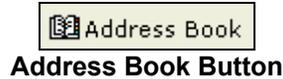
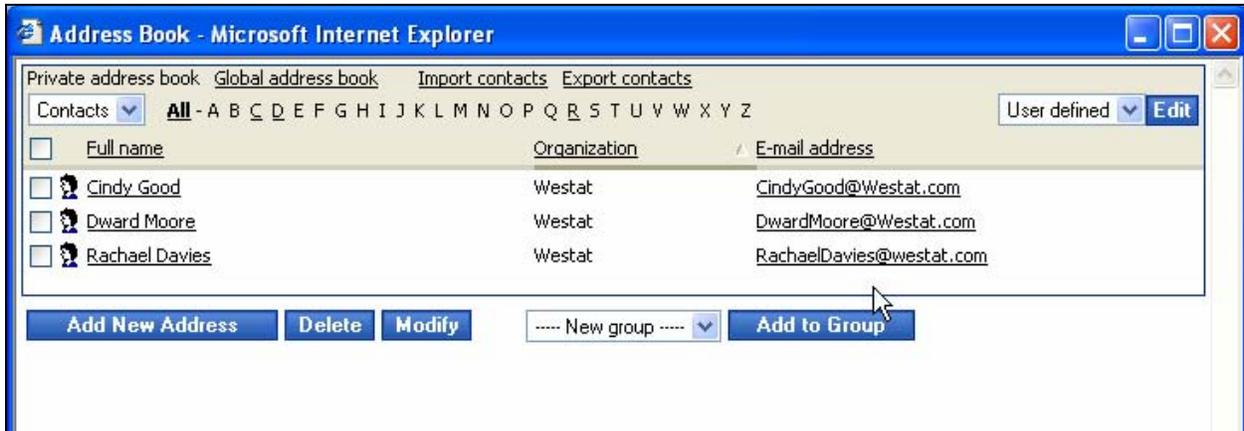


Address Book

To open the IceWarp Web Mail Address Book, click the **Address Book** button within the IceWarp Web Mail button bar.



The following page displays:



IceWarp Web Mail Address Book

The Address Book Page facilitates the creation, modification and deletion of **Contacts**, the creation of **Contact Groups** within the Address Book and the composing of **New E-mail Messages** for individual Contacts.

The adding, editing, and deleting of contacts within the Address Book, as well as the creation of Contact Groups, is accomplished via the **Contacts Management** section of the Address Book Page illustrated below:



Contacts Management for Contacts and Contact Group entries

The **Add New Address**, **Delete** and **Modify** buttons manage the contacts entries of the Address Book. The **New Group** drop down listing and the **Add to Group** button manage the creation and selection of Group Contacts.

Selecting Contacts

The listing of Address Book entries (*Contacts*) within the Address Book Page are divided into the following columns: **Selected**, **Full Name** (*First and Last Name of the Contact*), **Organization** (*Company Name – optional*), and **E-mail Address**.

To select a Contact, click on the *checkbox* next to each contact within the Address Book Page. A checkmark displays indicating selection of a given contact. To **De-select** a contact, click the checkbox to remove the checkmark for each contact selected.

To select All Contacts Items in the Address Book, click the *checkbox* directly to the left of the **Full Name** column heading. A checkmark displays for all contacts.

Each Contact displayed within the Address Book Page contains clickable links for the **Full Name** and **E-mail Address** columns, as illustrated below:

Full Name	Organization	E-mail Address
Callie Gilberti	Westat	CallieGilberti@naepmail.westat.com
Chris Schroeder	Westat	ChrisSchroeder@naepmail.westat.com

Links for **Full Name** and **E-mail Address** columns

The Full Name column link of each contact contains the First and Last Name of the contact. Clicking this link displays the **Contact Information Page** containing all the current information entered for the selected contact.

The E-mail Address column link of each contact displays the E-mail Address of the Contact. Clicking this link displays a new **Write Message** page containing the e-mail address of the contact within the **To:** section of the page. This link facilitates composing and sending a *new* message to the selected contact.

