                                         │ │
│  Note:              │  ☑ From           ☑ Date Expiry  ☑ Note       │ │
│  Attachment list    │                                              │ │
│  Report list        │  ☑ to             ☑ In reply to   ☑ X.400 details │ │
│                     │                                              │ │
│                     │  ☑ cc             ☑ Reply to     ☑ Attachment list │ │
│                     │                                              │ │
│                     │  ☑ bcc            ☑ Reply by     ☑ Report list │ │
│                     └──────────────────────────────────────────────┘ │
└────────────────────────────────────────────────────────────────┘
```

Method

To modify the print options:
1. Select OPTIONS from the Mail Manager Menu Bar.
2. Click on PROFILING followed by PRINT.
3. Place a check mark beside the options you wish to have printed as a default. Whenever you click in these boxes, the options will toggle between being enabled and disabled.
4. Click on OK.

MODIFYING THE MESSAGE OPTIONS

Default settings for a current message can be modified. For example, the types of confirmations, the message classification, and the from: field (for users who often send messages on behalf of other users).

Method

To change the default settings for the message:
  1. Click on MESSAGE in the Menu Bar of the Mail Manager window.
     Click on the NEW.
     (The Compose Message window appears.)
             OR
     Click on NEW in the Mail Manager window Tool Bar.
  2. Click on OPTIONS in the Menu Bar.
  3. Select MESSAGE OPTIONS. *(The Message Options window will appear.)*
  4. Modify any of the fields, for example:

Click in the FROM: field and type the name of the person for whom you are writing this message.

Click in the CONFIRM RECEIPT check box if you wish to receive a report when the recipient(s) has read your message.

(The check mark in the box indicates those selected. To deselect, click again to remove the check mark.)

5. Click on OK.

OPTION	DESCRIPTION
Confirm Delivery	Sends a status report when the recipient accepts the message.
Confirm Receipt	Sends a status report when the recipient has browsed (read) the message.
Report of Non-delivery	Sends a status report when the message is not delivered to one or more recipient for any reason.
Importance	Sets the importance of the message to Immed, routine, or priority.
Sensitivity	To set the classification of the current message. The choices include unclassified and protected.
Reply By	Indicates the date and time a reply to the message is requested. The date and time format is consistent with the Windows format.
Expiry Date	Indicates to delete the message if it has not been accepted by the recipient(s) by the date identified. The default settings programmed in the recipient's Mail Profile must indicate to destroy such messages.
Save message in folder	Directs the outgoing message to the specified folder.

Status Reports

A report message will be appended to the outgoing message, in the event that a confirmation was requested from the message options. Among the information listed, will be the date and time the message was browsed, if the confirmation requested was 'confirm receipt'. When confirmation of delivery is enabled, a similar report will be appended to the outgoing message, when the message is accepted by one or all of it's recipients.

A report is very easily identifiable by it's status envelope.

Status: test				
Date Sent 16/01/95 at 09:36:09				OK
Recipient	Delivery	Receipt	Note	
TO: CLOUTHIER Lynn -STC	Not Requested	95/01/16 09:36:25		

Method

To consult a status report:
From the accepted window or from the Outbox folder:
1. Select the report message.
2. Click on the STATUS ICON on the Tool Bar. A report window will be generated on the screen.
3. Click on the OK button to dismiss the report window.

TRAP
Deleting the report message will result in the deletion of the original outgoing message.

MODIFYING THE TOOL BAR AND LIST LAYOUT

Both the Tool Bars and List Layouts can be tailored to reflect your individual needs.

Modifying the Tool Bar Layout

There are two Tool Bars in ICONDESK, the Mail Manager and Browse. Both of these are customized using the same procedure.
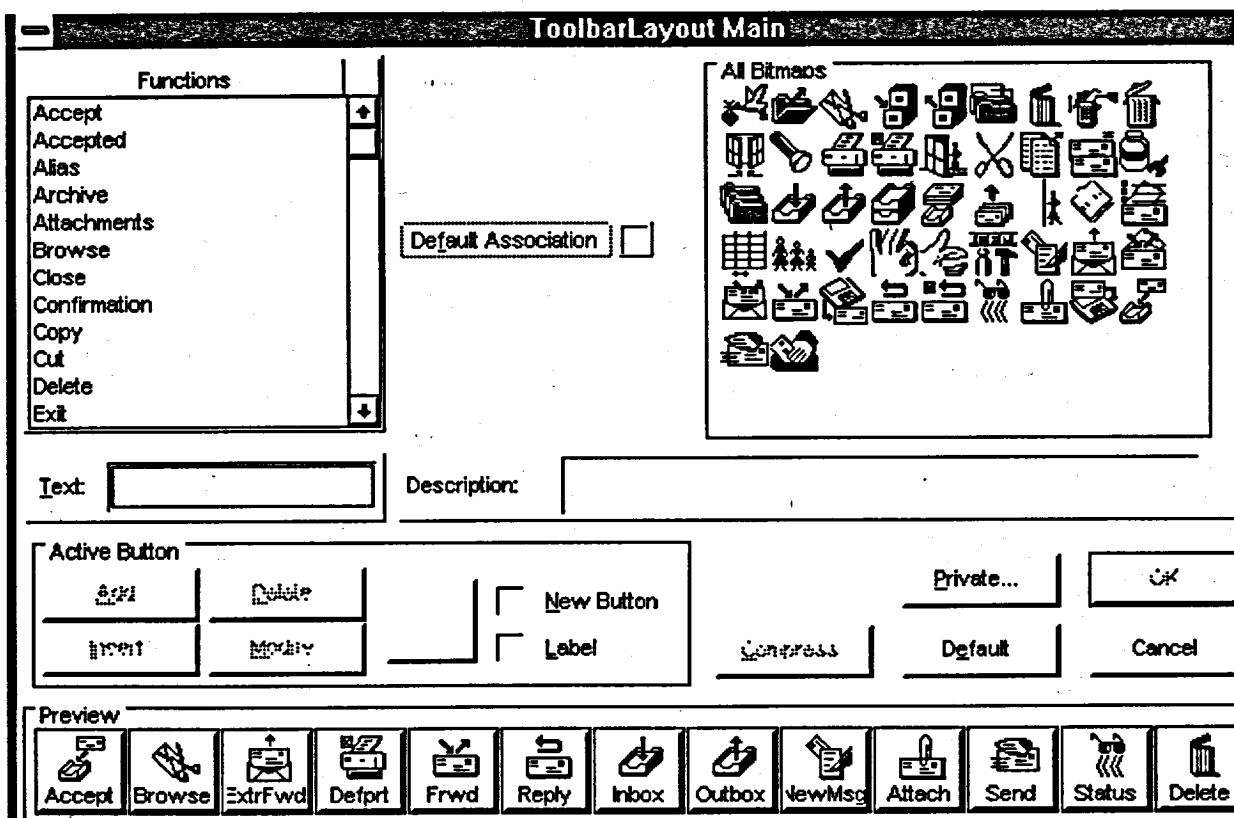
Method

To modify the Tool Bar:
1. Click on OPTIONS from the Menu Bar.
2. Select TOOL BAR LAYOUT.
3. To delete an existing button, click on the button in the preview Tool Bar and click on DELETE.
4. To add a button, select the function you want to add, click on the NEW BUTTON, and follow by clicking on ADD.
5. Repeat steps 3 and 4 until the Tool Bar is customized to your specifications. (Use COMPRESS to fill in any blanks in the Tool Bar.)
6. Click on OK.

Exercise

In this exercise, you will change the default Tool Bar Layout.

1.   Click on OPTIONS in the Menu Bar

2.   Select TOOL BAR LAYOUT

3.   Click on the EXTRFWD button in the preview Tool Bar

4.   Click on DELETE

5.   Select MOVE from the functions available

6.   Click on NEW BUTTON and click on ADD

7.   Click on OK

Modifying the List Layout

The message list box, displayed when you consult a folder, outlines information relevant to the selected message. Information such as the sender's name, date received, subject and number of attachments are displayed in the default list layout.

