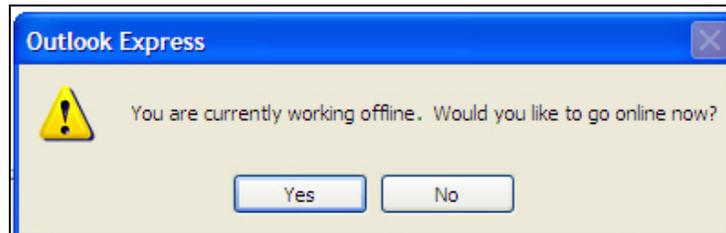
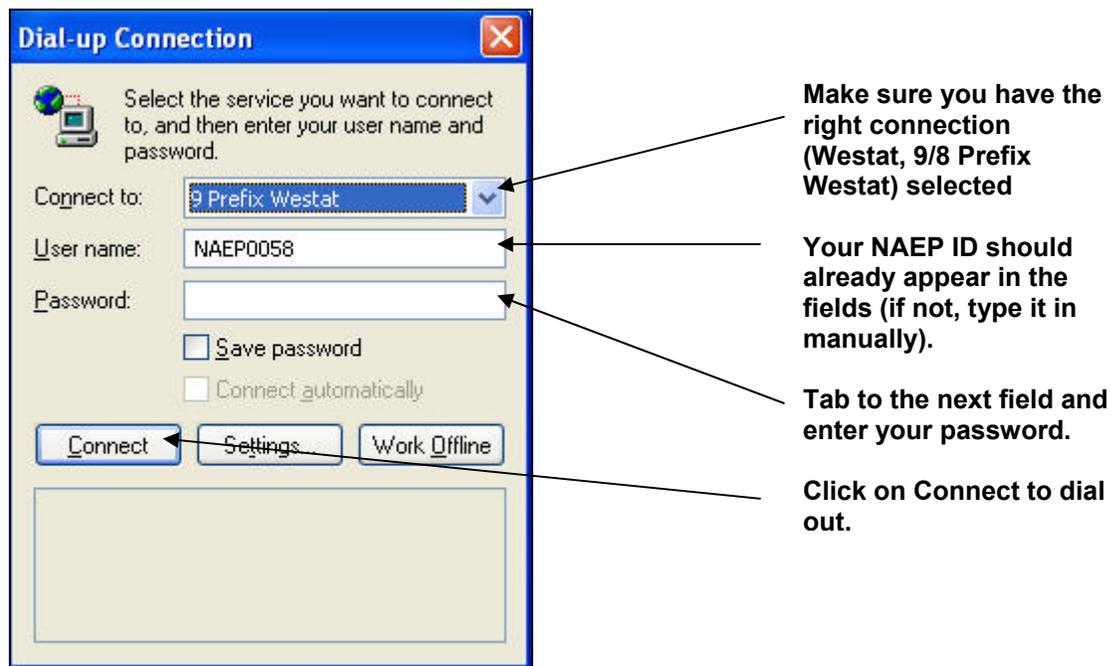


2.4 Connecting (usually by clicking on 'Send/Recv')

When it's time to send and receive messages, attach the phone cable to the modem, then to the wall jack. Click on the **Send/Recv** icon to initiate the dial-up connection. The following screen appears:



Choose **Yes** and the following screen appears.



Hotels almost always require you to use dial either an 8 or a 9 to make a long distance call from the hotel. Check the information on your telephone or ask at the desk what the prefix needs to be. Use either the '8 Prefix Westat' or '9 Prefix Westat' (depending on what the hotel requires) to check your e-mail from a hotel.



To add the proper prefix, change the “Connect to:” option by clicking on the down arrow button.

Click on the down arrow and move the pointer down the list until the prefix needed is highlighted. Click on the prefix or press the Enter key. If your user name and password do not appear, type them in. Then, click on the Connect button.

Once you are connected, OE will automatically send all mail waiting to be sent and receive all mail waiting to be delivered. A status bar indicates the progress of the transmission. Once all messages are sent and received, you will be notified how many new messages were downloaded to your laptop and you will be disconnected. There may be a delay in closing the dialog box when you are disconnecting from Outlook Express. New messages will appear bolded in your Inbox.

