

Email Express 1.0 End User Documentation

Getting Started

This documentation provides information on how to use the email window in your database.

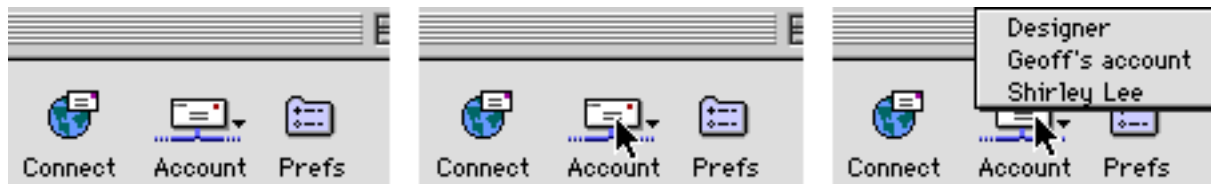
To access your email, choose Email from the File menu. This opens the Email Browser window you use to receive, send, address and store mail messages. When you are finished with your email, you can close this window clicking the close box.

Getting Around

To use email in this database, choose Email from the File menu. When the Email Browser window opens, your incoming mail will be displayed automatically. This window has many icon buttons you can use to view your mail, create new messages, reply to or forward messages, print your mail and more.

Accessing Other Email Accounts

If you need to access another email account, use the Account popup menu in the Email Browser window. You will initially be assigned an account password by your administrator. Once assigned, this password can be changed by clicking the Prefs icon. The Account popup menu can display many email accounts. If you need an extra email account (say for your personal email) check with your administrator.



Resizing Columns in the Email Browser

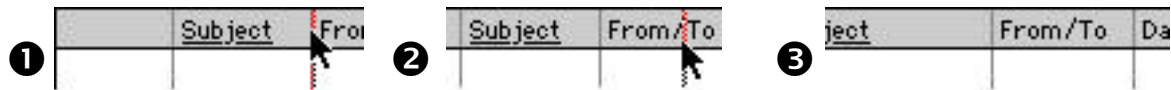
The columns in Email Browser window will resize automatically to make sure you can easily read them. If you need to resize the columns, move the pointer over the vertical line between the two column headings and drag the column divider to the right to increase the size of the column, or to the left to decrease it.



To resize columns, move the pointer over the vertical line between the two column headings. Drag the column divider to the right to increase, and to the left to decrease, the size of the column.

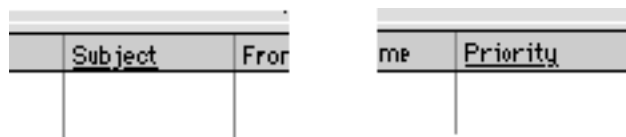
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Start from the furthest left column you want to expand first, then work your way to the right.



Sorting Your Email Messages

To sort your messages, click on the column heading you wish to sort by. Normally, the messages will be sorted in ascending order (A-Z, 0-9). To sort the messages in descending order (Z-A, 9-0), hold down the Option key while clicking on the column header. Once you sort your messages, the column you sorted them by will be underlined.



Setting Your Preferences

Your email service needs information to direct your mail. This information is stored in your preferences. Preferences are set in the Preferences window. To access the Preferences window, click the Prefs icon in the Email Browser window.

Setting Up Your Account Information

The Account tab is used to set up account preferences and information.

Account | Folder

Account Preferences:

Account Name: Shirley Lee *Bob Smith*

Account Password: [Masked]

Email Address: slee@fyisoftware.com *Bob@host.com*

SMTP Server: mail.fyisoftware.com *mail.host.com*

Email Password: [Masked]

Play sound when mail arrives Get/Send mail every 15 minutes

Leave mail on server until deleted from Deleted Mail folder

Signature:
Shirley Lee
FYI Software, Inc.