Method

To modify the List Layout:
1. Open the desired folder.
2. Click on **OPTIONS** in the Menu Bar.
3. Click on the **LIST LAYOUT** option.
4. Select the Field you wish to modify (i.e. Subject)
5. Change the Title or Width, click on **MODIFY**.
6. Repeat steps 4 and 5 for any field you wish to change.
7. Click on **OK.**

To remove a column:
1. Select the Field you wish to remove.
2. Click on **DELETE.**
3. Click on **OK.**

To add a column:
1. Select a title from the **AVAILABLE COLUMNS** list.
2. Confirm the Title and Width.
3. Click on **ADD.**
4. Click on **OK.**

┌──────────────┐
│ Exercise   │
└──────────────┘

In this exercise, you will change the default List Layout.

1.   In the Mail Manager window,
      select a folder from the FOLDERS
      LIST and double-click to open.

2.   Click on OPTIONS in the Mail
      Manager window

3.   Click on LIST LAYOUT.

4.   Click on ATT in the Column's
      Modification section of the
      window

5.   Change the value in the
      COLUMN'S WIDTH field to 2

6.   Repeat steps 3 and 4 to modify
      the SUBJECT column

7.   Click on OK

ADDITIONAL OPTIONS

After a message is sent, settings can be enabled which will automatically either close the send mail window or create a new message window. The display of the tool bar and/or status bar during your ICONDESK session is also optional. A check mark next to the command name indicates that the tool bar or status bar is currently being displayed.

New or Close After Send/Save

After a message has been either sent or saved, it is possible to have a "new" message window appear automatically. Alternatively, you can select the option to have the compose message window "close" after the send or save operation has been executed.

> **Method**

> To enable a new or close after send/save:
> 1. Select OPTIONS from the Mail Manager Menu Bar.
> 2. Click on either NEW AFTER SEND/SAVE or CLOSE AFTER SEND/SAVE (only one of the two can be enabled at any given time).
> 3. Enable the SAVE SETTING ON EXIT option (make sure there is a checkmark beside the option).

Displaying the Tool Bar and Status Bar

It is possible to hide the Tool Bar and/or Status Bar from the screen.

> **Method**

> To disable the Tool Bar and/or Status Bar:
> 1. Select OPTIONS from the Mail Manager Menu Bar.
> 2. Click on TOOL BAR to disable the display of this component of the window. (The checkmark will disappear.)
>   and/or
>   Click in STATUS BAR to disable the display of the status bar. (The checkmark will disappear.)

SUMMARY

To modify the Message Options:
1. Select OPTIONS from the Mail Manager Menu Bar
2. Click on PROFILING followed by MAIL.
3. In the ATTACHMENTS field, type in the default path for your E-mail attachments.
4. Select any confirmation defaults. (Keep in mind that if confirmation of receipt is selected, every message sent will generate a report when read by the recipient.)(arbitrary)
5. Select the default IMPORTANCE for all outgoing messages (arbitrary).
6. Select the SENSITIVITY defaults (arbitrary).
7. Click on OK.

To modify the mailbox options:
1. Select OPTIONS from the Mail Manager Menu Bar
2. Click on PROFILING followed by MAIL.
3. Type in the default destination Path for your exported messages and/or attachments (arbitrary).
4. Enable or disable the AUTO-ACCEPT option (arbitrary).
5. Click on the REPLY command button to setup defaults for the MESSAGE, REPLY function (arbitrary).
6. Click on the AUTO-REPLY command button if you wish to have a specific message transmitted to anyone who sends messages to your account in your absence. (arbitrary).
7. Click on OK.

To modify the print options:
1. Select OPTIONS from the Mail Manager Menu Bar.
2. Click on PROFILING followed by PRINT.
3. Place a check mark beside the options you wish to have printed as a default. Whenever you click in these boxes, the options will toggle between being enabled and disabled.
4. Click on OK.

To change the default settings for the message:
1. Click on MESSAGE in the Menu Bar of the Mail Manager window. Click on New. *(The Compose Message window appears.)*

   OR

   Click on NEW in the Mail Manager window Tool Bar.
2. Click on OPTIONS in the Menu Bar.
3. Select MESSAGE OPTIONS. *(The Message Options window will appear.)*
4. Modify any of the fields, for example: Click in the FROM: field and type the name of the person for whom you are writing this message. Click in the CONFIRM RECEIPT check box if you wish to receive a report when the recipient(s) has read your message. *(The check mark in the box indicates those selected. To deselect, click again to remove the check mark.)*
5. Click on OK.

To modify the Tool Bar:
1. Click on OPTIONS from the Menu Bar.
2. Select TOOL BAR LAYOUT.
3. To delete an existing button, click on the button in the preview Tool Bar and click on DELETE.
4. To add a button, select the function you want to add, click on NEW BUTTON, and follow by clicking on ADD.
5. Repeat steps 3 and 4 until the Tool Bar is customized to your specifications. (Use COMPRESS to fill in any blanks in the Tool Bar.)
6. Click on OK.

To modify the List Layout:
1. Open the desired folder.
2. Click on OPTIONS in the Menu Bar.
3. Click on the LIST LAYOUT option.
4. Select the Field you wish to modify (i.e. Subject)
5. Change the Title or Width, click on MODIFY.
6. Repeat steps 4 and 5 for any field you wish to change.
7. Click on OK.

To remove a column:
1. Select the Field you wish to remove.
2. Click on DELETE.
3. Click on OK.

To add a column:
1. Select a title from the AVAILABLE COLUMNS list.
2. Confirm the Title and Width.
3. Click on ADD.
4. Click on OK.

To enable a new or close after send/save:
1. Select OPTIONS from the Mail Manager Menu Bar.
2. Click on either NEW AFTER SEND/SAVE or CLOSE AFTER SEND/SAVE (only one of the two can be enabled at any given time).
3. Enable the SAVE SETTING ON EXIT option (make sure there is a checkmark beside the option).

To disable the Tool Bar and/or Status Bar:
1. Select Options from the Mail Manager Menu Bar.
2. Click on TOOL BAR to disable the display of this component of the window. (The checkmark will disappear.)
   and/or
   Click on STATUS BAR to disable the display of the status bar. (The checkmark will disappear.)

SELF-CHECK EXERCISE

1. Change the USER MAIL PROFILING so that the default path for exporting attachments is set to H:\DOC.

2. Change the MESSAGE OPTIONS so that a status report is received whenever the message has been read by the recipient.

3. Modify the TOOL BAR LAYOUT to include the Exit button.

4. Enable the NEW AFTER SEND/SAVE option.

Section Eight
COMMUNICATING OUTSIDE OF
SIGNET

In this section you will learn about:

- Using the OGD application
- Sending to C.D.C.S. addresses
- X-400 functionality within ICONDESK

SECTION SKILLS AND THEIR IMPORTANCE

In this section you will learn about:

■ **Using the OGD application**
The OGD application serves to ascertain e-mail addresses for employees of other government departments.

■ **Sending to C.D.C.S. addresses**
The SIGNET-CDCS gateway is a program which allows the delivery of ICONDESK mail messages to organizations still receiving CDCS message traffic (e.g Missions not on SIGNET and OGDs such as FINOTT). The program receives the ICONDesk mail message and automatically converts the message to traditional CDCS message format for delivery when there is at least one CDCS address.

■ **X-400 functionality within ICONDESK**
The X-400 command button in the Compose Message window can be used to create or modify an X-400 address. You can also exchange e-mail with clients and colleagues who are on the Internet.

USING THE OGD APPLICATION

OGD is part of DFAIT's Corporate Database Applications (**although it is currently available at Headquarters only**). The names and addresses listed in the OGD application are received from the Government Telecommunications Agency (GTA). This list is updated every two weeks.

The OGD provides a fast and easy method of locating an electronic mailing address for any listed Government of Canada employee throughout the world. OGD allows you to search for people by name and department. You can also create and save custom lists for future reference and quick retrieval. These lists can be printed or copied to other applications.

The application runs in the Microsoft Windows environment and supports both mouse and keyboard input. It has many of the elements which you can expect such as a title bar, menu bar, tool bar and many other window standards.
