

## Mail Help Contents



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## **Menu Commands**


To get information about one of the Mail menus, click the menu or press TAB to select the menu, then press ENTER. If custom commands or forms have been installed on your Mail system, there may be additional commands on the Mail menus.


## Quick Help instructions

The information in this topic is here to help you quickly find what you need in Mail's online Help. For more information about Help, choose How to Use Help from the Help menu.

- To select one of the topics in the Table of Contents, click it or press TAB to select the topic you want and then press ENTER.

**F1** To get information about a dialog box, form, or a selected command, press F1.

 The pointer becomes a hand when it is over a region that contains more information (a pop-up topic) or a jump to another topic. Click the mouse in this region to jump to the topic or view the pop-up topic.

 To get back to the last topic you were looking at, click the Back button, or press B.


 Choose the Overview button to display general information about a procedure.

Underlined colored text

This indicates a jump to another topic. To display the topic, choose the text.

Dotted underline  
colored text

This indicates there is a pop-up topic containing a definition or further information about this text. To clear a pop-up topic, click anywhere outside the popup or press ESC.

 To view all the Help topics available in the Contents, choose the Expand button.

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#### **Keyboard Controls**

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## Keyboard Controls for Editing Messages

To	Press
Move to the message body	TAB
Move to the message heading	SHIFT+TAB
Move one character or line	arrow keys
Move one word to the left	CTRL+LEFT ARROW
Move one word to the right	CTRL+RIGHT ARROW
Move to the start of the line	HOME
Move to the start of the message	CTRL+HOME
Move to the end of the line	END
Move to end of message	CTRL+END
Start a new paragraph	ENTER
Delete the current character	DEL
Delete the character to the left	BACKSPACE
Move right five spaces	TAB

## Keyboard Controls for the Address Book

<b>To</b>	<b>Press</b>
Open a new directory	CTRL+L
Open your Personal Address Book	CTRL+P
Find a name	CTRL+F
Enter a new address	CTRL+N
Add a name to your Personal Address Book	CTRL+A
Close the Address Book	ESC

### **To select a single name**



Click the name in the address list.



If necessary, press **TAB** to move the highlight to the address list, and then use the arrow keys or **PAGE UP**, **PAGE DOWN**, **HOME**, or **END** to highlight the name you want to add.

### **To select multiple names**




Hold down **CTRL**, and click each name you want to add. To select a range of names, click the first name, hold down **SHIFT**, and click the last name.



Hold down **CTRL**, and then use the arrow keys and press the **SPACEBAR** to mark each name you want to select. To select a range of names, select the first name, hold down **SHIFT**, and use the arrow keys to expand the selection.



## To find a name

- 1** In the Address Book, choose the Search button (CTRL+F)   
Mail displays the Name Finder dialog box.
- 2** Type the name or the first part of the name you're looking for. Mail searches first and last names.
- 3** Choose the Find button.  
Mail searches the address list for names that start with the characters you typed. If it finds any, they are displayed in the Address Book. You can select names from this list and add them to the message.



## **Outbox** Outbox

The Outbox is a permanent part of the Mail workspace. When you send a message, it is temporarily moved to the Outbox until Mail can send it.

- + When you are working offline, sent mail is stored in the Outbox until you connect to your postoffice and sign in.
- + You can quickly forward messages and files by dragging them to the Outbox.

## To select a file



Double-click the filename.



To use the Drives box, click the down arrow in the box and click a drive.



To use the Directories box, double-click a directory.



Press TAB to move the highlight to the list of files and use the arrow keys to highlight the file.



To use the Drives box, press ALT+V to move the highlight to the Drives box and use the arrow keys to select a drive.



To use the Directories box, press ALT+D to move the highlight to the Directories list, use the arrow keys to highlight the file, and press ENTER.

**To drag a message**

Place the mouse pointer over the selected message(s), hold down the left mouse button, and drag the pointer over the folder you want to store the message in. When you release the mouse button, the message is moved to the folder. (To leave a copy in the original folder, hold down CTRL and drag.)

## **Deleted Mail Folder**

The Deleted Mail folder is a permanent folder in your Folders list that stores messages you delete. If you display the Deleted Mail folder and then minimize it, the Deleted Mail folder icon appears on the Mail workspace. Besides using the Delete button or the Delete command on the Edit menu, you can delete messages by dragging them either to the Deleted Mail folder or to the Deleted Mail folder icon.

The Options command on the Mail menu provides an option to empty the Deleted Mail folder when quitting Mail. If this option is selected, you can retrieve a deleted message from the Deleted Mail folder until you quit Mail. If the option is not selected, the message stays in the Deleted Mail folder until you select and delete it.

**Details dialog box**

The Details dialog box displays information about a user. This user information is filled in either by the administrator or by the user when the account is set up on the postoffice. Once this information is entered, only the administrator can change it.

You can change the Name and Comment boxes if you are viewing user details from your Personal Address Book. If you change a name, the new name appears in your Personal Address Book instead of the Mail user name. You can use this new name to address messages.

**Folders list**

The Folders list displays either your private folders or the shared folders on your postoffice. To change the view from private to shared, click the Private Folders button at the top of the Folders list.

A plus sign (+) indicates that a folder has subfolders. To view the subfolders, click the plus sign, or highlight the folder using the arrow keys and then press PLUS SIGN on the keyboard.

A minus sign (-) indicates that subfolders are displayed. To hide the subfolders, click the minus sign, or highlight the folder using the arrow keys and then press MINUS SIGN on the keyboard.

To show or hide all folders, press CTRL+PLUS SIGN or CTRL+MINUS SIGN, respectively.

**Attachment**

An attachment or attached file is a file that is included with a message. The attachment is displayed in the message as an icon representing the type of file it is. For example, a Microsoft Word document is represented by the Word icon with the name of the file.

If you have the appropriate application on your computer, you can double-click the icon to view or edit the attached file.



### **To save a file in a different drive or directory**



To use the Drives box, click the down arrow in the box, and then click a drive.



To use the Directories box, double-click a directory folder.



To use the Drives box, press ALT+V to move the highlight to the Drives box, and then use the arrow keys to select the drive containing the file you want to attach.



To use the Directories box, press ALT+D to move the highlight to the Directories list, use the arrow keys to select the directory folder you want the file saved in, and press ENTER.