Sorting Contacts

The contact items listed within the Address Book Page can be sorted by a select group of columns. Unlike items listed within **Mail Messages Pane**, Contact items can only be sorted in **Ascending** order. The columns for sorting contact items are: **Full Name**, **Organization** and **E-mail Address**. Each of these column labels/headers are a clickable link.

To Sort Contact Items, click on the column header link of the desired column

Filtering Contacts

The Address Book Page facilitates the *filtered view* of contact items listed. The Address Book Page contains an **Alpha Filter** section, which provides for the viewing of select contacts by the **First Letter** of the Contact **Full Name** column, as illustrated below:

All - A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Alpha Filter

The Alpha Filter displays each letter of the alphabet as a clickable link, corresponding with contact entries whose *full name* begins with a given letter. *The only letters within the Alpha Filter that appear as links are those with contact entries beginning with that letter.*

To Filter Contact Items by Full Name, click a desired *letter link* within the Alpha Filter. The Address Book Page is refreshed and displays only contact entries whose *Full Name* begins with the selected letter.

The **All** item of the Alpha Filter restores the view of all contact entries within the Address Book.

The **Groups** item displays only Contact Groups created within the Address Book.

Creating Mail from an Address Book Entry

The Address Book Page provides a quick way of selecting and composing a new message for a Contact.

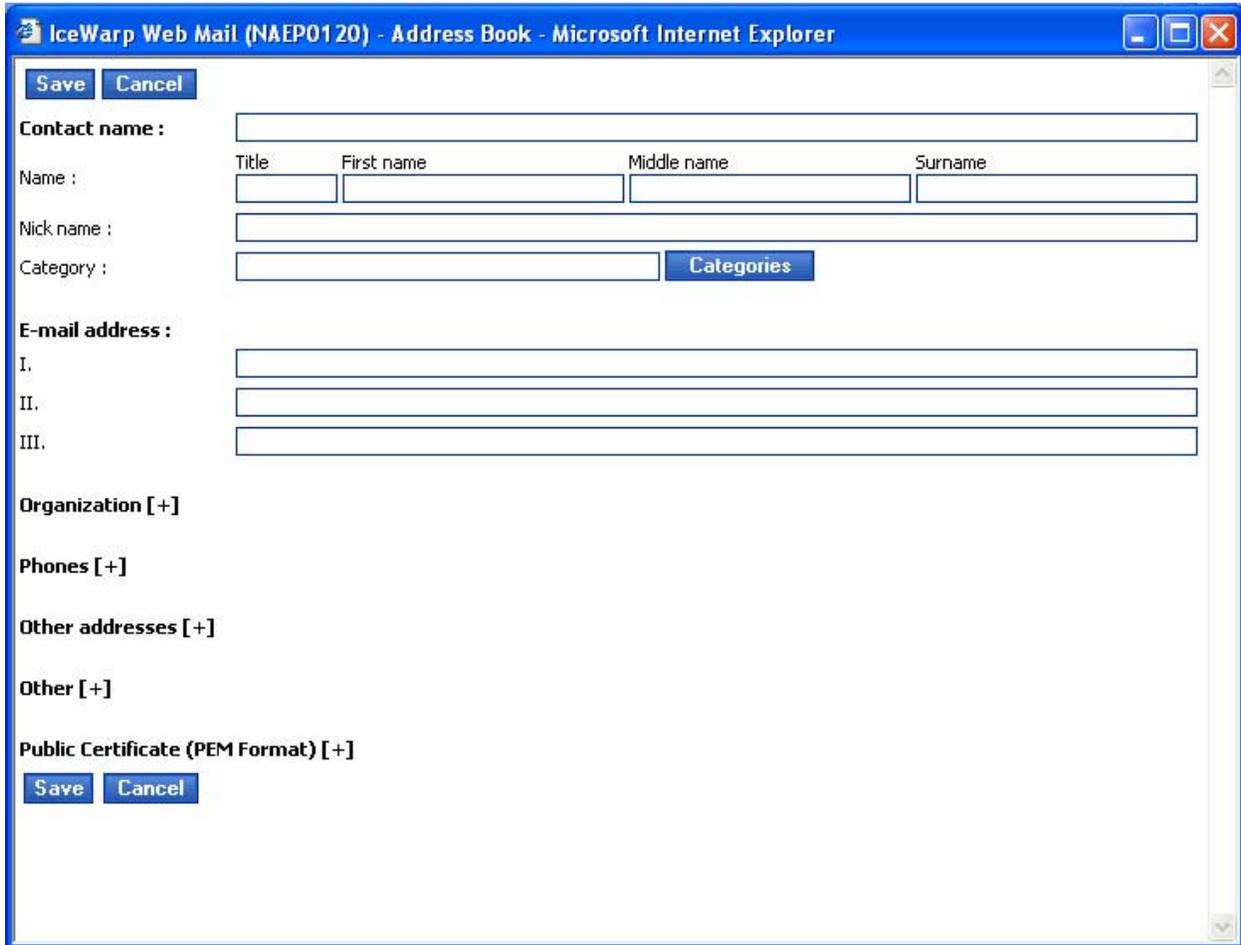
To Create a New Message From a Contact:

