

User instructions for
OCC's e-mail program:

Netscape Messenger

Introduction

Oakton's e-mail program, Netscape Messenger, is part of the Netscape Communicator integrated suite of Internet/web programs. Messenger will seamlessly handle all your e-mail needs. You can use this single program to exchange messages with other Oaktonites and people all over the world (regardless of what e-mail program people may be using off-campus).

The purpose of this document is to acquaint you with Messenger's key functions. For more information on Messenger's advanced features (as well as information on the other Communicator programs), click on **Help** while running Messenger or see the web site at: <http://www.oakton.edu/resource/it/mailguide>. Updates regarding the recent upgrade to version 4.51 can be linked to from there.

Starting the Program

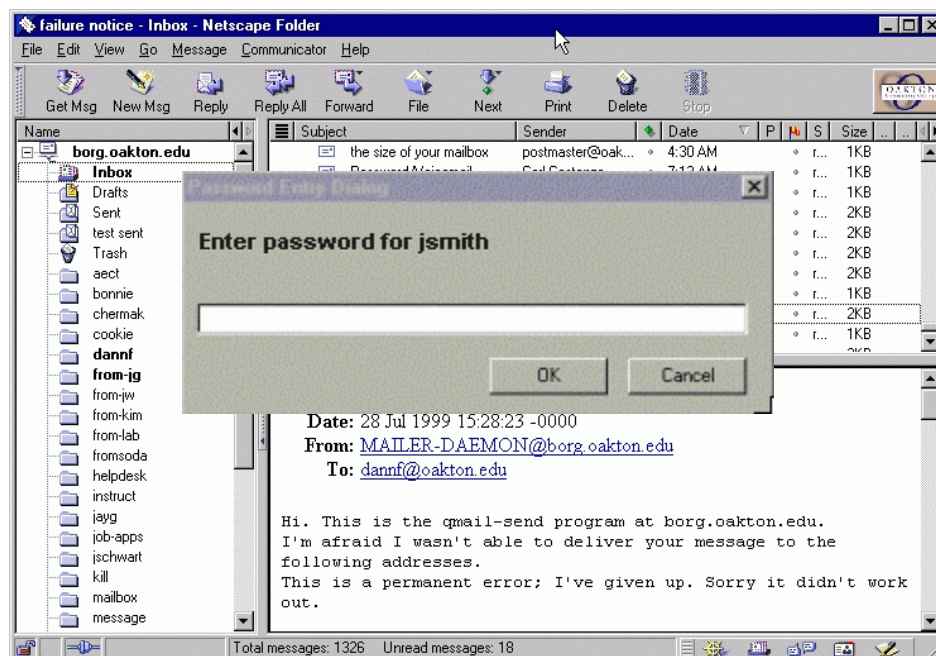


Find the Netscape Communicator icon on the Windows desktop (the computer screen). Use the left mouse button to double-click on it.