### **To select a message or multiple messages**

- +** Click the message name in the message list.  
To select multiple messages, hold down CTRL and click the messages.
- +** If necessary, press TAB to move the highlight to the message list, and then use the arrow keys or PAGE UP, PAGE DOWN, HOME, or END to highlight the message.  
To select multiple messages, hold down CTRL, use the arrow keys to move the highlight, and press the SPACEBAR to select the messages.


### **To select a range of messages**


- +** In the message list, drag the pointer in the margin to the left of the message icons.
- +** Hold down SHIFT and use the arrow keys to extend the selection.

**Message list**


The message list is the portion of the folder window that displays message headers for the messages in the open folder. To move the highlight to the message list, click in the message list with the mouse, or press `TAB` until it's highlighted.

### **To expand and collapse folders**


 If the folder has a plus sign (+) next to it, click it to show its subfolders. If the folder has a minus sign (-), click it to collapse its subfolders.


 Press `TAB` to move the highlight to the Folders list, use the arrow keys to highlight the folder you want to expand or collapse, and press the `PLUS SIGN` or the `MINUS SIGN` on the keyboard.

### **To expand all folders in the Folders list**

 Press `TAB` to move the highlight to the Folders list and press `CTRL+PLUS SIGN`.

### **To open a folder**

 Double-click the folder.

 Press TAB to move the highlight to the Folders list, use the arrow keys to highlight the folder, and press ENTER.

**Clipboard**

The Clipboard is a temporary storage area in your computer's memory for cut or copied information.

**To select text**

Drag with the mouse, or press and hold down SHIFT+arrow keys to highlight the text.

**Message file**

The message file stores all of your messages and folders. The file has an .MMF extension and is stored on your own computer.

You can import folders from another message file or export folders to another message file using the Import Folder and Export Folder commands.



**User name**

A unique name is assigned to each Mail user by the administrator or by the user when the account is set up. Use this name to address messages to the user.

You can either type the name in the To or Cc box in a Send Note form or choose the Address button and choose the name from the Address Book.

**Sent Mail folder**

The Sent Mail folder is a permanent folder in the folder list.

If you want to keep a copy of the messages you send, choose the Options command from the Mail menu and select the "Save Copy Of Outgoing Messages In Sent Mail Folder" check box.

**Insertion point**

The insertion point is a blinking vertical bar that indicates where text you type will appear, or where the contents of the Clipboard will be placed if you choose the Paste command from the Edit menu.

You position the insertion point by clicking with the mouse or by using the arrow keys.

**Inbox**

The Inbox folder is a permanent folder in the Folders list; you can't delete it. New messages you receive are stored in the Inbox.

**Postoffice**

The postoffice is a directory on one of the computers in your workgroup. The postoffice stores the Mail files that establish and control access to Mail.




If the computer that has the postoffice is not online, you can still work with Mail but you cannot send or receive messages.

**Password**

Your password is a word or group of characters that you type to gain access to your mail. You enter your password when you sign in to Mail the first time. If an account has already been set up for you, your administrator may have given you a password already. After signing in the first time, you should change your password to one that is easy to remember.

## Selecting Folders for Import or Export

To select folders in the Import Folders or Export Folders dialog box:

-  Click the folder you want to select. To cancel a folder selection, click the folder again.
-  To select multiple folders, hold down CTRL while selecting the folders.
-  To extend a selection from one folder to another, hold down the SHIFT key while selecting the second folder.

### **Multiple Selection Rules For Importing or Exporting Folders**

When you select a folder, all its subfolders are also selected.

A single folder selected at any level is created at the top level of the destination message file.

If you don't want to copy all the subfolders under a selected folder, you can cancel the selection of those folders. The folders necessary to maintain the folder hierarchy between selected subfolders are maintained. If you have canceled the selection of these folders, they will be empty in the destination folder and serve only as placeholders.



## **Exporting Mail Folders**

You can move or copy folders and the messages they contain from your message file to an export message file.

You can export folders to archive messages according to their date, or to create a smaller message file that can be copied onto a portable computer, or to give other users access to specific folders.

To export folders, choose the message file you want to export the folders to. Then select the folders you want to export from your primary message file. You can export all the folders in your Folders list or only those you select. If you select a folder with subfolders, the subfolders are also exported.

## Exporting Mail Folders

### Overview

#### To export one or more Mail folders

**1** From the File menu, choose Export Folder (ALT, F, E).

**2** Select the message file (.MMF file) you want to export messages to and choose the OK button.

If you want to create a new message file, type the name for the new file in the File Name box and choose OK.

**3** If applicable, type the password for the message file.

You are prompted for a password only if the message file you selected is password protected.

**4** Select the All Folders option button to export all the messages in your message file, or select the Selected Folders option button to export only the folders you select. Then select the folders you want to export.

If you select a folder with subfolders, the subfolders are also exported. There are multiple folder selection rules that specify what happens when you select some but not all the subfolders.

**5** To export messages within a date range, choose the Options button. In the Options dialog box you can choose to export all the messages in the selected folders, or only those messages received or modified during a specified date range.

To export all messages received after a specific date, select the From check box and enter the date.

To export all messages received before a specific date, select the To check box and enter the date.

To export messages between two dates, select both check boxes. Enter the earlier date in the From box and the later in the To box.

**6** Choose the Copy button to copy the selected folders to the export message file, or choose the Move button to move the selected folders to the export message file.

If there are folders with the same name in both the export and primary message files, Mail prompts you to choose how you want to resolve conflicting folder names.

**7** Choose the Close button.

#### See Also

[Importing Mail Folders](#)

**Conflicting Folder Names**

If the name of the folder you are importing or exporting conflicts with a folder of the same name in the destination message file, you can choose one of the following options to resolve the conflict.

**Save Latest Version Of All Messages**

Mail checks the message ID and the modification dates of all duplicate messages and moves or copies the message only if it is the latest version.

**Save All Messages** All messages are saved in both folders. If the duplicate messages are identical, the messages are not copied or moved. If there are two versions of a message, both versions are saved.

**Rename Destination Folder** You are prompted for a new name for the folder you are moving or copying.

**Importing Mail Folders**

You can move or copy Mail folders from another message file to your primary message file. These mail folders can be from either a backup message file or a message file you exported folders to temporarily.