1. Click the **E-mail Address** link of the selected Contact entry. The **Write Message** page displays containing the e-mail address of the contact within the **To:** section of the page.
2. Complete entry and selections for the new message, then click the **Send Message** button.

Create Contacts

To Create a New Contact within the Address Book:

1. Click the **Add New Address** button from the *Contacts Management* section of the page. The following **Contact Information** page displays:



The screenshot shows a web browser window titled "IceWarp Web Mail (NAEP0120) - Address Book - Microsoft Internet Explorer". The page contains a form for creating a new contact. At the top left are "Save" and "Cancel" buttons. The form fields are as follows:

- Contact name :** A single text input field.
- Name :** Four text input fields labeled "Title", "First name", "Middle name", and "Surname".
- Nick name :** A single text input field.
- Category :** A text input field with a "Categories" button to its right.
- E-mail address :** Three text input fields labeled "I.", "II.", and "III."
- Organization [+]**
- Phones [+]**
- Other addresses [+]**
- Other [+]**
- Public Certificate (PEM Format) [+]**

At the bottom left of the form are "Save" and "Cancel" buttons.

Contact Information Page

2. Complete entries for **Contact Name** and **E-mail Address** fields.
3. Complete entries for any additional information.
4. Click the **Save Changes** button to add the New Contact to the Address Book.

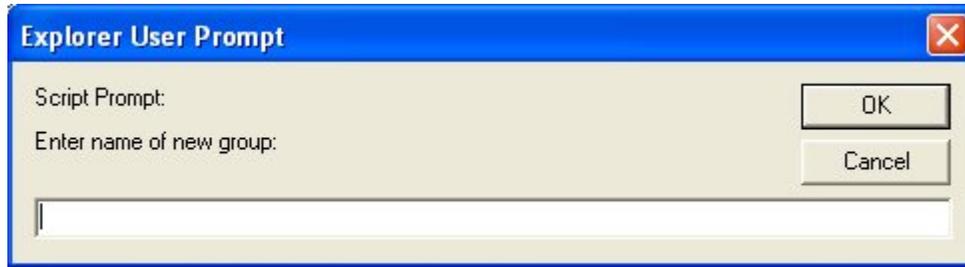
Create Contact Groups

To send or forward mail items to a specified group of contacts (*i.e. – Supervisors, Field Managers or Home Office Staff*), you create a **Contact Group**. A Contact Group is a *distribution list* of e-mail addresses identified and given a name, to facilitate the sending of mail items to a select group, without individually selecting contacts when composing a new mail item.

Once created, and all desired Contacts are selected for the new Contact Group, to send or forward mail to these contacts all is required is to select the **Contact Group entry** within the contacts listing.