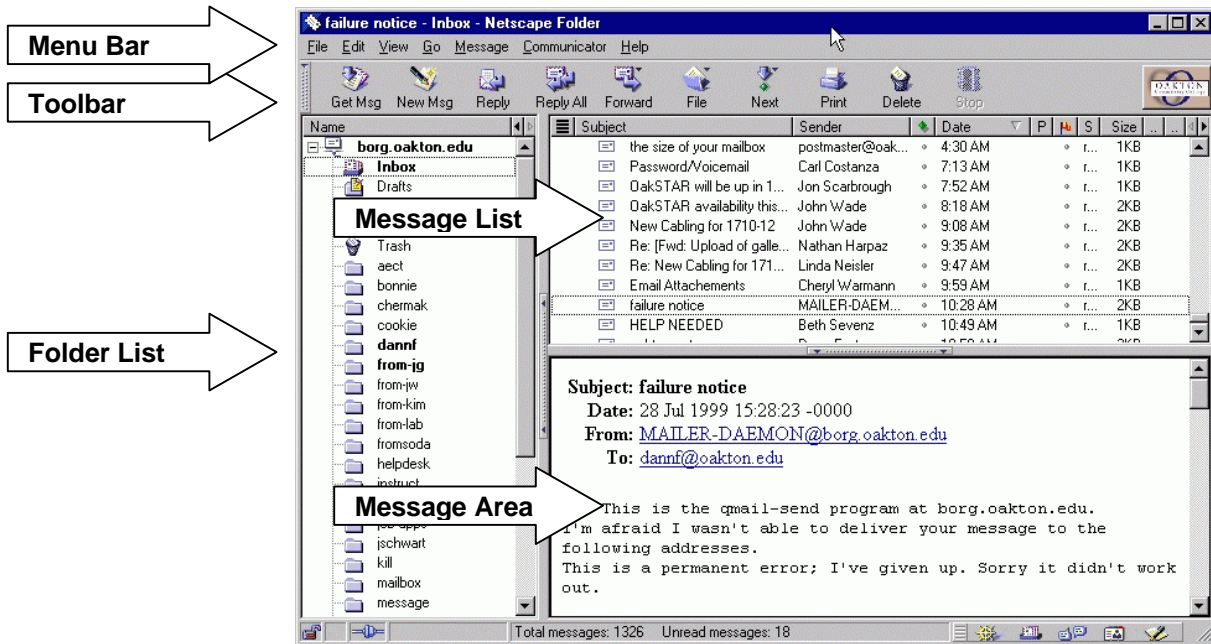
This will bring up the Netscape Navigator (web browser) window— on campus the default start page is the Oakton home page.

Click on the Communicator menu along the top of the screen. A menu will drop down. Select Messenger from the menu. *This will bring up the main Messenger window, as shown in the image below.*

A screen should pop up asking you to type in your password. This is the same password you use to log in to the computer.



The main Messenger window has four major areas that will be referred to in this document: the menu bar, the tool bar, the message list, and the message area.



Retrieving your incoming e-mail

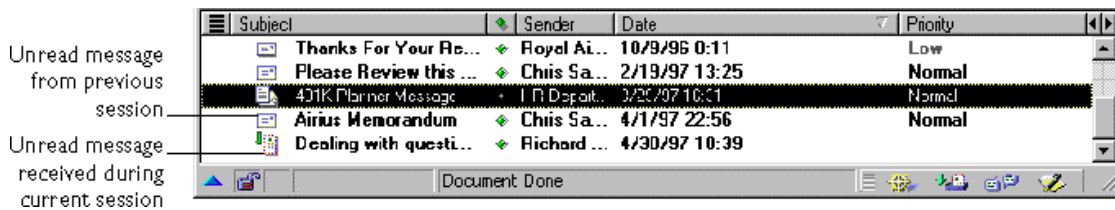


New incoming messages will download from the server when you launch Messenger. If, while Messenger is running, you wish to manually check the server for new incoming messages, click the *Get Msg* button on Messenger's Toolbar.

The headers (*subject, sender, etc.*) of all your incoming messages will show in the Message List Window.

Identifying new and unread messages

In the message list window, Messenger uses icons to distinguish between unread and new messages. (*An unread message is one that you received in an earlier session but haven't yet read.*) Both new and unread messages are in **bold** text to distinguish them from messages you have read.



Reading your incoming e-mail

In the Message List Window, find the header of the message you wish to read then click on it so it appears highlighted.

The contents of the message will display in the Message Area.

Viewing an attachment

While viewing a message in the Message Area, you'll see that the names of any files attached to that message are shown as blue hotlink text toward the bottom of the message's body.

Clicking on the attachment filename will pop up a dialog box with two choices: *Open it* or *Save it to disk*.