If you are importing Mail folders that you previously exported, or that have the same names as folders in your primary message file, you can choose how the messages are merged into your folders.

## Importing Mail Folders



### To import one or more Mail folders

- 1 From the File menu, choose Import Folder (ALT, F, I).
- 2 Select the message file (.MMF file) you want to import messages from and choose the OK button.
- 3 If applicable, type the password for the message file.  
You are prompted for the password only if the message file is password protected.
- 4 Select the All Folders option button to import all the messages into your primary message file, or select the Selected Folders option button to import only the folders you select. Then select the folders you want to import.  
If you select a folder with subfolders, the subfolders are also imported. There are multiple folder selection rules that specify what happens when you select some but not all the subfolders.
- 5 To import messages within a date range, choose the Options button. In the Options dialog box you can choose to import all the messages in the selected folders, or only those messages received or modified during a specified date range.
  - To import all messages received after a specific date, select the From check box and enter the date.
  - To import all messages received before a specific date, select the To check box and enter the date.
  - To import messages between two dates, select both check boxes. Enter the earlier date in the From box and the later in the To box.
- 6 Choose the Copy button to copy the selected folders to your primary message file, or choose the Move button to move the selected folders to your primary message file.  
If there are folders with the same name in both the export and primary message files, Mail prompts you to choose how you want to resolve conflicting folder names.
- 7 Choose the Close button.

### See Also





[Exporting Mail Folders](#)

## **Postoffice Manager**

Use the Postoffice Manager command to manage a Workgroup Postoffice (WGPO). The Postoffice Manager command appears only on the administrator's Mail menu; it displays the Postoffice Manager dialog box.

For more information on the Postoffice Manager command and on managing a Workgroup Postoffice, see the Microsoft Workgroup Add-on User's Guide.

With the Postoffice Manager, you can:

-  Add users to the WGPO.
-  Modify existing user accounts.
-  Remove users from the WGPO.
-  Compress shared folders to manage the disk space where the WGPO is installed.

**Using Mail's Address List**

Each Mail user has a unique user name stored in his or her postoffice. If you know the user names of the people you want to send a message to, you can type them directly in the address boxes of a Send Note form.

If you don't know the user names, you can find them in the Address Book. From the Address Book, you can view user names in your postoffice, or user names in your Personal Address Book. You can then select names from the list and add them to your address boxes.

## Using Mail's Address List



The Address Book lists users in your postoffice. You also access your Personal Address Book from it.

### To add recipients from the address list

- 1 Choose the Compose button, or from the Mail menu, choose Compose Note (ALT, M, N).
- 2 Choose the Address button to display the Address Book with the list of users in your postoffice.
- 3 Press a key to scroll the list to the first name beginning with that letter. To scroll to another letter, press BACKSPACE and then the letter.

To find a name, choose the Search button  or press CTRL+F.

- 4 To add names from the address list to the To or Cc box, do one of the following:



Select the name in the address list and choose the To or Cc button.



Double-click the name in the address list to add it to the To box.



Drag the name from the address list to the To or Cc box.




Press TAB to move the insertion point to the To or Cc box and type the names, separated by semicolons (;).

To remove a name, select it and press BACKSPACE or DEL.

- 5 To return to the Send Note form, choose OK.

### To add recipients from your Personal Address Book

- 1 In the Address Book, choose the Personal Address Book button  or press CTRL+P.

Your Personal Address Book shows the users you've selected from the address list. It also contains the personal groups you've created.

- 2 Select the recipients and choose the To or Cc button.

### See Also

[Creating or Modifying a Personal Group](#)


[Getting Details About a User](#)

[Updating Your Personal Address Book](#)

[Verifying User Names](#)

**Directory button** 


Choose the Directory button to choose either the postoffice list or your Personal Address Book.

 The mail directory that is currently open is selected. To open another directory, select it and choose the OK button.



**Personal Address Book button** 

You can store the names of people you frequently send messages to in your Personal Address Book.

 Your Personal Address Book can contain any name in the postoffice list.

**Updating Your Personal Address Book**

You can store the names of mail recipients you frequently send messages to in your Personal Address Book.

Your Personal Address Book can contain any name in the postoffice list.

## Updating Your Personal Address Book



Add Names button



Directory button



Personal Address Book button

### To add a name to your Personal Address Book

- 1 From the Mail menu, choose Address Book (ALT, M, D).
- 2 From the address list, select the name and choose the Add Names button or press CTRL+A.
- 3 To close the Personal Address Book, press ESC.

**Note** You can also add names to your Personal Address Book when composing a message by selecting the names in the Address Book and choosing the Add Names button (CTRL+A).

### To remove a name from your Personal Address Book

- 1 From the Mail menu, choose Address Book (ALT, M, D).
- 2 Choose the Personal Address Book button or press CTRL+P.
- 3 Select the name that you want to remove.
- 4 Choose the Remove button.


**Note** You can also remove names from your Personal Address Book when composing a message by choosing the Personal Address Book button, selecting the names in the address list, and choosing the Remove button.

### See Also

[Creating or Modifying a Personal Group](#)

[Using Mail's Address List](#)

### **Add Names button**

 Add Names button

Choose the Add Names button to add a name to your Personal Address Book.

**Attaching a File**

You can include any file you have access to in a message. The file can be on your hard disk, a floppy disk, or the network. Files can be application files, such as Microsoft Word or Microsoft Excel files, batch files, programs, or graphics files.

An attached file appears in the body of your message as an icon with a filename. If recipients have the appropriate application, they can open the file directly from the message. They can also save the file directly to their computer's hard disk.

Note that Mail sends a copy of the file and leaves the original in the source location.

## Attaching a File



You can attach a file to a message with the Attach button, or you can drag the file from the File Manager to a message.

### To attach a file

- 1 Click the Compose button, or from the Mail menu, choose Compose (ALT, M, N).
- 2 Move the insertion point to the location in the body of the message where you want the file icon to appear.  
If you don't specify a location, the file icon is inserted at the beginning of the message.
- 3 Choose the Attach button.
- 4 Type the path and filename in the File Name box, or select a file by using the Drives and Directories boxes.  
The file's icon appears in the message body.
- 5 Repeat steps 3 and 4 until you have attached all the files you want, and then choose the Close button.

