OISENet E-MAIL
## A User's Guide for PC and Mac

1

Start Up and Login to OISENet

Click the **FirstClass**ᴼ **E-MAIL Icon**
- PC - under the Programs Menu (Start Button on the Status Bar in Windows'95/'98)
- Mac - under the Apple Menu

Enter your **UserID and Password** in the dialogue box that appears. You may press TAB between entries or click the mouse in the appropriate entry field to begin typing. Once you have the correct information in <u>BOTH</u> fields, click LOGIN with the mouse or press ENTER/RETURN on the keyboard.

Enter your information here

To Login Press Here
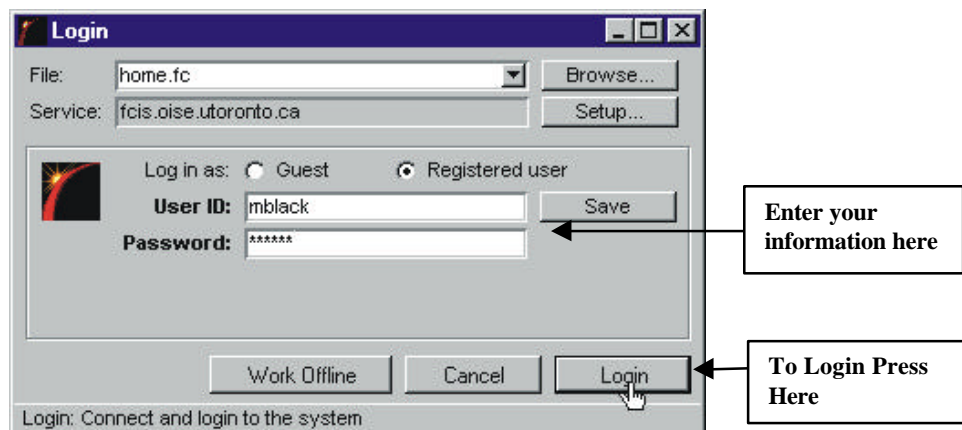
2

The Desktop

The <u>first</u> window that appears after you have launched the program is the DESKTOP. **This window is your main window, which stores all the prime message folders including your MAILBOX.** Sometimes a window, with important information OISE/UT wishes you to read , will pop up as a news flash. You may close these windows after you have read the information.

Nb. To close a window, click on the "X" on the right corner for PCs or in the left corner box for MACs. Read your operating system manual if you are having problems maneuvering in the MAC or Windows '95/'98 environment.

- **Viewing the Desktop Window**

You may view the information on the desktop in a number of formats found under the VIEW menu at the top of the screen. Options include **viewing by Icon, by Small Icon and by List.** You may change the manner in which you view these or any First Class windows at anytime. The program defaults to the icon view. You may wish to view the contents of certain folders **by list**, since you are given more specific information on the name, size of file, subject matter, and date sent or received. The latter is especially beneficial within the mailbox folder!

- **Sorting the Messages**

You may sort your messages by name, size, subject, date modified etc. by clicking on the gray title bar. It will sort in either descending or ascending order. (see diagram View by List next page)

