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APPENDIX H. OTHER SYSTEMS USER'S GUIDE

APPENDIX H

USER GUIDES AND REFERENCE MATERIAL FOR OTHER SYSTEMS USED IN NAEP ASSESSMENT

Westat Systems:

Hours Tracking System
Materials Ordering System

E-Mail:

IceWarp
Outlook Express User Guide
Outlook Express Quick Guide

Reference Material:

Creating Business Cards
Is Your Laptop Clock Right?
NAEP Field Operating System (Data Transmission & Anti-Virus Update)
Using the SCS to Create Your Own School Logs
Using the Various Dial-Up Connections

Pearson Systems:

NAEP 2007 Pearson SchoolHouse Materials Order System & Materials Tracking System

WESTAT SYSTEMS

- Hours Tracking System
- Materials Ordering System

7/20/2007

NAEP 2007/2008

**HOURS TRACKING SYSTEM (HTS)
SUPERVISOR'S USER GUIDE**

July 2007

7/20/2007

Purpose of the Hours Tracking System

The Hours Tracking System (HTS) is a system designed to perform three functions. The first function is to provide the Home Office, Field Directors, and Field Managers a tool to monitor hourly staff hours in order to more effectively assign troubleshooters to help ease the burden on heavily worked teams.

Second, the HTS provides supervisory staff with a specific time to review their hourly staff’s timesheets. This is important because improperly filled out timesheets that are not caught and corrected in the field must be fixed by the Field Room before field staff can be paid. Due to a number of issues including transit time, communications with payroll, a communicating with the affected field staff, this can delay payment to hourly staff, a situation that should be avoided if at all possible.

Finally, the HTS allows some unintentional mistakes to be caught quickly. In the past, field staff would occasionally submit a timesheet for a given week twice by accident. There was no way of catching this oversight until the end of the field period, at which point wages paid in excess of time worked would have to be recouped, a situation Westat would like to avoid in the future.

Overview

The HTS has been streamlined to improve it both the ease and speed of use.

The most important elements of the data entry page are the Desired Week drop-down box, the Regular Hours and Overtime Hours data entry boxes, and the Save button. A simple checklist will guide you through entering field staff hours:

- Select the desired week (if different than the current week) and wait for the page to switch to the desired week. During periods of heavy use by field staff, this could take up to five seconds on a dial-up connection, but will typically be only a second.
- Enter both the regular hours and overtime hours for a specific hourly staff member. Repeat for as many staff as you have completed time sheets for that specific week.
- Click on the ‘Save’ button.

Once you have entered the regular and overtime hours for all field staff for a week in your jurisdiction, you have completed your HTS responsibilities for that week.

Things to Know

1. The HTS does have some limited data validation. However, because of the changing nature of overtime laws across the county, it is possible that these validation checks will prevent the system from accepting valid hours. In these very limited cases, e-mail your Field Manager and CC the NAEP Help Desk. After verifying the information your FM can enter the hours into the HTS. CCing the NAEP Help Desk helps guarantee the Home Office staff responsible for the systems are made aware of the circumstances and can see if something can be done in the future to improve the system.

Frequently Asked Questions (FAQs)

Q. I change the week but nothing happens!

A. All NAEP systems are designed to work on Internet Explorer 6.0. The programming team is looking into making the system function on other browsers (such as Safari or FireFox) but due to the internet browser cold war going on between Microsoft and other companies, some programming cannot be made universal. E-mail the NAEP Help Desk if you run into this problem so there are specific examples of what is not functional on non-IE 6.0 browsers is gathered for the programming team. This will improve the chances that in the future the feature in question will work on multiple browsers.

Until then, the HTS will work on your NAEP laptop.

Q. I don't see Jane Doe, but I should!

- A. Contact your Field Manager to make sure Jane Doe is either:
- a. Set to at least Hired Key Forms; and/or
 - b. Correctly assigned to your Region.

If Jane Doe is at Hired Key Forms or above and assigned to the correct Territory-Region-Area, send an e-mail to the NAEP Help Desk with the staff member's name, WINS, where they should appear and where they are mistakenly appearing.