### To drag a file from the File Manager

- 1 Click the Compose button, or from the Mail menu choose Compose Note (ALT, M, N).
- 2 Display the File Manager window.
- 3 In the File Manager, locate the file you want to attach to the message.
- 4 Drag the file icon where you want it to appear in the message.

**Note** You can drag a file icon from the File Manager to the Outbox on Mail's workspace. When you drop the file icon, a Send Note form appears, with the file icon in the message body.

### See Also

[Copying Information Between Messages](#)  
[Embedding an Object in a Message](#)

### **Backing Up and Restoring Your Message File**

Your messages and folders are stored in a message file that you keep on your computer. Your message file is updated when you receive a new message or work with a message or folder in your mailbox.

As with any other file, it's a good practice to regularly back up your message file. Then, if there's a problem with the computer containing your message file, you can recover your mail from the last backup file.

## Backing Up and Restoring Your Message File



### To back up your message file

- 1 From the Mail menu, choose Backup (ALT, M, B).
- 2 In the File Name box, specify where you want the backup stored.
- 3 Choose the OK button.

### To restore a backup message file

If you try to start Mail and it can't locate your message file, a dialog box appears asking you to choose a message file.

- 1 Locate the backup file.

Mail asks if you want to convert the backup file to your message file.

- 2 Choose the OK button.

The backup file becomes your message file, and your mailbox opens to display the messages and folders you had when you backed up the file. New messages you receive will be added to the Inbox.

**Note** If you don't convert the backup file, you can read the messages in the file, delete them, and move them to folders. However, you won't be able to send or receive new messages.

### See Also

[Exporting Mail Folders](#)

[Importing Mail Folders](#)

[Signing In to or Out of Mail](#)

[Working Offline](#)



## Changing Your Password



### To change your password

**1** From the Mail menu, choose Change Password (ALT, M, C).

**2** Type your old password and press TAB.

For security, you do not see the characters as you type them.

**3** Type your new password and press TAB.

**4** To verify the new password, type it again and press ENTER.

**Note** If your second attempt to type the new password does not match the first, prompts you to re-enter your password.

Your new password is registered; you'll be required to use it the next time you sign in to Mail.

### **See Also**

[Signing In to or Out of Mail](#)

**Changing Your Password**

It is a good idea to periodically change your password for security purposes.

Choose a password that is easy for you to remember. If you forget your password, have your administrator assign you a new one.

**Copying Information from a File**

If you have information in a file of one of your Windows applications, you can copy the information from the file to the Clipboard and paste it into your message. In this case, you are including information from the file, not the file itself.

You can also insert the contents of a text file directly into a message using the Insert From File command.

## Copying Information from a File



### To copy information from a file

- 1 Open the file that contains the information.
- 2 Select the information you want to copy.
- 3 From the Edit menu, choose Copy.  
Mail copies the information to the Clipboard.
- 4 Switch to the message you are composing, or open a new Send Note form.
- 5 In the body of the message, move the insertion point to the location where you want to paste the information.
- 6 From the Edit menu, choose Paste (ALT, E, P).

**Note** You can use this procedure to copy information from an MS-DOS application if the application can access the Windows Clipboard. See the application's documentation for information about using the Windows Clipboard.

### To copy text from a text file into a message

- 1 From the Edit menu, choose Insert From File (ALT, E, F).
- 2 Select the text file you want to copy into the message.
- 3 Choose the OK button.  
The entire contents of the text file are copied into the message.

### **See Also**

[Attaching a File](#)

[Copying Information Between Messages](#)

[Embedding an Object in a Message](#)

## Copying Information Between Messages



### To copy information from another message

- 1 Display the message you want to copy from.
- 2 Select the information you want to copy.
- 3 From the Edit menu, choose Copy (ALT, E, C), and then close the message by pressing ESC.
- 4 From the Window menu, choose the message you are composing, or click the Compose button (CTRL+N) to display a new Send Note form.
- 5 Move the insertion point to the location where you want to paste the information.
- 6 From the Edit menu, choose Paste (ALT, E, P), or press CTRL+V.

### See Also

[Copying Information from a File](#)

[Embedding an Object in a Message](#)

## **Copying Information Between Messages**

If a message contains information that you want to include in another message, you can copy and paste the information.

## **Creating a Folder or Subfolder**

You can create folders for storing and organizing your messages. Folders can contain other folders, called subfolders.

Folders can be "private" or "shared." Only you can see and use your private folders. Private folders are stored in your Mail file on your computer's hard disk.

With a shared folder, all users on your postoffice with shared folder privileges can open the folder and see the messages it contains. By choosing access rights, you determine whether others can read the contents of each message, add messages, or delete messages.

## Creating a Folder or Subfolder



### To create a folder

- 1 With the Folders list displayed, choose New Folder from the File menu (ALT, F, N).
- 2 In the Name box, type a name for the folder.  
A folder name can consist of any combination of characters and spaces.
- 3 Under Type, select Private or Shared.  
For a description of private and shared folders, see the Overview.
- 4 To assign access permissions to a shared folder, choose the Options button, select the permissions in the Other Users Can box.
- 5 Choose the OK button.  
The folder is included in the Folders list in alphabetic order.

### To rename a folder

- 1 In the folder list, select the folder name you want to change.
- 2 From the File menu, choose Folder Properties (ALT, F, F).
- 3 Type the new folder name, and then choose the OK button.

### To create a subfolder

- 1 From the New Folder dialog box, choose the Options button.
- 2 In the Name box, type a name for the subfolder.
- 3 Under Level, select the Subfolder Of option button, select a folder, and then choose the OK button.

**Note** If a folder is selected in the folder list, any new folder you create is a subfolder of the selected folder.

### To make a subfolder a top-level folder

- 1 From the File menu, choose Folder Properties (ALT, F, F).
- 2 In the Level box, select the folder you want to move.
- 3 Select the Top Level Folder option, and then choose the OK button.

### See Also

[Deleting a Folder](#)

[Expanding and Collapsing Folders](#)

[Moving a Folder Within a Folder](#)

[Moving Messages Between Folders](#)



### **Creating or Modifying a Personal Group**

You can create a personal group in which you assign multiple Mail users a single name. When you add that group name to the recipient list for a message, each individual receives the message.

Personal groups are stored in your Personal Address Book and are displayed in bold text.

