

GETTING STARTED WITH FIRSTCLASS

Note: Obtaining support

If you have any problems or questions regarding installation or FirstClass in general, e-mail the “Help Desk” on FirstClass or if you are not able to connect to FirstClass, IT@goddard.edu. For help with connection issues, telephone support may be obtained by calling (802) 454-8311.

SECTION 1: Downloading FirstClass

To install FirstClass Client to your computer, open a web browser, such as Internet Explorer or Netscape Navigator. Enter the following address (or URL) into your browser:

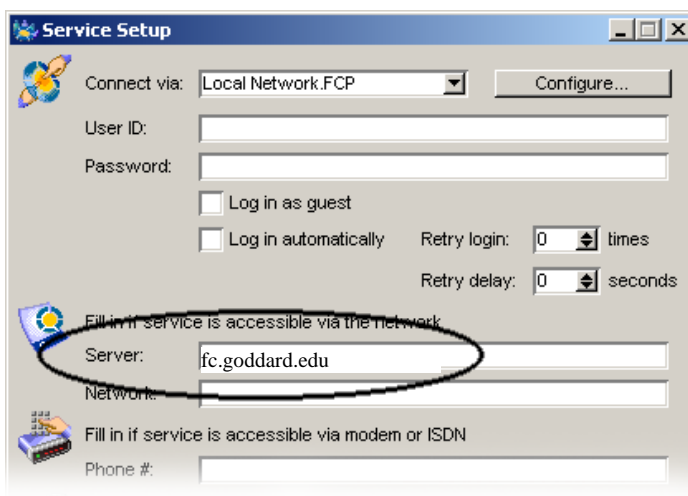
<http://fc.goddard.edu/>



Click on the “Download Software” link that corresponds to your computer platform (Windows or Macintosh). There you will see some installation instructions and an attachment link. Click on that link to download the file to your computer. The browser will prompt you to save the file to somewhere on your hard drive. Select the “Desktop” as the destination for the file and click save. You may now close your web browser. Find the downloaded file on the desktop and double click. The program will then run and install the FirstClass Client and any options you may choose. For most users, simply accept the prompts offered by the Installer. When installation is complete, you may launch the FirstClass Client from the Start/Programs button on the lower left of your Windows Desktop or from the Desktop on a Macintosh. You may now delete the installer program from your desktop.

SECTION 2: Configuring FirstClass

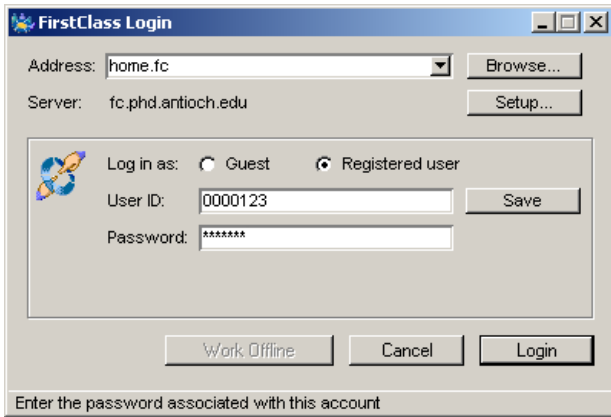
When you launch FirstClass for the first time, it will give you an error message saying you need to configure your server connection. A dialogue box will pop-up asking you to enter the appropriate settings. Make sure the “Connect via...” pull down field has “Local Network” or “High-Speed Internet” is selected. It should already be selected. If you are using dial-up service select “Dialup Internet.” In the server field, enter the following making sure you do not include any spaces or quotation marks: “fc.goddard.edu”. When you have done this, click the Save button. You are now ready to log on for the first time.



SECTION 3: Connecting

Logging In

To login to the FirstClass system, launch the FirstClass Client (FC) software on your computer if you have not already done so. The login screen should appear. If the login screen does not appear go to the COLLABORATE menu at the top of the screen and choose “Connect”.