**The NAEP 2007/2008 MOS User Guide
will be distributed at training**

This is a placeholder for the User Guide.

E-MAIL

- IceWarp
- Outlook Express
- Outlook Express Quick Guide

7/27/2007

NAEP 2007/2008

ICEWARP WEBMAIL

USER GUIDE

July 2007

Introduction

IceWarp WebMail provides NAEP field staff who have a high-speed internet connection on their own computer the ability to access their email remotely from any computer with access to the internet and a compatible browser (e.g. *Internet Explorer*). With a look and feel similar Outlook Express, IceWarp WebMail provides full access to your NAEP emails.

IceWarp WebMail has a spell-checker, the ability to send/receive attachments, an address book, contact list, folder management, the ability to save drafts, and allows you to create custom signatures and aliases.

There are two major differences between IceWarp and Outlook Express. When you access your email messages with IceWarp, your messages are not moved to your computer. They remain on the server at Westat. When you use Outlook Express on your NAEP laptop the messages are moved to your laptop. This means that once you download the e-mail message to your laptop you can no longer view it in IceWarp.

The other very important difference is when you create or reply to a message using IceWarp, a copy is not saved in your IceWarp account on the server. To make sure a copy is saved in your 'sent' folder you must make sure the check box next to "Save copy to" is checked, this is covered in more detail in section 3.5.

Experienced users of IceWarp advise that, if you have a high speed connection on your home computer, you can make good use of IceWarp. Use IceWarp during the day to check, read, and reply to messages. Then, once a day use your laptop and Outlook Express to download your messages so that you have a copy of your messages close at hand.

Section 1 – Accessing IceWarp

IceWarp is a web-based e-mail portal. This means it is only accessible when connected to the internet and then only through your internet browser. If you use IceWarp on your personal computer it is recommended you bookmark the address because it is fairly unusual. However, when using IceWarp at publicly accessible computers (e.g. internet cafés, libraries, or schools) you should not bookmark IceWarp for security purposes.

To reach the IceWarp WebMail site you need to:

1. Be connected to the internet;
2. Open a web browser;
3. In the address bar of your web browser, replace the default address with:

<https://198.232.250.29:32001/mail>

4. Click on the ‘Go’ button or press enter/return;
5. When the security alert box appears and asks you if you wish to proceed, click ‘yes’.

And you will reach the IceWarp WebMail site.

NOTE Most web addresses are http://, however secure sites, like IceWarp, use https://. If the ‘s’ is omitted the page will not load.

Section 1.1 – Logging On

IceWarp uses your NAEP user ID and Password. Enter your NAEP user ID in the “User name :” box and your NAEP password in the “Password :” box.

Section 1.2 – Pop-ups

IceWarp uses pop-up windows for several key functions, including composing new messages, replying to messages, and creating contacts in your IceWarp address book. As IceWarp is designed for your use on a personal computer, you will need to set your computer’s pop-up protection to allow IceWarp pop-ups. This includes any add-ons you may have (such as Yahoo Toolbar or Google Toolbar), which may also prevent pop-ups.

IceWarp Web Mail

User has been logged out.

User name :

Password :