## Creating or Modifying a Personal Group



### To create a personal group

- 1 From the Mail menu, choose Personal Groups (ALT, M, G).
- 2 Choose the New button.
- 3 In the New Group Name box, type a name for the group and choose the Create button.
- 4 The Address Book is displayed.
- 5 To add names from the address list to your group, select the name(s) and choose the Add button or press ALT+A.  
-or-  
Type the names directly in the Group Members box.
- 6 Choose the OK button.

### To add or remove a name from a personal group

- 1 From the Mail menu, choose Personal Groups (ALT, M, G).
- 2 In the Groups list, select the name of the group you want to modify.
- 3 Choose the Edit button.  
The Address Book appears with the group members listed in the bottom box.
- 4 Add or remove a group member:
  - To add a name, select it from the address list and choose the Add button or type the name in the Group Members box.
  - To remove a name, select it from the list and press DEL or BACKSPACE.
- 5 Choose the OK button.
- 6 Choose the Done button in the Personal Groups dialog box.

### See Also

[Updating Your Personal Address Book](#)

[Using Mail's Address List](#)

**Deleting a Folder**

When you delete a folder, the messages in it and in all of its subfolders are moved to the Deleted Mail folder.

You can retrieve messages from the Deleted Mail folder until they are deleted. Using the Options command on the Mail menu, you can choose to have the Deleted Mail folder emptied whenever you quit Mail.

## Deleting a Folder



### To delete a folder

**1** In the folders list, select the folder you want to delete.

**2** Click the Delete button, or from the File menu, choose Delete (ALT, F, D).

The messages in the folder and any of its subfolders are moved to the Deleted Mail folder. You can retrieve messages and folders from the Deleted Mail folder.

Depending on the options you've chosen in the Options command from the Mail menu, the messages are either kept in the Deleted Mail folder until you quit Mail, when they are deleted permanently, or they remain in the Deleted Mail folder.

### **See Also**

[Creating a Folder or Subfolder](#)

[Deleting or Retrieving a Message](#)

[Expanding and Collapsing Folders](#)

[Setting Mail Options](#)

## Deleting or Retrieving a Message



You can delete a message you are reading, or you can select and delete one or more messages in the message list.

### To delete a message you are reading



Click the Delete button, or from the File menu, choose Delete (ALT, F, D).

### To delete a message in the message list



Drag the selected message(s) to the [Deleted Mail folder](#).



Select the message(s), and from the File menu, choose Delete (ALT, F, D). The message(s) are moved to the Deleted Mail folder.

**Note** When you delete a message, the next message in the message list is opened, in chronological order. To change this setting, see the Configuration File Help topic called NextOnMoveDelete.

### To retrieve a deleted message

**1** Open the Deleted Mail folder.

**2** Select the message(s) you want to retrieve.

**3** Drag the message(s) to another folder, or from the File menu, choose Move (ALT, F, M), and select a folder from the list.

### See Also

[Deleting a Folder](#)

### **Deleting or Retrieving a Message**

When you delete a message, it's moved to the Deleted Mail folder. The Options command on the Mail menu provides an option to empty the Deleted Mail folder when you quit Mail. If this option is selected, you can retrieve a deleted message from the Deleted Mail folder until you quit Mail. If the option is not selected, the message stays in the Deleted Mail folder until you select and delete it in the Deleted Mail folder.

## **Finding a Message**

You can use Mail's Message Finder command to find messages stored in the Inbox or other Mail folders.

You can find a message by specifying:

- Who sent it.
- What the subject was.
- Who the recipients were.
- Any text in the message body.
- Which folders to search.

## Finding a Message



### To search for a message

- 1 From the File menu, choose Message Finder (ALT, F, G).
- 2 Fill in the boxes with the information you want to find.

#### Example

- 3 To specify the folder(s) to be searched, choose the Where to Look button and select all folders or a specific folder, then choose the OK button.
- 4 Choose the Start button.

Mail searches the folder(s) you specified and lists the messages as it finds them.

When the message you're searching for is listed, choose the Stop button.

You can read and process messages in the Message Finder window as you do in any other folder. If you delete a message in the Message Finder window, it's also deleted from the folder it's stored in.

**Tip** If you frequently search for messages containing specific information, you can minimize the Message Finder window and leave it on the Mail workspace. Then, when you want to find a message, expand the window and choose the Start button. You can have as many Message Finder windows as you want.

### **See Also**

[Deleting and Retrieving a Message](#)

[Reading a Message](#)



**Example**

You can include multiple criteria in a search box by separating the items with semicolons. For example, to find messages from Nick Holtz and Pamela McKee with the words "production reports" in the subject, you would type "Nick Holtz; Pamela McKee" in the From box and "production reports" in the Subject box.

## **Forwarding a Message**

You may want to forward a copy of a message you receive to other Mail users. You can include your own comments in the body of the message.

When you forward a message, the subject of the original message is entered in the Subject box, preceded by the prefix FW: (for Forward).

When forwarding a message, you can use all the features you use when sending mail, such as attaching files. Files that are attached to a message are forwarded along with it.

## Forwarding a Message



You can forward a message that's either open or selected in the message list.

### To forward a message

- 1 Click the Forward button, or from the Mail menu, choose Forward (CTRL+F).
- 2 In the To box, specify the recipient(s) of the message.
- 3 To add comments, press TAB to move the insertion point to the message body and type.
- 4 Choose the Send button.

**Tip** You can also drag the message from the message list to the Outbox. When you drop the message, a Send Note form appears with the text of the original message. You can then address the message and send it.

### See Also

[Attaching a File](#)

[Replying to a Message](#)

[Using Mail's Address List](#)

### **Getting Details About a User**

When adding a user to a postoffice, the administrator or the person setting up their own account can include personal information such as department, office location, and telephone number. When you have the Address Book displayed, you can view this information by selecting a name and choosing the Details button.

## Getting Details About a User



### To get details about a user

**1** From the Mail menu, choose Address Book (ALT, M, D).

**2** Select the user name.

**3** Choose the Details button.

Mail displays the Details dialog box.

**Tip** You can also get details about a user by double-clicking any name in the Address Book or names in the To or Cc boxes in message forms.