Click in the UserID field highlighted and enter your UserID (this is the same 6 digit id you use to log on to our workstations). Press the Tab key to move the cursor into the password field, and then enter the password you were assigned. Press Return/Enter or click your mouse on the “Login” button to establish the connection. If you are using a firewall you may receive an alert that FirstClass is trying to connect to the Internet. It uses the following ports to connect: TCP=510 and UDP=810.

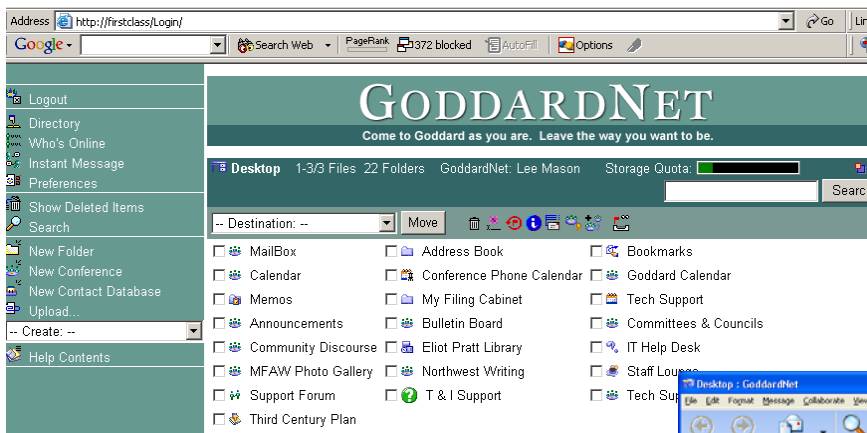
Changing your Password

Go to the following website to change your password. It has a built-in link to the password change page. <http://activate.goddard.edu/>. In the form, enter your User ID and current password first, and then if successful, you’ll be asked to enter your new desired password twice to confirm its spelling, and then click OK. You may change your password at any time and as often as you like.

SECTION 4: Leaving FirstClass

For your safety and privacy, it is important to logoff when you are finished using your account. Choose either “Disconnect” from the COLLABORATE menu or “Quit” (Macintosh) or “Exit” (Windows) from the FILE menu. In most instances, you’ll want to Quit/Exit the application when you’ve finished, so this is the most efficient way to both logoff and Quit.

SECTION 5: Accessing FirstClass via the Web



To access your FirstClass desktop and email via the web, go to <http://fc.goddard.edu> and select the login to your account button. Enter your UserID and password at the appropriate screen. Your desktop here will look different from your client desktop. All of the icons are still present.

SECTION 6: The DeskTop & Using Conferences

When you login to FirstClass, your DeskTop appears on your screen. You’ll notice your private MailBox icon and several other icons representing public or private conferences, which can be used by FirstClass users. **Your mailbox, Calendar, Contacts, Documents, File Storage, and Bookmarks on your FirstClass Desktop are private.** Your mailbox holds messages sent to you and copies of messages you have



sent to others. See Section 7 for more information about sending and receiving messages.

Public Conferences

The term conference is used to refer to a “public access” area of FirstClass. Conferences are created by the FirstClass Administrator to foster discussion on particular topics. Icons, many of which appear as “folders”, represent conferences.