To Create a New Contact Group within the Address Book:

1. Select all of the Contacts to be included within the new *Contact Group*, by clicking the *checkbox* next to each Contact entry.
2. Click the **Add to Group** button from the *Contacts Management* section of the page. The following *New Contact Group Name* prompt displays:

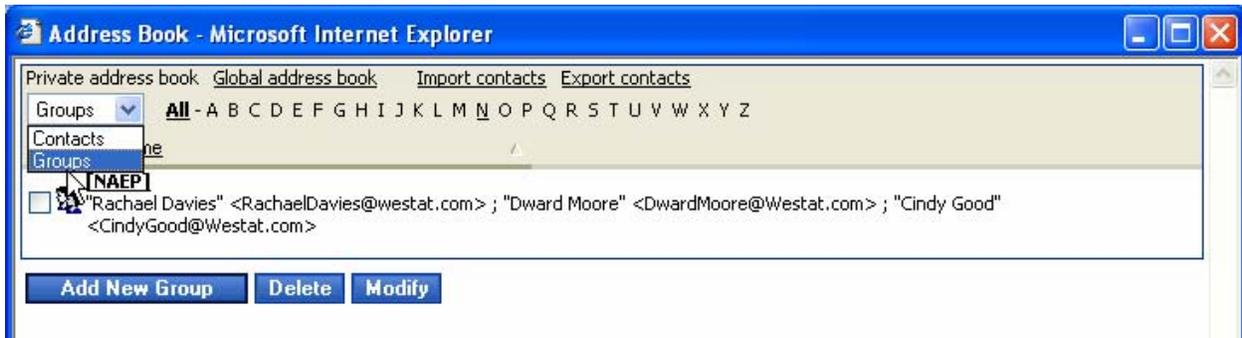


3. Enter a name for the new Contact Group, and then click **OK**.

The new Contact Group is added to the Address Book, the Groups listing is refreshed to show the new Contact Group entry, and the **New Group** drop down listing contains the new group reference.



The following illustrates the results of selecting contacts from the Contacts Listing, and creating a new Contact Group named “**NAEP**”. To access a Contact Group, click on the **Contacts** drop down menu and select **Groups**.



Address Book Page displaying New Contact Group

Modify Contacts

To Modify a Contact:

1. Select the contact by clicking on the *checkbox* next to the desired contact in the list.
2. Click the **Modify** button from the *Contacts Management* section of the page. The **Contact Information Page** displays containing the current information entered for the selected contact.
3. Complete the editing of the selected contact’s information, and then click the **Modify** button.

Delete Contacts

To Delete a Contact or a Contact Group entry:

1. Select the Contact or Contact Group by clicking on the *checkbox* next to the desired entry in the list.
2. Click the **Delete** button in the *Contacts Management* section of the page.

The selected entries from the list are deleted.

Closing the Address Book

To close the **Address Book**, click the “**X**” button in the upper-right corner of the page to close the Window.

Settings

No changes should be made to any of the settings in IceWarp.

General Settings

Note: No changes are to be made to Certificates, Accounts, Folders, Client Rules, or Server Rules. Changes could jeopardize your connection to email at Westat.

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1 Outlook Express Overview

Microsoft Outlook Express ("OE"), installed on your laptop, allows you to send, receive, forward, and reply to e-mail messages.

Using OE on the laptops provided by NAEP may be different than what you are used to if you use a web-based e-mail account (such as yahoo.com or googlemail).

You can create messages or replies at any time, but these will not be sent until you click on *Send/Receive*. This is because messages you have composed and saved on your laptop are automatically sent and messages waiting for you at Westat are automatically copied onto your laptop when you click on *Send/Receive* and connect to Westat.

BASIC STEPS

1. Open OE
2. Create (compose) new messages and/or create responses to messages you have received
3. Click on *Send/Receive* (this will connect you to the Westat e-mail server, send messages in your Outbox, receive messages waiting for you on Westat's e-mail server and then disconnect you from Westat)
4. Read new messages
5. Repeat steps 2 and 3 if you wish to create replies to messages received or if done, close OE.

This guide will describe the basic features of OE that you will be using. Also included at the end are a few advanced topics for those interested.