### **See Also**

Updating Your Personal Address Book

Using Mail's Address List

## **Embedding an Object in a Message**

Some Windows applications can create *objects* that you can include in your Mail messages with the Paste Special command. When an object is pasted into Mail, it's called an *embedded object*.

One advantage of embedding an object over simply copying and pasting the information is that you can subsequently edit the content of the object in Mail. For example, if you select a range of cells in Microsoft Excel for Windows and paste them into Mail as an object, you can later double-click the object to launch Excel, modify the numbers, and update the object in Mail. Another advantage is that an embedded object retains the formatting and other characteristics it had in the application that created it.

You can also create an object to include in your message. Choose the Insert Object command in Mail to display a list of applications that you can use to create objects.

## Embedding an Object in a Message



### To embed an object in a message

- 1 Open the document that has the information you want to include in the message and copy the information to the Clipboard.
- 2 Switch to Mail.
- 3 Click the Compose button, or from the Mail menu, choose Compose Note (ALT, M, N).
- 4 From the Edit menu, choose Paste Special (ALT, E, S).
- 5 In the Data Type list, select the object format.
- 6 Choose the Paste button.

### To create and embed a new object within Mail

- 1 In the Send Note form, move the insertion point to the location where you want to insert the object.
- 2 From the Edit menu, choose Insert Object (ALT, E, I).  
The Insert Object dialog box lists the Windows-based applications that can create objects.
- 3 Select the application you want to use and choose the OK button.  
The application's window opens on top of the Mail window.
- 4 Create the object.
- 5 From the application's File menu, choose Update, or close the application.  
The object is inserted in your message.

### See Also

[Attaching a File](#)

[Working with an Embedded Object](#)

## Setting Message Options



### To set message options

**1** In the Send Note window, choose the Options button.

**2** Select the options you want:

To receive a return receipt message when a recipient reads your message, select the Return Receipt check box.

To save a copy of the message in the Sent Mail folder, select the Save Sent Messages check box.

To set a priority for the message in the recipient's message list, select the High, Normal, or Low option.

**3** Choose the OK button.

### **See Also**

[Sending a Message](#)

[Setting Mail Options](#)



## **Setting Message Options**

When you compose a message, you can select the following options:

- To be notified when the recipient reads the message.
- To save a copy of the message in the Sent Mail folder.
- To set a priority for the message.

## Creating and Using a Message Template



### To create a message template

- 1 Click the Compose button, or from the Mail menu, choose Compose Note (ALT, M, N).
- 2 Address the message to the people you will be sending it to regularly.
- 3 Type the subject and template information.
- 4 Close the message window by double-clicking the Send Note window's close box or by pressing CTRL+F4.  
Mail asks if you want to save the message.
- 5 Choose the Yes button.

### To use a message template

- 1 Display the message for forwarding by doing one of the following:
  - Select the message, and from the Mail menu, choose Forward (ALT, M, F).
  - Drag the message header to the Outbox icon.
- 2 Fill in the message. If necessary, change the list of recipients.
- 3 Choose the Send button.

**Tip** You may find it convenient to store all your message templates in a single folder.

### See Also

- [Creating a Folder or Subfolder](#)
- [Moving Messages Between Folders](#)
- [Using Mail's Address List](#)

### **Creating and Using a Message Template**

If you often send the same type of message to the same people, you can preaddress a message template and forward it to the group whenever you need to send the message.

Note that you must forward the message to leave the original template in your mailbox. As with any other message that you forward, you can change the recipients or message body without affecting the original.

### **Moving Messages Between Folders**

You can move or copy messages from one folder to another. When you move a message, it is removed from its original location. When you copy a message, the copy is stored in both the original folder and the destination folder.

## Moving Messages Between Folders



You can move a message that is open or selected in the message list.

### To move or copy a message that is open


- 1 Click the Move button, or from the File menu, choose Move (ALT, F, M) or Copy (ALT, F, C).
- 2 In the Move To or Copy To box, select the folder you want to move the message to. If you need a new folder, choose the New button and type a name for the folder.
- 3 Choose OK.

### To move or copy a selected message



 Drag the message from the message list to the folder in the folders list.



 **1** From the File menu, choose Move (ALT, F, M) or Copy (ALT, F, C).

**2** In the Move To or Copy To box, select the folder you want to move the

message to.

If you need a new folder, choose the New button and type a name for the folder.

**3** Choose OK.

**Note** When you move a message, the next message in the message list is opened, in chronological order. To change this setting, see the Configuration File Help topic called NextOnMoveDelete.

### See Also

[Creating a Folder or Subfolder](#)

[Expanding and Collapsing Folders](#)

[Moving a Folder Within a Folder](#)

### **Moving a Folder Within a Folder**

Folders can contain other folders, called "subfolders." Using subfolders, you can organize all your saved messages.

For example, you can create a folder called My Mail that contains another folder called January Messages. You might want to save miscellaneous messages in the My Mail folder, but save only those messages you received in January in the January Messages folder.

A subfolder must be the same type (shared or private) as the folder it's stored in: You cannot create a shared folder within a private folder or a private folder within a shared folder.

## Moving a Folder Within a Folder



### To move a folder within a folder



In the folders list, drag the folder you want to move to the folder you want to store it in.



- 1** In the folders list, select the folder you want to move.
- 2** From the File menu, choose Move (ALT, F, M). Or, to leave a copy of the folder in its original location, choose Copy (ALT, F, C).
- 3** In the Move To box, select the folder you want to store the subfolder in and choose the OK button.

**Note** You can also move folders with the Folder Properties command on the File menu.

**Tip** To promote a subfolder to a first-level folder, drag the subfolder anywhere in the folder list while holding down the HOME key.

### **See Also**

[Creating a Folder or Subfolder](#)

[Expanding and Collapsing Folders](#)

[Moving Messages Between Folders](#)

### **Opening and Saving an Attachment**

Attached files appear as icons in the body of a message. If you have the corresponding application available on your computer, you can open the file from the message. You can also save the file to any disk or server available to your computer.



## Opening and Saving an Attachment



### To open a file attached to a message



In the message body, double-click the file icon.



**1** Use SHIFT+arrow keys to select the file icon.



**2** From the File menu, choose Open (ALT, F, O).

### To save an attached file

**1** From the File menu, choose Save Attachment (ALT, F, A).

**2** Save the file in one of these ways:



To save an attached file in the current directory, select it in the Attachments list and choose the Save button. If multiple files are attached, you can save all of them in the current directory by choosing the Save All button.



