Using Mail

InterOffice Mail features are available when the Mail tab in the navigation frame is active. Using Mail contains the following topics:

- Understanding Your Inbox
- Viewing the Contents of Your Inbox

- Reading a Message
- Getting New Mail
- Navigating to an Active URL
- Replying to a Message
- Replying to a Message (Reply All)
- Forwarding a Message
- Printing a Message
- Going to a Parent Folder
- Deleting a Message
- Displaying the Next Message
- Displaying the Previous Message
- Displaying the Next Group of Messages
- Displaying the Previous Group of Messages
- Moving a Message
- Copying a Message

- The Message Form
- Switching Between the More and Fewer Options Message Forms
- Message Form Resolution
- Starting a New Message
- Addressing a Message
- Attaching a File to a Message
- Sending a Message
- Templates
- Using a Template for a New Message
- Searching a Message
- Viewing an Attachment
- Saving an Attachment

- Understanding Mail Folders
- Viewing the Folders Location
- Viewing a Mail Folder

Understanding Your Inbox

The Inbox is a special InterOffice folder. The Inbox contains all messages sent to you. The Inbox cannot be modified or deleted and it cannot contain other folders.

All messages you receive exist in your Inbox until you delete or move them.

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Viewing the Contents of Your Inbox

The Inbox displays a list of the messages in your Inbox.

To view your Inbox when the Mail tab is not currently active, click the Mail tab. To view the Inbox when the Mail tab is active, click the Inbox button.

> **Note:** Every time you click the Mail tab or the Inbox button, the Web Connector displays a current list of the messages in your Inbox, including all new messages you have received since the Web Connector last displayed your Inbox.

Messages Listed

For every message listed in the Inbox, InterOffice displays three columns of information:

From	is the address of the sender of the message.
Subject	is the subject line (or as much of the subject line that fits) of the message and a link to that message.
Sent	is the date and time the message was sent.

Message Icons Displayed

Up to 3 different message icons can appear to the left of every message in a list:

- message type (required for all messages)
- attachment
- priority

Message Type

Message type icons include the following:

	indicates an unread message.
	indicates an read message.
	indicates an invitation received.
	indicates an invitation-accepted message received for an invitation.
	indicates an invitation-declined message received for an invitation.
	indicates that an appointment for which you were an attendee was canceled.

Attachment

The attachment icon appears only if the message includes attached files.

Priority

The high priority icon appears if the sender assigned the message high priority. The low priority icon appears if the sender assigned the message low priority. (If the sender assigned the message medium priority (the default), no priority icon appears.)

Number of Messages Displayed

The number of messages that appear at one time is set through the "Message Window, show" field on the Options tab. See Setting Message Count for instructions.

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Reading a Message

To open and read a message from your Inbox, click the message subject. The text of the message replaces the view of the Inbox.

The top of the message displays header information, including From, To, CC, Sent (time), and Subject information. Attached message links also appear in the header of the message. A paper clip icon and link indicate that a file with that name is attached to the message.

The body of the current message appears below a line under the header information.

Included messages appear below the current message and are separated by a spiral binding.

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Getting New Mail

Every time you click the Mail tab or the Inbox button, the Web Connector displays a current list of the messages in your Inbox, including all new messages you have received since the Web Connector last displayed your Inbox.

You can also click the Get Mail button in the action frame of the Inbox to view a current list of the messages in your Inbox, including all new messages you have received since the Web Connector last displayed your Inbox.

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Navigating to an Active URL

Active URLs in message text can be used to navigate to those Web locations. The URL types supported are HTTP and FTP.

To navigate to an active URL contained in a message:

1. Click the active URL. Your browser navigates to that location. (**Note:** The URL for your browser changes to the new URL.)