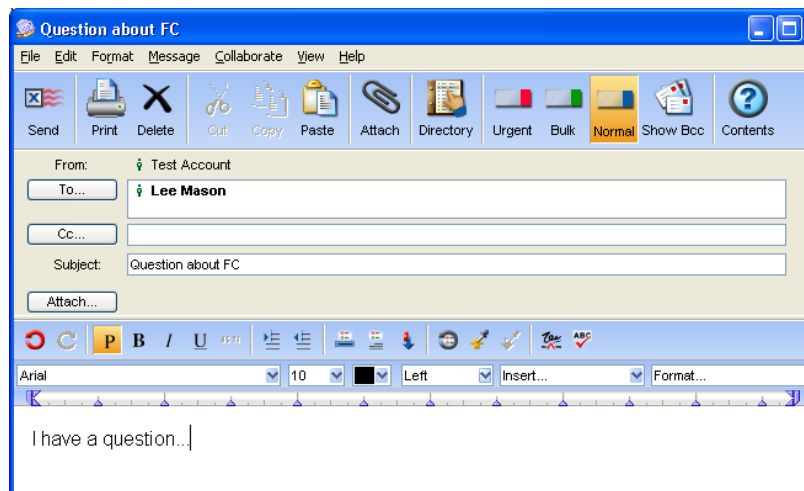
Public conferences are open to “read access” by all users. This means that any user can read messages sent to any of these conferences and their respective sub-conferences. Most of these areas are also open to contributions from public users, that is, “write access” is granted to all users in most instances. A red flag will appear next to a conference when new material has been sent to it. Folders will have no flags.

Customizing your FirstClass Desktop

You may wish to add aliases (shortcuts) to conferences, which you monitor or read often to your Desktop. For example, if you are involved in a particular group, you may wish to add an alias of your group’s conference to your FirstClass Desktop. To make an alias of a conference, locate the conference, click once on its icon to select it, then choose “Add to Desktop” from the COLLABORATE menu. Close any open windows, until you are at your desktop, where you should see the conference.

SECTION 7: Using Mail

Your mailbox holds all of your incoming and outgoing mail. To open it, double-click the icon. When you open your mailbox you see a list of mail files, showing the sender, the subject of the message, and the date and time it arrived or was sent. A red flag next to a message means that a new message has arrived and is unread, while a white flag indicates that the message has not been sent. You may also notice a tiny document or paperclip icon indicating that an attached file was sent or received with a message. To read a message, double-click on it. A new window will open which has two sections, the top shows the message header information (From, Subject, To and CC) and the bottom contains the message body or text.



Mailbox

You can now choose to display either a unified Mailbox or a separate Inbox/Outbox in the "Mailbox style" field of your Preferences form. Choosing a separate Inbox/Outbox displays the contents of your Mailbox in four separate containers: Inbox, Drafts, Junk Mail, and Sent Items.



Composing a New Message

To begin a new message, choose “New Message” from the MESSAGE menu or click the “New Message” button in the toolbar. A new, empty message is created and displayed in a new window. Note that the message already includes the sender’s name. The date and time will appear on the message once it has been sent. If you are in a conference you have access to post, the message item will be pre-addressed to that particular conference.

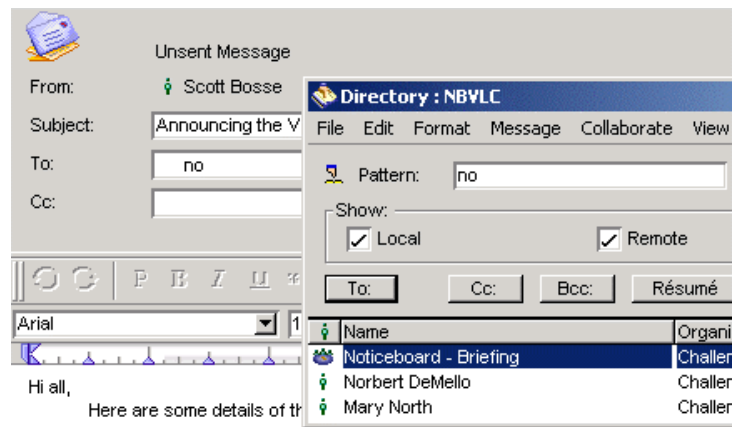
In the message header, enter a subject, and an individual's name or address, or a list of names in the "To" and "CC" (Carbon Copy) fields. (The "CC" field functions in the same way as the "To" field, each person in either field receives the same copy of the message.)

Bcc

Please use the Bcc field when sending messages to faculty and student distribution lists. This protects the privacy of those who have elected not to have their information published. To make the Bcc field visible, open a new message and select "Show Bcc" from the VIEW menu (Ctrl + B). You can also add a button to the toolbar of your new message. Use the instructions from Section 9.

