

# Private Mail

## Mail and Your Mailbox

Your mailbox is your personal area. It is the storage place for all of your personal electronic mail (e-mail), it contains copies of everything you have received and sent. These messages may be addressed to individuals, a group of people or to a conference, but they all appear in the mailbox.

FirstClass e-mails in your mailbox have an expiry period of 45 days. This means that if the period has not been extended messages will automatically be removed after 45 days. You are able to extend the expiry period on any message within your mailbox both those you have received and those you have sent. The expiry period cannot be done as a block, but has to be done on a message-by-message basis.

It is not policy to restore the backup for messages that have been allowed to expire.

It is possible for you to set up your FirstClass to appear similar to other e-mail systems.

Select View> Explore from the menubar

Resize the window (if required)

Close the window to return to a classic FirstClass view


If you wish to set this as a permanent option, further information can be found in the Preferences> Viewing part of the Customising section.

## Sending FirstClass Mail

On completion of this exercise you will be able to send a FirstClass message (e-mail or mail).

For the purposes of the exercise we have invented a set of 'virtual students'. The names of the virtual students are:

Ahmed Avocado, Bertha Banana, Conan Clementine, Delilah Damson, Elvis Elderberry, Francoise Fig, Gerhardt Grapefruit and Henrietta Honeydew (they may also be referred to as 'the fruites'). You can send messages to them and they will instantly reply.

Click on the play button  located at the bottom right hand corner of the


animation screen to play a movie that takes you through sending a FirstClass message (also covered in the text below).

Open your Mailbox by either




Selecting File> Open> Mailbox from the Menu toolbar or

Double-click on the Mailbox icon

From the Menu toolbar select Message> New Message,  
alternatively click the New Message icon  on the toolbar

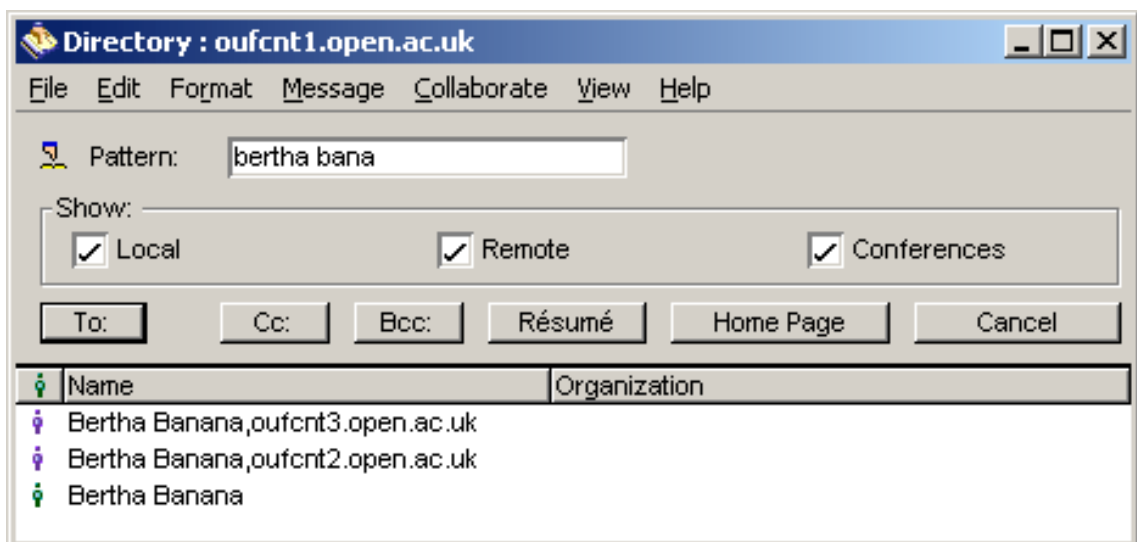
Type in their FirstClass preferred name into the To: field and press return

Proceed with either 4 i) or ii)

4 i) If an icon  appears to the left hand side of their name this is a valid address

Goto step 5

4 ii) If a person has accounts on more than one server a Directory box will pop-up detailing these other accounts as shown in Figure 1





**Figure 1 - Example Directory Listing**

Bertha Banana (indicates same server as yourself)

Bertha Banana,oufcntX.open.ac.uk (where X indicates another FirstClass

server number)

- Select the address you require by highlighting it and clicking on the To: button

- Either an internal address  icon or an external address  icon will appear to the left hand side of their name to indicate a valid address.