1.1 Opening Outlook Express

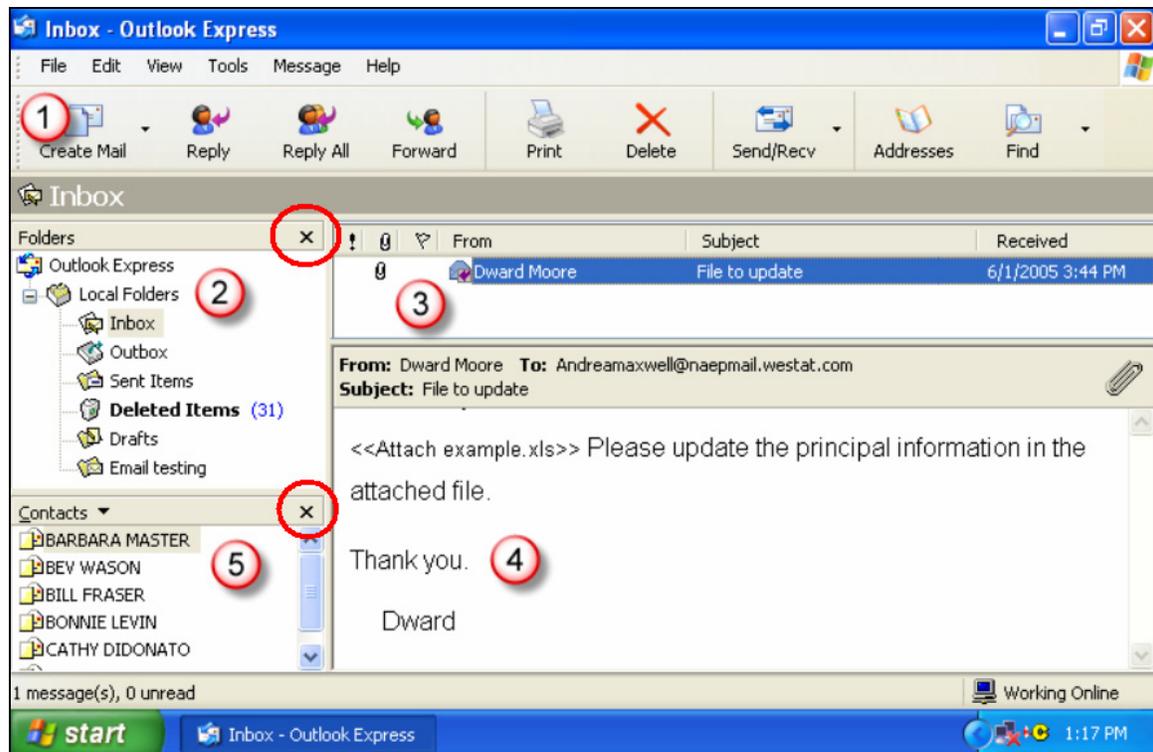


To open OE, double-click on the Outlook Express icon on the desktop.

1.2 Main View

The main screen of OE is divided into a menu/icon bar and four panels:

1. Menu/Icon Bar (section 1.2.1)
2. Folders (section 1.2.2)
3. Messages (section 1.2.3)
4. Preview Pane (section 1.2.4)
5. Contacts (section 1.2.5)



NOTE You can accidentally close the 'Folders' and 'Contacts' panes by clicking on the 'X's that are circled. If this happens see section 3.8.1.1 on how to bring that pane back.

1.2.1 Menu/Icon Bar

The menu items and icons are located at the top of the screen.



When you click on a menu item, a drop down list of options is presented. Most of the options that you will use from these menu items also are available as icons.

The icons change when performing different functions, such as creating a new message. The icons shown above are the standard email functions you will need:

- **Create Mail** : Click on this to begin creating new message;
- **Reply/Reply All** : Reply to the author(s) of a message;
- **Forward** : Share a message you received with someone else;
- **Print** : If you have a printer connected to your computer;
- **Delete** : Send a message to the Deleted Items folder;
- **Send/Recv** : Connect to Westat and send and receive messages;
- **Addresses** : Takes you to your address book; and
- **Find** : Allows you to search for text within messages.