Addressing Messages to Users or Conferences on the FirstClass system

To address the message, move the cursor by clicking your mouse next to the "To:" field and enter the name of the person or conference, then press Return or Enter on the keyboard.



You do not need to know the "email address" of others who are on the same system. The FirstClass Directory of users on the system allows you to enter partial names. The directory will find the correct name and complete the address. This is helpful if you cannot recall a person's last name or the correct spelling of a name. If a number of similar names are available, a list will appear from which you may choose.

If you make a mistake when entering a name, you may delete the name from the "To:" field by clicking once on the name, and pressing the delete key on the keyboard. **You must press Enter/Return after each name added or deleted from the "To:" field.**



Sending

When the message is complete, choose "Send and Close" from the MESSAGE menu or click on the SEND AND CLOSE button. A red postage stamp will appear on the top left corner of the message to indicate that the mail message has been sent. If the message isn't addressed properly, an error may appear on your screen, or the "Send and Close" command may be unavailable. If this occurs, check that the message is addressed correctly; be sure to press Enter/Return after each name.



Unsending

Even after you've sent a message to another FirstClass user, you can unsend it to make corrections, send it to a different person, or add additional recipients to the message. Select the message from your mailbox, or open the message, and select "Unsend" from the MESSAGE menu and your message will be retracted from its destination. A hollow or white flag appears next to the message in your mailbox, indicating that the message is incomplete. You can open the message and make any additions or corrections to the message, or the names of recipients on the message. When ready, select "Send" from the MESSAGE menu to resend the message.

Note:

- A message addressed to a user outside of FirstClass (i.e., an internet message) cannot be unsend.
- You may only unsend messages from the original copy in your mailbox. If you have deleted your copy of a message, you cannot unsend it.



Replying to Messages

You may use the "Reply" feature to automatically produce an addressed reply message with an automatically generated Subject. To reply, open the message to which you wish to reply, and select "Reply"

from the MESSAGE menu (or click on the reply button in the toolbar). This command uses your Reply Preferences, which can be set in the Preferences window (see Section 9: User Preferences).

Additional reply options are available by selecting “Reply Special” from the MESSAGE menu. These include:

Reply with Quote – selecting this option includes the text of the original message in your reply and annotates the text as a “quote” from the original sender

Reply All – sends a reply to the sender and any other recipients of the original message

Reply Sender – sends a reply to only the sender of the message, removing the addresses of any other recipients of the original message

Reply Conference – sends a reply to the conference in which the original message resides, eliminating the address of the sender or any other recipients of the original message

Reply Originator – sends a reply to the original sender of a forwarded message, eliminating the address of the sender who forwarded the message to you

Forwarding Messages

If you receive a message that you wish to forward to someone else, or if you wish to re-send a copy of one of your own messages, you may use the “Forward” feature to create a complete, unaddressed copy of the message. To forward a message, highlight or open the message, select “Forward” from the MESSAGE menu, address the message and send it. Messages, which have been forwarded, will show a list of the previous senders in the “From:” field.

Viewing a Message's History

Every message you create or receive has a history. This history records everything that has happened to the message on the FirstClass system: when a message was created, when it was sent, when another FirstClass user has read a message you have sent, or when an Internet message has left the system. The history of a message is viewed by selecting “History” from the MESSAGE menu, when a message is either open, or selected.



| | What | When | Who |
|-------------------------------------------------------------------------------------|---------|------------------|---------------|
|  | Created | 29/03/2004 20:35 | Administrator |
|  | Sent | 29/03/2004 20:38 | Administrator |
|  | Read | 01/04/2004 02:58 | Scott Bosse |

Saving & Printing Messages

You may wish to save a message and its contents as a file on your computer. To save a message as a text file on your computer, open the message and choose “Save As...” from the FILE menu. The subject of the message is entered as the default file name, and the computer prompts you to designate a location in which to save it. Click the SAVE button to save the message.