2. To return to InterOffice from the URL, click the Web browser’s Back button.

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Replying to a Message

To reply to a message:

1. Open the message.
2. In the action frame below the message, click the Reply button. A new message form appears with the To field containing the address of the sender of the original message. The message to which you are replying is displayed below a spiral binding.
3. Enter any additional address(es) for people to whom you want to send the message in the To field. For more information on addressing the reply, see Addressing a Message.
4. Add to or edit the CC and Subject fields as needed. By default, the Subject field contains "Re:" and the subject of the original message. (**Note:** Only the To field must be completed to send the message.)
5. Type a message in the main message field.
6. To send the message:

- if you are not attaching files to the message, click Send. The Web Connector sends the message you typed, the message you are replying to, and any previously attached files.
- if you are attaching files, see Attaching a File to a Message.

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Replying to a Message (Reply All)

You can send an e-mail reply message to all of the recipients of the original message (except those included as BCC recipients) using the InterOffice Reply All feature.

To send an e-mail reply message to all of the recipients of the original message:

1. Open the message.
2. In the action frame below the message, click the Reply All button. A new message form appears with the To field containing the addresses of the sender of the original message and all other To recipients of the original message. The CC field contains the addresses of all recipients of the original message who were CC recipients of the original message. The message to which you are replying is displayed below a spiral binding.
3. Add to or edit the To, CC, and Subject fields as needed. By default, the Subject field contains

"Re:" and the subject of the original message. For more information on addressing the reply, see Addressing a Message.
4. Type a message in the main message field.
5. To send the message:

- if you are not attaching files to the message, click Send. The Web Connector sends the message you typed, the message you are replying to, and any previously attached files.
- if you are attaching files, see Attaching a File to a Message.

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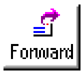
Forwarding a Message 

To forward a message:

1. Open the message.
2. In the action frame below the message, click the Forward button. A new message form appears, with the message you are forwarding displayed below a spiral binding.
3. In the To field, enter the addresses for the people to whom you want to forward the message. For more information on addressing the forwarded message, see Addressing a Message.
4. Add to or edit the CC and Subject fields as needed. By default, the Subject field contains "Fwd:" and the subject of the original message. (**Note:** Only the To field must be completed to send the message.)
5. Type a message in the main message field.
6. To send the message:

- if you are not attaching files to the message, click Send. The Web Connector sends the message you typed, the message you are forwarding, and any previously attached files.
- if you are attaching files, see Attaching a File to a Message.

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Printing a Message

You can print an InterOffice message as you would print any Web page. The frame containing the message you want to print must be selected.

To print a message:

1. Open the message you want to print and click in that frame. The frame border is selected.
2. From your browser’s File menu, select the Print (or Print Frame or equivalent) command. The

printer dialog box appears.
3. Select the appropriate printer, print range, and copies, and then click OK.

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Going to a Parent Folder

The parent folder of a message is the folder containing the message. The parent folder of a folder is the next highest folder containing that folder. Use the Parent (folder) button in the action frame below a message or folder list to display the parent folder of that message or folder.

Parent Folder from a Message

To navigate from a message to the parent folder of the message, in the action frame below the message click the Parent (folder) button. The browser displays a list of the contents of the parent folder.

Parent Folder from a Folder

To navigate from a folder to the parent folder of that folder, in the action frame below the folder list, click the Parent (folder) button. The browser displays a list of the contents of the parent folder.

> **Note:** Clicking Parent (folder) from within any folder in the Folders location displays the Folders location.

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Deleting a Message

Deleting a message moves the message to the Wastebasket.

To delete a message:

1. Open the message for viewing.
2. In the action frame below the message, click the Delete button. The message moves to the Wastebasket. The next message in the folder appears. (If you delete the last message in a folder, the previous message appears.)

You can set the Wastebasket to permanently delete messages contained there after a certain number of days. For information, see Changing a Folder's Message Expiration. You can also manually delete the messages in your Wastebasket. For information, see Emptying the Wastebasket.

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Displaying the Next Message

To display the next message in a folder from the current message display, click the Next button in the action frame below the message. The next message appears. If you are at the last message in the folder, the Next button is dimmed and you cannot click it.

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Displaying the Previous Message

To display the previous message in a folder from the current message display, click the Previous button in the action frame below the message. The previous message appears. If you are at the first message in a folder, the Previous button is dimmed and you cannot click it.