Cancel Save

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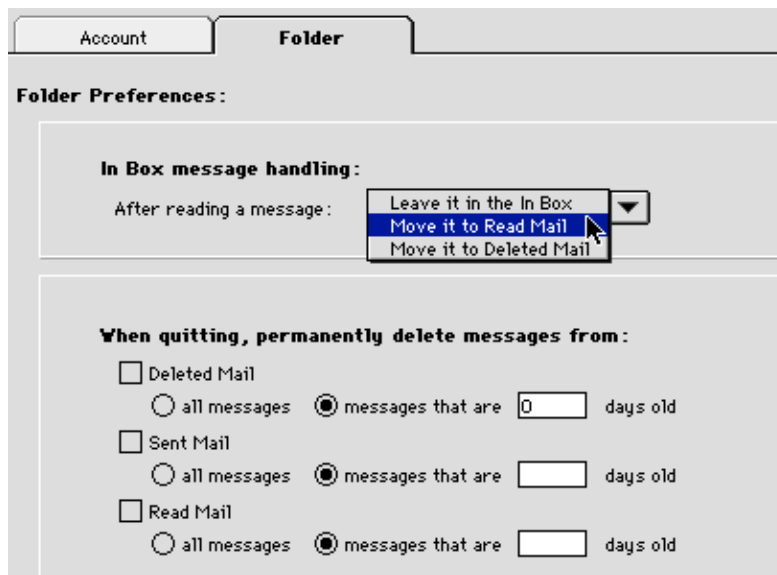
Account Name	The name you want to attach to your email account.
Account Password	Blocks other users from accessing your account without authorization (i.e. they have to have your password). If the field is left blank, others can automatically access your account. If you forget your password, see your administrator.
Email Address	Your Internet email address (gperlman@fyisoftware.com, for example). If you haven't been assigned an email address, check with your administrator.
Email Password	The email password to your email account on your POP3 Internet email server.
SMTP Server	The Internet address of your SMTP (outgoing) email server (mailaustin.computize.net for example).
Play Sound	When checked, plays a sound every five minutes when you have received new mail or if you have any unread mail.
Get/Send Mail	Let's you schedule when your email will be checked at any interval desired. To leave your email on the server or to play a sound when your mail arrives, check the respective checkbooks.
Leave Mail	When checked, new mail will not be deleted from your Internet mail server until you delete it from your Deleted Mail folder in the Email Browser window.
Signature	You can type a personalized signature that can be included on your outgoing email messages.

Setting Up Mail Folder Preferences

Your messages are stored in folders inside the Email Browser. New messages for example, are automatically placed in the In Box folder. After you read a message, the message is left in your In Box folder. Using the In Box Message Handling popup menu, you can have your mail placed in your Read Mail or Deleted Mail folders after you read it.

The Folder tab also let's you choose when your mail should be automatically deleted. By default, your mail will not be deleted until you delete it by clicking the Delete button. However, using the Auto Delete options, you can have your the mail in your Deleted Mail, Sent Mail and Read Mail deleted automatically. For each folder, you can choose no automatic deletion, delete all messages in the folder or delete only those messages that are older than the number of days you specify.

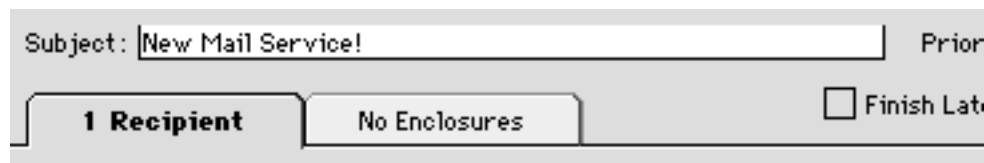
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Creating New Mail

To create a new outgoing message, click the New icon to bring up a new message window. To create new mail:

1. Type a subject in the subject field.



2. Each time you want to add a recipient to your message, click the Add button to the left of the recipients list. If a blank recipient is already listed, just double-click the recipient name to place the cursor and begin typing. Use the Type popup menu to send a carbon copy (CC) or blind carbon copy (BCC).

Note

If you don't know the address of your recipient, you can use the address book (shown at the bottom of the message window) and drag-and-drop it into your message.