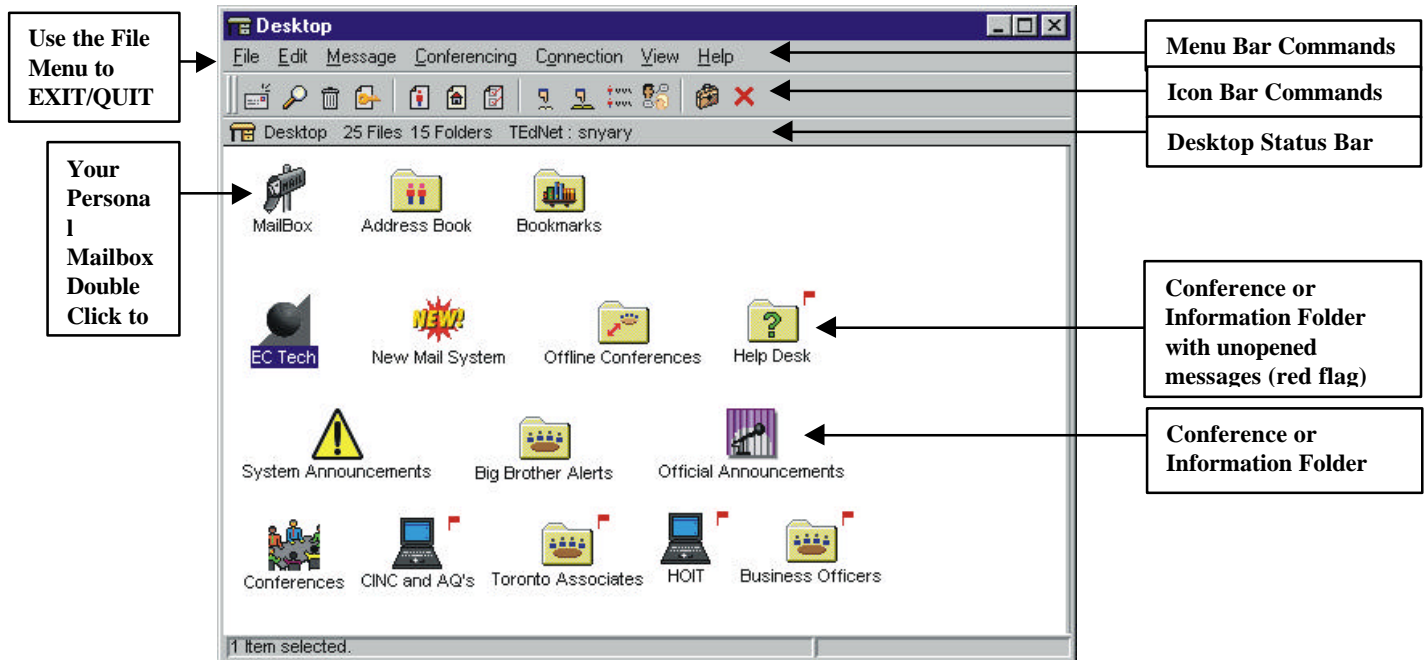- **Logging Out and Exiting from the Desktop and OISENet**

If you use a publicly accessible computer (i.e. the computer labs), you must always ensure that you are no longer on the system when you have completed your E-Mail session. Other individuals have access to your files and messages if you do not log out! In order to log out, you must exit/quit the program.
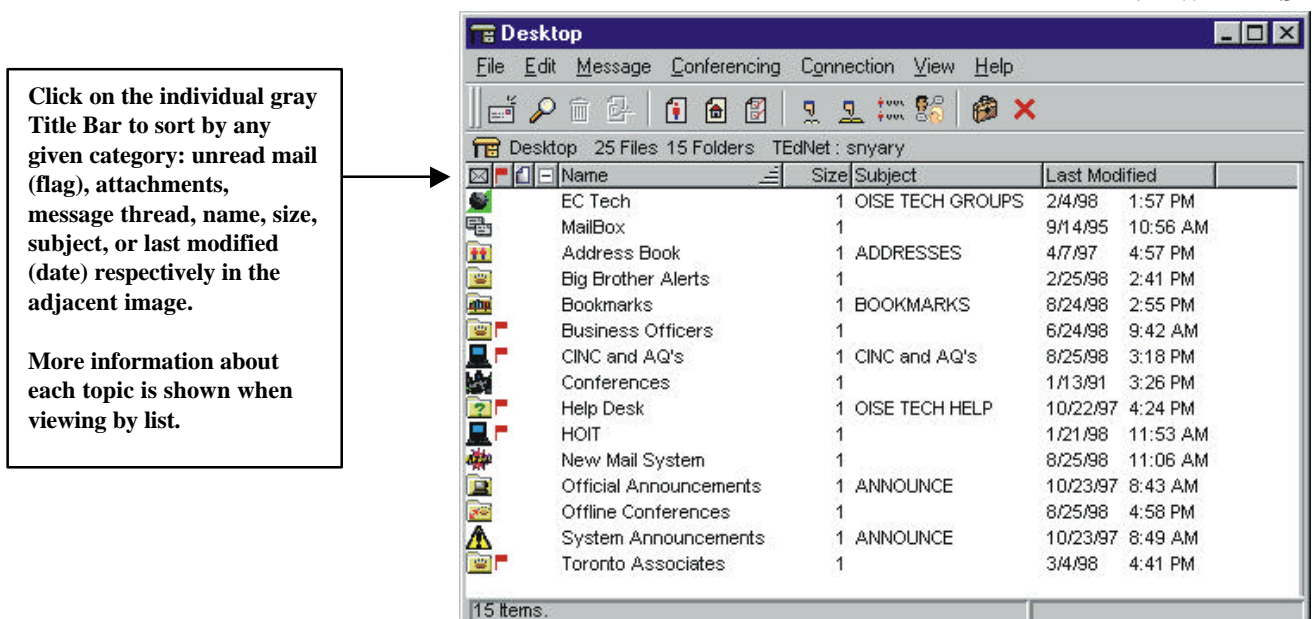**From the DESKTOP window: choose EXIT/QUIT under the FILE menu.**

Do not use the "x" (PC) to exit the program, because the First Class (OISENet) icon will remain on the windows taskbar (bottom right). Therefore, to ensure that you have shut down the program completely, use the EXIT Command under the FILE menu as suggested.