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Displaying the Next Group of Messages

The number of messages that appear at one time in a list is set through the "Message Window, show" field on the Options tab. For instructions on setting this message number, see Setting Message Count.

If there are more messages in a folder than the number displayed, the Next (group of messages) button in the action frame is not dimmed.

To display the next group of messages, click the Next (group of messages) button or click the "Next Messages" link at the bottom of the message list. InterOffice displays the next group of messages, up to the number of messages set.

If there are no more messages left to display in the current list, the Next (group of messages) button is dimmed.

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Displaying the Previous Group of Messages

When there are messages previous to those displayed in the message list, the Previous (group of messages) button in the action frame is not dimmed.

To display the previous group of messages, click the Previous (group of messages) button or click the "Previous Messages" link at the top of the message list. InterOffice displays the previous group of messages.

If there are no previous messages to display in the current list, the Previous (group of messages) button is dimmed.

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Moving a Message

To move a message from its current folder to another folder, use the Move To button and folder list below the message.

> **Note:** You can only move open messages, and, therefore, move only one message at a time.

The InterOffice Web Connector offers two ways to move messages:

- through a complete list of all folders
- through a brief, "hotlist" of key folders

Use the complete list method to move messages to folders not included in the hotlist. Use the faster hotlist method to move messages to folders included in the hotlist. After you move a message to a folder using the complete folder list, that folder name is added to the hotlist.

Moving a Message with the Complete Folder List

To move a message to another folder:

1. Click the Mail tab, open the folder containing the message, and open the message.
2. In the action frame below the message, click the Move To drop-down list (not the button).
3. Select "Other ".
4. Click the Move To button. The complete folder list appears. **Note:** Folders within folders are listed below the parent folder and preceded by a '.' (period) in the folder list.
5. Select a folder and click Move. The message moves to the folder you selected. The next message in the current folder appears.

After you move a message to a folder using the complete folder list, that folder name is added to the drop-down list (hotlist) for future message moves.

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Moving a Message with the Hotlist

To move a message to a hotlist folder:

1. Click the Mail tab, open the folder containing the message, and open the message.
2. In the action frame below the message, click the Move To drop-down list (not the button).
3. Select a folder to which you want to move the message. (If the folder to which you want to move the message does not appear in the drop-down list, see "Moving a Message with the Complete Folder List".)
4. Click the Move To button. The message moves to the folder you selected. The next message in the current folder appears.

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Copying a Message

You can move a message to multiple folders in one move operation. This type of move creates copies of a message and places the copies in the folders you specify.

To copy a message to multiple folders:

1. Click the Mail tab, open the folder containing the message, and open the message.
2. In the action frame below the message, click the Move To drop-down list (not the button).
3. Select "Other ".
4. Click the Move To button. The complete folder list appears. **Note:** Folders within folders are listed below the parent folder and preceded by a '.' (period) in the folder list.
5. Select the folders to which you want to move copies of the message from the list and click Move. (Select multiple folders from the list as required by your operating system. For example, Shift-click or Ctrl-click.) The message is copied to the folders you selected. The next message in the current folder appears.

   Note: To keep a copy of the message in the original folder when copying a message to multiple folders, select the name of the original folder in the drop-down list.

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The Message Form

When you click the Write button on the Mail tab, a standard, blank message form appears. When you reply to or forward a message, the standard message form appears with some header information already completed.

There are two version of the message form:

- the complete (more options)
- the simplified (fewer options)

The complete form appears when the user clicks the More Options button on the message form (the Fewer Options button appears on the complete form). The simplified form appears when the user clicks the Fewer Options button on the message form (the More Options button appears on the simplified form).

The complete and simplified message forms are identical except for five infrequently used message options that are included only in the complete form.