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2 Recipients No Enclosures Finish Later Include

Status	Type	Recipient	Address
Unsent	To	Jane Ellison	jelli@earthlink.net

Buttons: Add (with red plus icon), Delete (with trash icon)

- To delete a recipient, click on the row you wish to delete then click Delete. If you want to delete multiple recipients, Shift-click to select recipients that are next to one another or Command-click (Control-click on Windows) to select recipients that are next to each other.

2 Recipients No Enclosures Finish Later Include S

Status	Type	Recipient	Address
Unsent	To	Jane Ellison	jelli@earthlink.net
Unsent	To	Robert Vice	rice@lizards.com

Buttons: Add (with blue plus icon), Delete (with trash icon)

2 Recipients No Enclosures Finish Later Include S

Status	Type	Recipient	Address
Unsent	To	Jane Ellison	jelli@earthlink.net
Unsent	To	Robert Vice	rice@lizards.com

Buttons: Add (with blue plus icon), Delete (with red trash icon and mouse cursor)

- To give your message a priority label, click on the Priority popup. This is usually appropriate for sending mail to another user in this database program. If no priority is set, the message will default to Medium.

Subject: New Mail Service! Priority: Highest High Medium Low Lowest

1 Recipient No Enclosures Finish Later Signature

Status	Type	Recipient	Address
Unsent	To	Robert Vice	rice@lizards.com

Buttons: Add (with blue plus icon)

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5. Tab to or click on the body to begin writing your email message.
6. You can send documents along with your message. Documents sent with an email message are called **Enclosures**. To add enclosures, first click on the Enclosures tab. Next, click the Add button and use the dialog box that appears to select the document(s) you wish to send with your message. If you want to delete an enclosure, click on the enclosure you want to delete, then click the Delete button. You can delete several enclosures at once by selecting them all before you click Delete. To select enclosures that are next to each other, hold down the Shift key while selecting them. To select enclosures that are not next to each other, hold down the Command key (Control key on Windows) while selecting them. The method of encoding can be chosen from the Encoding popup. The most commonly used method is Bin hex.



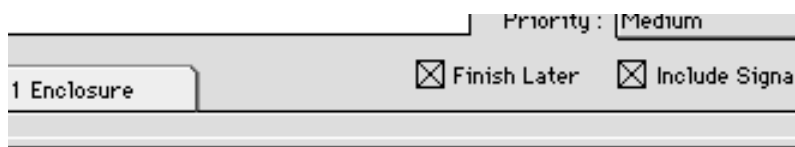
In the Email Browser window, a paper clip will appear in the first column for any messages (outgoing or incoming) that have enclosures.



Note

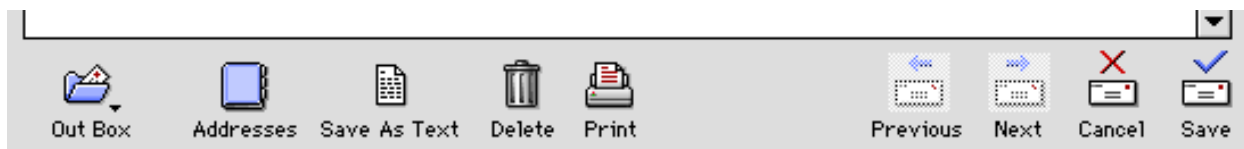
Enclosed files will be sent faster (and received faster) if they are compressed first. If you don't have a compression application, and you wish to compress your files before sending them, contact your administrator.

7. If you wish to finish your message later and you have your mail scheduled to be sent automatically, click the Finish Later checkbooks. This will prevent the message from being sent out until you de-select the Finish Later checkbooks. Messages marked as Finish Later will appear in bold italics in your Out Box.



