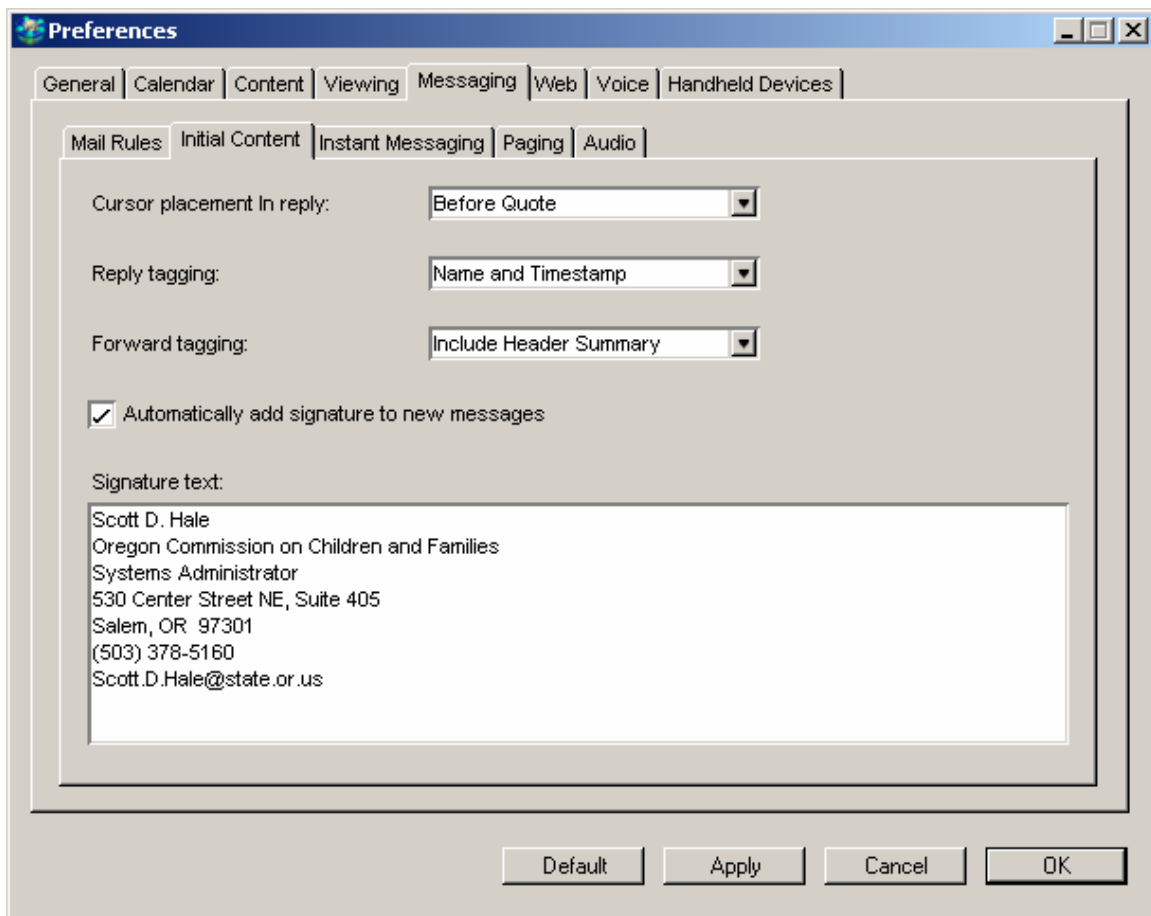


How to Add or Change the Automatic Signature on Your E-mails

(updated 3/10/08)


While in FirstClass
Go to the EDIT menu
select PREFERENCES
click on the MESSAGING tab
click on the INITIAL CONTENT tab
type your signature exactly the way you want it to appear on your e-mail messages
(at the bottom)
click APPLY
then click OK