The Complete Message Form (More Options)

The complete message form includes the following elements:

To	is the field for primary addresses of those who will receive the message. The To button displays a directory search for addresses to include in the To field.
CC	(for Carbon Copy) is a field for secondary addresses of those who will receive the message. The CC button displays a directory search for addresses to include in the CC field.
BCC*	(for Blind Carbon Copy) is a field for addresses of those who will receive the message. Addresses included in the BCC field cannot be seen by other recipients of a message. The BCC button displays a directory search for addresses to include in the BCC field.
Subject	is the field for a brief description of the subject of the message.
Priority*	is a pull-down menu with the three available priority settings: Low, Medium, and High. Medium is the default.
Receipt*	is a pull-down menu with the four available receipt settings: None, Received, Read, and All. None is the default.
Expire on*	sets an expiration date for your message.
Defer until*	sets the time at which your message is sent from the InterOffice server.
message body	contains the text of the message you compose.
Address	is the button that displays a directory search to allow you to search for addresses for your message.
Send	is the button that sends the message (without attachments).
Send w/Attachments	is the button that displays the Send with Attachments form.
Cancel	cancels the message.

*Option does not appear in the simplified message form.

The Simplified Message Form

The simplified message form is identical to the complete message form except that it does **not** include five infrequently used message options that are included only in the complete form. The message options **not** included in the simplified form are:

- BCC
- Priority
- Receipt

- Expire On
- Defer until

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Switching Between the More and Fewer Options Message Forms

You can toggle (switch) between the complete message form (more options) and the simplified message form (fewer options). Toggling to the complete message form (more options) is the only way to access the BCC, Priority, Receipt, Expire on, and Defer until options.

> **Note:** Any content you have completed in either the complete or simplified forms is saved when you switch between the forms.

To switch between the complete and simplified message forms:

1. Begin the new message, forwarded message, or reply. A message form appears. The complete message form includes the BCC, Priority, Receipt, Expire on, and Defer until options and the Fewer Options button. The simplified message form does not include the above options, but does include a More Options button.
2. Click the More Options or Fewer Options button. Clicking the More Options button displays the complete message form. Clicking the Fewer Options button displays the simplified message form.

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Message Editor Size

You can set the display size of the message editor (the field for the message you compose) in the message form by setting the Message Editor Size option in the Options tab. Set the message editor size to correspond to the resolution of your monitor display and to allow you to display a maximum-sized message editor field without having to scroll in the browser.

There are three message editor resolutions available:

- small screen
- medium screen
- large screen

For a description of these settings and information on how to set them, see Setting Message Editor Size.

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Starting a New Message

To create a new message:

1. If the Mail tab is not already active (to the front), click the Mail tab.
2. Click the Write button on the Mail tab. The message form appears.
3. Complete the To, CC, and Subject fields. (**Note:** Only the To field must be completed to send the message.) For more information on addressing the message, see Addressing a Message.
4. Type the message in the main message field.
5. To send the message:

- if you are not attaching files to the message, click Send. The Web Connector sends the message and then displays your Inbox.
- if you are attaching files, see Attaching a File to a Message.

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Addressing a Message

You can address a message by typing a valid e-mail address or by selecting an address from the InterOffice directory.

Typing an Address

When typing an e-mail address in a message, enter the valid address in the To, CC, or BCC* field. Valid addresses include usernames, aliases, distribution lists, and any complete internet e-mail address.

*The BCC field appears only in the complete message form. The complete message form includes the BCC field and a Fewer Options button. To enter an address in the BCC field if it is not displayed, first click the More Options button.

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Addressing Messages Using Directory Search (Find)

Using the Directory Search, you can search for addresses for each of the addressable fields (To, CC, and BCC) separately, or you can use a single search form to provide any and all addresses for these fields.

> **Note:** If you want to use the Directory Search (Find) to provided addresses for more than one field (of To, CC, and BCC), use the

Addressing a Message with To, CC, or BCC and the Directory Search (Find)

To address the To, CC, or BCC field of a message using the Directory Search:

1. Begin the reply, forwarded message, or new message you want to address.
2. Click the To, CC, or BCC button. A search entry form appears.
3. Select a class from the Search for: drop-down list (People is the default). Select one of the text restriction radio buttons (Starts With is the default), and then enter the text to search. For information on search criteria, see Selecting Search Criteria.
4. Click Find. The Directory Search displays a list of matches to your search.
5. Scroll as needed to select a match, then click the item.
6. Click the Add To button. The selected address appears in the field at the top of the form.
7. Repeat steps 3 through 6 above to add the addresses for that field of your message.
8. Click Done. The message form appears with all of the addresses you added.