Encrypted login

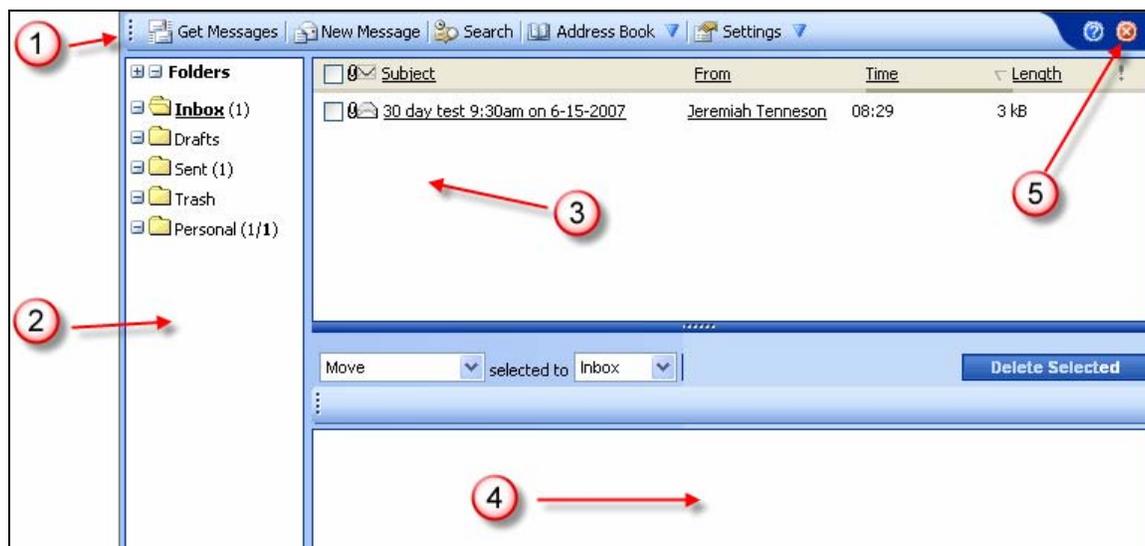
[Forgot your password?](#)
[Click here for fast login](#)

Powered by [IceWarp Software](#) [Merak Email Server](#)
IceWarp Web Mail 5.6.7 (Registered)

Section 2 – Navigating through IceWarp

There are 5 main areas you should be familiar with in IceWarp.

1. The Menu Bar
2. The Folder List
3. The Messages Pane
4. The Preview Pane
5. The Logout button



Section 2.1 – The Menu Bar



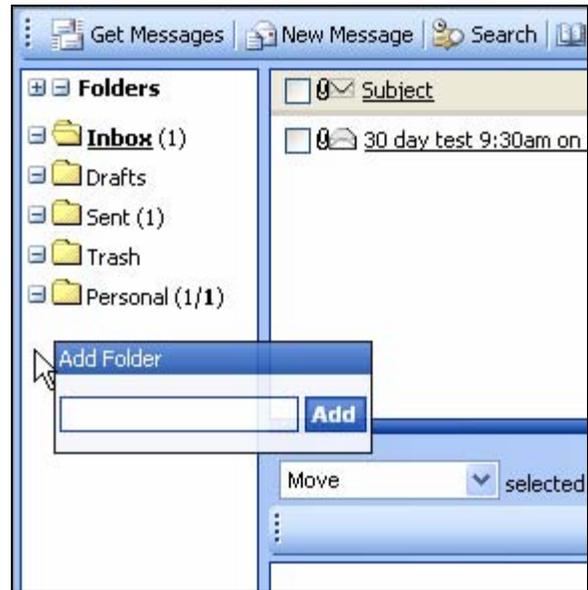
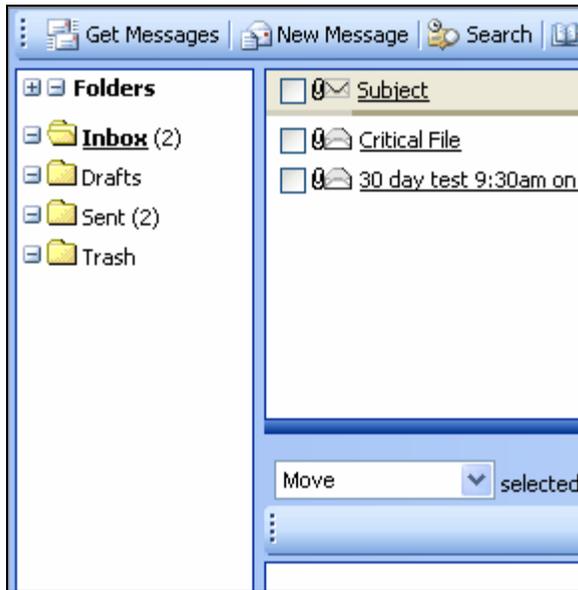
The Menu Bar has 5 options.

1. Get Messages – Checks the server to see if there are any new messages waiting for you (much like the Send/Recv button in Outlook Express).
2. New Message – Opens a pop-up window for you to begin to compose a new message.
3. Search – This feature allows you to search all of the messages in IceWarp for a keyword or phrase.
4. Address Book – Use this feature to new contacts or quickly create a new message addressed to an already created contact.
5. Settings – Modifying your alias and creating a signature are accomplished in the settings area.

Section 2.2 – The Folder List

The Folder List is very similar to the Folder List in Outlook Express. You click on the name of the folder to move to that folder. To move to the Sent folder, you click on 'Sent'. The page will refresh and the Messages Pane (section 5) will display all the messages saved in the sent folder.

You can also create your own folder by right-clicking in the white space of the Folder List. This will open a small pop-up, as seen in the image below on the right, in which you enter the folder name and then click on the 'Add' button. When completed, the page will refresh and the new folder will be visible.



Section 2.3 – The Message Pane

<input type="checkbox"/>  Subject	<input type="checkbox"/> From	Time	Length	
<input type="checkbox"/>  The information you requested	<u>Jeremiah Tenneson</u>	15:45	2.83 kB	
<input type="checkbox"/>  Critical File	<Jeremiah>	06.15.07 13:37	26.53 kB	
<input type="checkbox"/>  Another heads up	<u>Jeremiah Tenneson</u>	15:52	1.27 kB	
<input type="checkbox"/>  30 day test 9:30am on 6-15-2007	<u>Jeremiah Tenneson</u>	06.15.07 08:29	3 kB	

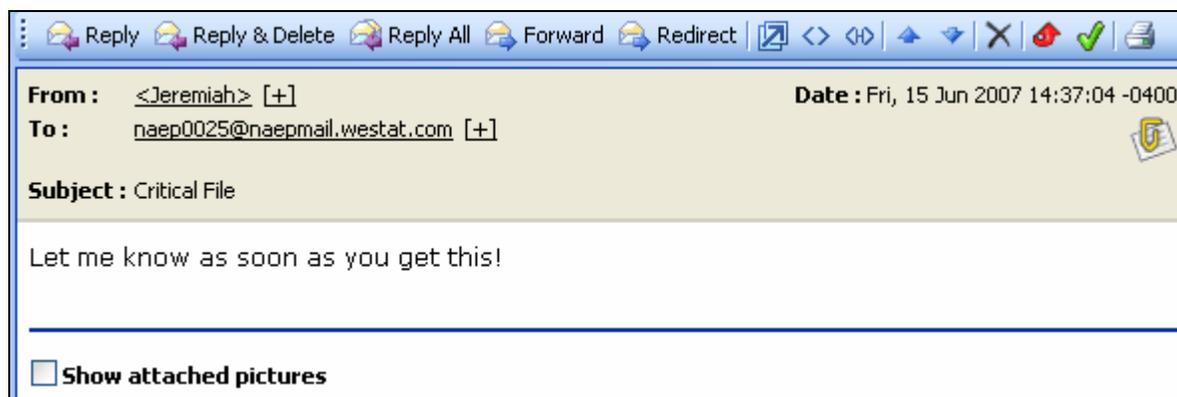
The message pane shows all the messages in the current folder. There are several items to take note of:

- Messages in **bold** with a closed envelope are unread messages.
- Messages with a red **!** are messages the sender believes are critical messages.
- Messages with a paperclip  have an attachment you can download to your computer and open if you have the correct software (be careful downloading attachments, it is always best to scan the files for viruses before opening them).
- You can sort the list of messages by clicking on the name of the column (Subject, From, Time, or Length) or icon at the top of each column (the paperclip, envelope, or exclamation mark). You can alternate between ascending and descending order by clicking on the header of an already sorted column.

Note - There are two types of e-mails – ‘plain text’ and ‘html’. IceWarp shows all html e-mails as having attachments. Another way to check to see if a message has an attachment is to look at the messages’ ‘length’. Messages that are larger than about 15.00 kB are likely to have attachments. Most e-mails that are only text are under 15.00 kB.

Section 2.4 – The Preview Pane

The Preview Pane allows the message to be viewed, attachments to be saved, and replies to be created.