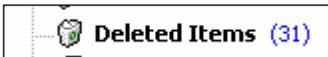
1.2.2 Folders

All electronic email messages are stored in folders. On your laptop, these are referred to as “local” folders since these folders (and all stored messages) are located on your laptop’s hard disk. Folders include:

- **Inbox (default)**
When you receive new messages, they go to your Inbox where they will stay unless you move them to another folder;
- **Outbox**
Messages you create are stored here until you connect to Westat and send and receive messages;
- **Sent Items**
Copies of each message you create and send are stored here for future reference;
- **Deleted Items**
If you delete a message, it is sent to this folder;
- **Drafts**
Messages that you have started, but have not completed are saved here; and

- **User Created Folders**

Folders that the user creates will be listed in this section as well.



The number shown in parentheses next to a folder name indicates the number of **unread** messages in that folder. In this example there are 31 deleted **unread** messages but there could be many more messages that were read and then deleted. This is NOT the total number of messages in the folder.

1.2.3 Messages

The 'Messages' pane shows you all of the messages in your current folder (the Inbox or whichever folder you have selected). Unread messages will be bolded, messages you have read will be in regular font.

If you click once on a message the message will appear in the preview pane. If you double-click on a message that message will open in a new window.

The 'Message' pane also provides information on the message and allows you to sort by these features:



If someone sends a message to you and thinks it is very important you may see a red exclamation mark next to the message in this column.



If the message sender has attached a file or files you will see a paperclip image in this column.



This is the 'Flag' field. This field is unused in 99.9%+ of all messages, though very advanced users may use this feature.



The name of the sender is listed in this field.



The title of the e-mail is listed in this field.



The date the e-mail was received is listed in this field.

NOTE You can sort by these fields as well. Clicking once on the icons or text you see above will all the messages in that folder, in descending order (Z-A, new-old), by that field. If you click on that field again you will sort the messages in that folder in ascending order (A-Z, old-new).

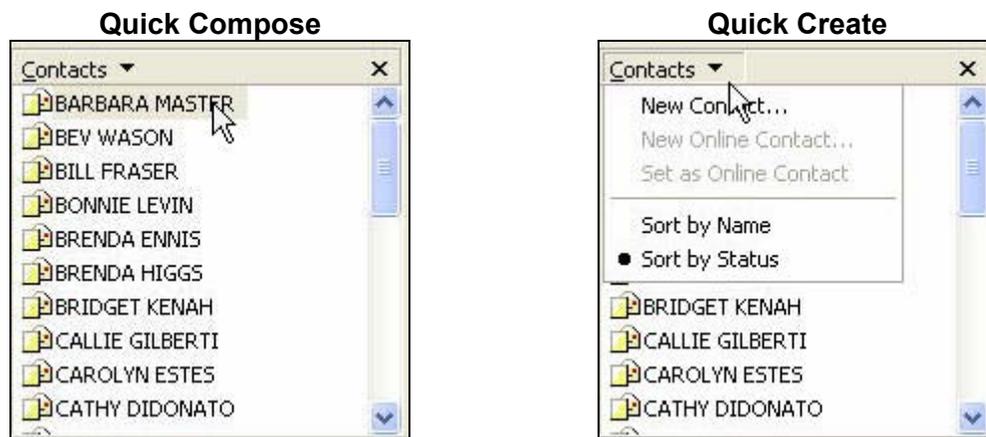
1.2.4 Preview Pane

When you select a message in the 'Message' pane (by clicking on it once) the body of the message is displayed in the preview pane.

This is an alternative to double clicking on a message, which opens the message in a brand new window.

1.2.5 Contacts

The 'Contacts' pane allows you to quickly select someone from your address book to send a message to and allows you to quickly add a new person to your address book.



To quickly compose a new message to a person already in your contact list simply double click on the person's name. So in the example above, if you double click on Barbara Master's name a new message window will open with Barbara Master in the 'TO:' field.