If your computer is connected to a printer, you may print any message from FirstClass. To print, select “Print” from the FILE menu. The printed message appears exactly as it does on the screen, including the message header.

Summarize Selected items

This feature essentially “stitches” a series of messages together in one document, which you could then Print, or Save as a file to your computer or floppy disk.

Begin by selecting several messages, holding the SHIFT key to select multiple messages, or hold the COMMAND or APPLE key (Macintosh) or CTRL key (Windows). With messages selected, select “Summarize Selected messages” from the MESSAGE menu .

A new document window opens, and slowly the message header and text information is extracted from the selected messages and appears in the document window. If you've selected a large number of messages, this process may take a few minutes. **CAUTION:** The summary window is only temporary, and will disappear when closed. You must save or print it in order to keep it! Page Breaks are inserted automatically between each message; please keep this in mind if printing!

This feature may allow you to delete messages more readily, to clean up your mailbox, or essentially archive messages from your MailBox to a floppy or your computer's hard drive. You may also wish to archive a conference (such as a committee or other private conference). **CAUTION:** this process does not also summarize attachments, only message text and the heading (to/from/subject/date) information.



Deleting Messages

You may delete any messages in your own mailbox at any time. To delete a message, click on the message once in your mailbox to select it, then press the delete key on the keyboard. Or, select "Delete" from the FILE menu. FirstClass always asks if you're sure you want to delete the message. Deleted messages cannot be recovered. Note: you cannot delete messages from conferences that have been sent by other users; you may delete your own messages, however.

Undeleting Messages

When you delete a message (or a file, or group of messages, or a folder), FirstClass hides these from your view. In order to recover them, you must first bring them back into view by selecting "Show Deleted Items" from the VIEW menu. All of today's deleted items reappear in their original locations with a tiny trashcan icon next to them. Next, select the item(s) to be recovered and select "Undelete" from the FILE menu. The message has been recovered fully. You may now "Hide Deleted Items" by selecting this option in the VIEW menu.

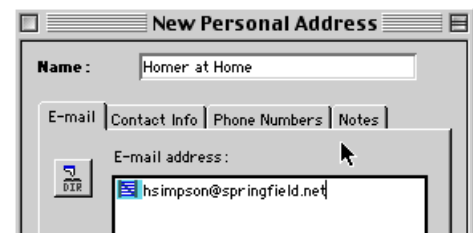
CAUTION: Undelete is only available for 30 days after the item has been deleted. After that the server purges deleted items and they are unrecoverable.

SECTION 8: Contacts



Each user has the ability to create a contact database in which to create mailing lists for groups of people or individuals who are regular correspondents. A contact database item is helpful when:

- You frequently send messages to internet users, and would rather not enter the full address every time
- You often need to send the same message to a group (two or more users) of people



For example, you may wish to create a contact item called "Homer" which could be used each time you wished to send email to the person at "hsimpson@springfield.net". Or, when addressing a message to a committee from your department, you could address your message to "Committee" instead of listing each member's name in the message.

To open your contact database, select "OPEN" then "Contacts" from the FILE menu. If you don't already have one, FirstClass creates one for you. (You can also open your Contacts by double-clicking its icon on your FirstClass Desktop.)

Adding Names to your Contact Database

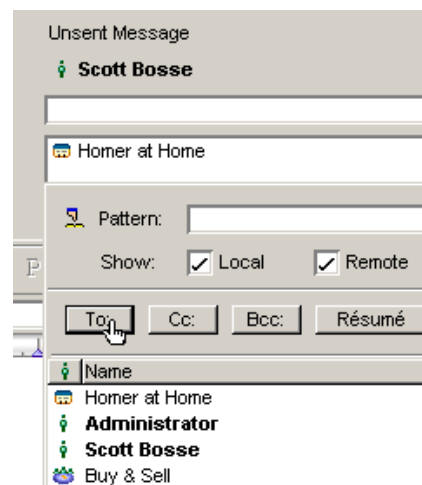
1. From the FILE menu, you may select either "New Personal Address" for the name of an individual or "New Personal Mail List" for a list of names.
2. In a Personal Address, there are two required fields that must be completed, the name and the e-mail address. First, enter the name or nickname you'd like to use to refer to the individual, and then enter the

corresponding email address (es). There are also optional fields you can use: Contact Information, Phone Numbers, etc.