To save a selected file under a different filename, type it in the File Name box.



To save the file in a different directory, choose the drive and directory where you want to save the file.

**3** When you've saved all the files, choose the Done button.

### **See Also**

[Attaching a File](#)

**Printing a Message**

You can print a message that is open, or you can print one or more messages that you've selected in the message list. If you select more than one message, the messages print in the same order as they appear in the message list. You have the option of printing the messages continuously with no page breaks or printing each message on a new page.

## Printing a Message



You can print a message that's either open or selected in the message list.

### To print a message

**1** From the File menu, choose Print (CTRL+P).

The standard Windows Print dialog box is displayed, with the check box for printing multiple messages on a page selected. If you don't clear the box, the messages are printed continuously without page breaks between them.

**2** Choose the OK button.

**Note** Embedded objects are printed, but attached files are not. Attached files must be printed from the application used to create them.

### See Also

[Opening and Saving an Attachment](#)

[Saving a Message as a Text File](#)

## Reading a Message



### To read a message

**Tip** To quickly display a message with the mouse, double-click its header.

- 1** If necessary, expand the folders list to display the folder with the message you want to read.
- 2** Open the folder.
- 3** From the message list, select the message you want to read.
- 4** Press ENTER, or from the File menu, choose Open (ALT, F, O).
- 5** If necessary, click the scroll bar or press the PAGE DOWN key to read the entire message.
- 6** To read other messages in the list, click the Previous or Next button, or from the View menu, choose Previous (ALT, V, P) or Next (ALT, V, N).
- 7** To close a message window, press ESC or CTRL+F4.

### See Also

[Deleting or Retrieving a Message](#)

[Moving Messages Between Folders](#)

[Replying to a Message](#)

[Saving a Message as a Text File](#)

## **Reading a Message**

Messages you receive are put in the Inbox, and the messages you haven't read are shown in bold.

To read a message in another folder, you must first open the folder to display the messages in it.

## Replying to a Message



You can reply to a message that's open or selected in the message list.

### To reply to a message

**1** Address your message in one of two ways:



To reply only to the sender, click the Reply button, or from the Mail menu, choose Reply (ALT, M, R).



To reply to the sender and everyone in the To and Cc boxes, click the Reply All button, or from the Mail menu choose Reply To All (ALT, M, A).

**2** Type your reply.

**3** Click the Send button.

**Note** The contents of the original message are included in the message body. You can add your own comments to the original, or you can delete the original contents.

### See Also

[Attaching a File](#)

[Forwarding a Message](#)

## **Replying to a Message**

Many messages you receive require a reply. If a message has multiple recipients, you can reply just to the sender of the message or to everyone who received it.

When you reply to a message, the sender's name is entered in the To box, and the subject of the original message is entered in the Subject box, preceded by the prefix RE: (for Reply). Also, the contents of the original message are included in the message body.

When replying to a message, you can use all the features that are available when sending mail.

## Saving an Unsent Message



### To save an unsent message

**1** Double-click the Send Note window's close box, or press CTRL+F4.

Mail asks if you want to save the changes to the message.

**2** To close the window and save the message in your Inbox, choose Yes.

You can display the message later and finish composing it.

**Note** Messages that you've saved before sending are indicated by the Open Message icon in the message list:

 Open Message icon

### See Also

[Creating and Using a Message Template](#)

[Sending a Message](#)



### **Saving an Unsent Message**

There may be times when you are composing a message and are unable to complete it. You can save the unfinished message and finish it later.

## Sending a Message



### To send a message

**1** Click the Compose button, or from the Mail menu, choose Compose Note (ALT, M, N).

**2** In the To box, type the user name of the recipient.

Separate multiple names with semicolons (;).

**Tip** You can type the first few characters of a user's name and have Mail supply the rest of the name by pressing ALT+K.

**3** If you want people to receive courtesy copies, press TAB or ALT+C to move the insertion point to the Cc box and type the user names.

**4** Press TAB or ALT+J to move the insertion point to the Subject box and type the subject.

The subject appears in the message list of the recipient's Inbox.

**5** Press TAB to move the insertion point to the message body and type your message.

**6** Choose the Send button (ALT+S).

A copy of the message is placed in the Sent Mail folder if you've chosen that option from the Options command on the Mail menu.

### See Also

[Attaching a File](#)

[Copying Information from a File](#)

[Using Mail's Address List](#)

## **Sending a Message**

You can send a message to one or more Mail users. To address a message, either type the recipients' names in the address boxes of the Send Note form, or choose names from the address list. This procedure covers typing names.

Each Mail user has a unique user name stored in the postoffice. You must use that name when addressing the message.

## **Setting Mail Options**

With Mail's Options dialog box, you can choose options that are applied to every message you send or receive. You can also choose to empty the Deleted Mail folder when you quit Mail.

## Setting Mail Options



### To set Mail options

To display the Options dialog box, choose Options from the Mail menu (ALT, M, O).

### To select options applied to messages you send

To keep a copy of every message you send in the Sent Mail folder, select the "Save copy of outgoing messages in Sent Mail folder" check box.

To add message recipients to your Personal Address Book, select the "Add recipients to Personal Address Book" check box.

### To select options applied to messages you receive

In the "Check for new mail" box, type how often you want Mail to look for new messages in your inbox.

If you want Mail to notify you audibly when you receive a new message, select the "Sound chime" check box.

If you want Mail to briefly change the mouse pointer to an envelope icon when you receive a message, select the "Flash envelope" check box.

### To empty the Deleted Mail folder when quitting Mail

Select the "Empty Deleted Mail Folder When Exiting" check box.

### **See Also**

[Setting Message Options](#)

[Working Offline](#)

## Signing In to or Out of Mail



### To sign in to Mail

**1** From the Network group, choose the Mail icon.

**2** Type your password in the Sign In dialog box.

For security, you do not see the characters as you type them in the Password box.

### To have Mail sign in automatically

**1** From the Network group, choose the Mail icon.

**2** Type your password in the Sign In dialog box.

**3** Select the Remember Password check box.

### To sign out of Mail



From the File menu, choose Exit and Sign Out (ALT, F, T).

If other Mail-enabled applications are running, this command closes and signs you out of them as well.