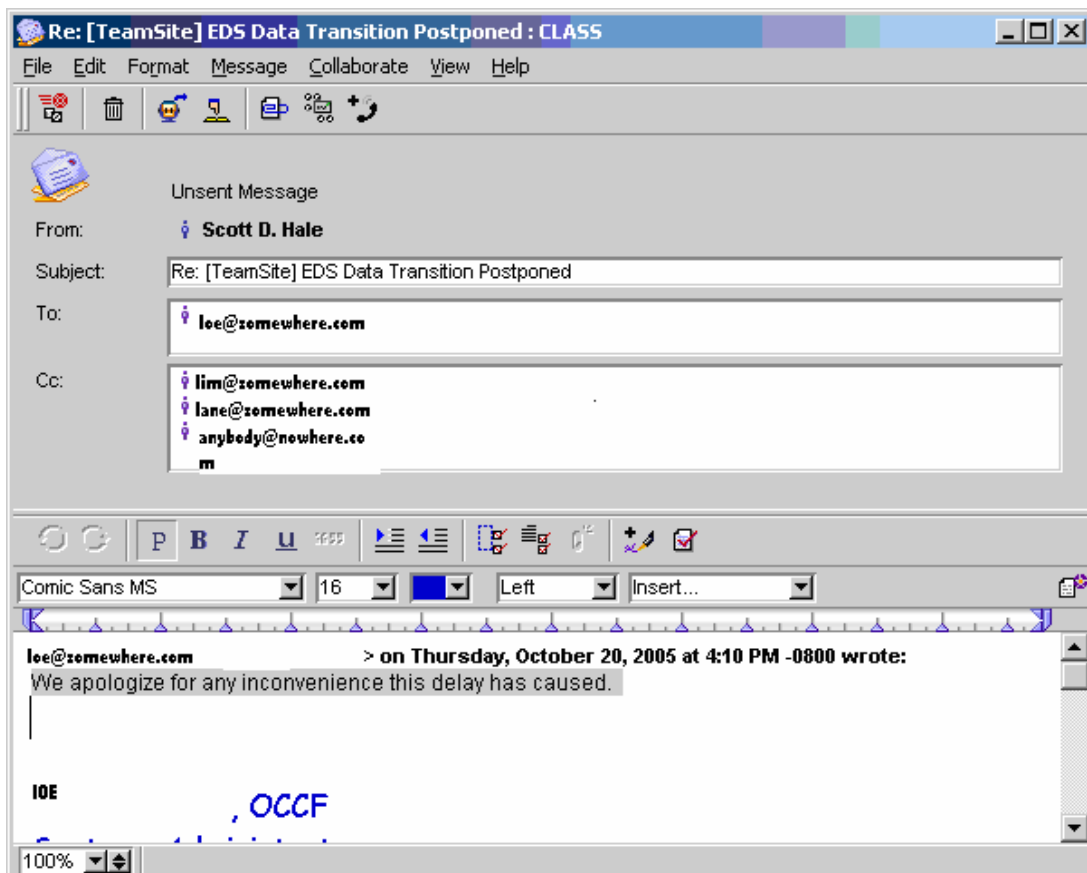
How to Display the Original Message in a Reply

To show the original message in your reply e-mail, highlight the part or the entire original message THEN hit the reply button 

The original message will appear shaded in your reply message (Now the recipient will "remember" what your reply is referring to - see screen shot below.)

OR You can hit the  Reply with quote button to do the same thing.

Note the  only replies to the sender, and the  replies to all



To disable the "Reply to All" icon -

This will prevent you from replying to an entire email group and prevent possible embarrassment

- Click on the "Edit" menu
 - Select "Preferences"
 - Click on the "Messaging" tab
 - Select "Reply to Sender" from the pull down menu next "Reply Preference"
- Click "OK" The button will still look as though it is activated, but even if you use that button your message will only reply to the original sender

To Send an Attachment:



- Open up a new message in your FirstClass e-mail system
- Add the subject & address to your e-mail
- Click on the blue paper clip icon

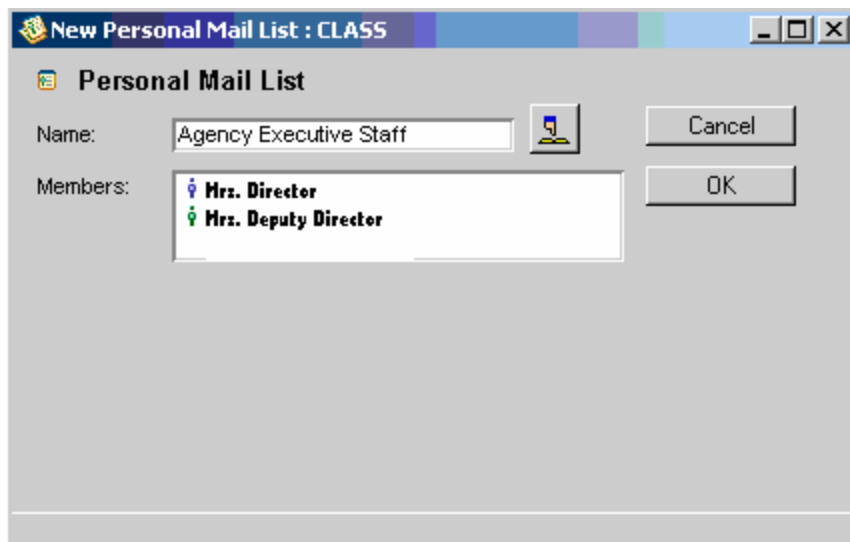


To add your attachment or you can use the FILE menu and select ATTACH

- When you click on the blue paper clip, you'll need to locate the file you want to attach
- When you locate the file - double-click on it
- Then add your message & send your e-mail

To Create a Mail List:

- Open  Contacts Folder found on your desktop header.
- Go to FILE > NEW > and select NEW MAIL LIST or click the 
- Type the name of your mail list – ex: Agency Executive Staff
- Then type the first initial and part of the last name & hit ENTER to add each person (ex: k hal + ENTER will enter Kent Hall into the list)
- When you have entered all the names for your mail list, “X” out and click on SAVE to save your list
- To use your mail list, open a new e-mail and type the name of your mail list. This will send the e-mail to everyone on that list.



How to undelete your email

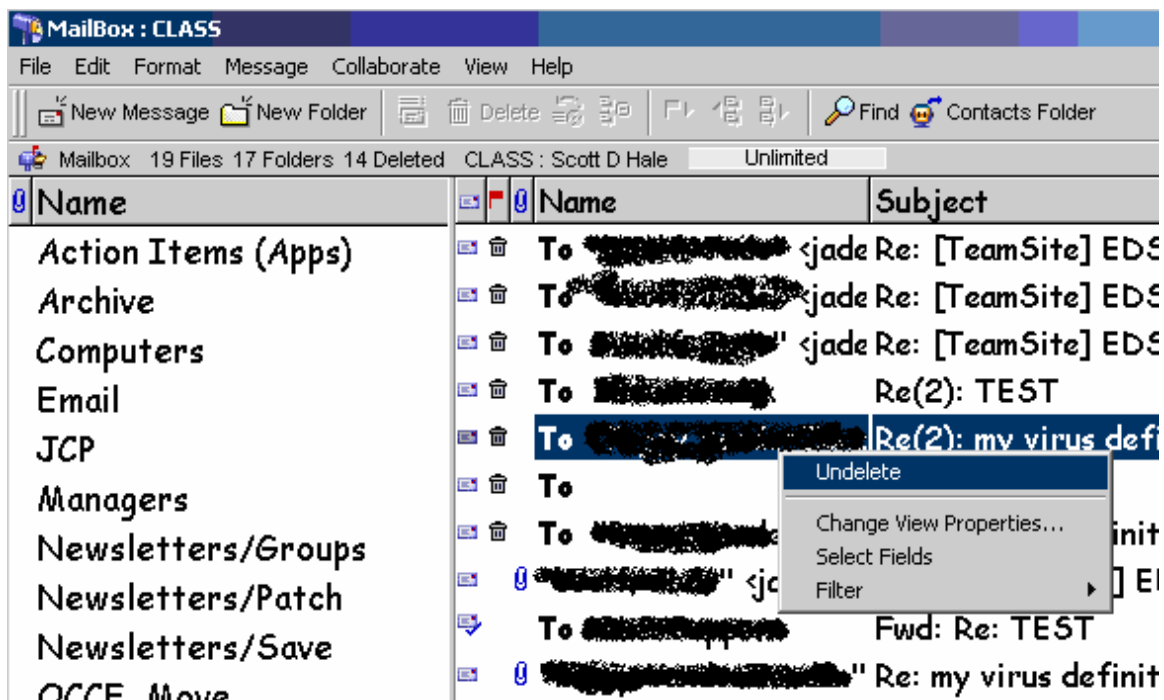
Undelete your deleted e-mail on the day you deleted an e-mail

Did you know that you can "undelete" items in your FirstClass mailbox (tho ONLY on that same day)?

If you accidentally delete a message,

- Go to the "View" menu and select "Show deleted items."
- Everything you deleted will show up with a trash can icon next to it.
- To undelete, right-click the message and select "undelete" - see screen shot below
- Then, go back to the "View" menu and select "Hide deleted items."

Deleted emails are dumped from the system around 2:00 AM every morning - so you MUST "undelete" on the day you delete



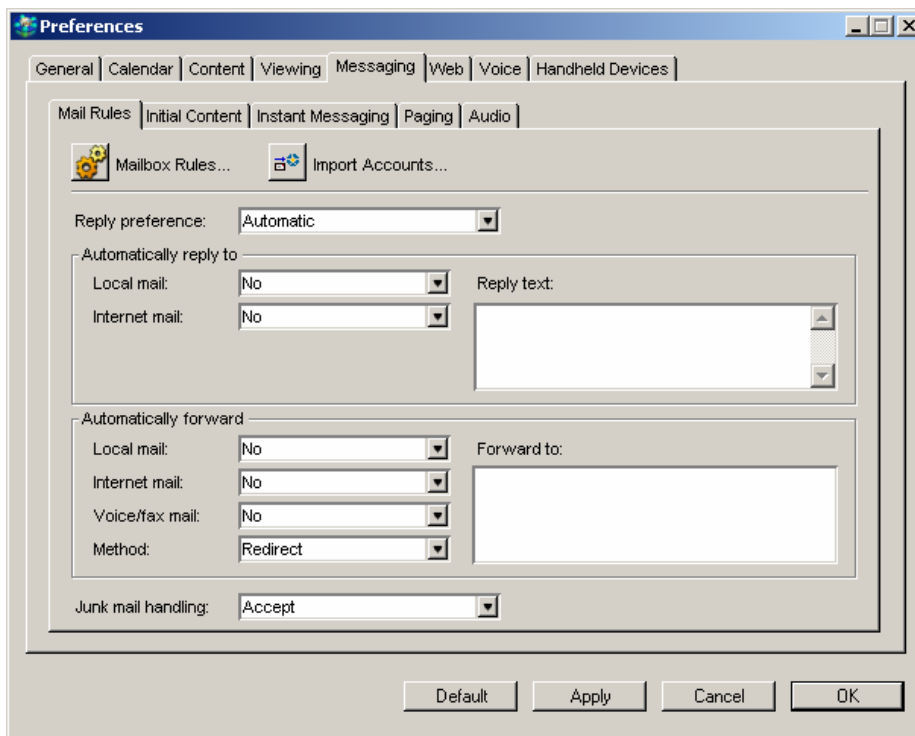
How to Add an Automatic Reply on Your E-mails When You Will Be Away From Work (updated 3/10/08)

While in FirstClass

- Go to the **EDIT** menu
- Select **PREFERENCES**
- Click on the **MESSAGING** tab
- Use the "**Automatically Reply To**" pull-down menu in the middle portion of the screen to select "yes" for:
"local mail" - that's mail within our system (you probably don't want to add an automatic reply to "Internet mail" - so leave that at "no") - SEE SCREEN SHOT BELOW
- Type your automatic reply in box provided "exactly" the way you want it to appear on your e-mail reply message
- Click **APPLY**
- Then click **OK**

Now anyone who e-mails you will get an instant, automatic reply so they will know you are away from work & will return messages when you return.
However, if your e-mailbox is full, this automatic reply will not occur.

Don't forget to turn it off when you return



Can't Send Email Because You Have Exceeded Your Disk Space?

You have a defined amount of disk space allotted for your FirstClass email account on the mail server. When you exceed the amount of space allotted to you, you lose the ability to SEND email. You can still receive email, but you get a message stating that a message CANNOT be sent because you have exceeded your disk space. ***If creating a message with a large attachment would cause your e-mailbox to go over-limit, you will not be able to attach the document until you have created more space.***

To solve this problem, you need save any necessary LARGE attachments that are in your mailbox to a folder you create in My Documents and then DELETE the message from your mailbox. Any message with an "M" in the size - is a big file and needs to be deleted. See the sample below - the file that is 4.5- is an attachment. The attachment needs to be saved (open the message, right-click on the attachment and select "Save As" and save it to your folder) and delete the message. **Once you have deleted large files, you will need to log out of FirstClass and log back in so that the changes will take effect.**

Using FirstClass Bookmarks

If you receive a web link through an email,

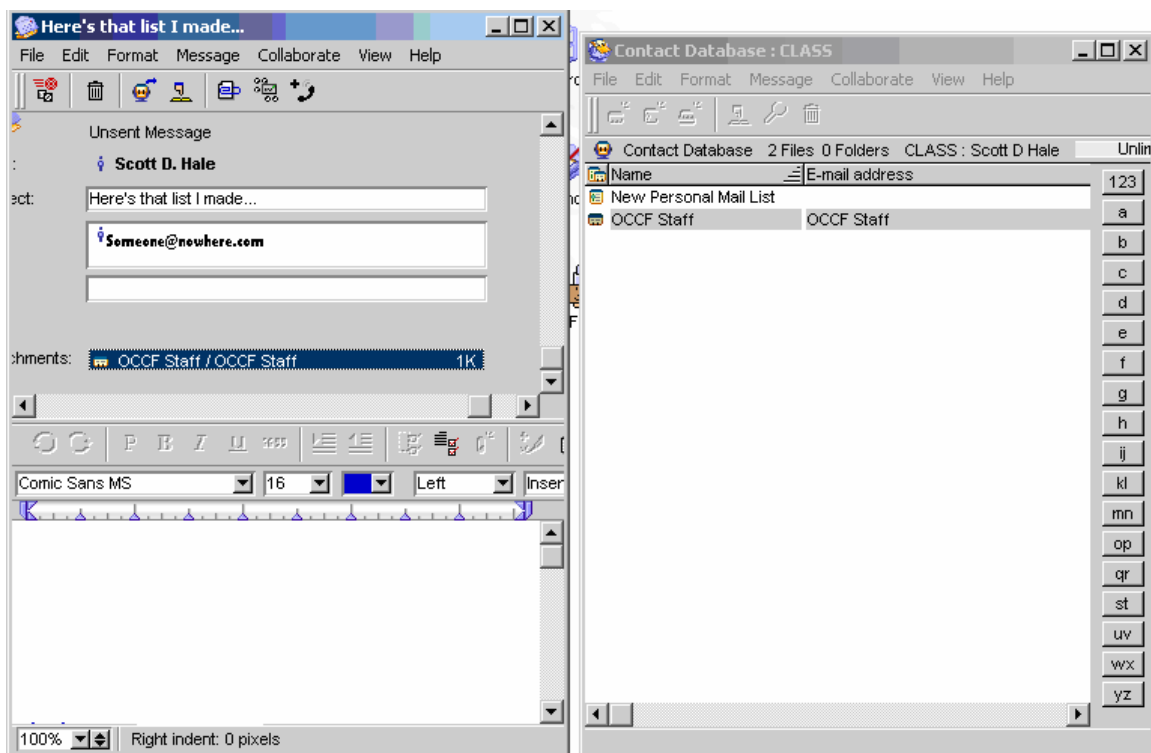
- simply right-click the web link and select "Add to Bookmarks"
- type in the web page title in the next screen that appears and click OK

To access these bookmarks:

- Double-click the Bookmarks folder on your FirstClass desktop & click on the link you want to visit
- If you do not see a Bookmarks folder on your FirstClass Desktop
 - go to the FILE menu
 - select OPEN
 - then select BOOKMARKS - that will place the Bookmarks folder on your desktop & open it

How to Share a FirstClass Mail List (a list you created)

1. Open a new message & address it to the person you want to share the mail list with
2. Open your Address Book (re-size the message & address book screens so that they are beside each other but **NOT** overlapping)
3. Click, hold, & drag the mail list from the Address Book to your new message BELOW the CC portion of the message & ABOVE the white portion where you type the message - it will add it like an attachment
4. Copy steps #6, 7, & 8 (below) & paste them into your message
5. Send the message
6. Tell the receiver to Open your message, then
7. Open their Address Book (re-size the message & address book screens so that they are beside each other but **NOT** overlapping)
8. Click, hold, & drag the mail list attachment from the message to their Address Book - that's it!



How to Clear Red Flags from FirstClass

Seeing RED?? - Flags

The red flags that appear on your FirstClass desktop are there to alert you to "read" items in the flagged folder (or mailbox, etc...). To get rid of red flags, right-click the item (the OCCF Staff folder for instance) and select "Mark as read" - that will make the red flag go away - until another new item has been added.



NOTE:

If you want to flag a message or folder that has already been read so that it looks like you haven't read it, right-click the item (An email or group of emails) and select "Mark as unread" - that will make the red flag reappear.

Saving Emails & Attachments

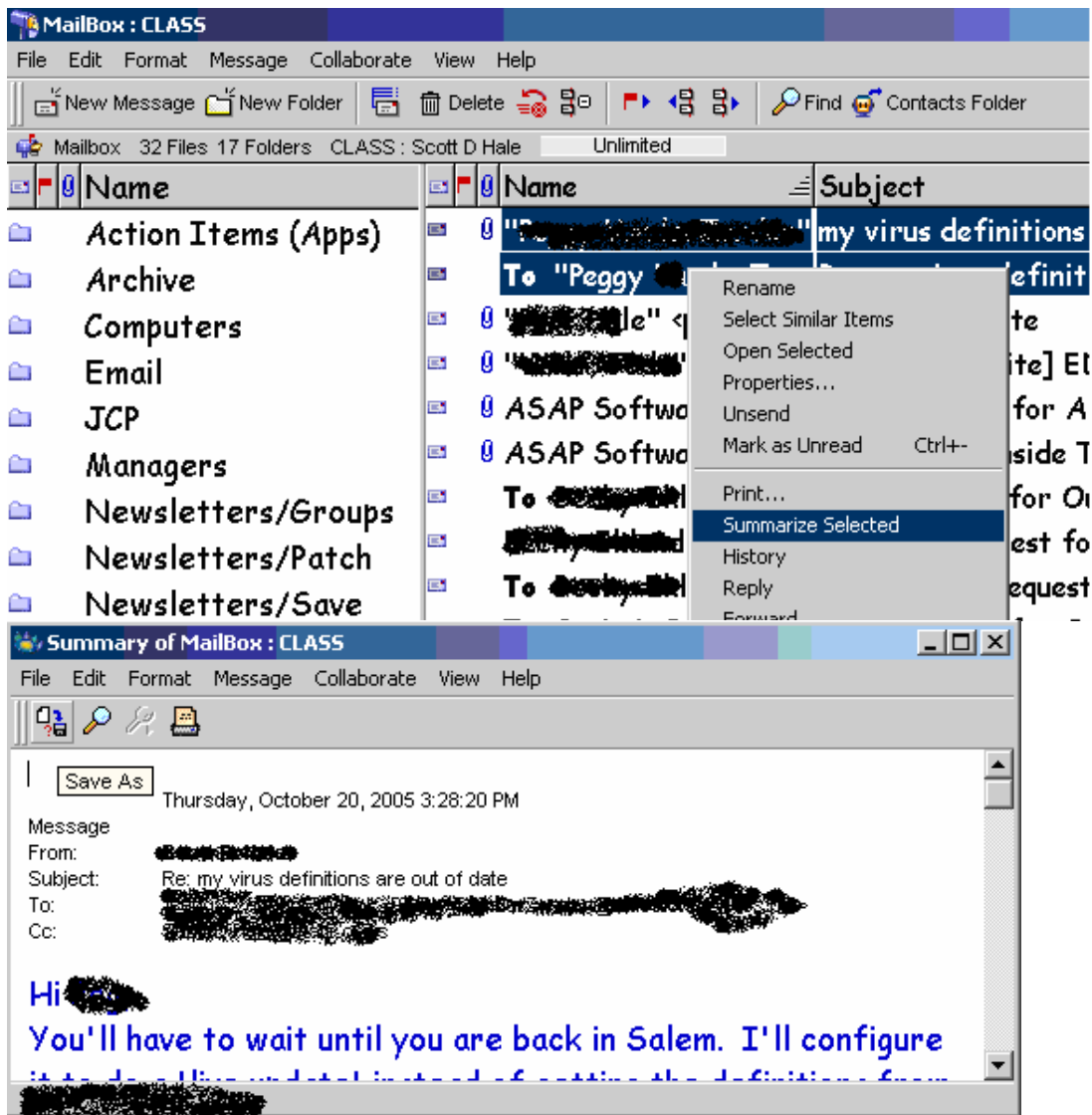
FirstClass - should Not be used as a Filing Cabinet

***Please do not take up server space by saving unnecessarily big files such as jokes & pictures on your FirstClass desktop or Folders**

****** Attachments must be saved separately by right-clicking the attachment and selecting "Save As" to a folder you want to save it in.**
- use the pull-down menu to find the folder you want

To save important correspondence to your folder

- right-click on the e-mail message (or folder containing several messages)
- select SUMMARIZE - this keeps the date, To:, From: & Original message
- then select FILE & SAVE AS and save to your folder



Automatic SpellCheck with FirstClass

To set up FirstClass to automatically SpellCheck before sending an email:

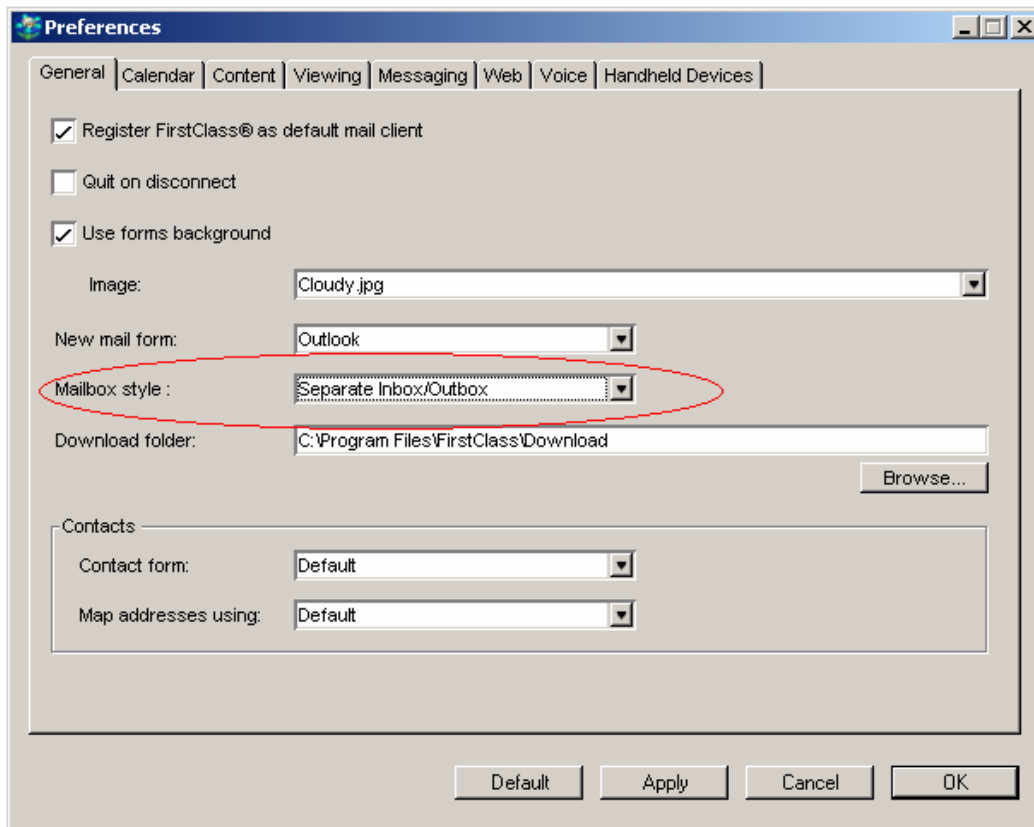
- Go to the EDIT menu
- Select PREFERENCES
- Select CONTENT and click on the EDIT tab
- Place a check in the box in front of "Automatically check on send"
- Hit APPLY and then OK

Separating Sent & Incoming Mail

(updated 3/10/08)

To automatically move "sent mail" to a separate folder - use the following steps: - Go to the EDIT menu

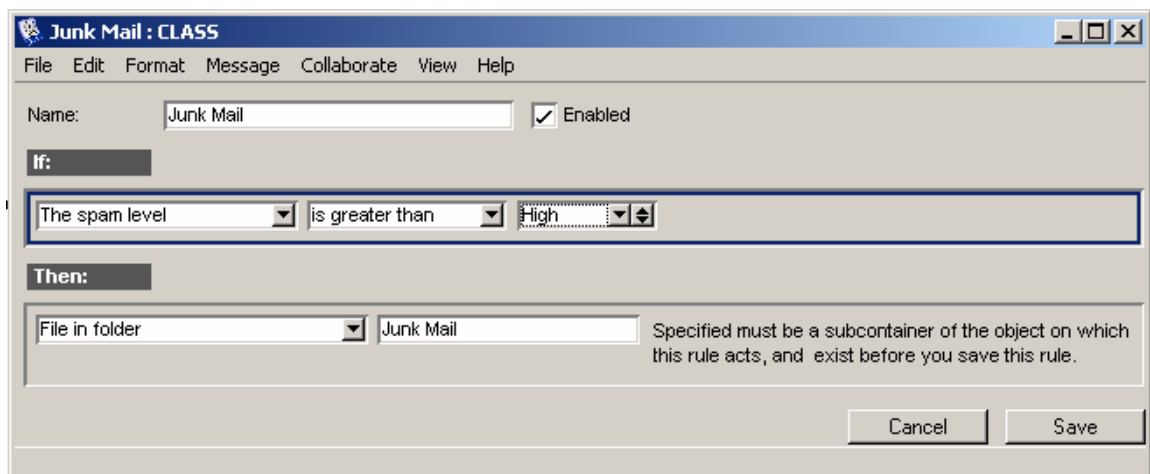
- Select PREFERENCES
- Select the GENERAL tab
- Drop down and choose "Separate Inbox/Outbox"
- Hit APPLY and then OK



Create a Junk Mail Rule

To automatically move "junk mail" to a separate folder - use the following steps:

1. Open up your Mailbox
2. Go to FILE menu & select NEW and then NEW FOLDER
3. Right-click on the new folder & rename it "Junk Mail"
4. Then go to the COLLABORATE menu
5. Select RULES
6. On the next screen that comes up
 - a. Go to the FILE menu
 - b. NEW Receive Rule
7. In the next screen that comes up:
 - a. Name the Rule "Junk Mail"
 - b. Use the pull-down menu to select "**The Spam Level**" in the "**If**" portion of the screen "**is greater than**" and set "**High**"
 - c. Then - use the pull-down menu to select "**File in folder**"
 - c. and in the next box type "**Junk Mail**"
8. Then click **SAVE**



How to make First Class look like Outlook

(updated 3/10/08)

1. From anywhere in First Class, go up to the Edit menu.
2. Choose EDIT then PREFERENCES.
3. Click on the GENERAL Tab.
4. Drop down the New mail form.
5. Choose Outlook
6. Click 'OK'
7. Log off First Class and then back on.