3. In a Personal Mail List, first enter the name you'd like to use to refer to this group of people (e.g. 'committee'). Then enter each person's address, pressing Return/ Enter after each one. Put only as many names in each list as you would like to be assigned to a particular nickname.
4. Close the Address or Mail List window, and click SAVE when prompted
5. Repeat this process each time you want to designate a new "nickname."
6. Close the Contacts conference. You may create new items or revise existing items in your Contacts at any time.

Using Contacts Items

The names or nicknames you've created are added to your directory, accessible at any time when you address a message. To use them, simply begin by creating a message in the usual way, and in the "To" field, you need only enter the short name of the individual ("Tim" or "Chris") or group ("friends" or "committee"). The Contacts items you create are not accessible by any other FirstClass users. These items appear in your directory only along with the global FirstClass directory items.



SECTION 9: Calendars

Each user can keep track of their schedules and tasks in their FirstClass calendar. Open your calendar by double-clicking on it from the desktop. To create a new event or new task go to the File menu and choose New Task or New Event. You can also double-click on the day you want to create the event on or double-click in the today area to create a new task. A separate window will open up for you to enter the information.

Event form

Commonly used fields are now on the first Event form tab.

Urgent items

Urgent events and tasks are now listed before non-urgent ones.

Weekend handling

Saturday and Sunday are now split into two separate columns in the month view, but you have the option of collapsing them into one column in your Calendar Preferences.

Also, the weekend days are now determined by your workweek start day. For example, if your workweek starts on Wednesday, your weekend days are Monday and Tuesday.

Drag and drop functionality

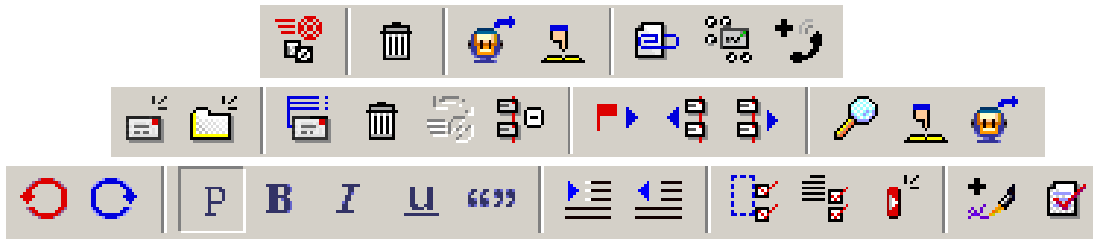
Dragging a message or document to a calendar creates an event, while dragging it to the Today list creates a task. You can also drag a vCalendar file to a calendar, which creates an event.

Reminders

Incoming events now take on your own reminder preference.

SECTION 10 Appearance & Toolbars

Each FirstClass window contains a button bar that appears in the top of each individual window that is opened. Furthermore, these buttons are “context sensitive” which means that only relevant buttons will appear in the window, the buttons that you are able to use within the current context.



The toolbar may be customized to include buttons for tasks that you use frequently. To do this, select “Toolbars” from the VIEW menu, and then select “Customize toolbar.” Select the category (menu) where the task resides, then drag the button you want, and drop it on your toolbar where you’d like it placed. To remove a button from the toolbar, drag it from the toolbar into the button box in the customize window.

If you’re a Windows user, you’ll notice that instead of your FirstClass Desktop appearing against a gray application background with the menus appearing across the top of the screen, you have isolated windows which appear on your screen, each containing its own menu bar. You need to be careful to choose the menu, which appears in the window in which you’re currently working (the active window, or the window closest to you).

Toolbars

Go Back and Go Forward buttons let you move among the objects you have previously opened, just as if you were using a web browser.

Context Sensitive Menus

FirstClass allows for the use of “context sensitive” menus. These appear when the user holds the mouse down (Macintosh) or right-clicks (Windows) on an object such as a conference icon, a message, an attachment, selected text in the message you’re composing, an email address or name, or an empty space on the screen. The menu appears at the exact point of your cursor, so you may quickly make a selection and continue on. If the context sensitive menu appears, and you do not wish to make a selection, release the mouse without making a selection.

Sorting files

The column headings for any list of messages (e.g. “Name,” “Subject,” “Last Modified”) act as sorting buttons. When clicked, each heading acts as a button that will sort all of the messages within the window according to the column’s criteria. A second click will perform a reverse sort of the column. Examples:

Name – sorts all messages alphabetically by the first name of the sender. Clicking again will sort the messages from Z to A by sender’s first name.

Subject – sorts all messages alphabetically by the first word in the subject line. Clicking again will sort from Z to A.

Last modified – sorts all messages in reverse chronological order, using the date and time of the message. Clicking a second time will put the oldest messages on the top of the list.

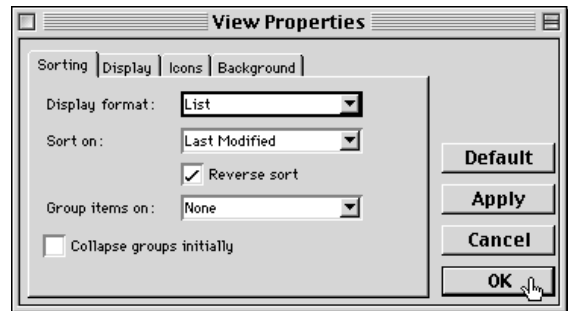
| | Name | Size | Subject | Last Modified |
|--|----------------------|------|---------------|-------------------|
| | English Resources.fo | 961K | Uploaded File | 11/12/99 9:06 PM |
| | New Document | 7K | | 11/12/99 10:05 PM |

You may also rearrange the order in which the columns appear, by click-dragging the column headings to a different location (i.e., you could drag the “Last Modified” heading to appear before the “Subject” heading).

Changing the View Properties

From the VIEW menu, select “Change View Properties” to prompt the dialog box. These options allow you to determine the order in which items appear in your mailbox, background pictures in windows, and the font/size used to display lists of messages.

The first section on Sorting allows you to determine the default settings for sorting messages in the selected window. The default settings will sort items as a list, chronologically sorted with newest messages on top, and with grouping by subject. Grouping on SUBJECT can result in hierarchically arranged lists of items by which all of the messages about a particular topic (the original and all of the corresponding reply messages) appear together, no matter when they were received or sent. **If you prefer to view messages by date only, change to Group Items on “none.”**



In the section on “Display” you may select a font and size to display the list of items in your Mailbox. This may help you avoid eyestrain!

Resizable icons

You can now resize icons easily with an Icon size control located on the Icons tab of the View Properties form.

Wrap text in list view

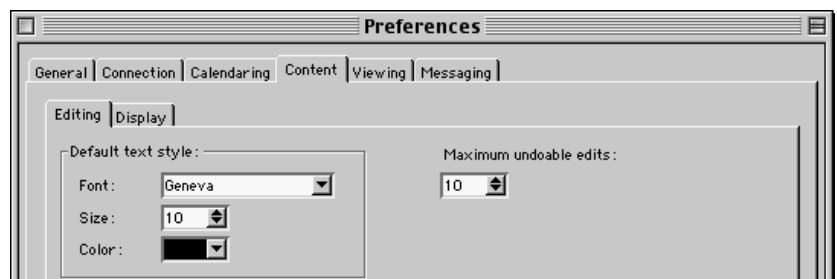
You can now make text that doesn't fit on one row wrap to subsequent lines instead of being cut off, by selecting “Variable height rows” on the Display tab of the View Properties form.

NOTE: View Properties are specific to the current window in which you are working. You must make changes for each window. In addition, changes must be made to both top and bottom “panes” or sections of each window, if desired.

SECTION 11: User Preferences

One of the many advantages of FirstClass is the ability for the user to customize a wide range of preferences. To edit these, select “Preferences...” from the EDIT menu.

You may alter the appearance of windows within FirstClass and set your own options when editing or viewing a document including background images, font sizes and colors. Some of the more useful functions are the ability to tailor the spell checker, alter how quoted text appears and change the text magnification to make messages easier to read.



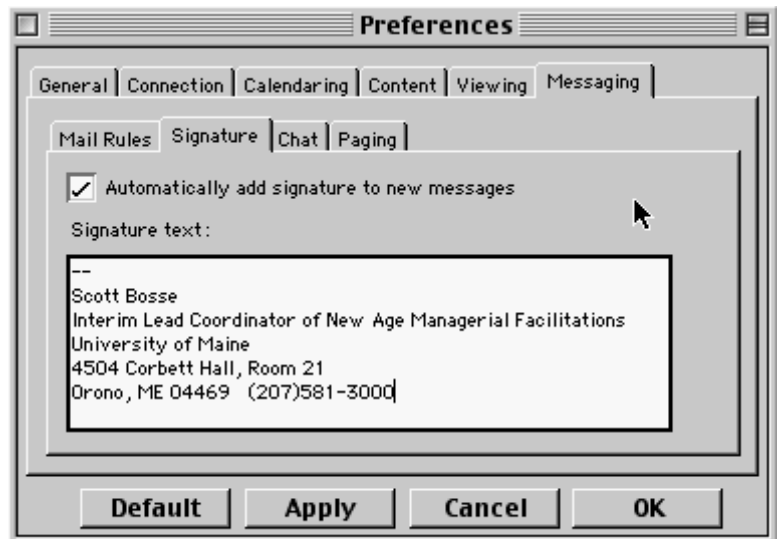
- **Content (Editing)** allows you to select your preferred font and size for composing messages. The attributes you select here will appear on all messages you send, except for any internet messages you send; the recipient will see plain text in most cases. This section also allows you to set preferences for the spell-checker.

- **Content (Display)** allows you to choose your preferences for viewing messages sent by others. For example, you may choose to view all messages at 150% magnification, so that even if the sender composes a message with a tiny font size, you'll always view this text at 150% of its original size. This may greatly reduce eyestrain! You may also determine settings for quoted text, which a person may use when replying to a message you sent originally. The default here is "Gray background" but some users prefer to view quoted text as a RED color, instead.

- **Messaging (Mail Rules)** is where you might set your Reply preference to "Reply Sender" to automatically reply to the sender only in cases where you are among several recipients of a message. This setting often prevents many accidental replies and carbon copies of the same!

This section also allows you to automatically forward mail to another account (either another FirstClass user, or another account outside FirstClass). Be sure to test any forwarding before assuming it is correct and working! You may also choose to set an Auto Reply message in the event you will be away from the office for a week or so, and wish to notify other FirstClass users that you will be away. The feature was intended for extended absences, or to direct users to another person in your absence.

- **Messaging (Signature)** is a few lines of text (usually name, department, telephone number) that may appear at the end of every message. You may choose to automatically include your signature, or when composing a message, use the EDIT menu → Insert → Signature to include your signature on a case-by-case basis.



- **Messaging (Instant Messaging)** is where you may set your IM preferences if you wish not to accept invitations; this setting is akin to "Do not disturb."

Hiding your presence

If you don't want everyone to know when you are online, you can limit who is able to see this information. To do this, choose the group of users for whom you want to show your presence at "Show presence to" in your instant messaging preferences. When you are online, users in the groups not selected at "Show presence to" won't see your name in bold, and you won't appear in their Who's Online list. Currently, your only option is to set to default, which is everyone, or to nobody.

Exceptions

Your administrator can always tell when you are online.