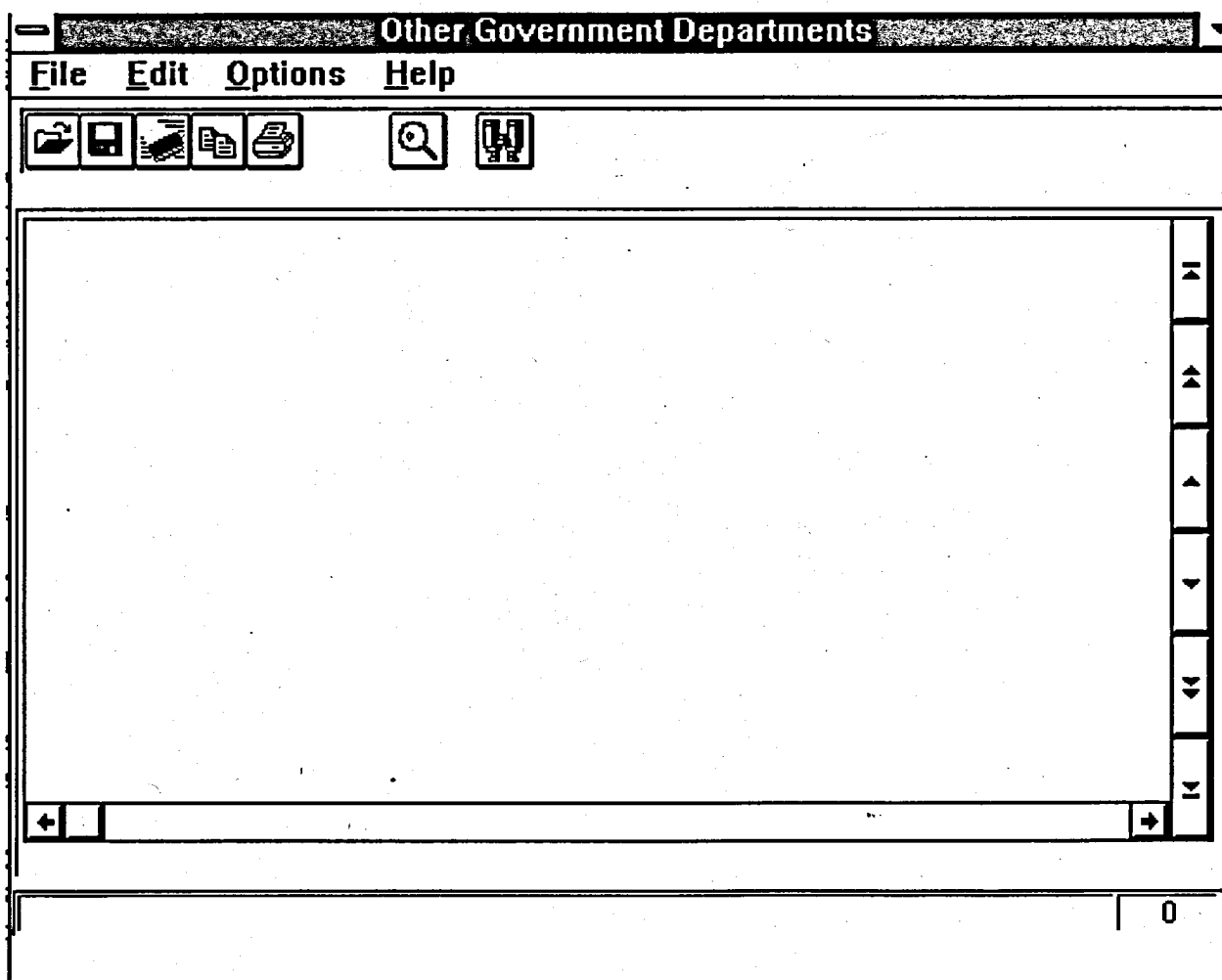
The following is a sample of the tool bar.
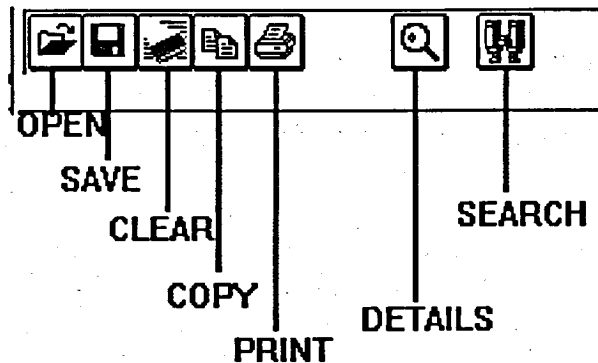
Starting OGD

Before you can successfully gain access to the information available in the OGD application, you must create an account using the Account Maintenance icon. Your account will comprise of a username and password. When selecting a password, consider that you must use a combination of alpha-numeric characters, in which at least 2 are alphabetic.

Method

To create a Corporate Apps account:
1. Restore CORPORATE APPS by double-clicking on the group icon.
2. Double-click on the ACCOUNT icon.
3. Verify the Username which is displayed in the ACCOUNT text box. (If it is not your username, enter the correct name in this field)
4. Press the TAB key and enter a password.
5. Press the TAB key and re-enter your password in the VERIFICATION text box.
6. Click on the QUIT command button to close the Account window.

Performing a Search

The search function withing the OGD application will serve to locate an e-mail address for any employee of the Canadian Government (assuming they have an e-mail system).

```
┌─────────────────── Search ──────────────────┐
│                                              │
│    Name  [              ] □      ┌───OK────┐ │
│                                  └─────────┘ │
│  Department [            ] □     ┌─Cancel──┐ │
│                                  └─────────┘ │
│                                              │
│                                  ┌──Clear──┐ │
│  ┌─List───┐ ┌─Name Search──────┐ └─────────┘ │
│  │O Append│ │◉ Literal ◉ Surname│┌─Default─┐ │
│  │◉ Replace│ │O Phonetic O First Name│└───────┘ │
│  └────────┘ └──────────────────┘┌Set Default┐│
│                                  └───────────┘│
└──────────────────────────────────────────────┘
```

┌──────────┐
│ Method │
└──────────┘

To perform a search:
1. Restore **CORPORATE APPS** by double-clicking on the group icon.
2. Double-click on the **OGD/AMF** application icon.
3. Click the **CLEAR** button on the tool bar to remove any names or departments which have resulted from a previous search.
4. Click on the **SEARCH** button on the tool bar.
5. Once again it may be necessary to click on the **CLEAR** command button to clear the results of a previous search.
6. In the Search dialogue box, select the **LIST OPTIONS:**
   Choose **REPLACE** in order to overwrite the current list with the results of this search.

   <div align="center">OR</div>

   Choose **APPEND** to add the results of this search to the list already displayed in the main window.
7. Select the **NAME SEARCH OPTIONS:**
   Choose **LITERAL** to search names which match the exact spelling of the name you type in the **NAME** text box.

   <div align="center">OR</div>

   Choose **PHONETIC** to search names that sound like the name you specify in the Name text box.
   Choose **SURNAME** to search by last names.

   <div align="center">OR</div>

   Choose **FIRST NAME** to search by first names.
8. Enter the search criteria in the **NAME** or **DEPARTMENT** text boxes.

   <div align="center">OR</div>

   Click the button to the right of the text boxes to use the Personnel or Department windows.
9. Click the **OK** button to execute the search.

Locating a Name in a List

The search will result in displaying a list of names and/or government departments. To find a specific name, you can either use the scroll bars, or use the Locate function.
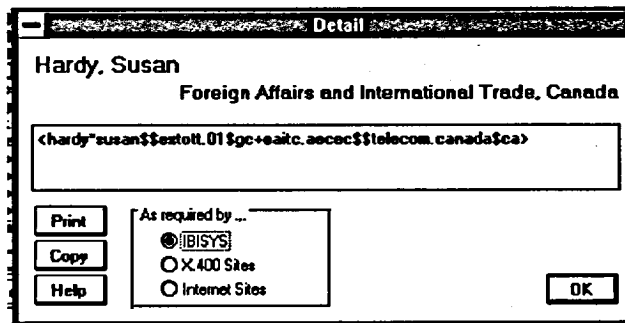
| Method |

To use the Locate text box:
1. Click inside the LOCATE text box.
2. Type the SURNAME of the person you wish to locate.
3. Press the ENTER key.

Copying and Pasting an Address

Once the address has been located in the OGD data base, you can then copy this information to the ICONDESK application via the clipboard.

| Method |

Copying an address from the Detail window:
1. Locate the name in the list, using either the Scroll Bars or the LOCATE text box.
2. Double-click the name you want to copy to the clipboard.
3. Click the COPY button.
4. Click OK to return to the main window.

Method

Pasting an address into ICONDESK:

1. Open the ICONDESK application.
2. Click on the NEWMSG button on the tool bar.
3. Click the left mouse button to the right of TO: in the RECIPIENTS section of the window.
4. Press SHIFT-INSERT to paste the contents of the clipboard at the cursor position.
5. Continue creating the message as usual.

Exercise

In the following exercise, you will find all the Smiths at Transport Canada.

1. From the OGD main window, click the SEARCH button or choose EDIT from the menu bar and then NEW LIST.
2. To start a new search, click the CLEAR button.
3. Leave the List option at replace and the search options as Surname and Literal.
4. In the NAME text box, type Smith.
5. Press the TAB key or click in the DEPARTMENT text box. Notice that a number appears in the button to the right of the name text box. This represents all the Smiths found by the system for all departments.
6. Click the button to the right of the DEPARTMENT text box - the Department window appears.
7. In the Department window, select Health Canada by clicking on it once.
8. Use the scroll buttons on the right of the window to go down the list.
9. Select Transport Canada by clicking on it once, then click the OK button.
10 Back in the Search window, click on OK.
11. The result of your search is now displayed in the OGD main window.

SENDING MESSAGES TO C.D.C.S. ADDRESSES

Any address, located in the ICONDESK directory, which displays '-CDCS' beside the acronym, is a destination receiving a telex as opposed to a personal electronic message. The CDCS gateway is automated to convert your e-mail message to a telex which will be received by the departments communication centre.

The following outlines possible situations where you will be using the C.D.C.S. gateway to send a message.

- sending messages to missions which do not yet have SIGNET/ICONDESK
- sending messages to OGDs where the OGD corporate application is not available
- sending to OGDs which do not have an e-mail application

CDCS TIP
To locate the CDCS address in the ICONDESK directory, from the query window, use the mission or OGD telex acronym preceded by a hyphen. (i.e. -agricott)

Rules for sending to C.D.C.S. addresses

1. The Subject field must be entered with the first 7 or 8 characters in Message Id format followed by a hyphen. There are no spaces between the Message Id, the hyphen and the subject. Duplicate Message Ids are not permitted.

2. Do not select BCC recipients when there are CDCS recipients (this would result in duplicate messages).

3. You must enter a Note. If you require a REF line, it must be entered as part of the note. A separate "REF" line will not be generated as part of the telex.

4. For PROTECTED messages you must set the Sensitivity field to PROTECTED as well as entering PROTECTED at the top of the Note. (If you enter PROTECTED in the Note and do not set the Message Options, the message will be sent through CDCS as UNCLASSIFIED, resulting in a PROTECTED message being handled as if it were UNCLASSIFIED, creating a possible breach of security).

5. When specifying a "Deliver by" date and time, do not use the "Deliver On" section on the Message Options window. Use the "Reply by" section instead.

6. The SIGNET-CDCS gateway does not handle forwarded messages.

7. The SIGNET-CDCS gateway does not handle attachments.

Procedure for sending to a C.D.C.S. address

The SIGNET-CDCS gateway will automatically convert the ICONDESK mail message to CDCS message format. The gateway will convert lower case characters to upper case, accented characters to their uppercase unaccented equivalents and produce text 69 characters per line, 24 lines per page with page headers and footers according to CDCS format. The maximum number of telex pages that can be generated from one ICONDESK note is 20. The note will be converted from single spacing to double spacing.

When sending a message to a CDCS address, the following procedure is recommended. Otherwise, it may result in the CDCS rejecting the message.

| **Method** |

To send to a CDCS address:
1. Log on to your individual ICONDESK mail account. From the Mail Manager window, select MESSAGE, NEW (or the NEWMSG icon) to display the Compose Message window.
2. Obtain a new Message Id in the traditional fashion.
3. In the SUBJECT field:
   Enter the Message Id followed by a hyphen then the subject.
4. In the RECIPIENTS section:
   a)   Add action (TO) and info (CC) recipients.
5. In the NOTE section:
   Enter the Security Classification (UNCLASSIFIED or PROTECTED) at the top of the Note. Compose the message using single spacing and mixed case characters. If the message exceeds the limit of the NOTE section, divide the text and send it as separate ICONDESK mail messages. Refer to the procedure "Sending Long Notes".
6. Select the OPTIONS button to set the Precedence and Security Classification on the Message Options window.
   a)   IMPORTANCE section:
              Select the required Precedence.
   b)   SENSITIVITY section:
              Select the Security Classification.
   c)   REPLY BY section: (optional)
              Enter the required date and time of delivery.
7. Send the message by selecting MESSAGE, SEND (or the SEND icon).

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/DlvrBy" 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.

7. When a message is returned by the SIGNET-CDCS gateway, SIGNET recipients will have received the message but CDCS recipients will not. When sending the message, leave the recipient list as is and add a comment in the ICONDesk Note (in the line following the Security Classification), stating that this message is a duplicate for SIGNET recipients.

8. Re-send the message.

CLIPBOARD TIP

Use copy and paste to transfer the text of the attachment into the message Note. If the attachment was a WordPerfect document, open the file and copy the text to the clipboard using the Copy button on the Button Bar. Return to the Compose Message window and paste the contents of the clipboard into the Note section using CTRL "V".

X-400 FUNCTIONALITY WITHIN ICONDESK

It is possible in ICONDESK to both create and modify an X-400 address. You can also exchange e-mail with those who are on the Internet.

In addition, there is a function which allows you to create an alias with an address appearing in an incoming e-mail message. This is particularly useful for creating an Alias for a client or colleague on the Internet.

To Exchange E-mail with the Internet

SIGNET's link to the Government Message Handling System (which, in turn, is indirectly connected to the Internet), gives us the capability of corresponding with other people connected to the Internet.

However, there are some shortcomings which you should be aware of:

1. **No Privacy:**
   You should have no expectation of privacy and, therefore, should NOT conduct business that is in any way sensitive. In other words, send only unclassified information to the Internet.
   Also keep in mind that your correspondence can be further circulated by one of the intermediaries (or the recipient) in its original OR an altered form - there is no way of knowing if someone changed your message along the way.

2. **No Guarantees:**
   There is no guarantee when and if your message will get through, although there is ususally a notice of non-delivery if there has been a problem.
   You cannot be certain that a message comes from the stated originator.

3. **No Forwarding/No Attachments:**
   What you see in the message is what you get-simple ASCII text. (French and international characters are not supported.) Unless you have special software for the purpose, neither you nor the people you correspond with should use message forwarding or attachment.

4. **No Directory:**
   There is no simple, centralised listing of Internet Addresses.

5. **No Control:**
   Once your address is out there, there is no easy way to limit the volume of e-mail you receive.

Sending to Someone on the Internet

You must first obtain the individuals Internet address. Once this accomplished, modify it in the following way:

Method

To send to someone on the Internet:

John Smith at Queen's University has the following internet address:

smithj@qucis.queensu.ca

The above must be modified to appear like this:

$rfc-822*smithj(a)qucis.queensu.ca$$gc+internet$$govmt.canada$ca

Receiving from someone on the Internet

Everyone within SIGNET can now be reached from the outside world through their Internet address.

Method

Assuming Mary Brown at Headquarters is connected to the LMX01 server, her Internet address would be:

mary.brown@extott01.x400.gc.ca

To insert an X.400 or Internet address

If you wish to send a message to someone not listed in either the ICONDESK directory or in the OGD application, you must obtain their X.400 or Internet address. It will be necessary to insert the address in the appropriate field following the procedure described below.