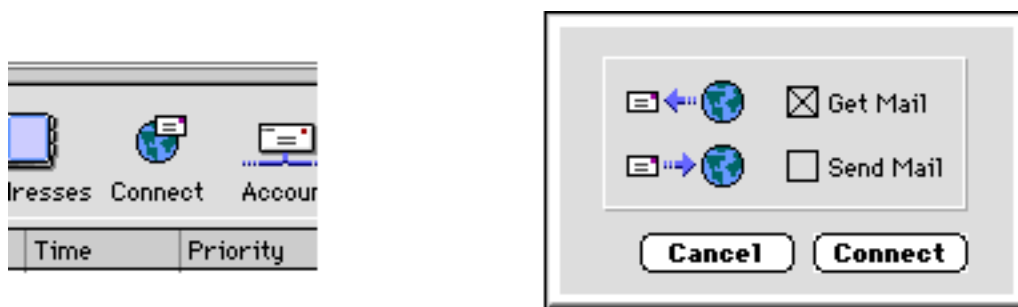
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8. When you are finished, click on the Save button at the bottom of the window, or the Cancel button if you don't want to save your message. Outgoing messages are placed in the Out Box by default. To place a message in another folder, select the folder from the Folder popup menu in the lower right corner.



Receiving Mail

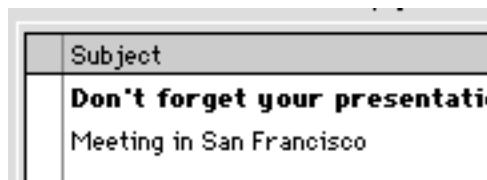
If you do not want to wait until your email is sent and received automatically, you can send and receive your mail now using the Connect button in the Email Browser window. The Connect dialog box that appears lets you choose to get your mail, send your mail or do both.



Connect will change to Stop while you are sending and/or receiving mail either manually or automatically.



Your new mail messages are automatically placed in the In Box and will appear in bold.



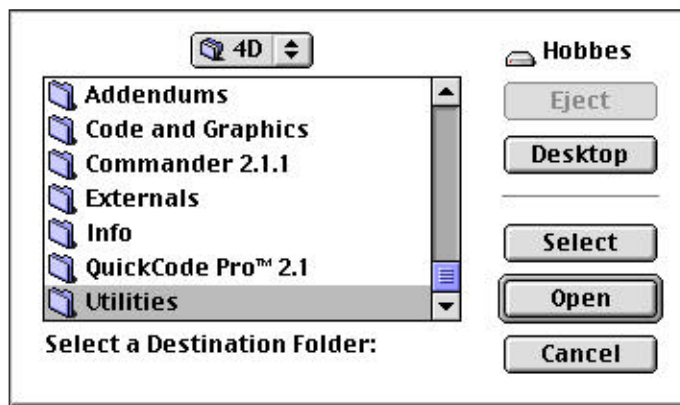
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Reading Mail

To read your new messages, choose In Box from Folder popup menu icon button in the upper left corner of the Email Browser window. To open a message, simply double-click on it or click once to select it and press the Enter key. To go to the previous or next message, click the left or right arrow, respectively, in the bottom of the window. If no priority was set, the message will default to Medium.

Opening and Moving Enclosures

If a message contains an enclosure, the Enclosure Tab indicates the number of enclosures when you open the message. Select the file(s) you wish to move, and click on Copy to move the enclosure(s) to a selected folder.



Long Header

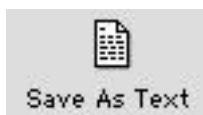
If you need to see the routing or other information that the Internet attaches to each incoming message, click the Long Header tab.

Saving A Message To a Text File

1. The current message in a folder: click on Folder at the bottom of your window, and select the appropriate folder.
2. The current message on your disk: click on Save As Text, and choose a locale and

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name to save it under.