- Close down the Directory box

- Goto step 5

Add in a subject in the Subject: field

Enter your text into the main body of the message

From the Menu toolbar select Message> Send and Close

or click the Send and Close icon 


The mail will have been sent and will appear in your mailbox. Messages you send are indicated by To:

## Sending Internet Mail


Open your Mailbox  by either

- Selecting File> Open> Mailbox from the Menu toolbar or

- Double-click on the Mailbox icon

From the Menu toolbar select Message> New Message,  
alternatively click the New Message icon  on the toolbar

Type the e-mail address into the To: field and press return

An external address icon  will appear to the left hand side of the address to indicate a valid address format

- Note that FirstClass only checks that the e-mail address is in the correct format, not that the address you have entered is an actual address

Add in a subject in the Subject: field

Enter your text into the main body of the message

From the Menu toolbar select Message> Send and Close

or click the Send and Close icon



The mail will have been sent and will appear in your mailbox. Messages you send are indicated by To:

## Replying to Mail

On completion of this exercise you will be able to reply to a FirstClass message from another user.

Open your Mailbox



by either

Selecting File> Open> Mailbox from the Menu toolbar or

Double-click on the Mailbox icon

Open the message you wish to reply to by double clicking on it

From the toolbar menu select Message> Reply,

alternatively click the Reply icon



on the toolbar

The New Message window will open, but it will be pre-addressed to the person you are replying to

Type in your reply

To send the message select Message> Send and Close from the toolbar menu

or click the Send and Close icon



## Reply with Quote

On completion of this exercise you will be able to reply to a FirstClass message including the text from another user.



by either

- Selecting File> Open> Mailbox from the Menu toolbar or

- Double-click on the Mailbox icon

Open the message you want to reply to

From the Menu toolbar select Message> Reply Special> Reply with Quote,

alternatively click the Reply with Quote icon  on the toolbar

Add any reply into the body of the message (you can delete the parts of the message that are not applicable - if you wish)

To send the message select Message> Send and Close from the toolbar menu

or click the Send and Close icon 

## History of a Message

On completion of this exercise you will be able to look up the history of a message in your mailbox

Open your Mailbox



by either

- Selecting File> Open> Mailbox from the Menu toolbar or

- Double-click on the Mailbox icon

Highlight the message you wish to know the history of

From the Menu toolbar select Message> History,

alternatively click the History icon  on the toolbar

The History window will open and this gives details about the message:

- Who created it and when

Who sent it

- If it has been routed to another FirstClass server or the Internet

- Who has read it

- Who has replied to it

- Who has downloaded any attachment(s)

- If it has been forwarded

Close down the history window on completion

## Forwarding Mail

On completion of this exercise you will be able to forward a FirstClass message to another user.

For the purposes of the exercise we have invented a set of 'virtual students'. The names of the virtual students are:

Ahmed Avocado, Bertha Banana, Conan Clementine, Delilah Damson, Elvis Elderberry, Francoise Fig, Gerhardt Grapefruit and Henrietta Honeydew (they may also be referred to as 'the fruitees'). You can send messages to them and they will instantly reply.

Open your Mailbox by either



- Selecting File> Open> Mailbox from the Menu toolbar or

- Double-click on the Mailbox icon

Open the message in your mailbox that you want to forward

From the Menu toolbar select Message> Forward,

alternatively click the Forward icon  on the toolbar

Enter the address of the person who you are forwarding to

To send the message select Message> Send and Close from the toolbar menu

or click the Send and Close icon



Private mail can only be forwarded/copied to another person with the explicit permission of the original author.