Method

To insert an X.400 address or Internet address:
1. Click on the NEWMSG button on the Tool Bar in order to generate the Compose Message window.
2. Click on the ADDRESSES button, followed by the X.400 command button.
3. Insert the X.400 or Internet address in the second field labelled "FULL X400:"
4. Click on OK.
5. Verify that the recipients section of the window contains the address.
6. Click on OK.
7. Continue creating the message as usual.

ADDRESSING TIP
You can also type the X.400 or Internet address directly in the Recipients section of the Compose Message window.

SIMPLE TRICK
You can Reply to someone outside of SIGNET. Simply use the Message, Reply function described in the reference manual.

Consider creating an alias for the X.400 or Internet address if this is someone you anticipate sending to on a frequent basis.

To Create an Alias From an Incoming Message

You might find it very useful to be able to create an alias directly from the Browse window. For example, whenever you receive a message from someone outside of the SIGNET LAN, you can copy their address into an Alias, thus saving you from having to insert the X.400 address manually each time.

```
┌──────────────────────────── Message Details ──────────────────────────────┐
│                                                                             │
│  Message no:  659   Subject:  How are things going?                  ┌──────┐│
│                                                                      │ Close ││
│  In reply to:                                                        └──────┘│
│ ┌─Mailing list──────────────────────────────────────────────────────┐      │
│ │                                                                     │┌──────┐
│ │     Type                        Originator/Recipients              ││ View ││
│ │  FROM        MUNSON Laura -BFALO -AG                                │└──────┘│
│ │  TO          CLOUTHIER Lynn -MSU                                    │       │
│ │                                                                     │┌──────┐│
│ │                                                                     ││ X400 ││
│ │                                                                     │└──────┘│
│ │                                                                     │       │
│ │                                                                     │┌──────────┐│
│ │                                                                     ││Create Alias││
│ └─────────────────────────────────────────────────────────────────────┘└──────────┘│
│                                                                             │
│  Attachments:  0      Forward:   0                                          │
│ ┌─Reply──────────────────────────────────────────────────────────────────┐ │
│ │ To:                                                                      │ │
│ │ By:              at:                                                     │ │
│ └──────────────────────────────────────────────────────────────────────────┘ │
│ ┌─Dates──────────────────────────────────────────────────────────────────┐ │
│ │ Sent:  11/11/94   at:   16:19:39    Received:  14/11/94   Expiry:   at:  │ │
│ └──────────────────────────────────────────────────────────────────────────┘ │
│ ┌─Options────────────────────────────────────────────────────────────────┐ │
│ │ Sensitivity:  UNCLASSIFIED           Obsoletes:                         │ │
│ └──────────────────────────────────────────────────────────────────────────┘ │
└─────────────────────────────────────────────────────────────────────────────┘
```

Method

To create an alias from the Browse window:
1. Browse the incoming message.
2. From the Browse window, click on the DETAILS command button.
3. Select the ORIGINATOR/RECIPIENT for whom you would like to create the Alias.
4. Click on the CREATE ALIAS command button.
5. Type in a name for your Alias.
6. Click on OK.
7. Close the Details window.

SUMMARY

To create a Corporate Apps account:

1. Restore **CORPORATE APPS** by double-clicking on the group icon.
2. Double-click on the **ACCOUNT** icon.
3. Verify the Username which is displayed in the **ACCOUNT** text box. (If it is not your username, enter the correct name in this field)
4. Press the **TAB** key and enter a **PASSWORD**.
5. Press the **TAB** key and re-enter your password in the **VERIFICATION** text box.
6. Click on the **QUIT** command button to close the Account window.

To perform a search:

1. Restore **CORPORATE APPS** by double-clicking on the group icon.
2. Double-click on the **OGD/AMF** application icon.
3. Click the **CLEAR** button on the tool bar to remove any names or departments which have resulted from a previous search.
4. Click on the **SEARCH** button on the tool bar.
5. Once again it may be necessary to click on the **CLEAR** command button to clear the results of a previous search.
6. In the Search dialogue box, select the **LIST OPTIONS**: Choose Replace in order to overwrite the current list with the results of this search. or

Choose **APPEND** to add the results of this search to the list already displayed in the main window.

7. Select the **NAME SEARCH OPTIONS**:
Choose **LITERAL** to search names which match the exact spelling of the name you type in the **NAME** text box.
or
Choose **PHONETIC** to search names that sound like the name you specify in the Name text box.

Choose **SURNAME** to search by last names.
or
Choose **FIRST NAME** to search by first names.

8. Enter the search criteria in the **NAME** or **DEPARTMENT** text boxes.
or
Click the button to the right of the text boxes to use the Personnel or Department windows.
9. Click the **OK** button to execute the search.

To use the Locate text box:

1. Click inside the **LOCATE** text box.
2. Type the surname of the person you wish to locate.
3. Press the **ENTER** key.

Copying an address from the Detail window:

1. Locate the name in the list, using either the scroll bars or the **LOCATE** text box.

2. Double-click the name you want to copy to the clipboard.
3. Click the COPY button.
4. Click OK to return to the main window.

Pasting an address into ICONDESK:
1. Open the ICONDESK application.
2. Click on the NEWMSG button on the tool bar.
3. Click the left mouse button to the right of TO: in the RECIPIENTS section of the window.
4. Press SHIFT-INSERT to paste the contents of the clipboard at the cursor position.
5. Continue creating the message as usual.

To send to a CDCS address:
1. Log on to your individual ICONDESK mail account. From the Mail Manager window, select MESSAGE, NEW (or the NEWMSG icon) to display the Compose Message window.
2. Obtain a new Message Id in the traditional fashion.
3. In the SUBJECT field: Enter the Message Id followed by a hyphen then the subject.
4. In the RECIPIENTS section:
   a) Add action (TO) and info (CC) recipients.
5. In the NOTE section: Enter the Security Classification (UNCLASSIFIED or PROTECTED) at the top of the Note. Compose the message using single spacing

and mixed case characters. If the message exceeds the limit of the NOTE section, divide the text and send it as separate ICONDESK mail messages. Refer to the procedure "Sending Long Notes".

6. Select the OPTIONS button to set the Precedence and Security Classification on the Message Options window.
   a) IMPORTANCE section: Select the required Precedence.
   b) SENSITIVITY section: Select the Security Classification.
   c) REPLY BY section: (optional) Enter the required date and time of delivery.
7. Send the message by selecting MESSAGE, SEND (or the SEND icon).

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.
7. When a message is returned by the SIGNET-CDCS gateway, SIGNET recipients will have received the message but CDCS recipients will not. When sending the message, leave the recipient list as is and add a comment in the ICONDESK Note (in the line following the Security Classification), stating that this message is a duplicate for SIGNET recipients.
8. Re-send the message.

To insert an X.400 address:
1. Click on the NEWMSG button on the Tool Bar in order to generate the Compose Message window.
2. Click on the ADDRESSES button, followed by the X.400 command button.
3. Insert the X.400 address in the second field labelled "FULL X400:"
4. Click on OK.
5. Verify that the recipients section of the window contains the address.
6. Click on OK.
7. Continue creating the message as usual.

To create an alias from the Browse window:
1. Browse the incoming message.
2. From the Browse window, click on the DETAILS command button.
3. Select the ORIGINATOR/RECIPIENT for whom you would like to create the Alias.
4. Click on the CREATE ALIAS command button.
5. Type in a name for your Alias.
6. Click on OK.
7. Close the Details window.

GLOSSARY

Alias A list of user addresses grouped under one name. Simplifies the procedure when sending a message to a standard distribution list. Can also serve as a nickname for one user. The maximum number of addresses that can be included in a single alias is 50.

Attachment A document or file (e.g. text, spreadsheet, graphics) attached to an electronic message.

Browse In ICONDESK, this term is used to describe reading an electronic message.

CATS Central Automated Text Storage System - the Departmental electronic document filing system

CDCS Canadian Diplomatic Communication Service

CDCS Gateway The SIGNET-CDCS gateway is a program which allows the delivery of ICONDESK mail messages to organizations still receiving CDCS message traffic (e.g Missions not on SIGNET and OGDs such as FINOTT). The program receives the ICONDESK mail message and automatically converts the message to traditional CDCS message format for delivery when there is at least one CDCS address.

Control Menu Box The standard component used to close a window. Located to the left of the Title Bar. (A small box in which there is a small horizontal line.)

E-mail Abbreviation for electronic mail. A message (note) sent using a communication software package such as ICONDESK.

Folder Where IBIsys documents are stored. Analogous to a paper file folder. Used to

group messages that are logically related to one another.

Forwarded Message A copy of a message sent to a user who was not the original recipient. A covering message accompanies the forwarded message.

Inbox Folder Where incoming mail is collected unless directed otherwise.

Internet A worldwide system linking individual smaller networks.

Login The login process is the connection to the server. Part of this procedure is to identify yourself to the server using a username and a confidential password.

Logout The process of terminating the connection you have to the server.

Message The electronic mail a user sends to another user.

Mitnet MITNET stands for Multipurpose Integrated Telecommunications NETwork. MITNET provides reliable, low cost voice and data communications facilities to Government of Canada users in Canada and abroad. SIGNET is one of many MITNET customers.

Network A group of interconnected workstations sharing resources such as printers, software applications, and storage devices.

Outbox Folder Where you can locate outgoing messages unless directed otherwise.

Password A unique identifier, which, when combined with a username, will give you access privileges to the network.

Primary Recipient The main addressee(s) of a message.

Recipient The name of the user to whom a message is sent. There are 3 types:

TO   The main recipient(s) (who the message is addressed to). Generally means there is some 'action' must be taken by this person.

CC   Indicates users receiving a <u>C</u>arbon <u>C</u>opy of the message. Generally means the contents of the message is for their information.

BCC   Indicates users receiving a <u>B</u>lind <u>C</u>arbon <u>C</u>opy of the message. Only the sender sees the names of all the BCC recipients. Very useful for broadcast or bulletin type messages.

Standalone A workstation which uses it's own resources. It is not interconnected with other PC's or a server.

Status Bar The line at the bottom of a window which suggests the next step in mail.

Toolbar A row of icons appearing below the menu bar. Displays the most frequently used commands.

User Name The name by which a user is identified on a network.

X-400 Address Addresses in the directory are in X.400 format. This is an international address format that allows users to send messages between various types of mail systems.

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Working with ICONDESK

To login to ICONDESK:
1. Type your username in the **NAME** field and press the **TAB** key.
2. Type your server name in the **SERVER** field and press the **TAB** key.
3. Type your Password and press the **ENTER** key.

To change the ICONDESK password:
1. Press **ALT-TAB** until you reach the Olivetti IBIsys window.
2. Click on the **COMMAND** option from the menu bar.
3. Click on **CHANGE PASSWORD**.
4. Type the Old Password in the blank field followed by **OK**. :
5. Type in the New Password in the blank field followed by **OK**.
6. Retype the New Password in the blank field provided followed by **OK**.
7. A confirmation screen will appear. Click on **OK**.

To logout of ICONDESK:
1. Close the ICONDESK Mail Manager window.
2. **RESTORE** the Olivetti IBIsys icon.
3. Click on the **COMMAND** option in the menu bar.
4. Click on the **LOGOUT** option.
5. Click on **OK**.

To display the Help function:
1. Press **F1**.
   OR
1. Position the mouse pointer on the **HELP** option in the menu bar and click the left mouse button.
2. Select a **HELP** option.

To display a folder:
1. Click on **VIEW** in the menu bar.
2. Select the folder you wish to view. I.E. the **INBOX** or **OUTBOX**.
   OR
1. Click on **VIEW** in the menu bar.
2. Select the **FOLDER LIST**.
3. Double click on the folder icon you wish to consult.

To browse a message
1. Click on the message you want to read.
2. Select **FILE**, **BROWSE** or double-click on the message.
3. Scroll through the message.
4. Select **FILE**, **EXIT** in order to close the Browse window.

To browse several messages
1. Select several messages by clicking on the first message and holding the shift key as you click on the last message.
2. Select **FILE**, **BROWSE**.
3. After reading the first message, click on **NEXT** in the Tool Bar.
4. Continue with step 3 until all your messages have been read.
5. Select **FILE**, **EXIT** to close the Browse window.

Sending Messages

To create an address header:
1. Click on the NEW button of the Mail Manager Tool Bar.
   OR
   Click on the MESSAGE, NEW in the Menu Bar.
2. Type the topic of the message in the SUBJECT field. (optional)
3. Select the type of recipient. *(Radio buttons display TO, CC and BCC fields. At least one TO: type recipient is required.)*
4. Type in the recipients last name beside the TO: or CC: in the RECIPIENT section of the window.
5. Repeat steps 3 and 4 until all recipients have been entered.

To write a message note:
1. Click in the NOTE section of the compose message window.
2. Type the message note.

To send a message:
From the Compose Message Window
1. Click on the SEND button on the Mail Manager Tool Bar.
   OR
1. Click on MESSAGE in the Menu Bar.
2. Click on the SEND option.

To query the address list:
1. Select MESSAGE, NEW from the Mail Manager Window.
2. Click the ADDRESSES command button.
3. Click on the QUERY button.
4. Type in your criteria for the search. This could be a first or last name, the division or mission acronym...
5. From the results window, click on the address(es), to whom you want to send your message, click on ADD or press the ENTER key.
4. Click on OK .

To delete an address:
1. Select the appropriate address in the RECIPIENT section of the Compose Message window.
   (Use any Windows selection techniques to delete multiple addresses.)
2. Press the DELETE key.

To create an alias:
1. Select OPTIONS in the Menu Bar of the Mail Manager window.
2. Select ALIAS.
3. Click on the NEW command button.
4. Type an alias name in the CREATE ALIAS box.
5. Click on the OK button (notice at the bottom of the screen, a section called Members of ???).
6. Use query to locate the recipient addresses.
7. Click on the address or addresses to be associated with the new alias.
   Click on the ADD command button.
   OR
   Double-click on the address(es).
8. Click on the SAVE command button.
   The newly created Alias will appear in the window.
9. Click on the CLOSE command button.

To save an organizational message:
1. Log on to your individual ICONDESK mail account.

2. From the Mail Manager window, select **MESSAGE, NEW** (or the **MSGNEW** icon) to display the Compose Message window.
3. Obtain a new Message Id in the traditional fashion.
4. In the **SUBJECT** field:
   Enter the Message Id followed by a hyphen then the subject.
5. In the **RECIPIENTS** section:
   a) Add action **(TO)** and info **(CC)** recipients. If known, include the name of the responsible individual as well as the organization.
   b) **CC: "- CATS"**.
   c) **CC:** your organizational address (if required) for divisional filing.
6. In the **NOTE** section:
   Compose the message text. If the Security Classification is Protected, then enter the word PROTECTED at the top of the note.
7. Add any required attachments by selecting **MESSAGE, ATTACHMENTS** (or the **ATTACHS** button).
8. Send the message by selecting **MESSAGE, SEND** (or the **SEND** button).
9. If you did not CC your organizational mailbox (for divisional filing), then print the message from your Outbox.

To save and reuse a message:
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 the 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 appears to confirm keeping the original copy of message.)*
9. Complete the message header and message note.
10. Send the message.

Receiving Messages

To accept messages during your ICONDESK session:
From the Mail Manager window:
1. Select **MESSAGE** from the Menu Bar.
2. Select **ACCEPT**.
3. The Accepted window will be displayed.
         or
   A message indicating that there are "no messages to accept" will appear.

To browse a single message:
From any of the folders or from the Accepted window.
1. Double-click on the message to be read.
         OR
   Click on the message and select **FILE** from the Menu Bar and click on the **BROWSE** option.
2. Read your message.
3. Close the Message window using the Control Menu Box.
4. Exit using the Control Menu Box.

To browse multiple messages:
1. Open any of the **FOLDERS** or

the ACCEPTED window.

2. Select all of the messages to be read using standard Windows' conventions. *(Ctrl+Click, Shift-Click.)*

3. Click on the BROWSE button on the Tool Bar
   OR
   Select FILE from the Menu Bar and click on BROWSE. *(The first message is displayed in the Message window and the subsequent messages are iconified at the bottom of the Browse window.)*

4. Read your first message, then click on NEXT on the Tool Bar. (This step allows the next message to be automatically displayed and the current message is iconified.)

