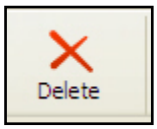
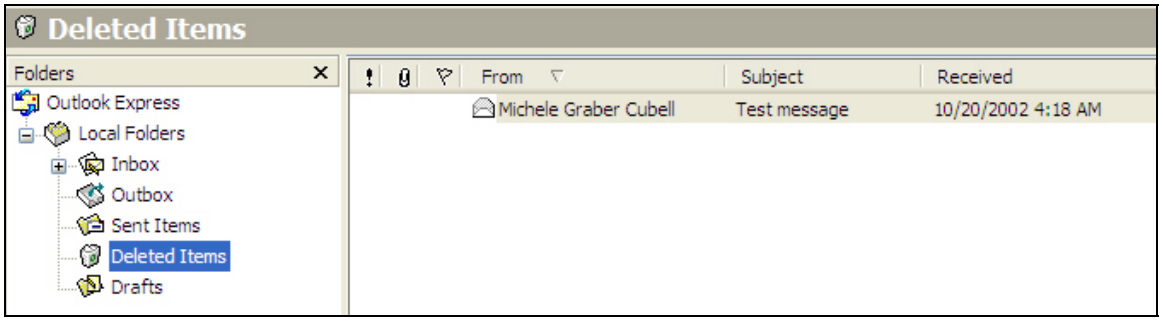
3.2 Deleting Messages



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 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

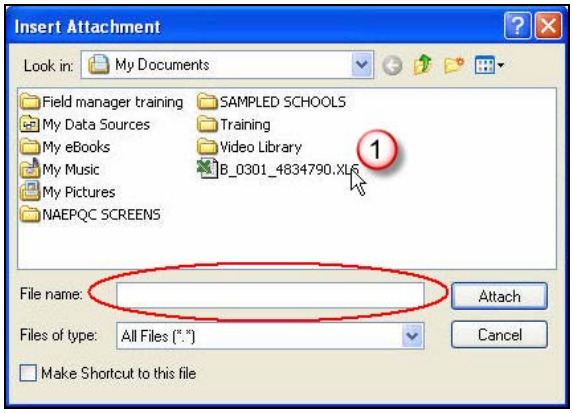
Attachments are files (such as Word documents or Excel spreadsheets) that you literally attach to your e-mail message. Attached files are sent to the recipient with the e-mail message and are available for the recipient to open when they receive the message.

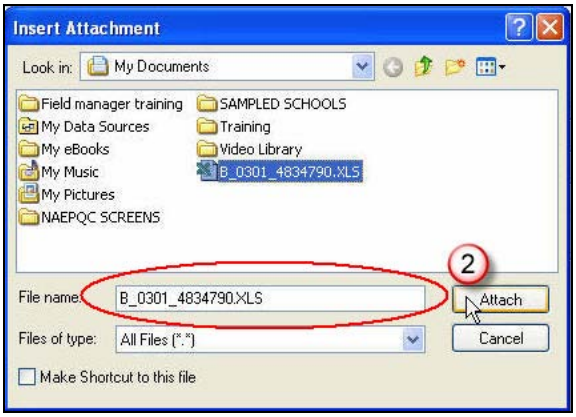
3.3.1 Adding Attachments

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

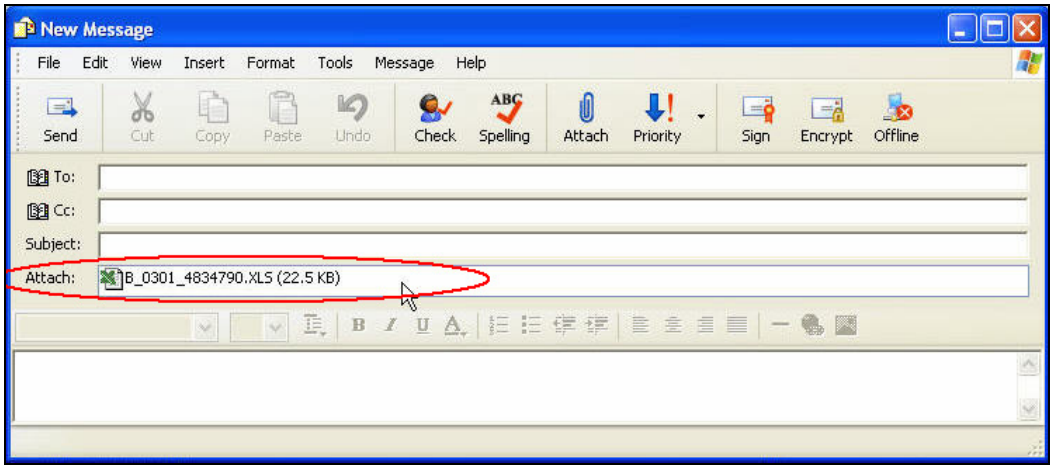
A box will open asking you to locate the file you want. Once you locate the file you want to attach:

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.

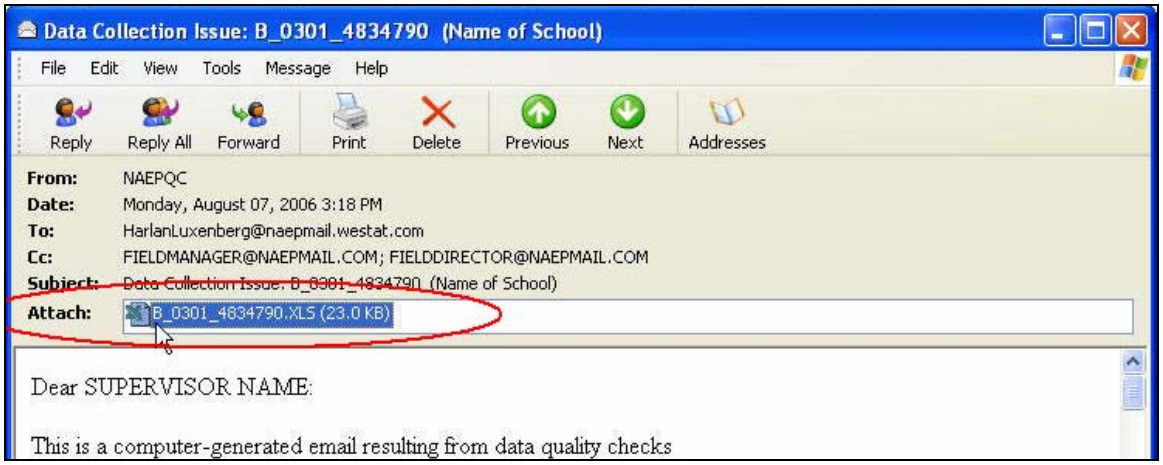
Each has a slightly different process for saving attachments to your laptop.

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.