At the top of the Preview Pane are a series of buttons and icons. Only the icons you will normally use will be covered:

-  - Just as in Outlook Express, this button will create a reply to the original sender. The reply will open in a new window.
-  - Just as in Outlook Express, this button will create a reply to the original sender, the 'To:' recipients, and any 'CC:' recipients. The reply to all will open in a new window.
-  - Just as in Outlook Express, this button will forward an exact copy of this message, plus anything you choose to add, to a recipient you must add (the To: line is blank to start). The forwarded message will open in a new window.
-  - The 'Enlarge Mail' button will open the current message in a new pop-up window.
-  - The 'Previous' (arrow facing up) and 'Next' (arrow facing down) move you to the previous or next message (up the list or down the list).
-  - The black X moves the current message into your Trash folder.
-  - The print button should only be used if there is a printer attached to the computer you are using (otherwise an error message will occur) and will open a modified version of the message in a new window to make printing easier. It will also open up the print options automatically. It functions nearly the same as File -> Print.

Section 2.5 – Logging Off



For security reasons, when exiting IceWarp the small red circle with an X through it in the upper right-hand corner should be clicked once. Then after the login screen appears the web browser should be closed completely. This will help guarantee that no one can access your IceWarp account after you have logged off.

Section 3 – Creating Messages

If you click on the New Message button (section 2.1), the Reply, the Reply All, or the Forward buttons (section 2.4) a pop-up window will appear with all the basic features used to create a new message plus a few specific to a web-based mail program. These features will be discussed further but first, here is an example of a new message.

The screenshot shows the 'Write Message' interface in IceWarp Web Mail. The window title is 'IceWarp Web Mail (naep0025) - Write Message - Microsoft Internet Explorer'. The interface includes a header with buttons for 'Send Message', 'Save to drafts', and 'Spell Checker', and a 'Priority' dropdown set to 'Normal'. The 'From' field is populated with 'naep0025 <naep0025@naepmail.westat.com>'. There are empty fields for 'To:', 'Cc:', and 'Bcc:'. The 'Subject' field is also empty. Below these fields is a large text area for the message body. At the bottom, there are checkboxes for 'HTML message', 'Encrypt', and 'Sign'. A second set of 'Send Message', 'Save to drafts', and 'Spell Checker' buttons is located below the text area. At the very bottom, there is a 'Save copy to' dropdown set to 'Sent' folder, a 'Read confirmation' checkbox, and a 'Browse...' button.

Section 3.1 – Message Buttons

Below are descriptions of each of the buttons used when creating new messages or replying to a received message:

- **Send Message** – After completing the message this button is used to send the message to the intended recipients.
- **Save to drafts** – If a message is not ready to be sent and there is not time to finish the message before you need to leave, then clicking on the Save to drafts button will save a copy of the message in the drafts folder so you can return to it later to finish it.
- **Spell Checker** – Spell checks (but does not grammar check) the message.
- **To:** - Opens up the address book and allows contacts to be selected.
- **Cc:** - Opens up the address book and allows contacts to be selected.
- **Bcc:** - Opens up the address book and allows contacts to be selected.

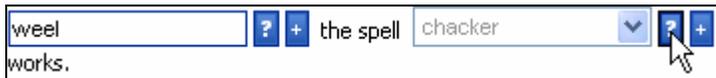
Section 3.2 – Selecting Your Alias

IceWarp allows users to create their own alias, which is discussed in more detail in section 6.1. To use an alias that has been created click on the drop-down box next your NAEP e-mail address and select the alias desired.



Section 3.3 – Spell Checker

When the Spell Checker button is clicked it will open a new pop-up window with only the text in the body of the message. Words not in IceWarp's dictionary will appear with box around them.



If the word has a box without a drop-down arrow around it ("weel" in the example above) then the word is directly editable. This is the default. However, if a list of possible alternative words to choose from is desired, then left-click on the box with a question mark ("chacker" in the example above). This changes the box to a box with a drop-down arrow. By left-clicking on the drop-down arrow once, a list of possible alternatives is displayed. Selecting the desired word will automatically replace the misspelled word.