### To exit but not sign out of Mail



From the File menu, choose Exit (ALT, F, X).

If other Mail-enabled applications are running, such as Schedule+ or Microsoft At Work PC Fax, this command closes Mail but leaves you signed in to your mailbox.

If no other Mail-enabled applications are running, this command closes and signs you out of Mail.

## **Signing In to Mail**

To get access to your Mail messages and use the postoffice, you must first sign in to Mail using your password. The signing-in process prevents others from reading your mail or sending messages in your name. When you sign out of Mail, you are disconnected from the postoffice.

You may have other applications that require you to sign in to Mail, such as Schedule+ and Microsoft At Work PC Fax (Mail-enabled applications). This is because they use your postoffice to communicate with the other members of your group. You can exit Mail but remain signed in to the postoffice so these other Mail-enabled applications can continue to work. If you sign out of Mail, the Mail-enabled applications are closed.

**Saving a Message as a Text File**

When you want to use the text of a message with another application, such as a word processor, you can save the message as a text file.

Attached files are not saved with messages you save as text files; you must save attached files separately.

If you save a file under an existing filename, you can overwrite the existing file or append the new file to the existing file.



## Saving a Message as a Text File



You can save a message that's open or selected in the message list.

### To save a message as a text file

**1** From the File menu, choose Save As (ALT, F, S).

In the Save As dialog box, the first eight characters of the message's subject are entered in the subject field, followed by the .TXT extension. Unless you type another extension, Mail adds .TXT to the filename to remind you that the file is a text file.

**2** You can type a new filename in the File Name box, or change the drive or directory.

**3** Choose the OK button.

If the filename you specified already exists, you are given the option of replacing the existing file with the new file(s) or appending the new file(s) to the existing file.

### **See Also**

[Opening and Saving an Attachment](#)

## Verifying User Names



### To verify a user name

- 1 In the To or Cc box, type part or all of the message recipient's name.
- 2 Choose the Check Names button or, if you are ready to send the message, choose the Send button.

If you have entered only the first part of a name, Mail fills in the rest of the name. If there are multiple names that contain these characters, you are presented with a list of names to choose from.

User names that have been verified appear underlined, and cannot be modified.

### **See Also**

[Updating Your Personal Address Book](#)

[Using Mail's Address List](#)

### **Verifying User Names**

You can type the first few characters of a user's name in the To or Cc box of a Send Note form. Mail fills in the rest of the name if it is valid when you choose the Send or Check Names button.

If there are multiple names with these characters you are presented with a list of names to choose from.

Verified names are underlined and cannot be modified.

## Copying, Moving, or Deleting Information Within a Message



### To copy, move, or delete information

**1** Select the information.

**2** Do one of the following:

- To copy the information to the Clipboard, press CTRL+C.
- To move the information to the Clipboard, press CTRL+X.
- To delete the information, press DEL.

### To paste cut or copied text

**1** Move the insertion point to the location in the message where you want the information.

**2** From the Edit menu, choose Paste (ALT, E, P), or press CTRL+V.

### **See Also**

[Copying Information Between Messages](#)

[Copying Information from a File](#)

### **Copying, Moving, or Deleting Information Within a Message**

You can copy, move, or delete text and other information, such as graphics, in the message body. If you use the Cut or Copy command, the information is placed on the Windows Clipboard (a temporary storage area in the computer's memory). You can then paste the information at another location in the message.

**Working with an Embedded Object**

If you include an embedded object in a message you're composing or you receive a message with an embedded object, you can modify the object in the message. Note that you must have the corresponding application.

Some objects, such as animations or sound recordings, must be activated for you to see or hear them.

## Working with an Embedded Object



### To modify an object

**1** In the message body, double-click the object, or select the object, and from the Edit menu, choose the Object command (ALT, E, O).

The application used to create the object opens with the object ready for editing.

**2** Edit the object.

**3** From the application's File menu, choose the Update command, or close the application.

The object in your Mail message is updated to reflect the changes.

### To activate an object

**1** In the message body, select the object as you would text.

**2** From the Edit menu, choose Object (ALT, E, O).

The menu displays the commands available for working with that object.

**3** Choose the command that activates the object.

### See Also

[Embedding an Object In a Message](#)

**Working Offline**

You may want to compose or process messages while away from your office -- for example, while traveling or working at home. If you have Windows for Workgroups and Mail installed and your message file on your computer, you can work with your messages without being connected to the postoffice. Sent messages are saved in the Outbox until you connect to your postoffice.

When you connect to the postoffice after working "offline," the messages in your Outbox are automatically sent.



## Working Offline



The computer you will be working with offline must have Windows for Workgroups and Mail installed.

Before working offline, you must have your message file on the computer or disk you will be working with offline. Your Personal Address Book is copied with the message file.

### To work offline

#### 1 Start Mail.

If the computer is not connected to your postoffice, a message appears asking if you want to work offline.

#### 2 Choose the OK button.

A dialog box appears, asking for your password.

#### 3 Type your password, and choose the OK button.

#### 4 If Mail cannot find your message file, you are requested to specify the path to it.

After you finish composing a message, choose the Send button. The message is moved to the Outbox. When you connect to your postoffice, the messages in your Outbox are automatically sent.

### See Also

[Saving an Unsent Message](#)

[Signing In to or Out of Mail](#)

## **Expanding and Collapsing Folders**

If you create a lot of folders with many subfolders, the folders list can become long and require a lot of scrolling to find a particular folder. You can hide, or "collapse," the entire folders list and view just the folders at the first level. You can then "expand" all folders or an individual folder to show its subfolders.

## Expanding and Collapsing Folders



### To expand or collapse a folder

Click the plus sign beside the folder or subfolder to show its subfolders. Click the minus sign beside a folder or subfolder to hide its subfolders.

Press TAB to move the highlight to the [folders list](#), use the arrow keys to move the highlight to the folder you want to expand or collapse, and press the PLUS SIGN or MINUS SIGN on the keyboard.

### To expand or collapse all folders:

To show all folders, press CTRL+PLUS SIGN. To show only the first level of folders, press CTRL+MINUS SIGN.

### **See Also**

[Creating a Folder or Subfolder](#)

[Deleting a Folder](#)

[Moving a Folder Within a Folder](#)

[Moving Messages Between Folders](#)