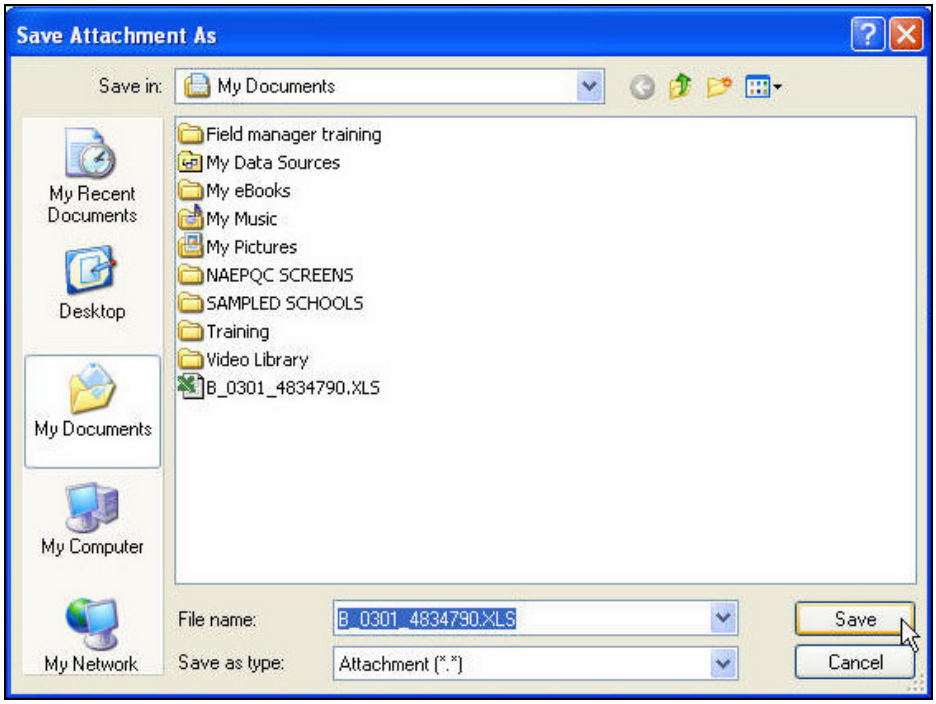


3.3.2.3 Saving Attachments from the 'Save Attachment As' Box

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.

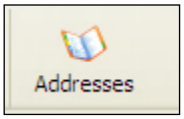
3.3.3 Opening Attachments

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.

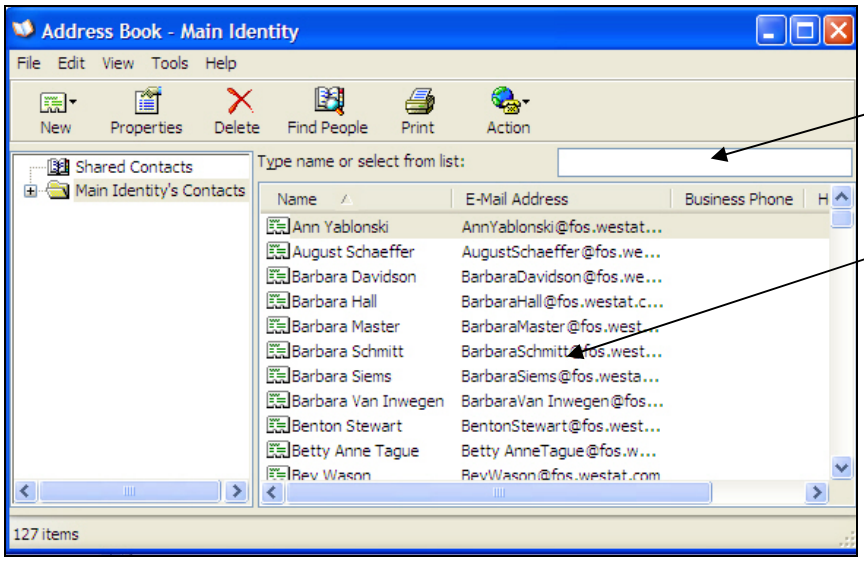
Note You cannot open a file unless the software the file was created in is installed on your computer. For example, you will not be able to open an Excel spreadsheet unless you have Microsoft Excel or Excel reader installed on your laptop.

3.4 Address Book – Adding Contacts and Using Contacts



Outlook Express is set up with the address book already containing NAEP field staff and home office staff names. As previously described, you can use the "To:" or "Cc:" buttons to access the address book and insert recipients into a new, forwarded or reply message.

At times you may want to go directly to the address book to add or delete names, or to update information for existing names. To do so, click on the 'Addresses' icon and a screen similar to the following will appear (your list will be shorter or longer, depending on how many Westat staff you interact with using email).



One of the nice features of OE is that you can add a large amount of business and personal information such as phone number, home/work addresses, fax number, and other relevant data to each basic address book entry (name and email address). This allows your address book to also function as a "contacts" list, which can be used as a quick reference for a phone number or other information.

- To add someone to the address book list, click on the **New** icon and select **New Contact**. OE will then prompt you to fill in the appropriate information.
- To delete an entry you click once on the name (highlighting it) and then click on the Delete icon.
- To view or update information for an entry you click once on a person's name (highlighting the name) and then click on the **Properties** icon.

OE allows you to enter a new address recipient (contact) in several places:

In the OE window

- Select **File**, **New**, then **Contact**; OR
- Choose **Tools**, **Address Book**, then **New,** then **New Contact**; OR
- Click on the **Addresses** icon, then select **New,** then **New Contact**.

Within the Message window

- Select **Tools**, **Address Book**, then **New**, then **New Contact**.

Within the Address Book window

- Select **New**, then **New Contact**.

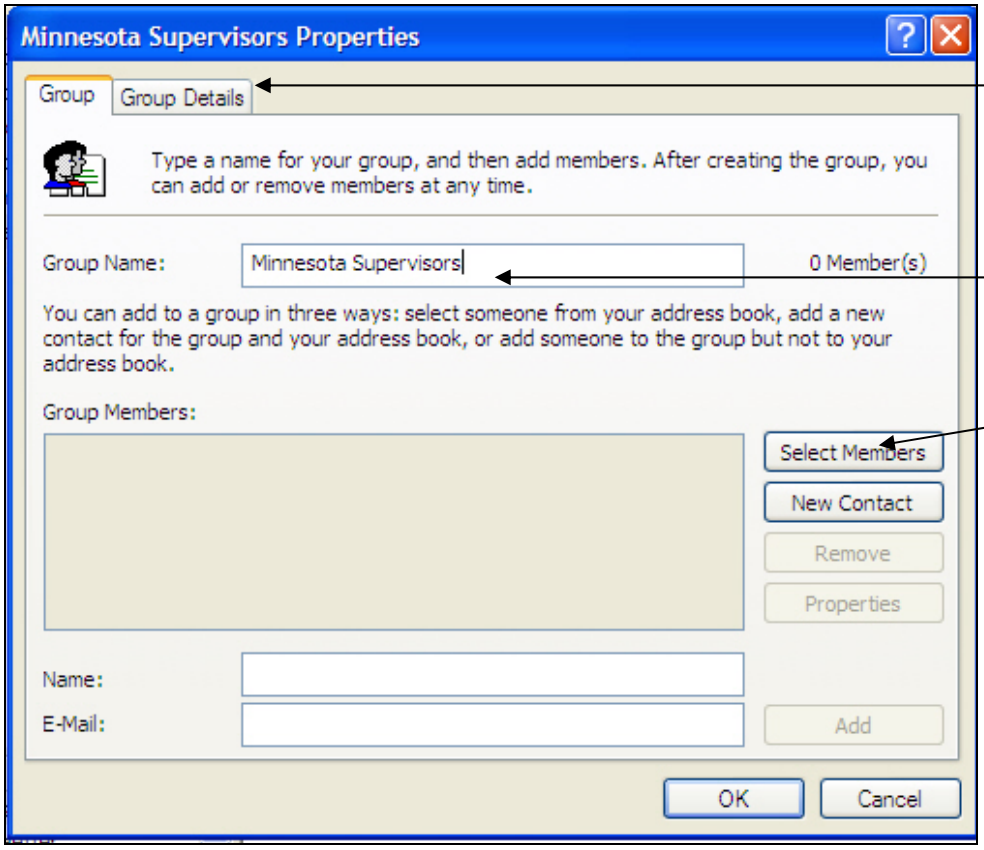
Please note that the format of the names and email addresses that you see in your computer may not be exactly the same as the examples in this document.

3.5 Address Book – Adding Groups and Using Groups

You can create personal groups of addresses from your address book by:

- Clicking on the 'Tools' menu, 'Address Book' and choosing 'New', then 'New Group'.
- Clicking directly on the 'Addresses' icon, then select 'File', 'New Group'
- Clicking directly on the 'Addresses' icon, then click on the 'New' icon, then select 'New Group'.

The following Properties screen will appear:



This tab allows you to enter optional address, phone, fax and comments information.

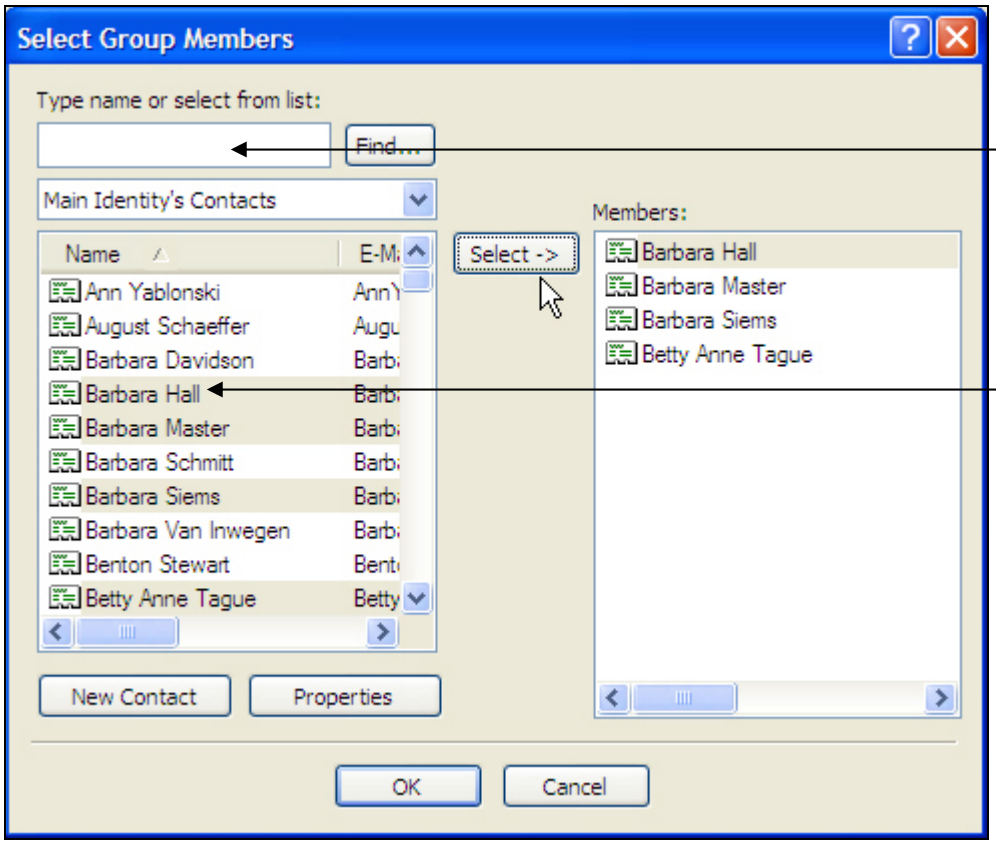
Type the group name of your choice here.

Click here to select members from your address book. You can also add a new address listing (contact) by clicking new contact.

When you click on the 'Select Members' button, the Select Group Members screen will appear (see next page). Click on the member's name, then on 'Select' to add one name at a time to the group list. You can also double-click on the name or use the Windows 'Shift' or 'Ctrl' keys to make multiple selections at one time.

When finished, click on 'OK' to accept. You can create as many group lists as desired.

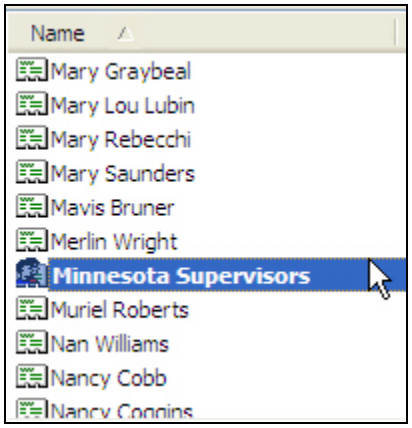
If you ever change your mind, you can delete a name from the Members list by highlighting the name and pressing 'Delete'. You can also delete a name from the list while in the "Group" screen by clicking on the name and then clicking on 'Remove'. Click 'OK' when the list is complete.



You can search for a name (first name then last name) by typing it here.

Select names then click on "Select" to move them to the list.

You can modify a group list at any time by returning to the Address book and double-clicking on the group name.



3.5.1 Using Group Addresses to Save Time

Group Addresses save time if you find yourself constantly sending messages to a group of people. For example, if you would like to send a message to the same group of people twice a week, you can create an Address Group and enter one e-mail address to the message instead of adding six or seven.