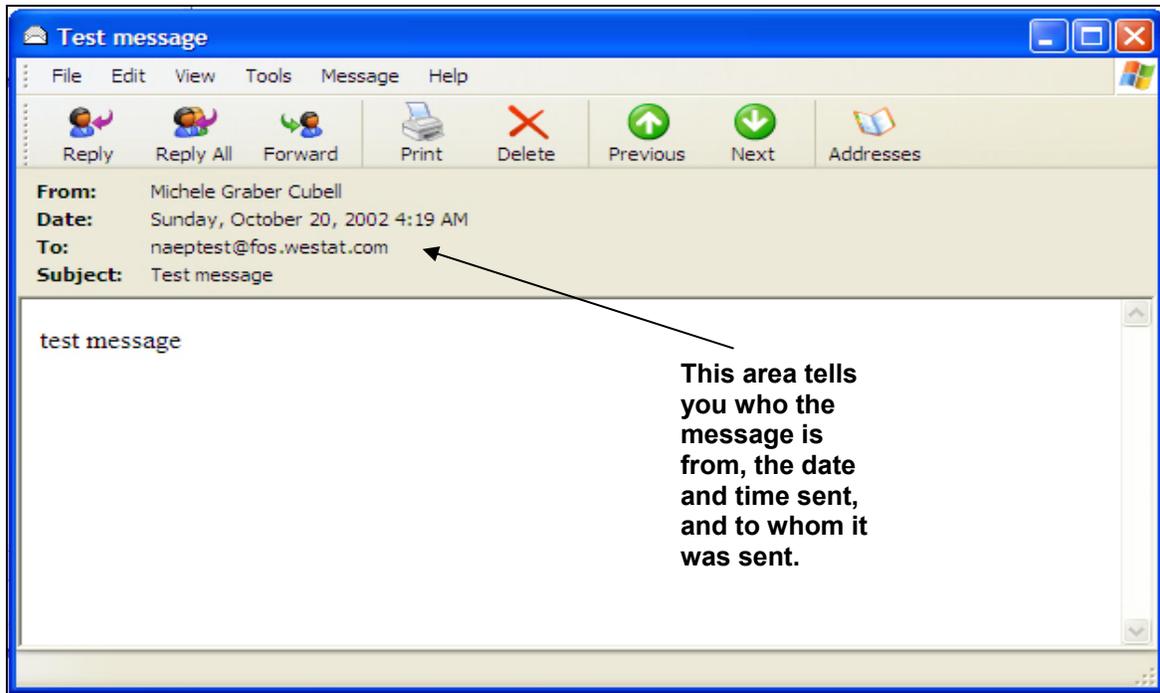
2.5 Receiving Messages

Once you have connected to Westat through Outlook Express (using the Send/Recv button) your laptop will download all messages that are waiting to be delivered to you onto your laptop. This way you can access them from your laptop even when you are off line.

Once the download is complete you are free to compose replies, move messages between folders or delete messages.

2.6 Reading Messages

To read a message, double click on it. The message window will come up:

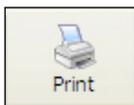


You can use the green 'Previous' and 'Next' buttons to advance to the next message or go to the previous message.

You won't be able to make changes to the message until you click on 'Reply', 'Reply All', or 'Forward'.