For information on Directory Search limitations and search criteria, see Searching and Selecting Search Criteria.

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Addressing a Message Using Find (General Directory Search)

To address any and all fields (To, CC, and BCC) in a message using the Directory Search:

1. Begin the reply, forwarded message, or new message you want to address.
2. Click the Address button (below the message field). A search entry form appears.
3. Select a class from the Search for: drop-down list (People is the default). Select one of the text restriction radio buttons (Starts With is the default), and then enter the text to search. For information on search criteria, see Selecting Search Criteria.
4. Click Find. The Directory Search displays a list of matches to your search.
5. Scroll as needed to select a match, then click the item.
6. Click the Add To:, Add CC:, or Add BCC: button, depending on which type of address you want to assign the selected item. The selected address appears in the appropriate line at the top of the form.
7. Repeat steps 3 through 6 above to add all of the addresses needed for your message.
8. Click Done. The message form appears with all of the addresses you added.

For information on Directory Search limitations and search criteria, see Searching and Selecting Search Criteria.

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Attaching a File to a Message

To send a file with your InterOffice message, attach it to the message.

> **Note:** Sending attachments with the InterOffice Web Connector requires a browser that

supports file uploads.

To attach a file to a message:

1. Begin and complete the message, reply, or forwarded message.
2. Click the Send w/Attachments button. The Send with Attachments form appears.
3. Click the Browse button after the Attachment 1 field. The browser's file upload (or equivalent) dialog box appears.
4. Select the file you want to attach to your message and click Open (or equivalent). The file you selected appears in the Attachment 1 field.
5. Attach up to 5 files, following steps 4 and 5 above. When attaching additional files, click the Browse buttons following the Attachment 2 through 5 fields as needed. (**Note:** Selecting a new attachment for an attachment field overwrites any attachment already listed there.)
6. When you have selected all of the files you want to attach, click Send. The InterOffice Web Connector sends your message and attachments.

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Sending a Message

Once you have addressed and composed a message, you can send the message with or without attached files. For more information on addressing the message, see Addressing a Message.

Sending

To send a completed message with no attachments, click the Send button. InterOffice sends the message.

- If this was a new message, InterOffice sends the message and then displays the contents of your Inbox.
- If this was a new message based on a template, InterOffice sends the message and then displays the contents of your Inbox.
- If the message was a forward or reply, InterOffice sends the message and then displays the original message.

Sending with Attachments

To send a completed message with attachments, see Attaching a File to a Message.

Canceling

To cancel a message, click the Cancel button.

> **Note:** InterOffice does not save canceled messages.

- If you cancel a new message, InterOffice clears the message and then displays the contents of your

Inbox.

- If cancel a forward or reply, InterOffice clears the message and then displays the original message.
- If you cancel a new message based on a template, InterOffice clears the message and then displays the Templates list.

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Templates

Use predefined message templates to send new messages. The InterOffice Web Connector provides access to private and public templates.

> **Note:** You cannot create templates with the InterOffice Web Connector.

To view the available templates:

1. Click the Mail tab.
2. Click the Templates button on the tab. The Templates list appears.

Private templates are listed first, followed by public templates. The Templates list includes the name of the template and a description. The template name is a link to the template.

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Using a Template for a New Message

> **Note:** You cannot reply to or forward messages using templates with the InterOffice Web Connector.

To begin a new message with a template:

1. Click the Mail tab and then Templates button. The Templates list appears. Private templates are listed first, followed by public templates.
2. Click the name of the template with which you want to compose your new message. The template appears.
3. Address the message. For more information on addressing a message, see Addressing a Message.
4. Compose your message.
5. To send the message:

- if you are not attaching files to the message, click Send. The Web Connector sends the message and displays the Inbox.
- if you are attaching files, see Attaching a File to a Message.

