

Answer Quest Tip Sheet

July 2000

Training Your Future



EMAIL – ALIAS ELECTRONIC MAIL

Years ago, only if you worked in a technologically advanced work environment did you have something called electronic mail (email) to save you from sending all those paper trails of interoffice memos.

Now it is **so** common, many people have more than one email account. You might have email at work, plus your home email address. You might belong to a club and have an email address through them. Each member of your family might have an email address.

And FREE email. Places like Yahoo and Hotmail offer free web-based email (meaning you don't even need a computer at home). All you need is a connection to the Internet through your work PC or a friend's PC and you can get your mail. (Look for FREE Internet access topic in a future newsletter.)

Have you ever found yourself emailing a note to your spouse or kids to remind them to do something? Let's see a raise of hands!

In today's advanced electronic avenue of information, email has become easier to use than the telephone. If you are up late, you can answer your emails that have been eluding you all day. Or if you are a morning person, you could be sending out those cheery emails before others are awake. (Trust me, if you call my house at 6 a.m. when you wake up to remind me of something, I don't think you would like my grumbles <smile>.)

Can you avoid email? Oh, maybe for a while. But eventually it will invade your office, at least, forcing you to use it.

Think of it as an answering machine. You probably go home, check your machine and then return whatever calls need to be returned. So at least once a day you should also check your email. See what messages need to be dealt with and answer them. Even if you are at home and have to dial into your Internet Service Provider, it's quicker in the long run to take care of several messages in minutes, than several phone calls that can become lengthy because you haven't talked to the person in a while.

You know the calls I'm talking about.

So embrace email. Explore it. Get to know it and love it. It's your new electronic friend.

Here are some tips I found on the web for different email packages. Below the tips are helpful links other email tip websites.

Now that didn't hurt, did it? So, get out there and EMAIL me!

OUTLOOK

Banish Junk E-Mail (Outlook 98/2000)

Set up rules to delete, move or color-code unwanted messages. Click the Inbox, the Organize button and then Junk E-Mail. Select from the options available.

Introduction To Archiving (Outlook 98)

Need to keep Outlook information around, but don't want it cluttering up your hard drive? Archiving an Outlook 98 folder copies its contents - all, or those before a certain date -- to an archive file in your location of choice, such as a floppy disk. Unlike exporting, archiving leaves the original folder in place, even if it's empty, so the same folder structure is present in the archive file and your mailbox. (This consistency makes it easy to move the messages back into Outlook, if necessary.) Over the next five tips, we'll show you all the ins and outs of archiving your message folders. In our next tip, manually archiving a folder.

Sneak Preview (Outlook 97)

Outlook lets you preview the first two lines of an e-mail message without opening it. Click on the Auto Preview button in the inbox screen, and the first two lines of all unread messages will show underneath the header.

Auto Addresses (Outlook Express)

Set up Outlook Express so when you reply to a message, the sender is added to your address book. Select Tools/Options and click on the General tab. Select "Automatically put people I reply to in my Address Book."

EUDORA**Sort Your Mail (Eudora Pro)**

With e-mail coming from colleagues, clients and newsgroups, your mailbox can get cluttered quickly. Create a new mailboxes for different types of mail by highlighting a message, selecting Transfer/Transfer to a New Mailbox, and then naming the new box. Select Tools/Filter to create a filter to automatically route future messages to the new mailbox.

EXCHANGE**Get Personal (Exchange 5.0)**

Right-click functionality is useful for a number of operations in Exchange. For example, here's a quick way to add addresses to your Personal Address Book. When you open any message from a person whose address you'd like to save, right-click on the address in the From: field and select "Add to personal address book."

GROUPWISE**Set Security Levels (GroupWise)**

You can assign security to messages you send. Select Tools/Options, double-click on Send, then click on the Advanced tab. Use the Security box to choose Confidential, For Your Eyes Only and so forth. Set security for individual messages by selecting File/Properties/Advanced Send Options.

LOTUS NOTES**Avoid Sending Attachments (Lotus Notes)**

If you send a message with embedded graphics, document links or other objects to another Notes user via the Internet, Notes will convert them to attachments. To have Notes embed the object in the message instead, click on Actions/Special Options and select "I am sending this Notes document to other Notes mail user(s) through the Internet" before sending the message.