3 Managing Outlook Express

3.1 Printing Messages



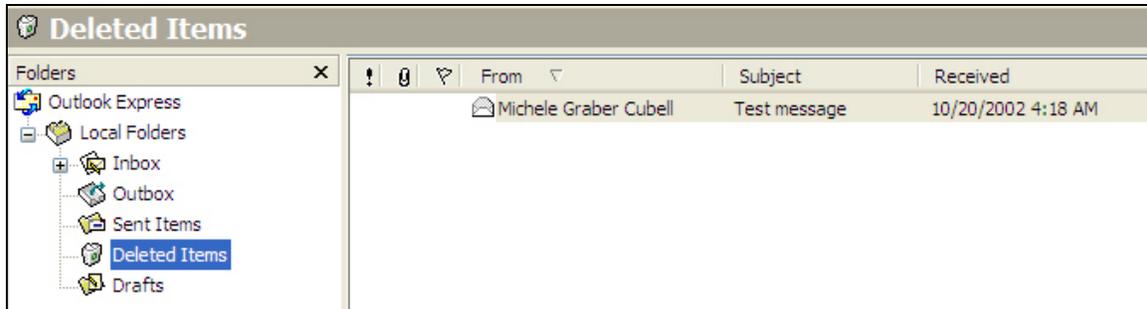
If you have a printer attached to your laptop, you can print any message by clicking on it once in the folder list highlighting the message and then clicking on the 'Print' icon. You can also print by choosing **F**ile **P**rint from the menu.

To print an attachment, double-click on the attachment file name to open it, then print the document from within the appropriate file software application (e.g., Excel or Excel viewer to print an Excel spreadsheet).

3.2 Deleting Messages



You can delete messages from any folder other than the Deleted Items folder by clicking once on the message (highlighting it) and then clicking on the Delete icon. The message will automatically be moved into the Deleted Items folder. You can also drag and drop a message to Deleted Items as you would from any folder to another.



Multiple messages may be deleted at one time by clicking on the first message, then holding down 'Shift' or 'Ctrl' before clicking on another message. 'Shift' allows you to mark a continuous block of messages, and 'Ctrl' allows you to mark one message at a time. Once all messages are highlighted, click on 'Delete' to move them into Deleted Items.

Messages are retained in Deleted Items until you choose "*Empty Deleted Items' Folder*" from the Edit menu. You can also change a default setting under "Options" on the Tools menu to automatically empty the Deleted Items folder when you exit from OE.

If you move a message into Deleted Items and change your mind, you can drag and drop it back into its original folder. However once you choose "Empty Deleted Items," it is not possible to retrieve a message.

3.3 Attachments

Attachments are files (such as Word documents or Excel spreadsheets) that you literally attach to your e-mail message. Attached files are sent to the recipient with the e-mail message and are available for the recipient to open when they receive the message.

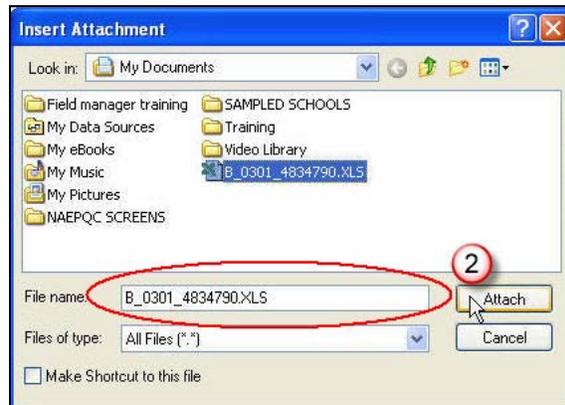
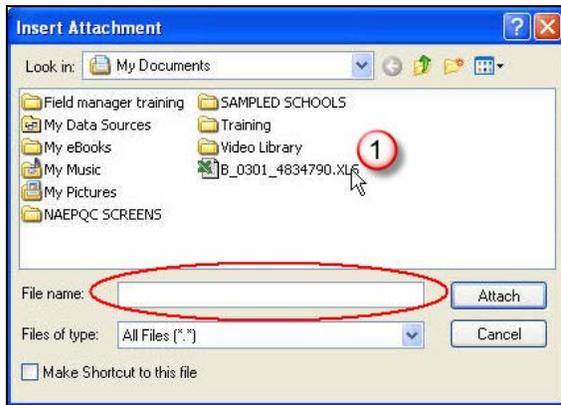
3.3.1 Adding Attachments

To add an attachment you click on the 'Attach' icon (blue paperclip)

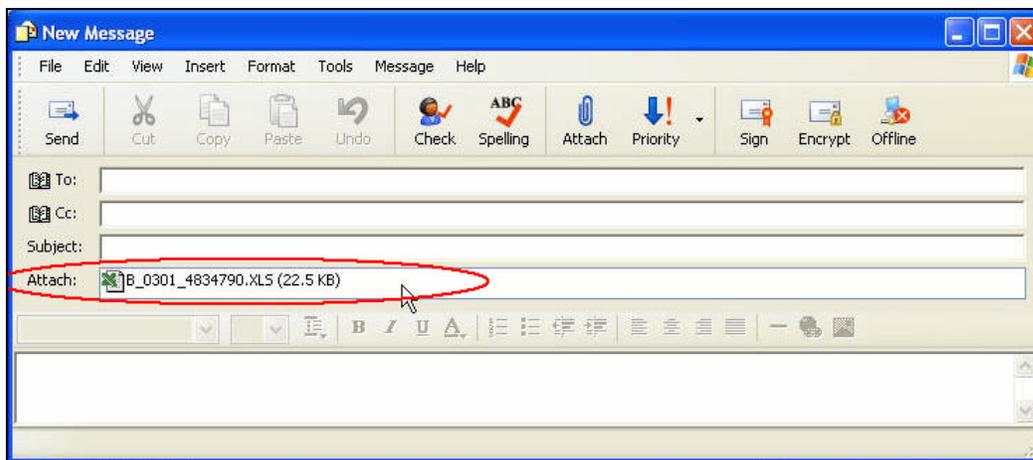


A box will open asking you to locate the file you want. Once you locate the file you want to attach:

1. Click once on the file you want and then click 'attach'. When the file is selected the area behind the file name will turn blue and the name of the file will appear in the 'File name:' field (circled in the pictures).
2. Then click on the 'Attach' button.



After you click on the 'Attach' button you will be returned to the message you are creating/replying to. There will be a new filed called 'Attach:' which will show the file you attached (circled)



If you want to attach more files, click on the attach icon or go to **I**nsert and select 'File Attachment' and then repeat the steps for attaching a file. You can attach as many files as you would like, however if attach too many files or files that are very large it will take a long time to upload those files and you could time out. Additionally some mail servers limit the total size of any e-mail (which includes the size of the attachment(s)) which could cause the e-mail to be returned without being delivered.

Usually (although not always) Microsoft Word and Excel files are small enough that there should be no problems. PDF files (the ones opened in Adobe Acrobat Reader) are usually larger and could create problems if you attach a long PDF file or multiple PDF files.

3.3.2 Saving Attachments

NOTE While you can save any attachment, you cannot open or view the contents of that attachment unless you have the correct software to open or view the attachment.

There are two ways you can look at e-mail messages. You can either:

- Click on the message once to read it in the 'Preview' pane; or
- Double-click the message to open the message in a new window.

Each has a slightly different process for saving attachments to your laptop.

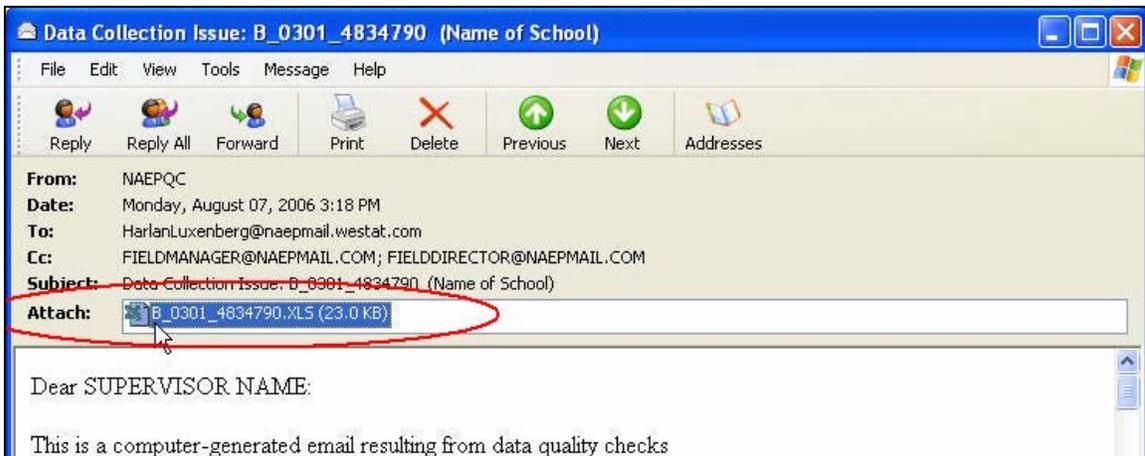
3.3.2.1 Saving Attachments from the 'Preview' Pane