Do not use the "left corner box" (Mac) to quit the program, because the First Class (OISENet) icon will remain under the application icon menu (top right). Therefore, to ensure that you have shut down the program completely, use the QUIT Command under the FILE menu as suggested.

VIEW BY ICON

Use the File Menu to EXIT/QUIT

Your Personal Mailbox Double Click to

Menu Bar Commands

Icon Bar Commands

Desktop Status Bar

Conference or Information Folder with unopened messages (red flag)

Conference or Information Folder

VIEW BY LIST

Click on the individual gray Title Bar to sort by any given category: unread mail (flag), attachments, message thread, name, size, subject, or last modified (date) respectively in the adjacent image.

More information about each topic is shown when viewing by list.
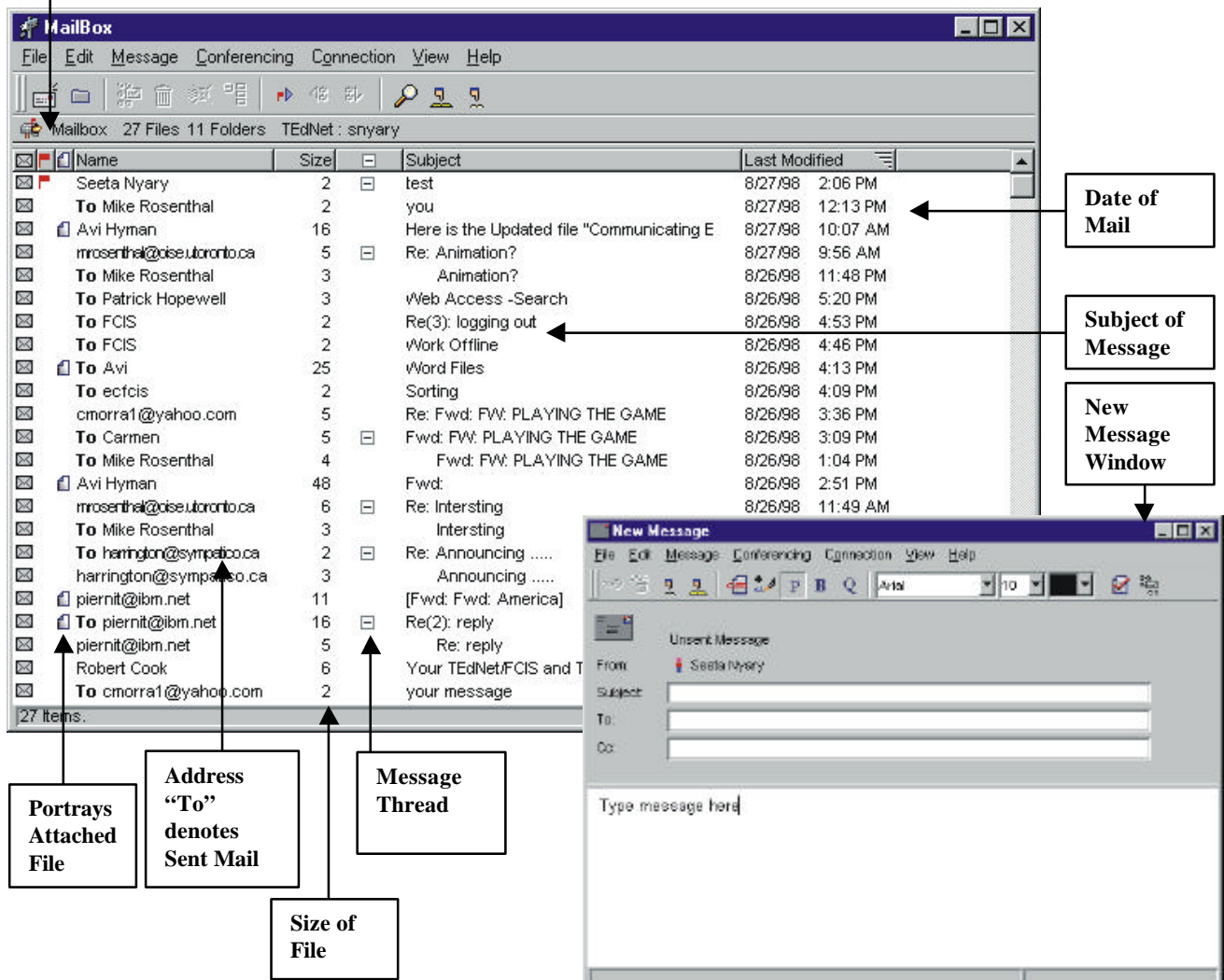
3

To Send a Message

Open the MAIL BOX folder on the desktop by double clicking on the icon. Click **NEW MESSAGE** under the MESSAGE menu. You will notice a message box with UNSENT MESSAGE appears. You will need to fill in the appropriate information, prior to sending:

1. Subject	Type in the subject of the message. (i.e. Hello)
2. To	**Type** in the **"address"** of the receiver, either internal or external. (see No. 6 Addresses)
	Press ENTER/Return.
3. Cc.	Type in the addresses of any other people you wish to send a copy of this message.
	Press ENTER/Return after each address. (OPTIONAL: leave blank)
4. From	You will notice that this category already has your identification.
	There is no need to do anything here, whether sending an internal or external message.
5. Message	**Click your mouse into the empty space, below all the information. A cursor will appear. Begin to type your message.** You may also copy and paste text from other word processing applications into this area. You may edit your text by simply highlighting the appropriate text and selecting the desired commands under the EDIT menu…. such as FONT< SIZE< STYLE< COLOUR. Use your regular word processing skills. You will also notice a spell check function under the same menu.
6. Send	**Choose SEND** under the MESSAGE menu. A stamped red postmark appears on top of the envelope in the top left corner of the window.

The "Red Flag" shows unopened or new mail. Once opened, the flag disappears indicating that the message has been read.

Date of Mail

Subject of Message

New Message Window

Portrays Attached File

Address "To" denotes Sent Mail

Message Thread

Size of File

4 Checking your MailBox

Open the MAILBOX folder on the desktop by double clicking on the icon (as above). Use the "by list" view. You will notice that as you use your new account for e-mail, each message that you have sent or received will be listed in the mailbox!

- Each message that has "**To:**" in front of the address, is a message **you have sent.**
- Each message that simply shows the **address**, is a message that **has been sent to YOU.**

You may **open files** (your mail) at any time, by double clicking, to review your messages. You may **delete a message**, by clicking once on the file and pressing the delete key. **A RED FLAG will appear on ANY MESSAGE or FOLDER that contains information you have not read!** (in other words, you have not double-clicked the icon to open that file/message).

5 Reading & Replying to your Messages

When you receive a message, a **red flag** will appear beside your mailbox icon, as well as on the individual mail messages that have been sent to you. **In order to read the mail, you simply double click on the file!** If you close the message the red flag will no longer appear.

You may wish to reply to the sender. This may be done in a number of ways with commands under the MESSAGE menu. These include:

REPLY
- replies to the sender with a blank page for you to type any information, similar to sending a regular message.

REPLY with QUOTE
- under REPLY SPECIAL, shows the information the sender has sent to you, that you may use or edit within the reply you wish to send.

FORWARD
- allows you to simply forward the exact message to someone else. In this case, you must type in the appropriate address in the "To:" field.

You will notice that **with generic replies, the information within the FROM, SUBJECT and TO fields are automatically inserted….** No need to type any addresses, unless you wish to send copies to another party under "Cc". Simply type your return message… and send in the usual manner, by choosing SEND under the MESSAGE menu.

If you choose to NOT send a message (you may have changed your mind, or have run out of time and wish to finish it later), simply CLOSE the unsent message window. A WHITE FLAG will appear beside this message, indicating that the message has not been sent. You may open this file at any time in the future to finish the message and subsequently send it (the Flag will disappear), or you may delete the file.

6 Addresses

With the OISE/UT E-Mail and Conferencing System, you are able to send and receive messages from all over the world, as well as communicate efficiently with other people connected to the OISE/UT System. **All addresses are typed in the "To:" entry field and REMEMBER to press "ENTER/RETURN" after entering the address. (see No. 3 of this**
There are two main address types:

1. Internal (OISE/UT Users only):   **User Name (space) User Last Name**
                                          i.e. Sue Fisher

2. External (other people):   **someone@somewhere.someplace**
                                          You will need to ask for the exact address to ensure that the e-mail goes beyond the OISE/UT pool of users. The "@" (at), is the symbol that portrays the external address. This protocol does APPLY to the older system of TORTOISE USERS!
                                          i.e. jsmith@interlog.com

Your External Address

Finally you may wish to **receive messages from other people who are NOT part of the OISE/UT system**. You need to give them your address, listed below. An optional method of giving anyone your address is by actually sending the individual a message. Your address will automatically be sent to this person's mailbox, and subsequently they can reply to your message (as you can to theirs'). Most e-mail software packages have similar features.