Note: Editing existing text in a template does not alter the content of the saved template. Your edits apply only to the message you compose.

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Searching a Message

To search for a particular word or text string in a message, use the browser's text search feature. This search works as a text editor or word processor search; the browser finds the next instance of the text, highlights it, and stops there.

To search message text using the browser's search feature:

1. Click in the content frame containing the message.
2. From the browser's Edit menu, select Find (or the equivalent).
3. Enter the text you want to find, choose the direction of the search, and click OK. The search highlights the first instance of the text it finds and stops there.
4. Click Find Next to go to the next instance.
5. Cancel the search when done.

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Viewing an Attachment

To view a file attached to a mail message:

1. Open the mail message containing the attachment.
2. Click the attachment name. Depending on the file type of the attachment and the helper applications enabled in your browser, the browser does one of the following:

- If the attached file is a text or HTML file, the browser displays the file.
- If the attached file is not a text or HTML file, the browser attempts to locate a helper application capable of opening the file. If your browser finds a helper application that can open the file, the helper application launches and opens the file.
- If the attached file is not a text or HTML file and the browser cannot locate a helper application, it prompts you to search for a helper application or save the file.

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Saving an Attachment

Use your Web browser or helper applications to save InterOffice message attachments.

There are several ways to save an attachment:

- To save a text, HTML, or other file attachment you are viewing with your browser, use your browser's File->Save As (or equivalent feature).
- To save a file attachment you opened with a helper application, use the helper application to save the attachment.
- To save other attachments which you cannot view with your browser or open with a helper application, use the Web browser to save the attachment.

To save an attachment directly from a message using the browser:

1. Open the message so the attachment name is visible.
2. Hold the shift key and right mouse click the attachment name. The browser's Save As (or equivalent) dialog box appears.
3. Click Save As (or the equivalent).
4. Select a filename, type, and location for the saved file, and then click Save.

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Understanding Mail Folders

Folders are InterOffice containers.

> **Note:** The folder systems for mail and documents features are separate.

Private Folders

All InterOffice mail users have a set of private folders. At a minimum, this set always includes an Inbox folder and a Wastebasket folder.

You can create, delete, and edit unlimited, nested private mail folders in InterOffice. When private folders appear in a list, the folder icon appears to the left of the folder name.

Public Folders

Public folders are created and controlled by your administrator. When public folders appear in a list, the public folder icon appears to the left of the folder name.

Your administrator must grant you access to public folders so that you can use them.

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Viewing the Folders Location

To display a list of your highest level mail folders, click the Folders button on the Mail tab. InterOffice displays a list of all your highest level folders, including your Inbox and Wastebasket folders and all private and public folders created at that level.

For every folder listed, InterOffice displays four columns of information:

Folder Name	is the name of each folder and a link to the contents of that folder.
Messages	lists the number of messages contained in that folder.
Size	lists the size of the contents of the folder in bytes.
Description	is a description of the folder.

To view a folder created within any of the private and public folders, click the folder name containing that folder.

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Viewing a Mail Folder

Within any mail folder, the names of the folders and messages in that folder appear in a list, with folders displayed first.

Folders Listed

For every folder listed in a mail folder, InterOffice displays four columns of information:

Folder Name	is the name of each folder and a link to the contents of that folder.
Messages	lists the number of messages contained in that folder.
Size	lists the size of the contents of the folder in bytes.
Description	is a description of the folder.

To view the contents of a folder, click the Folder Name. The folder contents appear.

Messages Listed

For every message listed in a mail folder, InterOffice displays three columns of information:

From	is the address of the sender of the message.
Subject	is the subject line (or as much of the subject line that can display) of the message and a link to that message.
Sent	is the date and time the message was sent.

Message Icons Displayed

Up to 3 different message icons can appear to the left of every message in a list:

- message type (required for all messages)
- attachment
- priority

Message Type

Message type icons include the following: