

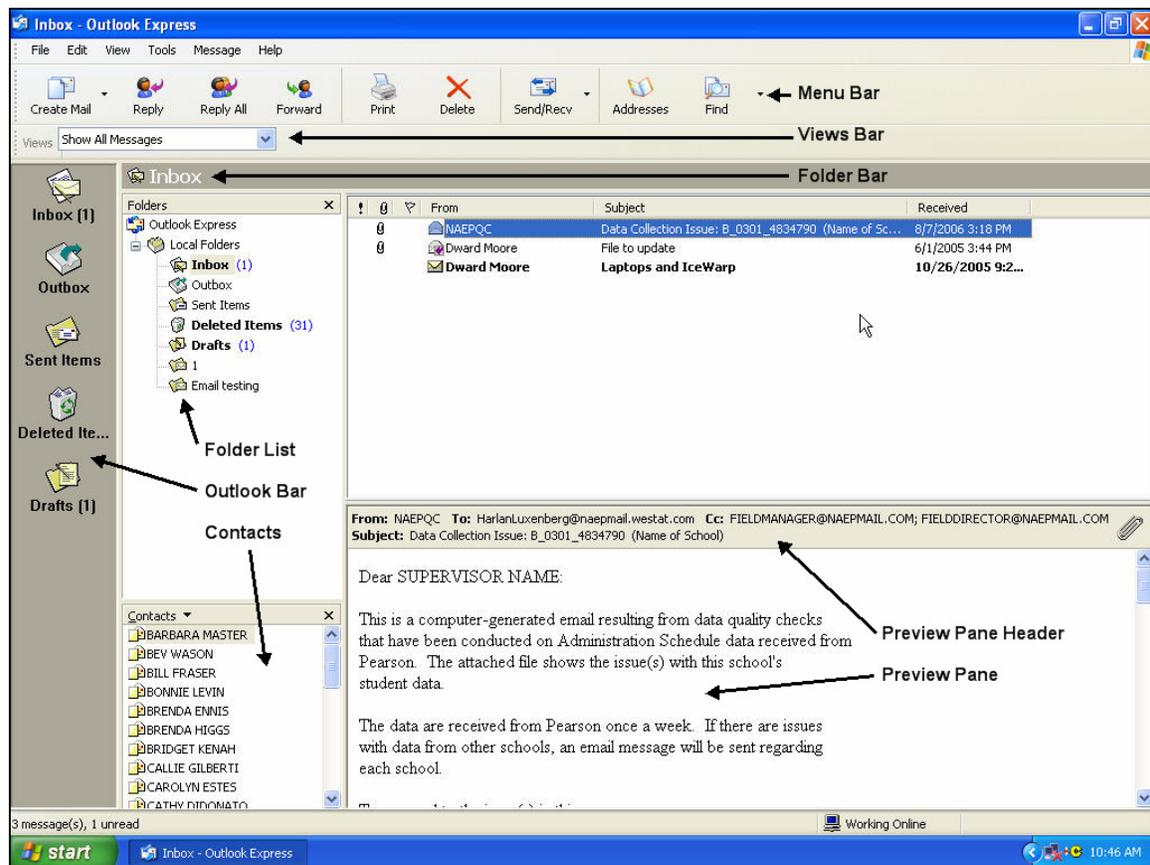
3.8 Goodies

Outlook Express has many features that you may find useful. This section addresses two of them. Customizing the layout 'Main' Outlook Express view (including adding back accidentally removed pieces) and creating an auto-signature.

3.8.1 Customizing Main View

With so many different ways to set up the 'Main View' of Outlook Express it is quite possible that you would prefer the layout be different. This section will explain how to change the layout of Outlook Express' 'Main View'.

First, what are the options? The different elements of the 'Main View' that you can have shown or hidden are:



IMPORTANT When you open up Outlook Express for the first time the Outlook Bar and Views Bar will NOT be visible. They are visible in this image to show you what each option is.

If you wish to customize the layout of the 'Main View' then you need to:

Step 1

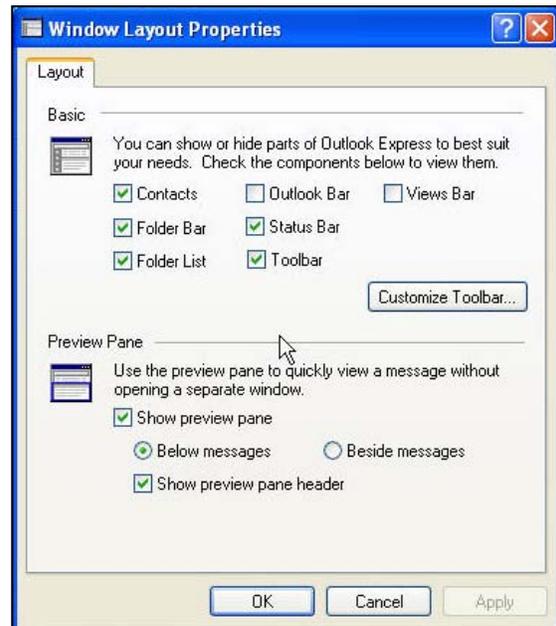
Click on the 'View' tab, scroll down and click on 'Layout'



Step 2

Select which of the elements you wish to remove or add.

When you have finished making your selection click on 'OK'. The box will close and the 'Main View' will refresh to reflect the changes you decided upon.



3.8.1.1 Where did my Folders/Contact Pane Go?!?!

If you found you have accidentally removed the 'Contacts' or 'Folder List' from the 'Main View' you can add them back by following the steps in section 3.8.1. Just makes sure that in Step 2 that there is checkmark in the box next to 'Contacts' and 'Folder List' (not 'Folder Bar' that is a different feature).

3.8.2 Creating and Using an Auto-Signature

Adding a signature (name and contact information) to e-mails you send is a useful tool for providing people with your contact information, especially if they are away from their computer and only have a print out of your e-mail.

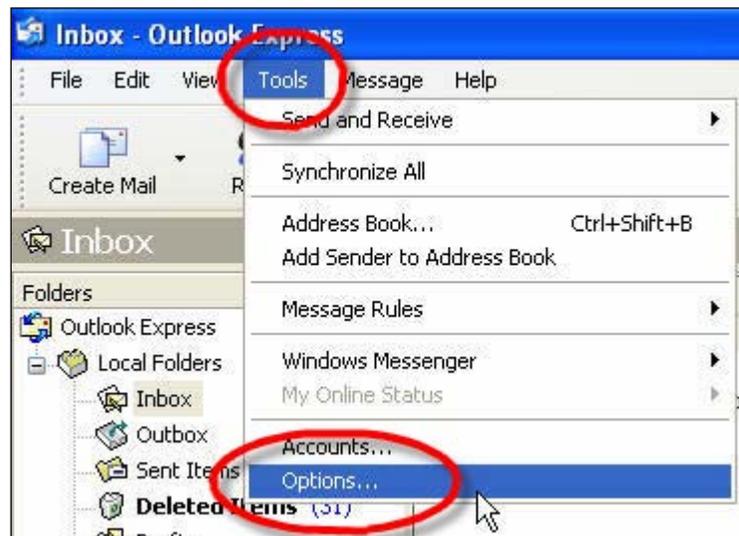
Additionally, a well designed auto-signature helps project the professional demeanor associated with the NAEP assessment.



Creating an auto-signature is a very quick process. The steps are:

Step 1

In the Main OE View click on 'Tools' in the menu bar at the top. Scroll down and click on 'Options'.



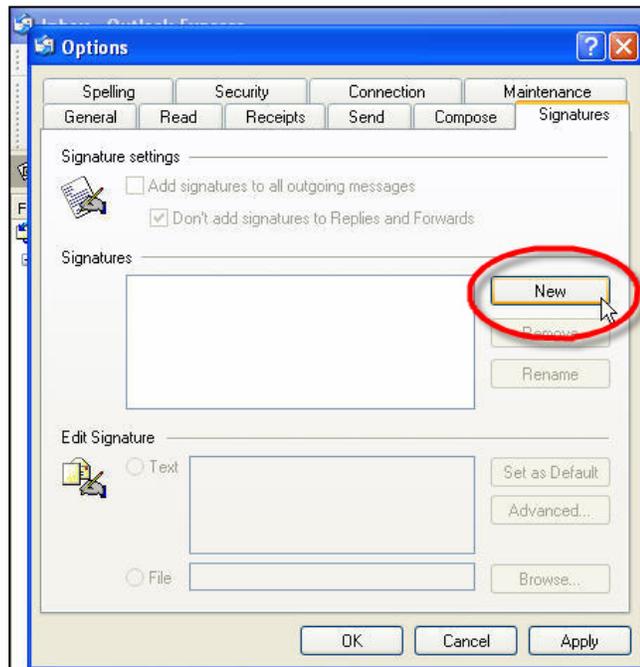
Step 2

In the 'Options' window that opens, click on the 'Signatures' tab.



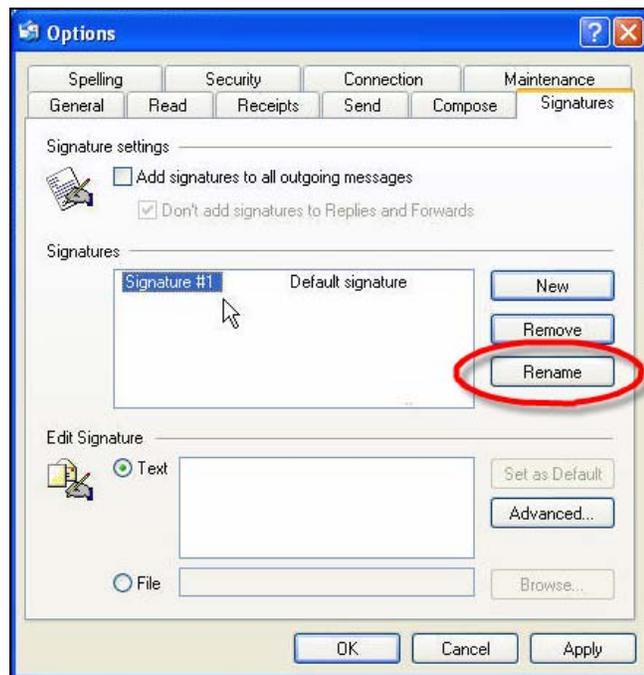
Step 3

In the signatures tab, click on the 'New' button



Step 4

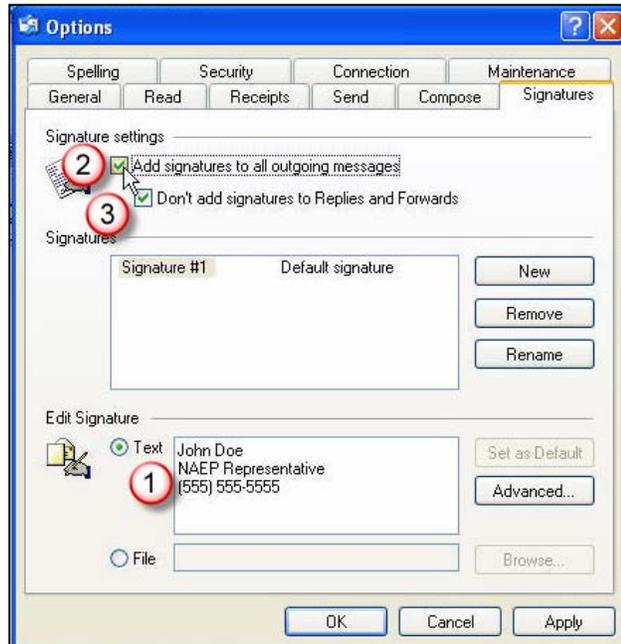
A new, blank, signature is created with the defaulted name of 'Signature #1'. If you would like to change this click on the rename button (circled), though you do not need to rename it.



Step 5

Enter your signature (1) and select if you want to have the signature automatically added to all new messages (2).

Additionally you can decide if you want your signature added to all the messages you reply to as well. It is recommended, at least at first, that you do not attach signatures to your replies to messages as well (make sure the box next to (3) is checked). You can always enable this feature in the future.



That's it. Your auto-signature will now be automatically attached to every new message you send out.

Index

A		P	
Address Book.....	20	Printing.....	14
Adding Contacts and Using Contacts	20		
Adding Groups and Using Groups	21		
Attachments	15		
Adding Attachments.....	16		
Opening Attachments	19		
Saving Attachments.....	17		
C		R	
Connecting ('Send/Recv')	12	Reading Messages.....	14
Receiving Messages	13	Receiving Messages	<i>See</i> Connecting ('Send/Recv')
Sending Messages	11	Recipients	
Creating and Using an Auto-Signature	29	BCC (Blind Carbon Copy).....	9
Creating Folders.....	24	CC (Carbon Copy).....	8
Creating Messages	6	To:.....	8
		Replying to Messages.....	10
		S	
		Searching for Messages.....	24
		Sending Messages	<i>See</i> Connecting ('Send/Recv')
F			
Folders	4		
Moving Messages Between Folders	26		
Sorting Messages in a Folder.....	26		
Viewing Folders Besides the Inbox.....	26		
M			
Main View	3		
Contacts.....	3, 6		
Customizing Main View.....	27		
Folders.....	3, 4		
Menu/Icon Bar.....	3, 4		
Messages	3, 5		
Preview Pane	3, 6		
Where did my Folders/Contact Pane Go	28		

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Glossary

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Outlook Express Quick Guide

OVERVIEW

1. Open Outlook Express (OE) by double-clicking on the icon.
2. Draft all messages.
3. *Send* all drafted messages and simultaneously *receive* all incoming mail.
4. System disconnects.
5. Read all messages and, if necessary, generate replies.
6. Repeat steps 2 and 3, if necessary.
7. Close OE.

To create a message:

- C1. Click *Create Mail* icon.
- C2. Address the message:
 - If addressee is in your address list, begin typing name of person in the field labeled "To:" and the system will display names that match. Stop typing when his/her name is displayed.
 - If addressee is NOT in your address list, type his/her complete e-mail address in the field labeled "To:"
- C3. Press Tab key to move to CC field.
- C4. If you want to send a copy of this message to someone in addition to the addressee, follow steps in C2. Otherwise, press Tab key to move to the Subject field.
- C5. Give the message a subject.
- C6. Press Tab key to move to message area.
- C7. Type your message including your name at the end ("sign" the message).
- C8. Proofread your message for spelling and grammar.
- C9. Click the *Send* icon to send the message to your Outbox.
 - Spell check will run. If a word is identified as not being in the dictionary, you will be given an opportunity to add it to the dictionary or ignore it.
 - Go to S1.

To create additional messages, go through Steps C1 – C9 for each additional message.

Sending messages:

- S1. Click the *Send/Recv* icon.
- S2. Select the "service" you want to connect to:
 - If you are at home, you can accept the default "Connect to" setting of "1) Westat."
 - If you are in a hotel/motel, click on the down arrow button and click on the 8 or 9 prefix option, whichever prefix is needed for outgoing calls at the hotel/motel you are staying in.
- S3. Press the Tab key to move to the User Name field.
- S4. If your User name (NAEPXXXX) is not displayed, type it in.
- S5. Press the Tab key to move to the Password field.
- S6. Type your password very carefully as it is case-sensitive (it must be typed exactly as it was given to you).
- S7. Make sure that the telephone line is plugged into the computer.
- S8. Click on the *Connect* button.

To read messages:

- Double-click on the message information (under From, Subject, Received) in the list of messages.
- Read the message.
- To close the message, click once on the red "X" in the upper-right corner.

To reply to a message:

- Open the message by double-clicking on it.
- Click on the *Reply* icon.
- Type your reply and sign the message.
- Click the *Send* icon.

Close Outlook Express by clicking on the red "X" in the upper-right corner.

NAEP FIELD OPERATION SYSTEM (NAEPFOS)

- NAEPFOS Overview
- Transmitting And Receiving Data
- Updating Anti-Virus Definitions

The NAEP Field Operating System (NAEPFOS) An Overview

The Field Operating System (NAEPFOS) is a secure website hosted on Westat's servers with two links supervisors need to use.

To reach the NAEPFOS you need to do the following:

1. Dial Westat (remember to use the appropriate prefix 8 or prefix 9 Westat link if calling from a location requiring a prefix).
2. Open Internet Explorer.
3. From the favorites menu, select the 'NAEPFOS' favorite.

There are only two links you should use as a supervisor, which are listed under the yellow 'Supervisor Only Links' heading. These links are the link to initiate a secure data transfer and the link to update your anti-virus software. For everything else you should use your AT&T account and www.mynaep.com. This is because Westat is charged on a per-minute basis when you dial the toll-free-to-you 888 number to reach Westat's secure servers.

Supervisor Only Links	
Data Transmission	Backup SDS Data and Recieve New Documents and Software Updates
Anti-Virus Update	Select This To Update Your Command Anti-Virus (CAV)

Data Transmission – This link will initiate a secure data transfer between your laptop and Westat. Your laptop will send all SDS data to Westat's servers and receive any new documents or program updates from the Westat servers.

- a. During the sampling period, data transmissions should be completed daily in order to backup data.
- b. IMPORTANT – Data will only be transmitted from your laptop to Westat's servers if the SDS has been opened and closed since the previous data transmission. When the SDS is closed a backup data file is created and time stamped. During transmission, the system at Westat checks for files with dates more recent then those stored on the Westat server. If there is not a more recently time-stamped file, then there will be no record at Westat of a recent transmission even if you have been transmitting and you may be contacted asking why you have not transmitted recently. To avoid this, open and close the SDS, even if there is no need to enter new or updated data, between transmissions.

Anti-Virus Update – This link will update the Command Anti-Virus (CAV) program on the laptop with any new definitions since the last update. This process should be performed at least weekly, if not more often.

Transmitting and Receiving Data

It is important and beneficial to you to transmit on a daily basis for two reasons.

1. First, this will ensure that your current SDS data are transmitted to the home office. Data at the home office are backed up on a daily basis. If you encounter computer problems, regular transmissions will help to ensure that data loss, if any, will be minimal.
2. Second, a benefit of daily transmissions is to ensure that you have all the latest versions of computer software, data, and documents necessary to complete your tasks.

Close all programs before starting the transmission process. This will ensure that the proper files are transmitted to Westat and the files you receive from Westat are placed in the appropriate places.

Please watch the transmission process for any possible disconnects or error messages. The specific steps in the process are outlined below:

1) Connect to Westat

Connect to Westat using the dial-up connection on your desktop. You will use the same phone number that you use in calling Westat to send and receive e-mail messages.

2) Open Internet Explorer

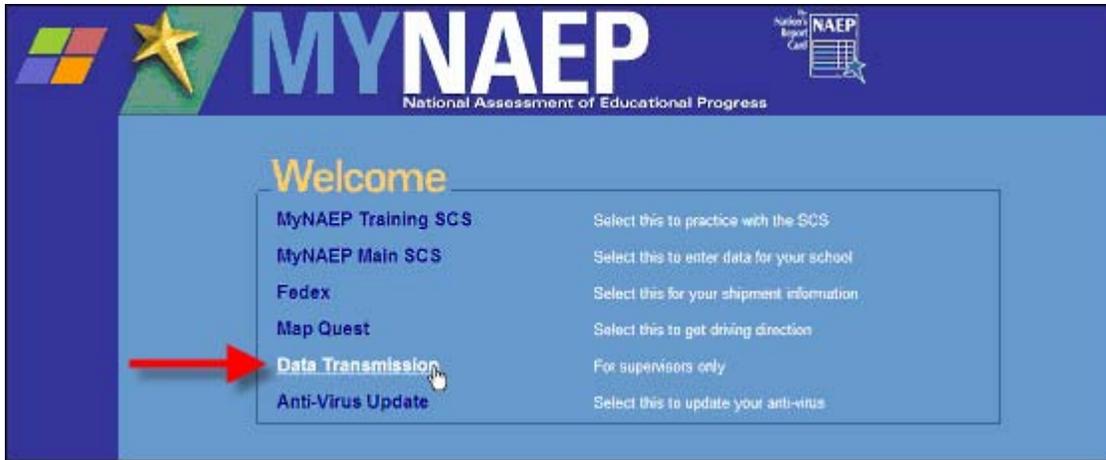
When you are connected (look for the double computer icon on the task bar in the lower right of your screen), double-click on the Internet Explorer icon to open the browser.

3) Select the NAEPFOS Favorite

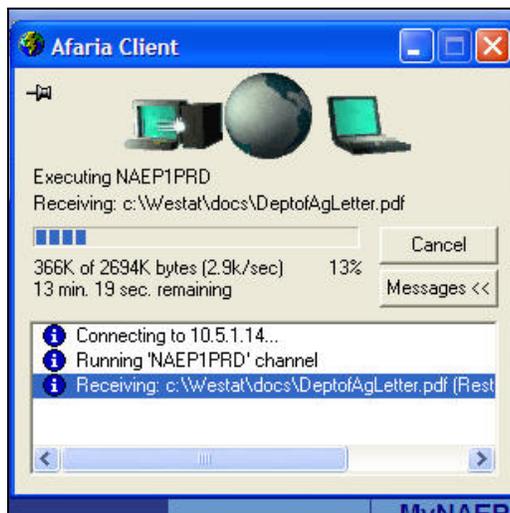
With the browser open, click on **Favorites** and select **NAEPFOS** which will take you to the website **MYNAEP.FOS.WESTAT.COM**.

4) Data Transmission Link

When you get to the Welcome screen, single click on the **Data Transmission** option to begin the electronic file transfer.



A new window, called the Afaria Client, will appear in the upper left-hand corner of your screen. This window will show you the progress of the transmission.



This process is automatic and does not require any user intervention. All you need to do is check to make sure the download hasn't timed out, otherwise simply sit back and enjoy the show! During the first step in the transmission process, data are sent from the laptop to the home office. In the second step, new and/or updated files for your computer will be sent down to you. These additions or updates may include new project documents, updated versions of software, and eventually, updated student data from E-Sampled schools.

At the end of the transmission process, messages will indicate that the procedure has finished and the **Close** button will become active. Single click on the **Close** button to close the Afaria Client window.

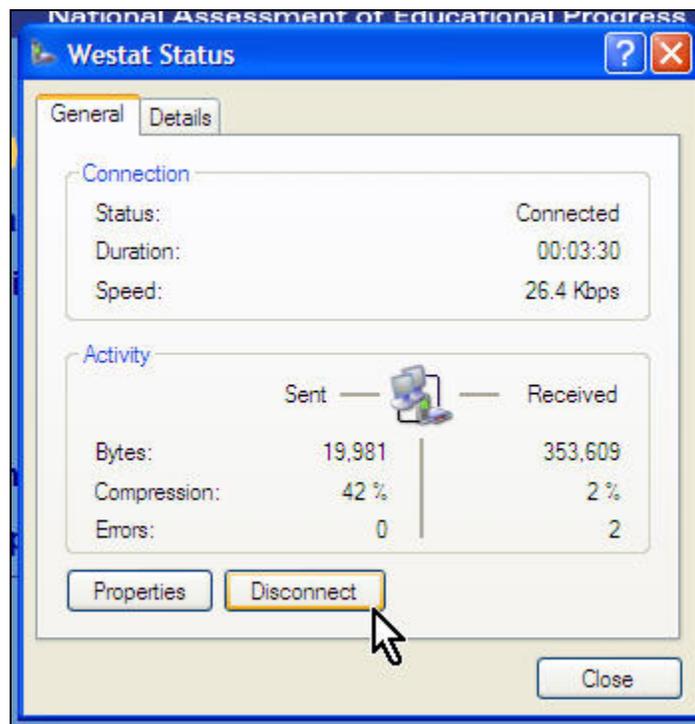


5) Close Internet Explorer

When the transmission is complete and you have closed the Afaria Client window, close Internet Explorer. You will then be returned to your computer's desktop.

6) Disconnect from Westat

If the disconnect dialog box does not appear, double click on the connection icon on the task bar (two computer screens). Click on the **Disconnect** button to end the telephone call to Westat. This is an important step since the connection time is billed to the study.



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COMMAND ANTIVIRUS UPDATING DEFINITIONS

Since new viruses are introduced on the Internet daily, it is extremely important that you keep the anti-virus definitions up to date on your laptop. Command Antivirus uses these definitions to identify malicious files, which it then removes in order to keep your computer safe from these viruses.

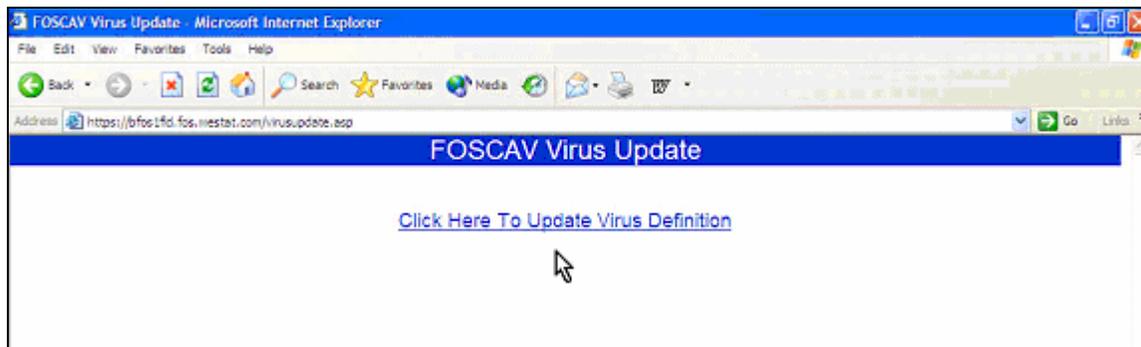
What is a **'Definition'**? Definitions are just that – they are a description of a virus that the anti-virus program uses to spot it (and then remove it). Very similar to a bird-watching book a sightseer would use.

The link to updating the definitions is in the same location as the Data Transmission link. First, connect to Westat, then open Internet Explorer. On the Favorites drop-down list, select NAEPFOS (NAEPFOS is the NAEP portion of Westat's Field Operating System).

Click on the link on the Options screen—"Anti-Virus Update."



And another window will open.



On the screen will be a link "Click here to update virus definition." Click once on that link.

The small Afaria Client window will open in the upper left of your screen similar to when you are transmitting data to Westat. The download may take several minutes depending on the speed of your connection and the amount of information ("definitions") that needs to be downloaded.

When the download is finished, the "Close" button will appear in the Afaria window. Click on it and the Afaria window closes.



Then, click on the browser's green "Back" button (upper left of your screen) to return to the MyNAEP options page.



You should update the virus definitions on your laptop at least once a week. This should help to protect you and your laptop from the latest viruses. (The more frequently you update the virus definitions, the less time each download should take and the more secure your system will be from infection.)

REFERENCE MATERIAL

- Creating Business Cards
- Is Your Laptop Clock Right?
- Supervisor's Guide To The AC Log Of Schools

MAKING AND PRINTING NAEP BUSINESS CARDS

A Word file is available in your 'NAEP Docs' folder called "NAEP Business Card Template 2007.doc". The file can be used to create your business cards and the business cards for your ACs. This has been set up to print on the card stock that has been provided to you¹.

The file contains a page with 10 cells, each cell representing a business card on the card stock provided¹; each box contains the text that will be printed on a business card form. Before you print these, you will need to customize the information for your or your ACs' business cards.

<p>NAMEHERE NAEP REPRESENTATIVE PHONE:</p> <p>NAEP: 800-283-6237 FirstLast@NAEPmail.westat.com address city state ZIP here</p> <p></p>
--

To customize the business cards, follow the steps below.

Step 1: Open the File in Word

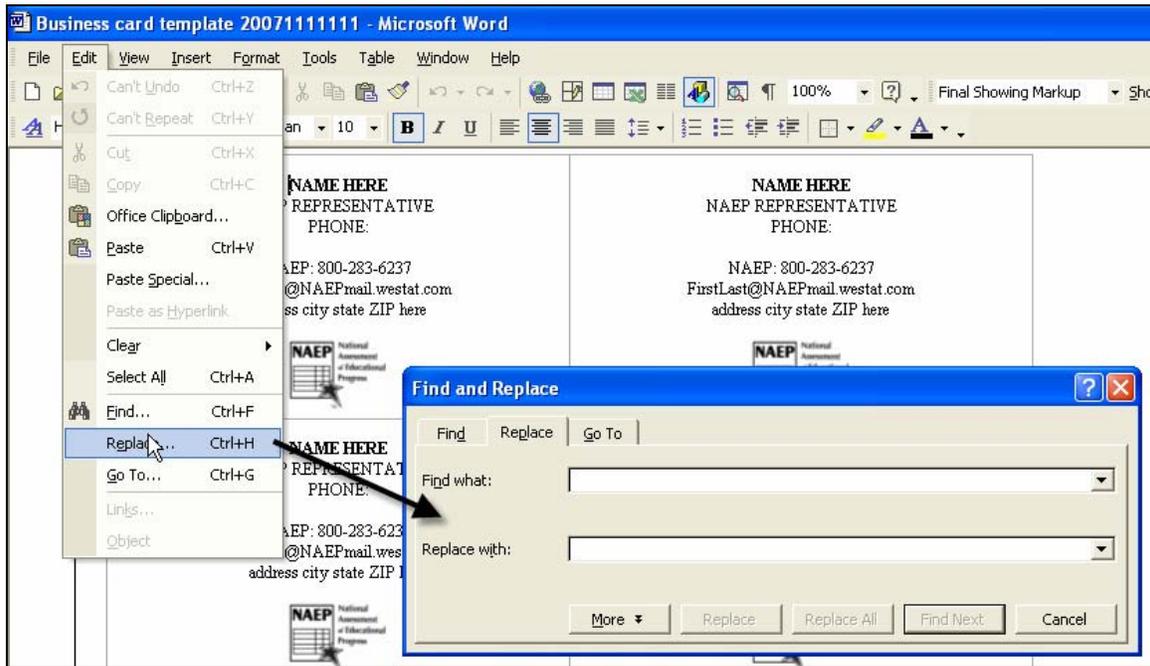
Locate the file in "NAEP Docs" folder on your desktop and double click on the file name (NAEP Business Card Template 2007.doc) to launch Word and open the file.

Step 2: Updating the Information

The easiest way to update the information will be to use Word's "Find and Replace" option to customize every occurrence of each word or phrase for the entire document at once.

¹ The card stock for the business cards is Office Depot Ivory Business Cards for inkjet and laser printers. The box notes that these are the same size as Avery 8376, 10 cards per sheet; SKU # 717-541. If you did not receive a box or need additional cards, you can purchase a box and include the expense on your time sheet.

Begin by selecting **Edit, Replace**. This will open a small dialog box labeled **Find and Replace**.



Step 3: Customize the Name

In this step, you can either type **NAME HERE** in the **Find what** box, or copy and paste from the template.

To copy and paste:

- 3.1 Click somewhere off that small box and highlight **NAME HERE** on the template.
- 3.2 Right click on top of the highlighted text or select **Edit** from the top of the screen.
- 3.3 Click on **Copy**.
- 3.4 Then click inside the **Find what** field on the dialog box.
- 3.5 To paste this text into the find box, use the key combination **Ctrl V**. (Edit, Paste will not work here nor will a right click.)

Next, type the name (either yours or your AC's) in the **Replace with** box exactly the way you want it to appear on the business cards. Double-check what you have in both boxes before continuing.

Click the **Find Next** button and **NAME HERE** should be highlighted on the template somewhere. (It will locate the first instance of that text after the location of the cursor. Where the cursor is will depend on where you last clicked on the template.) If you cannot see where the highlighted text is, move the Find and Replace dialog box by clicking on the blue banner at the top of the dialog box and drag it either down or up until you can see the highlighted text.

Click the **Replace** button. If the correct text was replaced, you can click **Replace All**.

Step 4: What to Change

- 4.1 Replace **NAME HERE** with the actual name.
- 4.2 Update **PHONE:** - You need to add the appropriate phone number here (to use find and replace you need to find 'PHONE:' and replace it with 'PHONE: 555-555-5555').
- 4.3 Replace **FirstLast** with the first name and last name you used in number 4.1. Do NOT put a space in between. It will make it more readable if you capitalize the first letter of each name. (It also does not matter if the letters are capitalized in the e-mail address; it will be delivered as long as the address is correct.)
- 4.4 Replace **address city state ZIP here** with the appropriate mailing address.

Step 5: After Updating

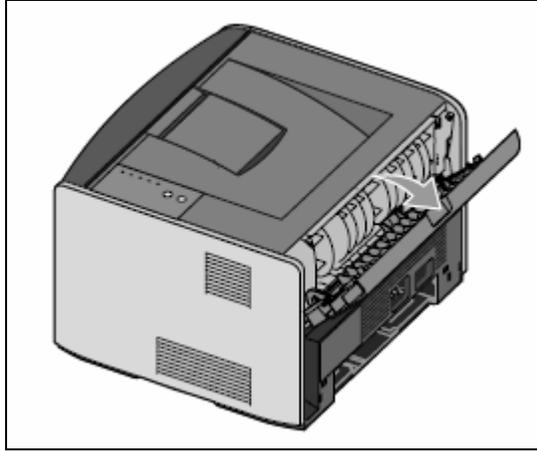
When you are finished, click on 'File,' then 'Save As' and add your name (for your business cards) or your AC's name (for your AC's business cards) as part of the file name so you can go back and print more in the future if needed.

Step 6: Printing

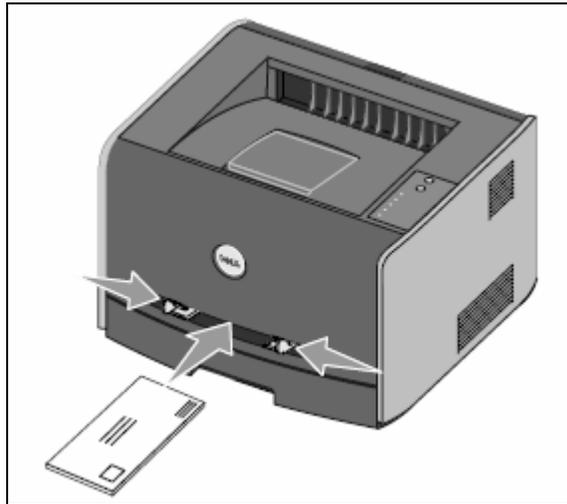
- 6.1. You may want to print on regular paper (that will need to be fed through the manual feed tray as shown in Step 6.2.b) first to see if everything looks all right. If you hold the printed page up to the light with the card stock in front, you can be sure that the printed text will line up correctly on the blank business cards.

6.2. To print on the business cardstock on your Dell Laser Printer you need to:

- a. Open the back tray by pressing on the depression on the back of the machine. (The arrow in the screenshot below² points to it.)



- b. Feed the business card paper (the type is found in the footnote on page 1) into the manual tray in the front of the machine one at a time as indicated in the screenshot below³. (You may have to adjust the green aligning tongs.)



² Image used from pdf file “Dell™ Laser Printer 1710/1710n Owner’s Guide,” downloadable at <http://www.dell.com> pg 23 ©2005.

³ Image used from pdf file “Dell™ Laser Printer 1710/1710n Owner’s Guide,” downloadable at <http://www.dell.com> pg 22 ©2005.

Troubleshooting Printing Problems

Problem: The paper jams!

Solution: Did you remember to open the back of the printer in Step 6.2.a?

Problem: Help! My card stock jammed!

Solution: Did you remember to open the back of the printer as outlined in Step 6.2.a? If not, open the back of the printer and gently pull the card stock out. Be careful to apply steady, even pressure otherwise the card stock might come apart as you try to pull it out. If this does not help you un-jam your printer, please contact the NAEP Help Desk at 1-888-499-6237.

Problem: It prints a single business card on multiple pages!

Solution: Did you use Avery 8376, 10 cards per sheet; SKU # 717-541 card stock paper?

Problem: It won't print!

Solution: Is there a flashing yellow light on the top of the printer with the text "Load | Remove Paper"? If so, you need to feed the paper the paper as described in Step 6.2.b.

Problem: The yellow light next to "Paper Jam" is on!

Solution: Make sure the back of the printer is open as outlined in Step 6.2.a. Once it is open (or if it is open) press the 'Continue' button once. Wait 15 seconds. If there is no paper jam the machine should process your print job.

Problem: My problem isn't listed here or the solution didn't work!

Solution: Contact the NAEP Help Desk at 1-888-499-6237.

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