Replying to Mail

You can reply to an incoming message right from the Email Browser window or viewing the message detail. To reply to an incoming message while viewing the detail :

1. Open the message to which you want to reply.
2. Click the Reply icon button at the bottom of your window.



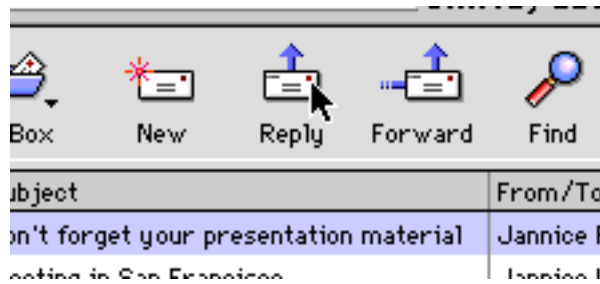
Note

To quote text from the original message, select the text from the original message before you click Reply. Every line of the quoted text will be preceded by a quoting character (>).

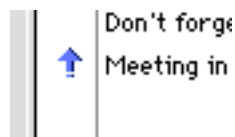
To reply to an incoming from the Email Browser:

1. Click on a message you wish to reply to.
2. Click on Reply in your browser window.

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When you reply to a message, an arrow will appear in the left column next to the original message as an indicator that you have replied to it.



Forwarding Mail

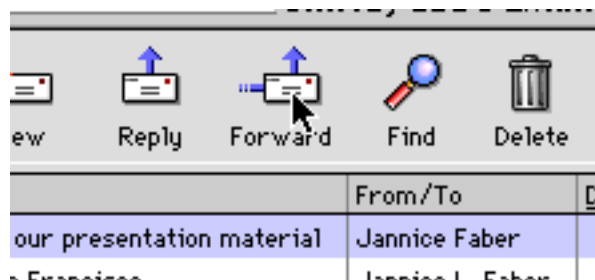
There are two ways to forward a message to another person:

1. Open the message, and click Forward at the bottom of the window. Forwarding creates a new message that will contain all of the original message. You can edit the text of the forwarded message as you would with any new message.



You add recipients to a forwarded message in the same way you add them to any new message. If you don't remember how, see the instructions under [Creating New Mail](#).

2. Select the message you wish to forward and click Forward from the Email Browser window.



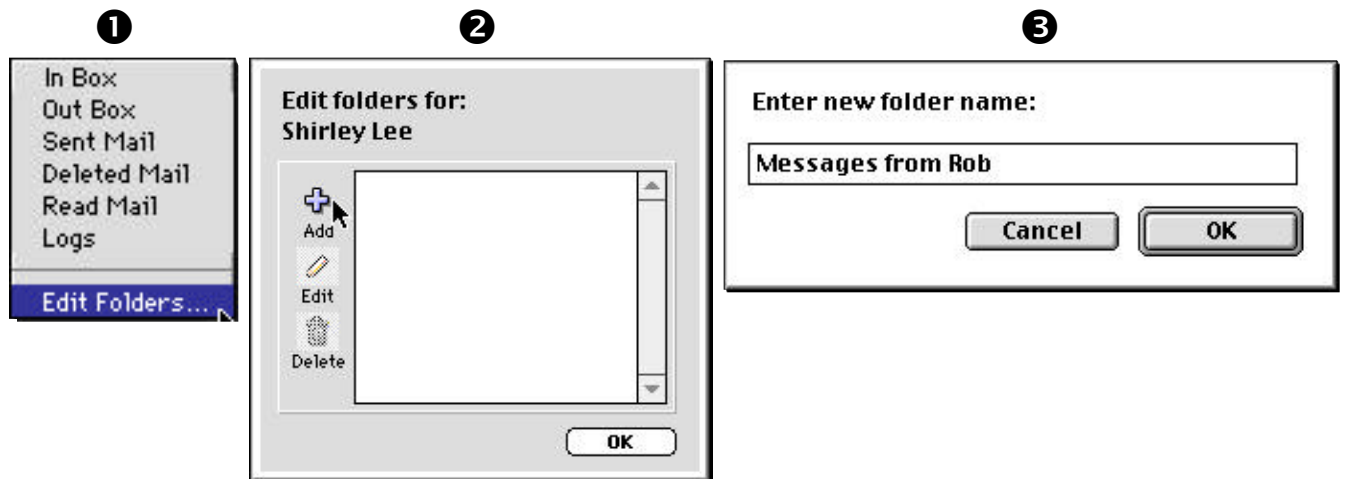
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Filing Your Mail