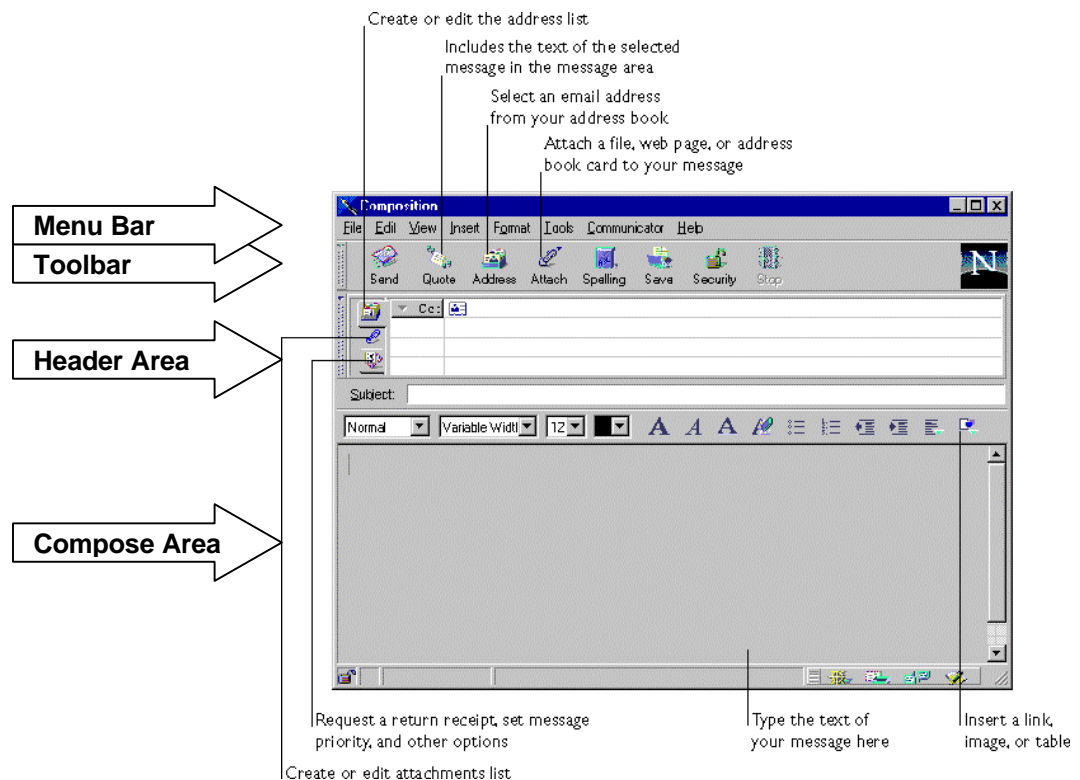
Open it will launch the proper application (such as Word, if the attachment is a Word document). *Save it to disk* will open a Save As dialog box so you can save the file to a local drive.

Caution: Computer viruses travel by attachments. Never open an attachment unless you were expecting to receive it.

Creating an outgoing message



Click the *New Msg* button on the toolbar. The message composition window will open, as shown below.



Creating an Outgoing Message, continued.

1. Click in the 1st line of the header area. You now can either type the address of the person you wish to send to **or** ...




...you can click on the Toolbar's *Address* button and select (click on) a name from the address book.

2. Click on the *To:* or *Cc:* or *Bcc:* buttons and the selected name will be added. When you've selected all the recipients, click the *OK* button.

3. If you later wish to send to additional people, type each name separately on the next available header line or click on the *Address Book* button again.

Note that each recipient's name is on a separate line in the header and they do not need to be grouped by status.

*If you wish to change a recipient's status, click on his  button to change it to *Cc:*, *Bcc:*, etc.*

4. After you've entered all the recipients, *Tab* to the *Subject* box and type in a subject for the message.
5. *Tab* to the *Composition Area* and type your message.

CAUTION: While Messenger will allow for text formatting, you generally should reserve this for email sent within OCC. Non-OCC recipients may not be using Messenger (or a comparable program) and thus would have to dig through the HTML formatting code to read your message.



When you've finished typing your message, click on the *Send* button. The message composition window should close and return you to the main Messenger screen.