External (other people to you)   **UserID@oise.utoronto.ca**
This is the address you will give to others, who are NOT ON THE OISENet SYSTEM, so that you can receive external mail. The UserID (that you used to log on to the system), is usually your first initial and last name.
i.e. jsmith@oise.utoronto.ca

7   Directory of OISENet Users

A **DIRECTORY** of **internal OISE/UT user addresses** exists under the CONFERENCING menu for OISE/UT users. You may type the first or last name of that person, press ENTER/RETURN and a box will appear with all the users of a similar name. Click on the correct name in the directory list and it will appear in the "To" entry field of your unsent message.

For Example:
You may know a "Gord", but not really remember his last name. Type "Gord" in the "To:" entry field and all OISE/UT users with the letters of "Gord" will appear… i.e. Gord Smith, Gordie Jones, Robert Gorden. Choose the correct person (double click on the name) and that address will appear in the entry field.

Nb. If there is only one person with this name… the address will be displayed automatically, without other user options. Be careful with your spelling and remember when two individuals have a similar name, one name may only show with an initial. This is because two users can not have the same internal address!

8   Attaching Files and Saving Attached Files

The ability to **attach and receive attached files with your mail** is beneficial when you wish to send someone a formatted document produced in a program such as Microsoft Word or WordPerfect, where the exact document remains intact. You may also send an image file or any other file that is not simply a series of characters. JUST REMEMBER, the person who receives the file will need to be able to access the information… so if you are sending a WordPerfect file, be sure the receiver has that application or can use the format you are sending! You will notice in your mailbox that, when an attachment exists, a symbol of a sheet of paper (dog-eared page) appears beside your message.

To ATTACH a file to your message prior to sending:
- Choose ATTACH FILE under the FILE menu.
- Scroll to the folder/directory where the file is located on your hard drive or floppy. (see your basic Windows or Mac operations manual if you are having difficulties scrolling through your folders)
- Double Click on the file… the file will attach itself to the message. The transfer may be slow or fast depending on the size of the file that is being attached. You will notice under the "Cc." box, an attachment symbol of the file and the file name will appear. If you can't see it, it may be hidden: use your mouse to drag down the line between the sending information (gray area) and message area.
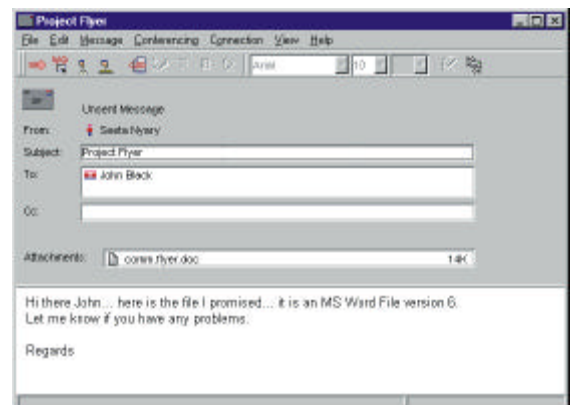
To DOWNLOAD (save) the attached file to your computer after you have received a message:
- Click once on the attachment icon (select) after opening your message (you can only do one at a time)
- Choose SAVE ATTACHMENT under the FILE menu.
- Select the folder on your hard drive or floppy where you wish to save this file, Click SAVE. After the transfer, open the file and use as usual, in the given application on your computer.

OISENet Conferencing
A User's Guide for PC and Mac

1

### Conferencing Overview for OISENet

- **Log in** to the **FirstClass**[⍟] Client OISENet System as you would for regular E-Mail usage (see Using E-Mail documentation).

- One advantage of the First Class software is its provision of conferencing capabilities, that is, the **exchange of information between individuals** on the same system. This means you and everyone within the OISE/UT community has the ability to exchange and share information and resources, which are available publicly to all users of the same system. Typically, information categories (topics) are developed in folders, known as CONFERENCES. Users are able to read and/or post (send) messages to these topic-specific conferences. Any message sent to a conference will be posted within the conference folder as well as in the user's personal mailbox.