To quickly create a new contact, click on the down arrow next to contacts and then click on 'New Contact...'. This will open a 'Add New Contact' window which is described in detail in section 3.4.

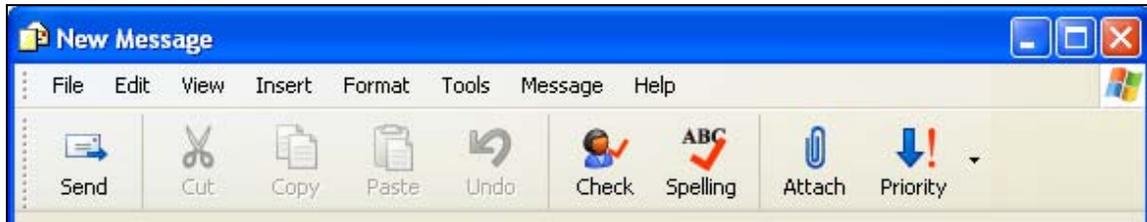
2 Creating, Replying to, Sending, and Receiving Mail

2.1 Creating Messages



The **Create Mail** icon is used to create a new message. When you are ready to compose your message, click once on **Create Mail** and a **New Message** window will appear.

When you are creating a message (including when you reply to a message), icons are available as a shortcut to several common e-mail functions.



- **Send**
Send message to Outbox (message is not actually sent until you connect to Westat);
- **Cut, Copy, Paste**
Used to cut, copy, or paste highlighted text (these don't activate until after you type text into the message and highlight it);
- **Undo**
Use this to "undo" (get back) the previous text deletion;
- **Check**
Use this to verify the correct spelling of mail addresses (in "To:" or "Cc:") against your address book (Contacts);
- **Spelling**
Check the message for misspellings; and
- **Attach**
Used to attach files (Word or Excel files) to the e-mail. More detailed information is found in section 3.3 - Attachments.
- **Priority**
Alerts the recipient that the message is more urgent than a 'normal' message. However marking a message as 'high' priority will not cause the message to be delivered more quickly, it simply alerts the recipient to the fact that the message is higher priority than a 'normal' message.

2.1.2 'BCC:' Recipients

As mentioned above, proper e-mail etiquette is to enter anyone directly responsible for the information in the e-mail or replying to the information in the e-mail as the 'TO:' recipients. Anyone who you included as an FYI should be added as a 'CC:' recipient.

There is a third type of recipient. These are 'BCC:' recipient, or *Blind Carbon Copy*. Anyone added as a BCC recipient will not be visible to anyone else. So if you add Jane in the 'TO:' field, John in the 'CC:' field and Martha in the 'BCC:' field, only Jane and John's names will show up, even to Martha.

'BCC:' is a useful tool for cases when you are sending a message to a very large number of people and you don't want the top of your message to be cluttered with a dozen or more e-mail addresses. This is why you may sometimes receive an e-mail message even though you do not see your e-mail address. You were likely added as a 'BCC:' recipient.

NOTE 'BCC:' recipients will not be included in any reply, even if 'Reply to All' is selected.

To add someone as a 'BCC:' recipient you need to click on the 'TO:' or 'CC:' buttons then:

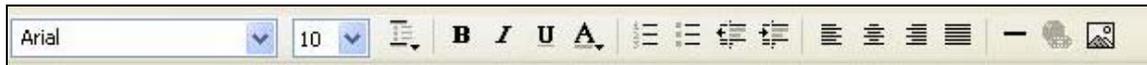
1. Select the person(s) name you wish to include in the BCC list by clicking once on the name(s); then
2. Click on the 'BCC: ->' button
3. Click on OK

That person will now receive a *blind carbon copy* of the e-mail.

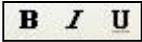
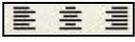


2.1.3 Adding Formatting to a Message

Using the formatting bar you can change the appearance of the text in your message. You can change font size or type, justify the text or even change the color of the text.