Replying to a message



While reading the message in the *Message Area*, click either the *Reply* button or the *Reply All* button. (*Reply to All* sends your message to the original sender and cc:'s all the original recipients.)

After clicking on one of the reply buttons, a composition window will appear containing the original message. You may type in additional text before, after, or within the text of the original message.

Follow the directions above for *Creating an Outgoing Message*.

Forwarding a message



While viewing the message you wish to forward, click on the Forward button. Address the message as you did under Creating an Outgoing Message.

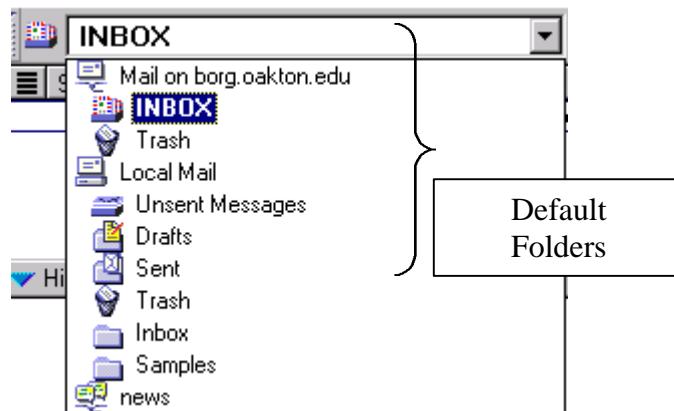
NOTE: When forwarding, Messenger's default setting is to *not* display the original message. Anything you type will appear above the original message when the recipient reads it. You may change this setting under Preferences.

File and Message Management

It is very important to not let your old messages build up. You have a limited amount of disk space available (20M) and every night the server is going to automatically check the amount you have left. If it's too low, it will send you a warning message and eventually stop your incoming mail.

Messenger provides users with several default folders (see illustration below) but you can create others and then move messages from one folder to another. You should note, however, that moving a message into another folder does not save disk space.

Inbox is the default folder for all mail that you receive. You can, however, set-up Messenger to sort incoming mail and re-direct certain messages to other folders. This is called Filtering. For more information on Filtering, see the web site at <http://www.oakton.edu/resource/it/mailguide>



Creating a Mail Folder

1. Click on File then on New Folder
2. Type a name for the new folder
3. If you want the new folder to be a sub-folder of an existing one, select the name of the existing one.
4. Click OK

Moving Messages between folders

1. In the Message List Area, select the header of the message you want to move (you can select multiple messages by holding down the CTRL key on your keyboard while clicking).
2. Click the File Button on the Toolbar.
3. Choose the name of the folder to which you want to move the message(s).



Note: In the 3-panel view, you may also drag a message header from the current message list (lower right panel) to another folder in your folder list (lower left panel).

Deleting Messages

Deleted messages are moved to the Messenger "Trash" folder. Until you "Empty the Trash" (see following instructions), you can retrieve your deleted messages. However, until you do "Empty the Trash," deleted messages will take up space in your network directory.

To Delete a message:

1. Select the header of the message (in the Message list) you wish to delete by left-clicking on it to highlight it (*you can select multiple messages by holding down the CTRL key on your keyboard while clicking*).
2. Left-click on the Delete Button on the Toolbar.



Emptying the Trash

On the main Messenger window:

1. Click on the *File* Menu
2. Select *Empty Trash*

Compacting Folders

Compacting your folders should be done fairly often. This will save space in your mail directory and make your mail operate more efficiently. Compacting will also eliminate any messages you've marked for deletion so if you want to retrieve anything from the Trash Folder, it should be done before Compacting.

To Compact Folders:

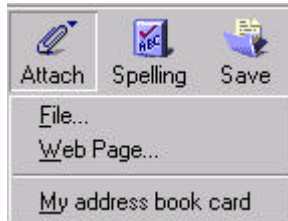
1. Click on the *File* Menu
2. Select *Compact Folders*

Additional Features & Functions

Attaching a file to an outgoing message

When composing an outgoing message, you can attach files from other directories.