- **Conferences developed by OISE/UT are displayed in the desktop window**. This is the same window you find in your personal Mailbox. Conferences provide a wonderful opportunity to ask questions and acquire information that is already posted. There will be certain conferences that you will want to check on a regular basis. And don't forget, new conferences are always being established. Some conferences that you should be aware of include:

Conference	Sub Conference	Purpose
Help Desk		Post and Read Technical Questions (Mac and PC) Look at Sub Conferences for other technical information, documentation and resources.
	Software	Software downloads for Mac and PC including the new First Class Software (FCIS) and Settings files as well as other useful shareware.
	First Class Help	**Sub Conferences on instructions of OISENet (FCIS) use and special features such as chatting and working with the mailbox and address books.**
	FAQ	The Help Desk has posted typical questions from previous users. Check here to see if a question you have has already been answered.
	Advisor	Post Questions that are viewed and answered privately by our technical staff. You must post this through your mailbox – in the "To" field type "Advisor"
Conferences		Various Conference Topics within OISE/UT
	OISE/UT Events	The newest events and programs
	Electronic Cafe	General Conference for posting and responding to ads, apartment rentals, lost and found, leisure etc.
	Jobs and Professional Development	Posting of Positions and Calls for Papers
Official Announcements		Official University Information, News, Construction, Announcements
System Announcements		Computer Announcements including Scheduled Downtime, Repairs or Important Information.

2 Access to Conferences on OISENet for the OISE/UT Community

To access any conference at OISE/UT, you simply log on to the system remotely (from home) or in the computer labs. The **DESKTOP window will display all the conferences to which you have permission to read and post messages.**

- Instead of opening your MAILBOX, as you would for regular e-mailing, you double click on another folder topic of interest.

- For example, you may wish to open the HELP DESK folder. Here you will have access to information that concerns technical issues related to your computer or software. You may read previously posted messages, access help files that are posted by OISE/UT, download software, or post a question or great tip for other individuals to respond to and share.
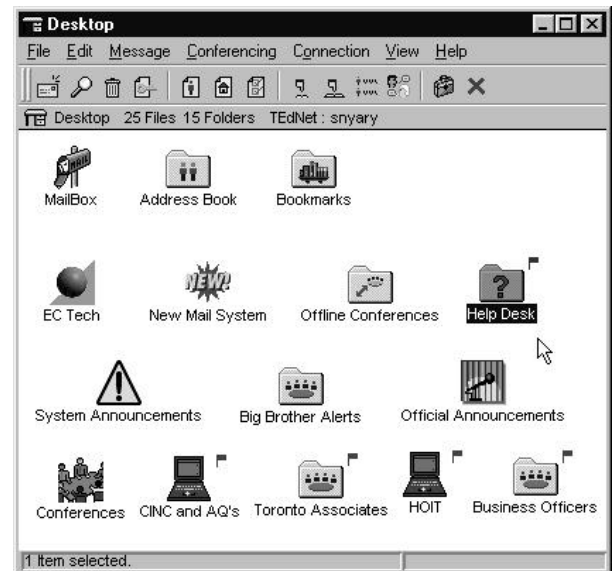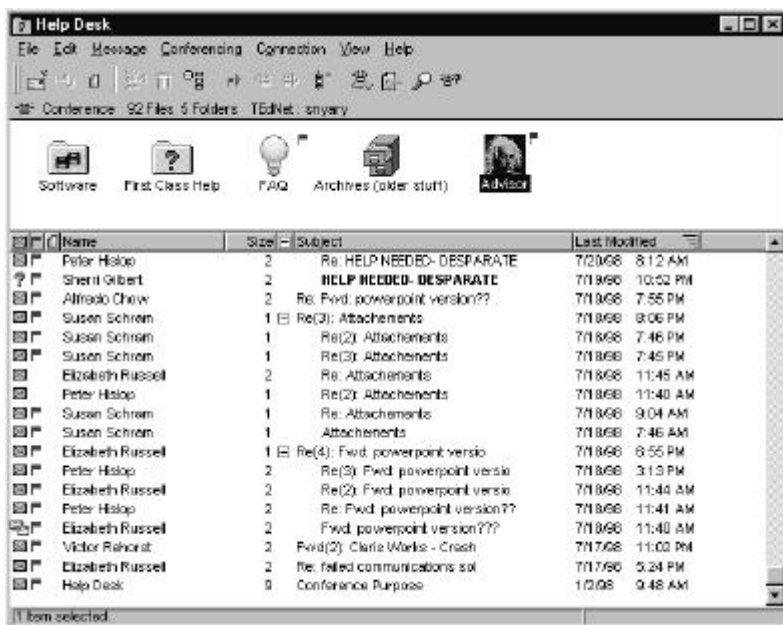
- You will notice that when the HELP DESK window is open (left), the main message area displays all kinds of questions and responses. The top area has icons that are known as **sub conferences** to the general topic of "technical help". FAQ's, for example, are answers to Frequently Asked Questions, posted by our Help Desk Staff. It's always a good idea to look here before you ask a question… it may have already been answered!