Finally, if the user wishes to add a word (NAEP for example) to the users' IceWarp dictionary, simply click on the button with a plus sign just to the right of the button with a question mark. This will add the word to the user's IceWarp dictionary.

Section 3.4 – Adding Attachments

IceWarp allows you to add attachments to your messages. Click on the Browse... button. This will open up a box that allows you to locate the file you wish to add. After you have located the file, click 'Open'.



A box will appear displaying the attempt to attached the file to the e-mail.



After successfully attaching the file(s) you will see the filename(s) in the white box to the left of the "Browse..." button.



If multiple attachments are added, each file name will appear, separated by a comma.

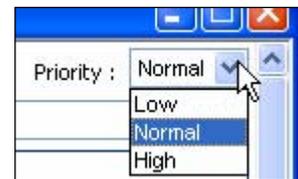
Section 3.5 – Sent Message Goodies



IceWarp has the ability to save a copy of a sent message in the Sent folder. This will happen if there is a checkmark (default) in the box next to ‘Save copy to’. You can manually change the location of where a copy will be saved by selecting a different folder from the drop down menu.

Additionally there is a checkbox for ‘Read confirmation’. If you check the box, you will receive a message telling you when the e-mail you sent was viewed by the intended recipient(s). This can be a useful tool to see if someone is receiving your messages. It is important to note however that the recipient may have only skimmed the message and not read it in detail, but you will know that they did receive it.

You can also indicate the priority of message by changing the value in the Priority box in the upper right of the pop-up window. The default is Normal, but you can change this to High by selecting High from the drop-down box. If you select High, then the recipient will see a red ! next to the message informing the recipient that this is a very important message.



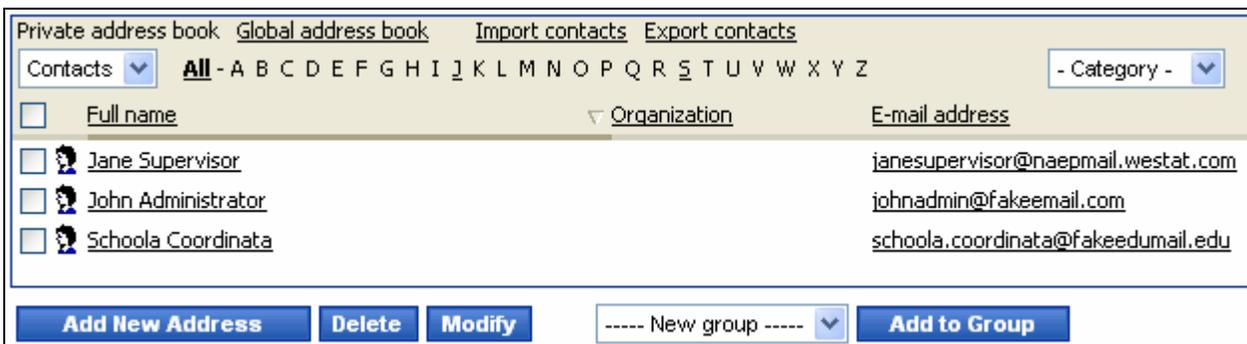
The Sign checkbox is the last goody. If a custom signature is created (section 6.2) it can be displayed by checking the box next to Sign. Using a signature is a good way to distribute contact information and gives the message a professional look and feel.



Section 4 – Contacts and Address Books

The Address Book is reached via the Address Book button on the main screen, or by clicking on the To:, Cc:, or Bcc: buttons inside a message.

Initially the address book will be empty and you will have to manually enter or add your contacts to the address book. However, once your address book is filled, it will become a valuable and time-saving tool. Creating contacts will allow you to add recipients, whether as the To:, Cc:, or Bcc, quickly and without worrying each time about whether or not you typed the e-mail address correctly.

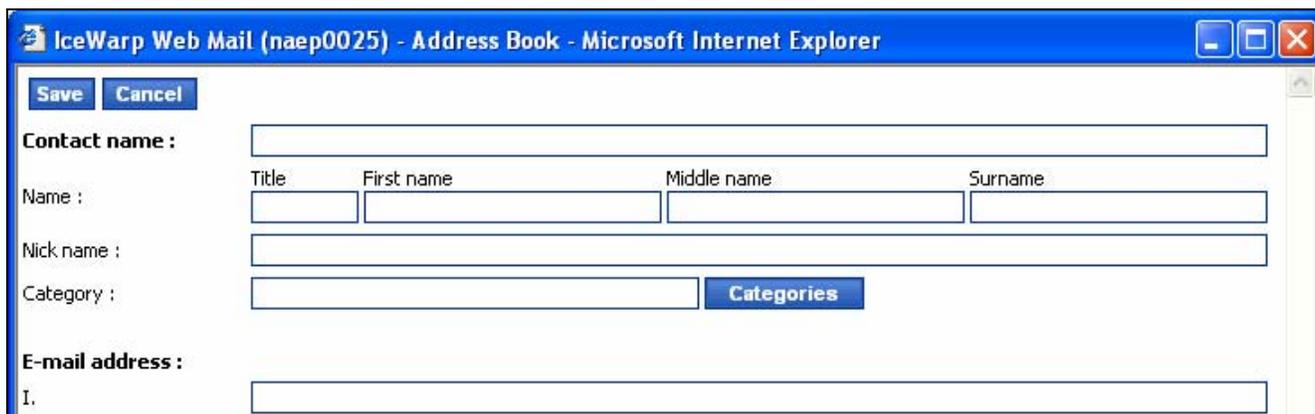


Section 4.1 – Creating Contacts

There are two methods for adding contacts. Either creating a contact from scratch by going to the address book and clicking on the button titled ‘Add New Address’ or by clicking on the plus sign in brackets next to the sender’s or recipients’ names in a message.

From : <Jeremiah> [+]
To : naep0025@naepmail.westat.com [+]

When creating a contact you need to fill in at least the Contact Name and one e-mail address. IceWarp will allow an incomplete contact to be saved but the contact will not be useful unless a contact name and e-mail address have been entered.



The screenshot shows the 'IceWarp Web Mail (naep0025) - Address Book' window. It contains a form with the following fields and buttons:

- Save** and **Cancel** buttons at the top left.
- Contact name :** A single-line text input field.
- Name :** A form with four sub-fields: **Title**, **First name**, **Middle name**, and **Surname**.
- Nick name :** A single-line text input field.
- Category :** A dropdown menu with a **Categories** button next to it.
- E-mail address :** A single-line text input field with a small 'i.' icon to its left.

Section 4.2 – Using Contacts

There are two methods of using contacts. You can either open your address book and click on the e-mail address of that contact or you can click on the To:, Cc:, or Bcc: buttons in a new, a reply, or a forwarded message.

If you click on the To:, Cc:, or Bcc: button the following pop-up box appears:



The screenshot shows a pop-up box for selecting contacts. It includes the following elements:

- Navigation links: **Private address book**, **Global address book**, **Import contacts**, and **Export contacts**.
- Dropdown menu: **Contacts** with a downward arrow.
- Filter: **All** followed by letters **A** through **Z**.
- Category: **- Category -** with a dropdown arrow.
- Table with columns: **To**, **Cc**, **Bcc**, **Full name**, **Organization**, and **E-mail address**.
- Table rows:
 - Jane Supervisor | | janesupervisor@naepmail.westat.com
 - John Administrator | | johnadmin@fakeemail.com
 - No-name | |
 - School Coordinator | | schoola.coordinata@fakeedumail.edu
- Buttons at the bottom: **Insert Contacts & Close**, **Insert Contacts**, **Add New Address**, **Delete**, **Modify**, a dropdown menu with **----- New group -----**, and **Add to Group**.

Select the box in the appropriate column next to the contact you wish to include as a recipient of the message (the first column of check boxes is for To: recipient, the second for Cc: recipients and the column of checkboxes furthest to the right is for Bcc: recipients). After you have selected the boxes you wish, for example:

To	Cc	Bcc	Full name	Organization	E-mail address
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Jane Supervisor		janesupervisor@naepmail.westat.com
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	John Administrator		johnadmin@fakeemail.com
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No-name		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	School Coordinator		schoola.coordinata@fakeedumail.edu

Click on the Insert Contacts & Close or Insert Contacts button. Insert Contacts & Close will insert those contacts and close the address book, returning you to the message you were working on. Insert Contacts will apply the chosen contacts to your message but will not close the address book. You will need to close the address book manually to return to the message you were working on.