5. After all the messages are read, exit the Browse window.

To print a message from the Mail Manager window:

1. Select the message(s) to be printed.

2. Click on the DEFPRT button on the Tool Bar.

OR
Click on FILE in the Menu Bar and select the PRINT option. *(The Print window will be displayed.)*

3. Confirm the information in the Print dialog box and click on OK

To print the entire message from the Browse window:

1. Browse the message to be printed.

2. Select MESSAGE in the Menu Bar.
   Click on PRINT or Click on the PRT/MSG button.

3. Confirm the information in the Print dialog box and click on OK.

To print only the message with no header information:

1. Browse the message to be printed.

2. Select FILE from the Menu Bar.
   Click on PRINT.

3. Confirm the information in the Print dialog box and click on OK.

To delete a message:

1. Open the appropriate folder.

2. Select the appropriate message(s).

3. Click on the FILE menu then on DELETE.
   OR
   Click on the DELETE button on the Tool Bar. *(The Delete window will appear.)*

4. Click on the Yes or No command button.

Replying and Forwarding

To reply to a message:

1. Select the appropriate message.

2. Click on the REPLY button on the Tool Bar.
   OR
   Click on MESSAGE in the Menu Bar.
   Select the REPLY option.

3. Select the appropriate options in the dialog box, click on OK.

4. Modify the SUBJECT field (arbitrary).

5. Type your reply in the NOTE section of the window.

6. SEND the message.

7. Close the Compose Message window.

To forward a message:
(from the Mail Manager or Browse windows)
1. Select the message to forward.
2. Click on the **FORWARD** button on the Tool Bar.
   OR
   Click on **MESSAGE** in the Menu Bar.
   Select the **FORWARD** option.
   (The Compose Message window will appear.)
3. Enter a Subject for your covering note in the **SUBJECT** field.
4. Type the address of the Recipient(s) to whom the message will be forwarded in the **RECIPIENT** field.
5. If a cover note is to accompany the forwarded message(s), enter one in the **NOTE** field.
   OR
   If no covering note is required, continue with step 6.
6. Click on the **SEND** button, or Click on Message in the Menu Bar and select the **SEND** option.
7. Close the Compose Message window.

To extract forwarded messages:
1. Select the message containing the forwarded items.
   *(The **DETAILS** button should be activated to quickly identify the messages containing forwarded messages.)*
2. Double-click on the message (envelope) to browse the cover note.
3. Select the **EXTRACT FORWARD** option from the **MESSAGE** option in the Menu Bar.
   (The Extract Forward window appears.)
4. While in the Browse window you may:
   - print the extracted message(s) by clicking on the **DEFPRT** button and/or export the extracted message(s) with **FILE, EXPORT;**
5. Close the message window and exit the Browse window with **FILE, EXIT.**

To reuse a message:
1. Select the message to be reused.
2. Click on MESSAGE in the Menu Bar.
3. Click on the REUSE option, confirm the dialog box.
4. Modify the header information (arbitrary).
5. Modify the message note (arbitrary).
6. Click on the SEND button.
7. Close the Compose Message window.

Working with Attachments

To attach a file or document to a message:
1. Click on MESSAGE in the Menu Bar and select NEW.
   OR
   Click on the NEW button on the Tool Bar.
2. Complete the message header information (subject and recipients).
3. Type a cover note.
4. Click on the ATTACHMENTS button on the Tool Bar.
   OR
   Click on MESSAGE in the Menu Bar.

Click on the ATTACHMENTS option.
5. Select the appropriate DRIVE using the drop down list arrow.
6. Select the DIRECTORY by double clicking on the appropriate folder icon.
7. Double-click on the Document Name.
   OR
   Click on the document name and click on the ADD command button.
8. Repeat steps 6 and 7 to attach other files or documents.
9. Click on the attachment filename within the DESCRIPTION section of the ADD ATTACHMENTS window.
10. Type in WPE in the FORMAT field if the attachment is WordPerfect or see the list below for the correct acronym.
11. Click on MODIFY in order to change the extension in the DESCRIPTION section of the window.
12. Repeat steps 9-11 for all attachments.
13. Click on OK.

To browse an attachment in a message:
1. Double-click on the message which contains the attachment(s).
2. Double-click on the attachment Filename.
   OR
   Click on the attachment to be browsed.
   Click on ATTACHMENT in the Menu Bar and select BROWSE
3. After reading the attachment in its own format, exit or minimize the application window.
   (Repeat steps 2 and 3 if there is multiple attachments.)
4. Close the Browse window.

To export an attachment:
1. Select the appropriate folder and the message containing the attachment.
2. Double-click to browse the message.
3. Select the attachment(s) to be exported.
4. Click on ATTACHMENT in the Menu Bar.
5. Click on EXPORT to display the Export dialog box.
6. Select the appropriate DRIVE

name and DIRECTORY.

7. Click in the FILENAME field and allocate the attachment a filename.

8. Click on the MARK command button. (*An asterisk will appear at the beginning of the description section line) Repeat steps 5-8 if there is more than one attachment.*

9. Click on the OK command button. *(A confirmation box will appear.)*

10. Click on the CANCEL command button when finished with the Export window.

Managing Messages

To consult the Folders List:
1. Click on VIEW in the Menu Bar.
2. Select FOLDERS LIST.

To create a folder:
From the Mail Manager window:
1. Click on FILE in the Menu Bar.
2. Select the NEW FOLDER option.
3. Type in a new folder name.
4. Click on the NEW command

button.

To view the contents of an ICONDESK folder:
1. Select VIEW from the Mail Manager Menu Bar.
2. Click on the folder you wish to consult.

To view other Message Lists:
1. Select VIEW from the Mail Manager Menu Bar.
2. Click on the types of messages you wish to consult.

To move a message to a folder:
Using the Menu Bar:
1. Select a message.
2. Click on FILE in the Menu Bar.
3. Click on the MOVE option.
4. In the NEW FOLDER field, either, type in a folder name, or, click on the drop down arrow and select an existing folder.
5. Click on the OK command button.

Using the mouse:
1. Select a message(s) in the Mail Manager window.
2. Drag the message(s) to it's destination folder in the folders list window.

To delete a folder:
1. Select the appropriate folder.
2. Click on the DELETE Button.
OR
Click on the DELETE option from the FILE menu.
3. Click on YES to confirm the operation.

To Export a message:
(from the Mail Manager window):
1. Select the message.
2. Click on FILE in the Menu Bar.
3. Click on EXPORT
OR
Click on the EXPORT button in the Tool Bar.
4. Select the desired DRIVE in the list box at the bottom of the screen.
5. Double-click on the

desired **DIRECTORY**. *(The directory must already exist.)*

6. Type a filename in the **TO: FILENAME** field.
7. Click on the **MARK** command button.(An asterisk will appear beside the message in the **DESCRIPTION** section.)
8. Click on **OK**. *(The Export confirmation box will be displayed)*
9. Click on the **CANCEL** button or close the Export Window.

To setup Auto-foldering conditions
1. Select **OPTIONS** from the Mail Manager Menu Bar.
2. Click on **PROFILING**, followed by **MAIL**.
3. Click on the **AUTO-FOLDER** command button.
4. Type in a **RULE** name.
5. C l i c k on the **NEW** command button.
6. Select a **WHEN** condition from the fields available.
7. Select a destination

folder by typing the name of the folder in the field labelled "**INSERT MESSAGE IN**".
8. Click on the **SAVE** command button.
9. Activate the rule by clicking in the box to the left of the rule name and clicking on **ACTIVATE ALL**.
10. Click on **OK**.
11. Click on **OK** to dismiss the User Profiling window.
12. Exit your ICONDESK session.

To search for a message:
1. Click on **FILE** on the Menu Bar of the Mail Manager window.
2. Select the **SEARCH** option. *(The Search window will appear.)*
3. Type in the criteria for the search.
4. Click on **OK**. (A Search Result window will be generated.)

Customizing

To modify the Message Options:
1. Select **OPTIONS** from the Mail Manager Menu Bar
2. Click on **PROFILING** followed by **MAIL**.
3. In the **ATTACHMENTS** field, type in the default path for your E-mail attachments.
4. Select any confirmation defaults. (Keep in mind that if confirmation of receipt is selected, every message sent will generate a report when read by the recipient.)