Hey, it's just like E-Mail (well almost)!

You will also notice that the window looks exactly the same as your own mailbox with the same menu bar and titles. You can also view the conference by list or by icon. The red flags indicate unread (unopened) messages. All the same principles apply to a conference as they do to your own mailbox. But instead of e-mailing a personal message to someone you know, you are actually e-mailing internally for other people on the OISE/UT system to see your comments or share your knowledge in any given topic of interest.

To POST A MESSAGE to a conference:
- Open the conference (or sub conference) and select NEW MESSAGE under the MESSAGE menu. You will see that the "To:" field automatically addresses the conference name. There is no need to change this. Just add the subject matter and type the question or information in the white writing area, as you would for any message. Send the message as you normally would. Once sent, you will notice that the message appears in the conference folder with a red flag and a copy of it appears in your own MAILBOX!
 **REMEMBER: Post any information to the "correct" conference. Each conference has a definite topic!**
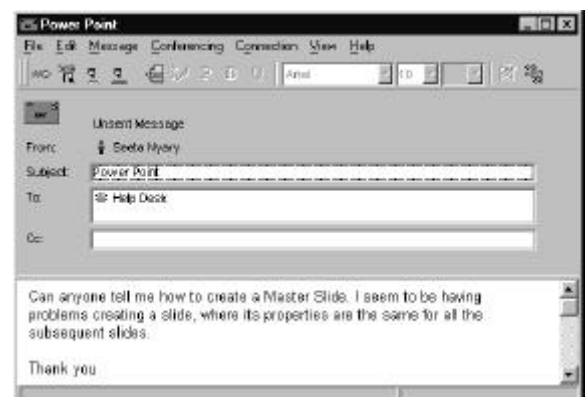
The **Conference folder on your DESKTOP has numerous topics of interest**. You may open any of these topical electronic conversations and enjoy the wealth of information. Some of you may also be part of "**private conferences**" set up by OISE/UT for your course work. This allows you and your class members to exchange information. These types of conferences have permissions assigned by our administrators, so that only those individuals assigned to that conference may participate and have access to it from their desktop.

Conferences are of educational value for the exchange of information and resources. They facilitate the flow of information and streamline topics of interest while reducing the paper chase!

Only you and your OISE/UT affiliates can share these particular conferences on the First Class Software called OISENet. Other public conferences, often known as News Groups or Forums, exist on the Internet (WWW) for the same reasons... sharing information! Conferences that allow access to users world wide, must accessed through your Internet Browser such as Netscape or Explorer.
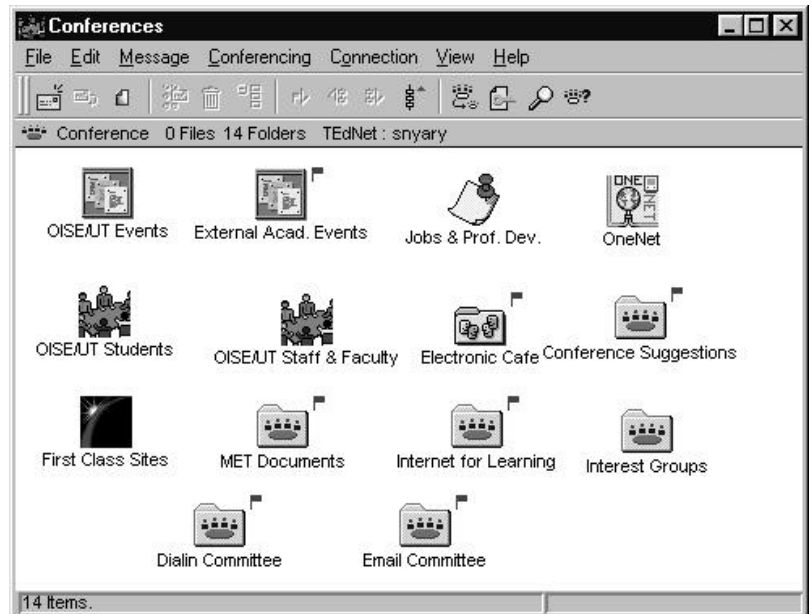
3
Net-Etiquette

Because conferences, unlike e-mail, are public, there is a certain protocol and "net-etiquette" that has been established and continues to grow. This is partly due to the fact that you are not able to communicate in person. The individuals reading your messages are unable to see your facial expressions or potentially even understand sarcasm, humour, assertiveness or other emotions, they only have the words to read! Therefore, you must be <u>careful in what you say</u>. Avoid using "Upper Case Bold Letters" (known as "Flaming") - you will generally want to keep anger out of your electronic messages

The use of symbols has become commonplace and sometimes useful to clarify meaning to the recipient. It is unnecessary to overuse these symbols, but they come in handy at times. These are created with various keys on your keyboard. You can find many of these symbols in computer literature. These are symbols that must be viewed from the right side (sideways).