A brief listing of the most common formatting options are:

-  Font Type and Font Size – You can change the style of the font or its size with these options;
-  You can **bold**, *italicize*, or underline your text with these options;
-  Font Color – This button (just to the right of the underline button) allows you to change the color of your text;
-  Justification – These buttons allow you have your text line on the left side of the screen, centered in the middle of the screen, or lined up on the right side of the screen.

2.2 Replying to Messages

There are several ways to reply to a message:

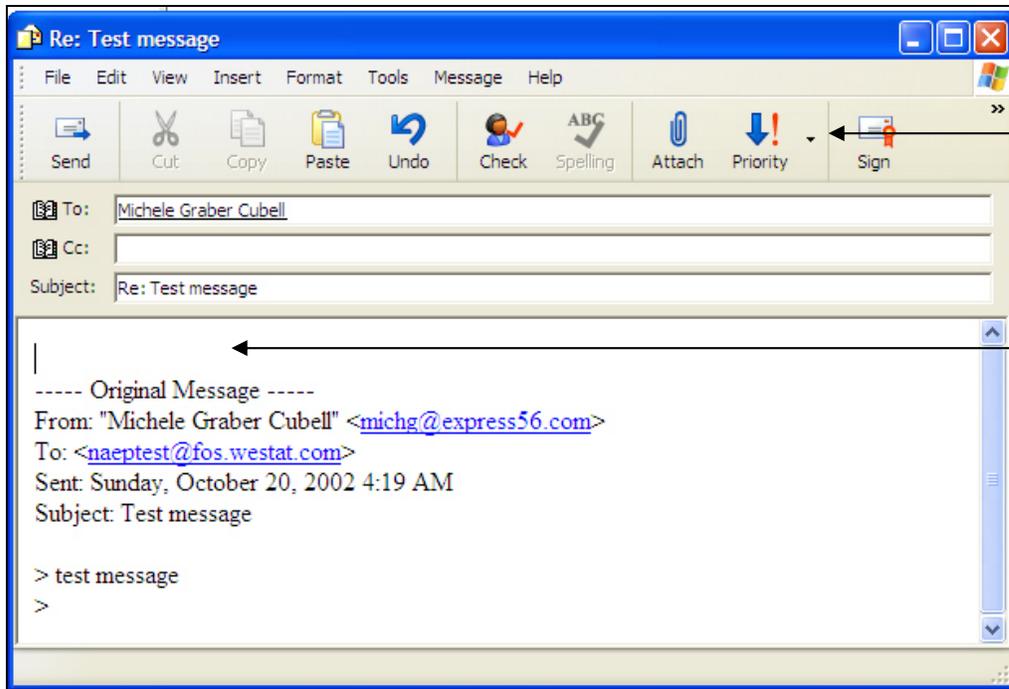
-  To reply to only the original click on the ‘Reply’ icon.
-  To reply to all the original recipients click on the ‘Reply All’ icon.
-  To send the message to someone who wasn’t originally on the list, ‘Forward’ the message by clicking on the ‘Forward’ icon.

You can also print  or delete  the message from within the message window.

Once you select “reply” or “forward,” Outlook Express will open a new message window. In the new message window the text from the message you are responding to will be placed at the bottom of the message box. Enter your message above this text:

----- Original Message -----

This screenshot shows an example of what the screen looks like when you select “Reply.”



New icons. Grayed out icons can only be used after you've typed text.

This is where you will enter your reply or other text. Please note, the "Original Message" is the one sent to you.

When you have completed your reply or forward message click on 'Send' to send the message to the Outbox. The message will automatically be sent to Westat's server the next time you click on the Send/Receive icon and successfully connect. The original message you replied to will remain in your Inbox and a copy of the message you sent will be saved in the 'Sent Items' folder.

2.3 Sending Messages

When the message is complete, click on the **Send** icon which will put it in the queue of messages to be sent the next time you click on 'Send/Recv' (these messages are saved in the Outbox until then).

When you connect using the 'Send/Recv' button in OE you are connected to Westat's e-mail server. All of the messages waiting to be sent in your Outbox will be uploaded and all your messages waiting on Westat's e-mail server will be downloaded.

Copies of all messages you send are kept in the "Sent Items" folder.