5. Select the default **IMPORTANCE** for all outgoing messages (arbitrary).
6. Select the **SENSITIVITY** defaults (arbitrary).
7. Click on **OK**.

To modify the mailbox options:
1. Select **OPTIONS** from the Mail Manager Menu Bar
2. Click on **PROFILING** followed by **MAIL**.
3. Type in the default destination path for your exported messages and/or attachments (arbitrary).
4. Enable or disable the **AUTO-**

ACCEPT option (arbitrary).

5. Click on the REPLY command button to setup defaults for the MESSAGE, REPLY function (arbitrary).

6. Click on the AUTO-REPLY command button if you wish to have a specific message transmitted to anyone who sends messages to your account in your absence. (arbitrary).

7. Click on OK.

To modify the print options:
1. Select OPTIONS from the Mail Manager Menu Bar.
2. Click on PROFILING followed by PRINT.
3. Place a check mark beside the options you wish to have printed as a default. Whenever you click in these boxes, the options will toggle between being enabled and disabled.
4. Click on OK.

To change the default settings for the message:
1. Click on MESSAGE in the Menu Bar of the Mail Manager window.

Click on NEW.
(The Compose Message window appears.)
OR
Click on NEW in the Mail Manager window Tool Bar.

2. Click on OPTIONS in the Menu Bar.

3. Select MESSAGE OPTIONS. *(The Message Options window will appear.)*

4. Modify any of the fields, for example:
Click in the FROM: field and type the name of the person for whom you are writing this message.
Click in the CONFIRM RECEIPT check box if you wish to receive a report when the recipient(s) has read your message.
(The check mark in the box indicates those selected. To deselect, click again to remove the check mark.)

5. Click on OK.

To modify the Tool Bar:
1. Click on OPTIONS from the Menu Bar.
2. Select TOOL BAR LAYOUT.
3. To delete an existing button,

click on the button in the preview Tool Bar and click on DELETE.

4. To add a button, select the FUNCTION you want to add, click on NEW BUTTON, and follow by clicking on ADD.

5. Repeat steps 3 and 4 until the Tool Bar is customized to your specifications. (Use COMPRESS to fill in any blanks in the Tool Bar.)

6. Click on OK.

To modify the List Layout:
1. Open the desired folder.
2. Click on OPTIONS in the Menu Bar.
3. Click on the LIST LAYOUT option.
4. Select the Field you wish to modify (i.e. SUBJECT)
5. Change the Title or Width, click on MODIFY.
6. Repeat steps 4 and 5 for any field you wish to change.
7. Click on OK.

To remove a column:
1. Select the Field you wish to remove.
2. Click on DELETE.
3. Click on OK.

To add a column:
1. Select a title from the AVAILABLE COLUMNS list.
2. Confirm the Title and Width.
3. Click on ADD.
4. Click on OK.

To enable a new or close after send/save
1. Select OPTIONS from the Mail Manager Menu Bar.
2. Click on either NEW AFTER SEND/SAVE or CLOSE AFTER SEND/SAVE (only one of the two can be enabled at any given time).
3. Enable the SAVE SETTING ON EXIT option (make sure there is a checkmark beside the option).

To disable the Tool Bar and/or Status Bar:
1. Select OPTIONS from the Mail Manager Menu Bar.
2. Click on TOOL BAR to disable the display of this component of the window. (The checkmark will disappear.) and/or
   Click on STATUS BAR to disable the display of the status bar. (The checkmark

will disappear.)

Sending Outside of SIGNET

To create a Corporate Apps account:
1. Restore CORPORATE APPS by double-clicking on the group icon.
2. Double-click on the ACCOUNT icon.
3. Verify the username which is displayed in the ACCOUNT text box. (If it is not your username, enter the correct name in this field)
4. Press the TAB key and enter a Password.
5. Press the TAB key and re-enter your password in the VERIFICATION text box.
6. Click on the QUIT command button to close the Account window.

To perform a search:
1. Restore CORPORATE APPS by double-clicking on the group icon.
2. Double-click on the OGD/AMF application icon.
3. Click the CLEAR button on the tool bar to remove any names or departments which

have resulted from a previous search.
4. Click on the SEARCH button on the tool bar.
5. Once again it may be necessary to click on the CLEAR command button to clear the results of a previous search.
6. In the Search dialogue box, select the LIST OPTIONS:
   Choose REPLACE in order to overwrite the current list with the results of this search.
   or
   Choose APPEND to add the results of this search to the list already displayed in the main window.
7. Select the NAME SEARCH OPTIONS:
   Choose LITERAL to search names which match the exact spelling of the name you type in the NAME text box.
   or
   Choose PHONETIC to search names that sound like the name you specify in the NAME text box.
   Choose SURNAME to search by last names.

or

Choose First Name to search by first names.

8. Enter the search criteria in the NAME or DEPARTMENT text boxes.

or

Click the button to the rigHT OF THE TEXT BOXES TO use the Personnel or Department windows.

9. Click the OK button to execute the search.

To use the Locate text box:

1. Click inside the LOCATE text box.
2. Type the surname of the person you wish to locate.
3. Press the ENTER key.

Copying an address from the Detail window:

1. Locate the name in the list, using either the scroll bars or the LOCATE text box.
2. Double-click the name you want to copy to the clipboard.
3. Click the COPY button.
4. Click OK to return to the main window.

Pasting an address into ICONDESK:

1. Open the ICONDESK application.
2. Click on the NEWMSG button on the tool bar.
3. Click the left mouse button to the right of TO: in the RECIPIENTS section of the window.
4. Press SHIFT-INSERT to paste the contents of the clipboard at the cursor position.
5. Continue creating the message as usual.

To send to a CDCS address:

1. Log on to your individual ICONDESK mail account. From the Mail Manager window, select MESSAGE, NEW (or the NEWMSG icon) to display the Compose Message window.
2. Obtain a new Message Id in the traditional fashion.
3. In the SUBJECT field:
   Enter the Message Id followed by a hyphen then the subject.
4. In the RECIPIENTS section:
   a) Add action (TO) and info (CC) recipients.
5. In the NOTE section:

Enter the Security Classification (UNCLASSIFIED or PROTECTED) at the top of the Note. Compose the message using single spacing and mixed case characters. If the message exceeds the limit of the Note section, divide the text and send it as separate ICONDESK mail messages.

6. Select the OPTIONS button to set the Precedence and Security Classification on the Message Options window.
   a) IMPORTANCE section:
      Select the required Precedence.
   b) SENSITIVITY section:
      Select the Security Classification.
   c) REPLY BY SECTion: (optional)
      Enter the required date and time of delivery.
7. Send the message by selecting MESSAGE, SEND (or the SEND icon).

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.

7. When a message is returned by the SIGNET-CDCS gateway, SIGNET recipients will have received the message but CDCS recipients will not. When sending the message, leave the recipient list as is and add a comment in the ICONDESK Note (in the line following the Security Classification), stating that this message is a duplicate for SIGNET recipients.
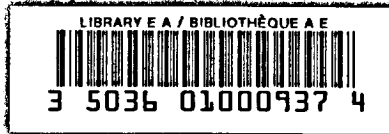
8. Re-send the message.

To insert an X.400 address:

1. Click on the NEWMSG button on the Tool Bar in order to generate the Compose Message window.

2. Click on the ADDRESSES button, followed by the X.400 command button.

3. Insert the X.400 address in the second field labelled "FULL X400:"

4. Click on OK.

5. Verify that the recipients section of the window contains the address.

6. Click on OK.

7. Continue creating the message as usual.

To create an alias from the Browse window:

1. Browse the incoming message.

2. From the Browse window, click on the DETAILS command button.

3. Select the Originator/Recipient for whom you would like to create the alias.

4. Click on the CREATE ALIAS command button.

5. Type in a name for your alias.

6. Click on OK.

7. Close the Details window.