To save attachments from the 'Preview' pane, click on the yellow paper clip once. This will bring up the 'Open Attachment Warning'. Move to section 3.3.2.3 to see how to proceed.



3.3.2.2 Saving Attachments when Messages Opened in a New Window

If you opened the message in a new window you will see a field called 'Attach:.' (circled in the screenshot). Double click on the filename in this field and the 'Open Attachment Warning' box will appear. Move to section 3.3.2.3. to see how to proceed.



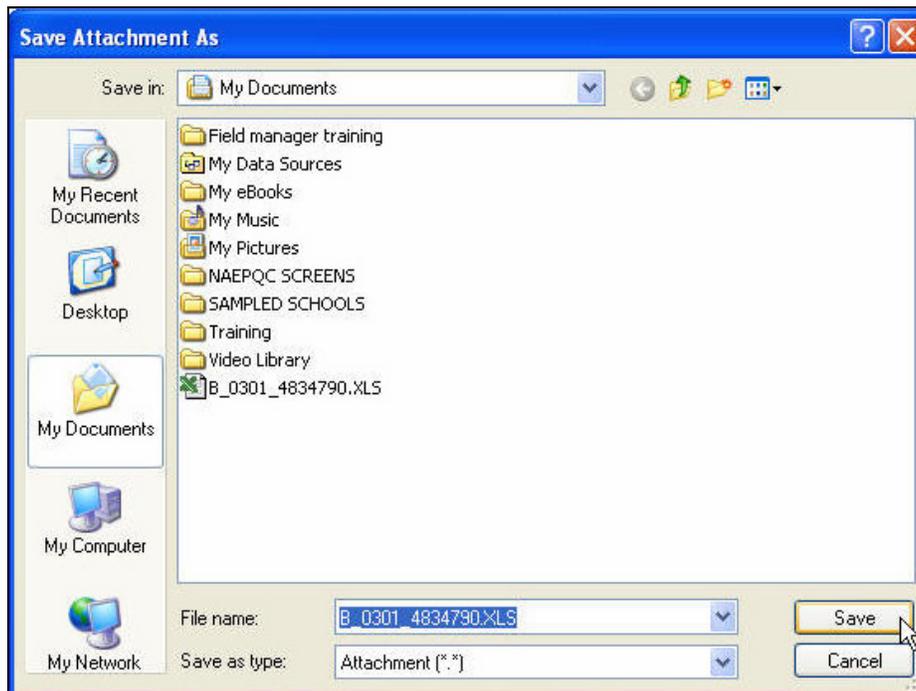
3.3.2.3 Saving Attachments from the 'Save Attachment As' Box

Saving attachments from both the 'Preview' pane and new message windows will cause a box to open up called 'Open Attachment Warning'. This is the same box that you open when you want to see a file before saving it. However this time you want to make sure the radio button next to 'Save it to disk' is filled.

Then click 'OK' to save the file. A new box ('Save Attachment As') will open asking you where to save the file.



The default is 'My Documents'. Select the location you wish to save the file and then click 'Save'.



You have now saved that single attachment.

NOTE If there are multiple attachments you must repeat this process for each additional attachment.

3.3.3 Opening Attachments

Opening an attachment (without saving it first) is very similar to the process for saving a file. However to open an attachment you need make sure 'Open it' is the selected choice.

Click on 'OK' to finish opening the attachment.



Note You cannot open a file unless the software the file was created in is installed on your computer. For example, you will not be able to open an Excel spreadsheet unless you have Microsoft Excel or Excel reader installed on your laptop.