1. In the message composition window, click the Attach button on the toolbar. This will pop up the Attach menu (see following illustration).
2. Click *File* (now directly below the Attach button) on the pop-up menu.



3. Select the name of the file you want to attach to the message.
4. Click Open. (This puts the filename in the message header.)

Spell-checking an outgoing message



With your outgoing message visible in the Message Composition window, click the *Spelling* button on the toolbar.

1. For each word that Messenger displays in the Spelling dialog box, choose whether to correct the word, ignore it, or add it to the dictionary.
2. When spell check is finished, click the *Done* button.

Creating a mailing list

A mailing list is a collection of email addresses for a group of people you regularly send mail to. When you address a message to the mailing list, everyone in the list gets a copy of the message.

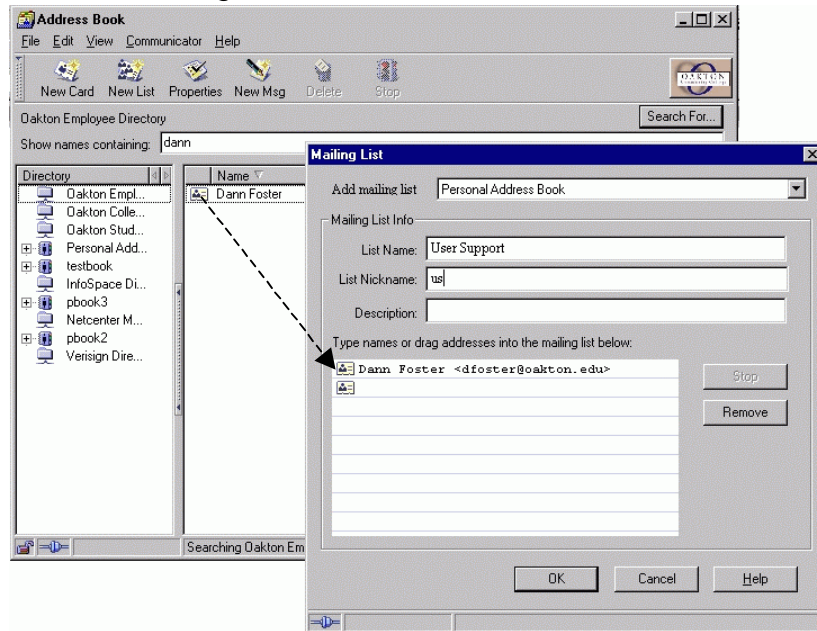
Any names you wish to have in your mailing list must also be in your personal address book. If they're not there already, they will be automatically added when you create the list.

To Create a list:

1. Click on the Communicator menu (at the top of the Main Messenger window), choose Address Book.
2. Click on the New List button. This will bring up the new list window.

Mailing lists, continued.

3. Type a name for the mailing list. You may also (optional) type a name in the "nickname" field. When you wish to send a message later to the people on this list, you can type either the list's name or nickname in the message header.
4. You may now either type names and addresses in the mailing list window's address area or drag entries there from the Address Book window. If you wish to drag in the entries, you can drag them from your personal address book or any other available Oakton address book.



5. In the drop box at the top of the New List window where it says "Add Mailing list:," select Personal Address Book.
6. Click OK. Your list will be saved to your Personal Address Book.

Email Account Tips

- The amount of mail you can store on the server is limited to 20 MB. It's very important that you delete old messages to make way for new ones.
- Messages in your Sent, Trash, and other folders count as much against your limit as those in your Inbox folder.
- It's not simply the number of messages in your inbox that eat up space, the file size of the individual messages is important. Attachments (documents created with another program and sent to you via email) and any messages that include graphics are the biggest space hogs.
- When you get within 2 MB of your space limit (90% full), you'll get one message per day from the server alerting you to that fact. If you ignore them and let your mail build up further to the limit, your account will freeze up and no additional messages will arrive. Note that receiving one or two large attachments around this time could freeze up your account without warning.