As you already know, the Email Browser organizes your messages in many folders. The In Box holds your new incoming mail, the Out Box holds your outgoing mail (until it's sent), your Read Mail folder holds the mail you have read and your Deleted Mail folder holds the mail you have deleted. The Logs folder holds any error logs that have been created while mail was being sent or received. You can also create your own custom folders for organizing your messages anyway you wish.

Creating New Folders

To add or edit your custom folders, choose Edit Folders from the Folders popup menu button icon in the upper-left corner of the Email Browser window or in the lower-left corner of the detail view of any message. To create a new folder:



Renaming and Deleting Folders

To delete a folder, select it in the Edit Folders dialog box and click the Delete button. To change the name of a folder, select the folder in the Edit Folders dialog box and click the Edit button.

Printing Mail

You can print messages by selecting one or more messages in the Email Browser window and clicking the Print button. You can print the open message by clicking the Print button in the current message window. After you click the Print button, the Page Setup dialog box will appear. After choosing any page setup options you want, click OK. The Print dialog box will then appear. Choose any printing options then click OK to print your selected messages.

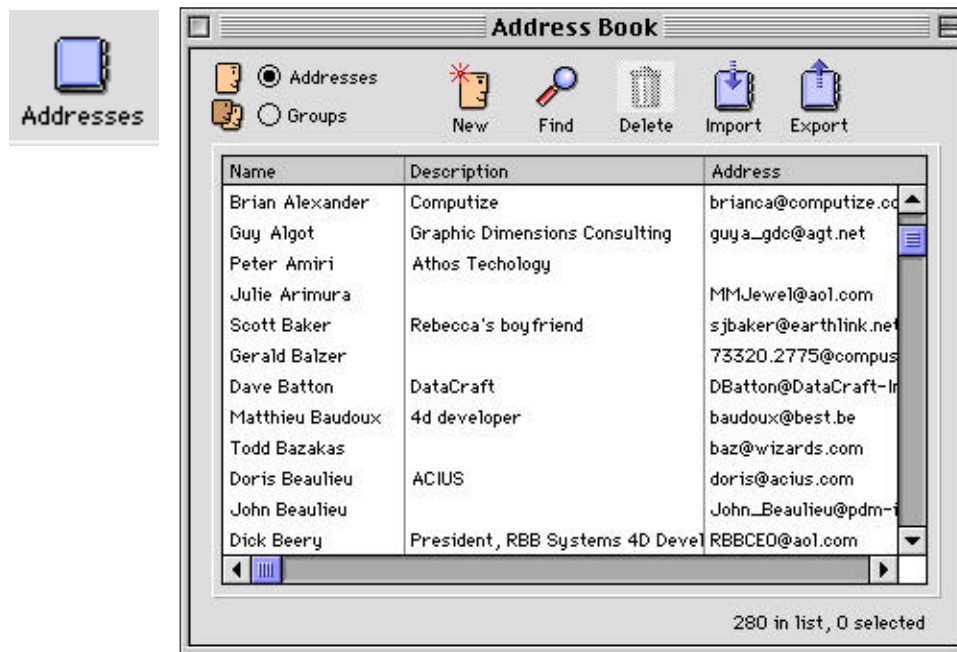
Using the Address Book

The Address Book is a place to store all of the email addresses you wish to keep. The Address Book is divided into two sections: Addresses and Groups. Addresses contain the

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name, description and email address of an individual. A group is a set of email addresses that have something in common. For example, you might create a group of all the email addresses of those in your department. By creating groups, you can add many recipients to an email message all at once instead of individually. Groups also help you to remember who needs to be notified for various reasons. For example, you might want to make a group of all those that need to be informed about a specific project.