GENERIC**Express E-Mail (Generic)**

The fastest way to create an e-mail message to recipients you regularly contact is to use shortcuts that open a new message addressed to a specific person. Right-click on the background of the Desktop or any folder and choose New/Shortcut. In the Command Line type `mailto:yourfriend@emailaddress.com`, inserting the appropriate e-mail address after `mailto`. Whenever you want to send that person a message, just double-click on the shortcut and Windows will launch a preformatted message in your e-mail client. You can even create a folder containing multiple shortcuts on the Start menu so they'll always be easy to access. - Frank Field

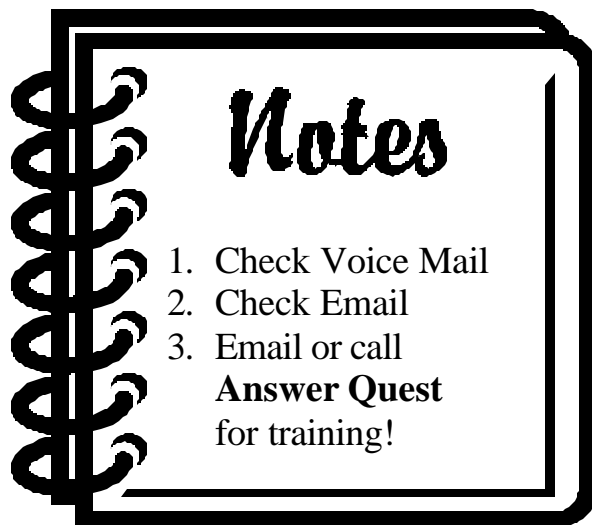
How To Send Attachment (Generic)

Go to your e-mail program.

2. Hit the New Mail button or Write Message button, depending on your application.
3. Type the address of the person you're sending the message to.
4. Type a subject in the subject line.
5. Add a message to the body of the e-mail as usual.
6. Click the Attachments button. Many programs have an icon of a paperclip for it. Also look for an Insert menu.
7. Browse your files to find the attachment you want to send.
8. Click on the file name. To select more than one file, click Control as you select another one.
9. Click the Attach button.
10. Click the Attachments button again and repeat the steps to send another file from a different location.
11. Hit the Send button when you're done.

ADDITIONAL WEBSITES ABOUT EMAIL:

- Cool Signatures - <http://www.coolsig.com/>
- eHow - <http://www.ehow.com/Center/Center/0,1005,8,00.html>
- Element K Journals - <http://www.elementkjournals.com/zdtips/>
- Eudora Online Tutorials - <http://www.eudora.com/techsupport/tutorials/index.html>
- Everything Email - <http://everythingemail.net>
- Free list of web-based email from About - <http://freebies.about.com/shopping/freebies/msub25.htm>
- GroupWise - <http://www.novell.com/coolsolutions/gwmag/index.html>
- Lotus Notes News - <http://www.notes.net/today.nsf>
- Make Email Work for You - http://pcworld.com/software/faxcomm_email/articles/dec97/1512email.html
- Microsoft Outlook (all versions) - <http://www.microsoft.com/office/sup/support.asp?lu=4&prd=outlook&pg=outlook/content/faq/default.asp>
- Microsoft Outlook Express - http://www.digitalspider.co.uk/ie/tips/index_outlook_express.html
- Netscape Mail E-Book - <http://home.netscape.com/support/books/netcenter/044000112.htm>
- Winmag Tips - <http://tips.winmag.com/>
- ZDNet Help & Hot-To - <http://www.zdnet.com/zdhelp/filters/subfilter/0,7212,6002375,00.html>



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EXCITING NEWS! If you need training in the Baltimore area but do not have a training facility, Answer Quest now has access to a training facility at Hopkins Plaza in Downtown Baltimore!

We provide one-on-one desk-side support and classroom training in the Mid-Atlantic area.

CONGRATULATIONS!

Michele Gustine is our June 2000 contest winner and won a free software resource book!

Don't Forget To Visit Our Website And Enter YOUR Name for this month's drawing!