## Searching your Mailbox

On completion of this exercise you will be able to use the find/search facility in your mailbox

Open your Mailbox



by either

- Selecting File> Open> Mailbox from the Menu toolbar or

- Double-click on the Mailbox icon

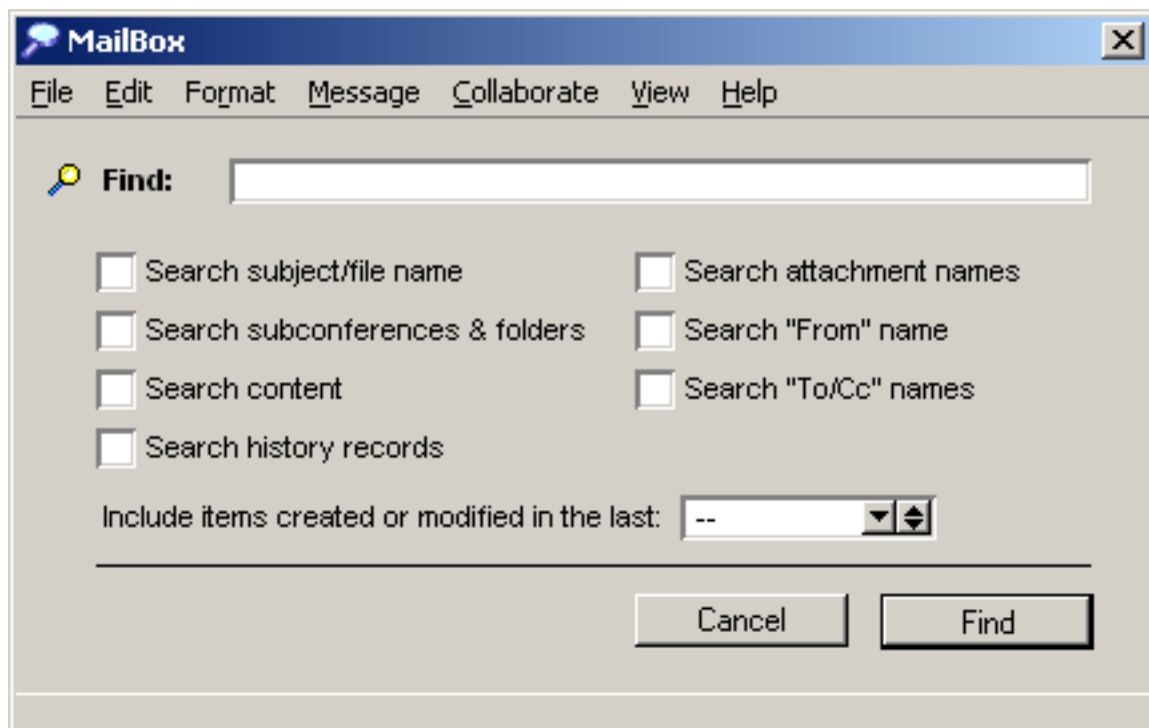
From the Menu toolbar select Edit> Find,