Section 5 – Searching Messages

One of the buttons identified in section 2.1 is the Search button which opens a pop-up window that allows you to search the messages in IceWarp in a number of different ways.



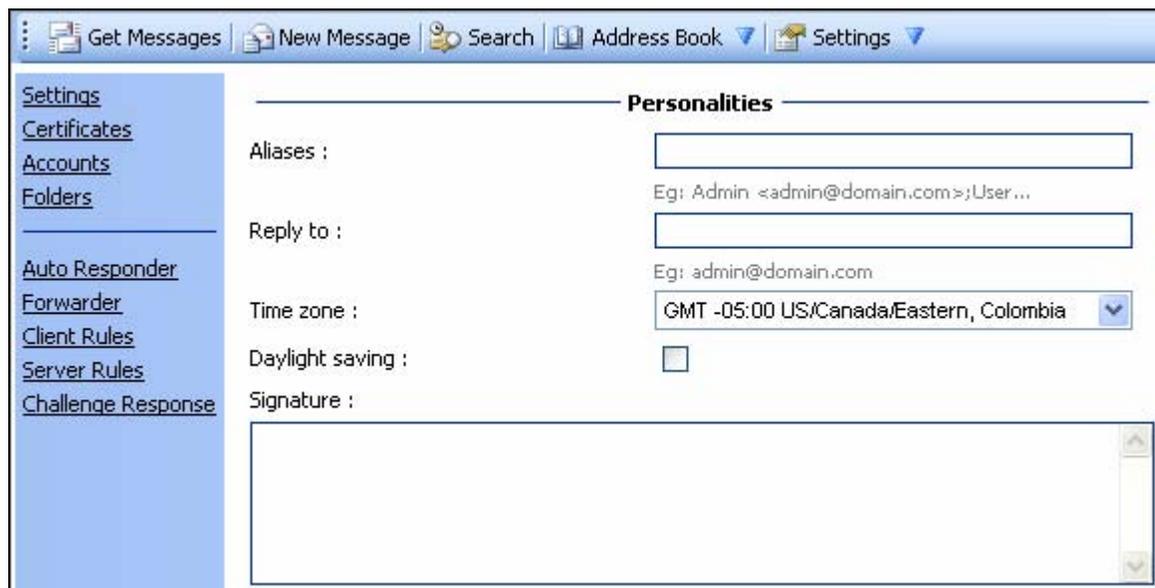
The text to be searched for is entered in the box to the left of Search button. Then the user selects the folder (defaults to all) to search and the area in the message to search (Subject is the default, other options include 'From', 'To/Cc', and 'Body'). Results will be displayed as:



Clicking on the subject of the e-mail will not open the e-mail, instead it will switch folders, select the chosen message, and display the contents of the chosen message in the Preview Pane. The user can then close the pop-up box and access the message.

Section 6 – Settings

In the Settings areas there are two features that users may find very useful. The first is creating an alias (so instead of the recipients receiving a message from naep0025@naepmail.westat.com they receive a message from JaneSupervisor@naepmail.westat.com). The second is creating a signature to add to messages.



Section 6.1 - Aliases

By default Icewarp uses your base NAEPmail e-mail address which is your User ID (e.g. naep0025@naepmail.westat.com). To create an alias that is more personal you need to type in your name as you would like it to be displayed (e.g. “Jane Supervisor”) followed by your naepmail account in greater than and less than signs. Your final alias should look something like this:

“Jane Supervisor” <naep9999@naepmail.westat.com>

See section 3.2 to see how to use your Aliases.

Section 6.2 – Signature

To create a signature that can be added to a message (see section 3.5) enter the signature in the large box below the text “Signature:”. A sample signature format is:

First-name Last-name
NAEP Representative
Phone:

When finished, scroll to the bottom of the page and click on the ‘Save Changes’ button.