You can access the Address Book by clicking the Addresses icon button in the Email Browser window or in a message window.



Adding Email Addresses

You can enter addresses manually or import them from a text file.

To Enter addresses manually, make sure the Addresses radio button is selected then click the New button.

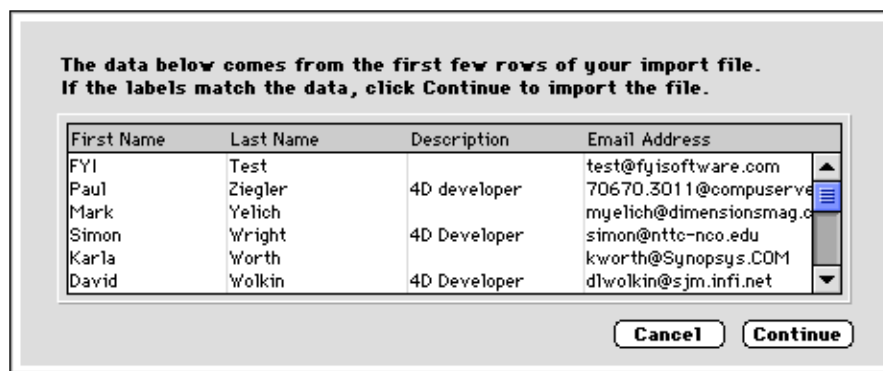
To enter addresses by importing them from a text file, make sure the Addresses radio button is selected then click the Import button. An open file dialog box will appear allowing you to choose the text file you wish to import.



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This text file must contain columns for first name, last name, description, and email address in that order. The columns must be separated with tabs and the rows must be separated by carriage returns. If the import file does not have four columns, it cannot be imported. After you choose your import file and click Open, a dialog box will appear that lets you compare your import file to the fields that the data will be imported into. This gives you an opportunity to make sure the import file is correct before you import it. If it's correct, click Continue to import the file.



Sorting Your Address Book

As with mail messages, you can sort your address book by clicking on the column header of the column by which you wish to sort. An underline will indicate the sorted column.

Deleting Addresses and Groups

You can delete an address or group by selecting one or more addresses or groups and clicking the Delete button.

Removing Addresses From Groups

To remove an email address from a group, select the Groups radio button, double-click on

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the group, select the email address, then click Remove.

Adding Recipients to a Message From the Address Book

You can add one or more recipients to a message by selecting them in the address book and then dragging them to the recipients list in your outgoing message. You can also drag a group to your recipients list to add all of the recipients in that group to the message.

Exporting Your Address Book

To export your email addresses to a text file, click the Export button. This text file will contain columns for first name, last name, description, and email address in that order. The columns will be separated with tabs and the rows will be separated by carriage returns.

Find

The Find button can be used to find email messages in the Email Browser, email addresses in the Address Book or email groups in the Address Book.

Finding Email Messages

To find an email message in the Email Browser, go to the email folder you wish to search through and click the Find button.



The Find dialog box allows you to select one of many fields to search in. By default, the Find dialog box will search through all of the messages in the current folder. To narrow a find further, click the Find in selection checkbox.



Finding an Address or Group

To locate an address or group, click the Find button in the Address Book.

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Find addresses in the address book:

Last Name ▼ starts with ▼

Find in selection

Find looks through the entire Address book, searching for email addresses or groups that match your criteria. If you wish to search only through the current selection of addresses or groups (say, after finding an initial set of addresses or groups), click the Find in selection checkbox. You can search for email addresses by Last Name, First Name, Full Name, Description or Email Address. You can search for email groups by Name or Description.

Error Logs

Connection problems are usually the cause of most common errors. When one or more errors occur while your mail is being sent or received, an error log is generated. This error log explains why the error occurred. For example, it might inform you that your email password was not recognized. If an error log is generated, [See Error Log](#) (in red) will appear at the bottom of your Email Browser window. You can view the error in the Logs folder of your browser window or click [See Error Log](#) in the Email Browser window to go directly to the Logs folder.