alternatively click on the Find icon



on the toolbar

The Find Dialogue Box will open as shown in Figure 1



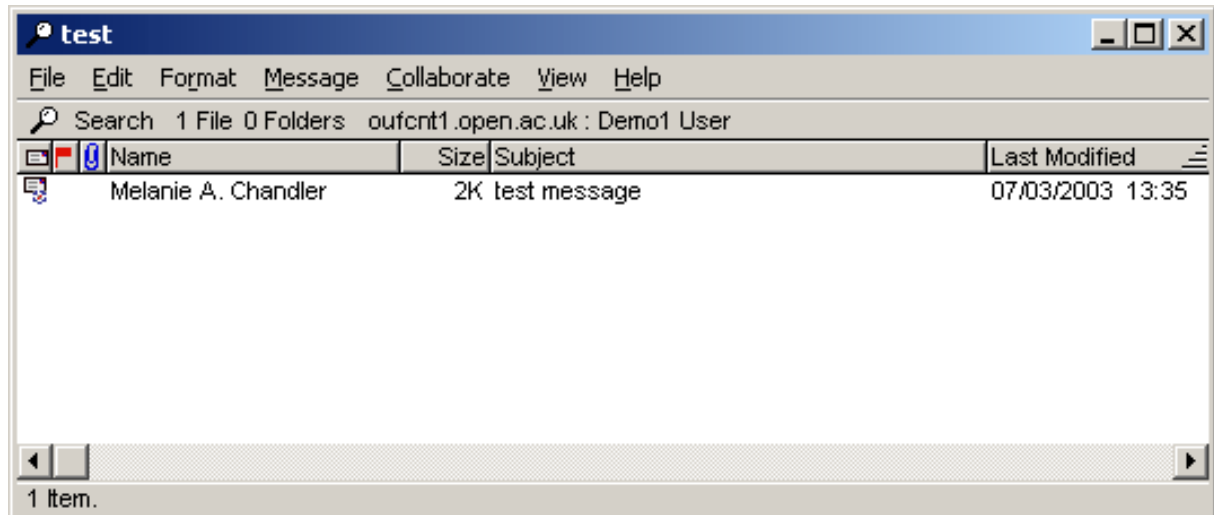
**Figure 1- Find Dialogue Box**

Enter your requirements in the Find: field

You can modify the area to search by selecting/unselecting the Search criteria

Click on Find button to search your mailbox for the required match or Cancel

If match(es) are found Figure 2 will open



**Figure 2 - Match results**

Double-clicking on an entry in the results will open that message

Once you are finished close down the search results window

## Attaching Files to Mail

On completion of this exercise you will be able to attach a file to a FirstClass message.

For the purposes of the exercise we have invented a set of 'virtual students'. The names of the virtual students are:

Ahmed Avocado, Bertha Banana, Conan Clementine, Delilah Damson, Elvis Elderberry, Francoise Fig, Gerhardt Grapefruit and Henrietta Honeydew (they may also be referred to as 'the fruites'). You can send messages to them and they will instantly reply

Open your Mailbox  by either


- Selecting File> Open> Mailbox from the Menu toolbar or

- Double-click on the Mailbox icon

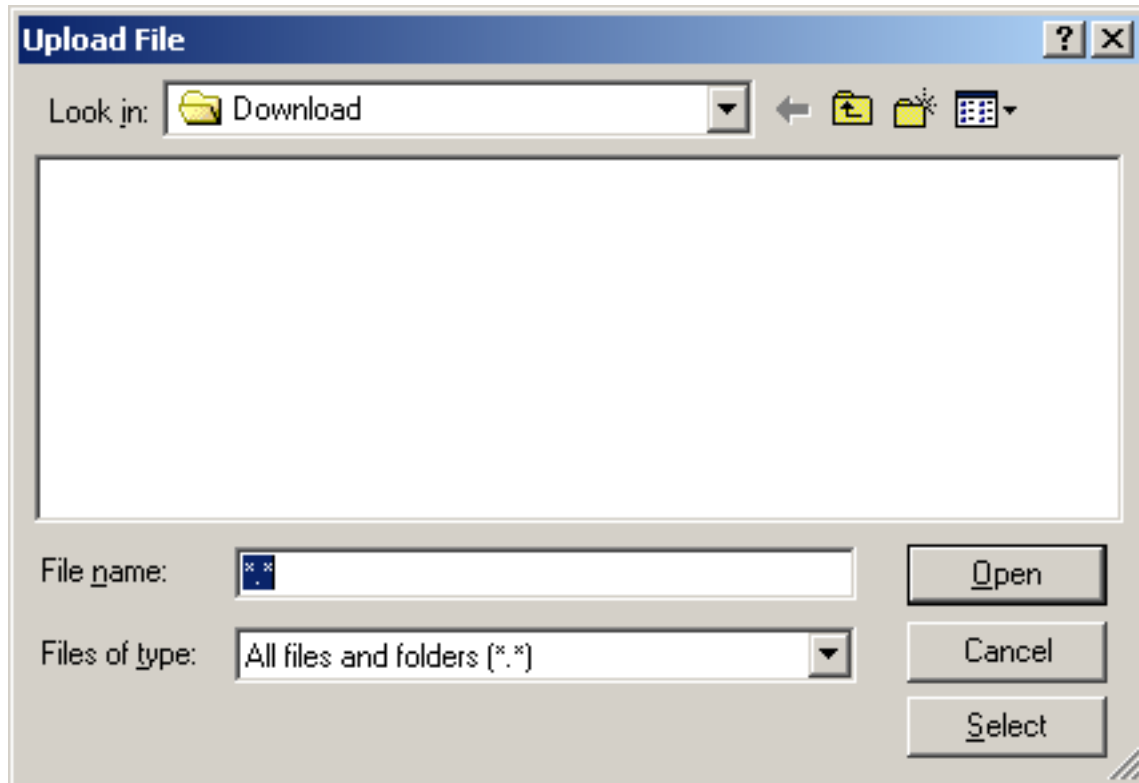


Open and address a new message

From the Menu toolbar File> Attach,

alternatively click the Attachment icon  on the toolbar

The Upload File window will open as shown in Figure 1




**Figure 1 - Upload File**

Locate the file to be attached

Highlight the required file

Click on Open and the selected file will be attached

To send the message select Message> Send and Close from the toolbar menu

or click the Send and Close icon 

## Mail Expiry

Messages in your mailbox will expire after 45 days and any extension to the period will need doing on a message by message basis.



by either

Selecting File> Open> Mailbox from the Menu toolbar or

Double-click on the Mailbox icon

Highlight the message you want to change the expiry of

In the highlighted area right-click and select Properties

The Properties window will open like the one shown in Figure 1

**Elvis Elderberry Info**

Name: Elvis Elderberry

Subject:

Kind: Message

Size: 1k

Where: Demo1 User/MailBox/

Creator: Demo1 User

Created: 07/03/2003 14:02:37

Modified: 07/03/2003 14:09:28

Expires: 21/04/2003 14:09:28

Expiry period: Default ▼

Days left: 44 ▼▲

Character set: Windows Latin

Horizontal position: 112 ▲▼

Vertical position: 15 ▲▼

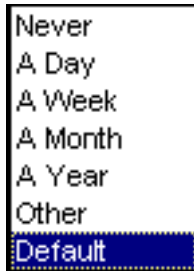
☒ Unsent ☐ Unread ☐ Protected ☐ Auto open ☐ Stationery

Cancel OK

**Figure 1 - Properties**

Click on the dropdown arrow ▼ at the side of the Expiry period: field

A list of options will be displayed Figure 2



**Figure 2 - Expiry Period options**

- Selecting Never will change the expiry and prevent the message being removed unless you opt to delete it manually
- Other allows you to specify a time period by typing it in the Days left: field
- The A Day, A Week, A Month and A Year are self-explanatory

Click on OK to save your selection

## Unsending Messages

On completion of this exercise you will be able to unsend a FirstClass message (e-mail) you have sent.

Open your Mailbox by either



- Selecting File> Open> Mailbox from the Menu toolbar or
- Double-click on the Mailbox icon

Before unsending a message you should check the history to see if it has already been read

If the message has not yet been read by the recipient, highlight the message and from the Menu bar select Message> Unsend,

alternatively click the Unsend icon



on the toolbar

If the recipient has read the message, you can still unsend it if you wish, but it may be better to replace it with a new message stating what was the problem with the previous version.

# Deleting Messages

On completion of this exercise you will be able to delete a FirstClass message.

Open your Mailbox



by either

- Selecting File> Open> Mailbox from the Menu toolbar or

- Double-click on the Mailbox icon

Highlight the message(s) you want to delete

From the Menu toolbar select File> Delete,

alternatively click the Delete icon



on the toolbar

The Delete selected confirmation window will open

Either confirm your selection by clicking on Delete or click Cancel

# Undeleting Messages

On completion of this exercise you will be able to undelete a FirstClass message that you have deleted within the last few hours, but prior to a trash collection.

Open your Mailbox



by either

- Selecting File> Open> Mailbox from the Menu toolbar or

- Double-click on the Mailbox icon

Select View> Show Deleted Items, any messages that have been marked for deletion, but have not yet been permanently deleted (by the trash collection) will be marked by a dustbin icon

Highlight the message(s) you wish to undelete and select File> Undelete

- The dustbin will disappear from these messages and they will now not be

deleted during the next trash collection

Select View> Hide Deleted Items and those still marked with a dustbin will be hidden and deleted at the next trash collection