For Example: **:-)** (smiley) **:-(** (sad smiley) **8-0** (Uh-oh!)

4
Replying to Conferences on OISENet

Replying to conferences and messages also involves a protocol. **You will always want to ensure that you have read <u>ALL</u> the messages in of any particular subject matter (known as a <u>string or thread</u>) within that conference, before you respond. This shows that you have done your homework in reading the original message plus all the other responses**. It also eliminates redundant replies. You will want to respond in the right order, that is to the <u>last</u> message of the entire thread. Generally message replies are posted with a numbering system. The next page illustrates the reply method in the First Class OISENet system.

Most conferences have a MODERATOR, a person who has been designated to read the conference and ensure all participants remain on topic. This is very important in more serious or professional topics of electronic conversation. The protocol is much looser in a fun conference such as a lounge!

Threading

- In the example below, you can see a series of <u>five</u> messages (view by list). The first message: "Fwd: powerpoint version???" was posted by an individual at 11:40am on July 18,1998. The subsequent messages were read and responded to at later times on the same day in the correct order. You will notice that the second message has "Re:" in front of the subject line, the third message has "Re(2):", the fourth "Re(3):" and so on.

- In order to achieve this <u>order of message threading</u>, the participant must read all the previous messages and subsequently, **when responding, reply to the last message in the subject thread**, in this case the subject thread being "Fwd: powerpoint version???". **The program will <u>automatically</u> post the message back to the conference and <u>include the appropriate Re, Re(2), Re(3), Re(4) etc., in front of the subject line.</u>**

☒ ▐	Elizabeth Russell	1 ⊟	Re(4): Fwd: powerpoint versio	7/18/98	6:55 PM
☒ ▐	Peter Hislop	2	Re(3): Fwd: powerpoint versio	7/18/98	3:13 PM
☒ ▐	Elizabeth Russell	2	Re(2): Fwd: powerpoint versio	7/18/98	11:44 AM
☒ ▐	Peter Hislop	2	Re: Fwd: powerpoint version??	7/18/98	11:41 AM
☒ ▐	Elizabeth Russell	2	Fwd: powerpoint version???	7/18/98	11:40 AM

As long as you **follow the principle of reading all the messages and replying to the final message**… this numbering order is automatic. If two individuals respond to the same message (i.e. Re(2) Fwd: powerpoint version???), then the posting will show two messages in the thread with Re(3); Fwd: powerpoint version???. If this occurs in any particular conference, you know that two individuals have responded to the same message. Try to avoid the latter… since consecutive threading allows for easy viewing and reading of any subject.

IMPORTANT: When posting a new thread (subject line) always remember to include a SUBJECT LINE. Don't forget to fill in the "subject" field in your message box. When responding, the only requirement is the order (described above) and the message you write, the rest is automated.

Expanding and Contracting Threads

- The FirstClass system (OISENet) further facilitates the reading of messages within any thread. Since conferences can be very large with hundreds of postings, it offers you the ability to expand or contract any given subject matter (thread). In the example above, there is a small square with a "minus symbol". This means that all the messages within the thread are portrayed (expanded). If you click once on the symbol, all the messages beneath will contract and the symbol will change to a "Plus Sign". Only the latest message in the thread is displayed. The "plus sign" indicates there are other messages in that thread that are not shown. Click on the "plus sign" again, and all the messages within the thread will expand.
  Mac versus PC
- The above example is a PC window of the First class software. Even though the software is almost identical between the PC and Mac Platforms, the symbol that indicates expanded and collapsed threads is different. The Mac will display a sideways arrow (➤) instead of the "plus sign"(contracted) and will display a downward arrow (⋁) instead of the minus sign (expanded).

Don't forget to use your sorting feature for conference topics by clicking on the gray "subject" title bar in list view. It works in the same manner as your MAILBOX folder for regular e-mailing. It can help you sort through many messages in a conference. After all, you may not be interested in every topic in the conference!

5 Web Access and Other Features of First Class

WEB ACCESS
You may access both your OISENet account through the Internet from a web browser such as Explorer or Netscape. This is beneficial <u>when you are not</u> at a station that has the FirstClass Client Software installed, i.e. you're away, but still have access to the internet. You will be prompted to login at the site **www.oise.utoronto.ca/oisenet.html,** after you click on the link, **"LOGIN to your OISENet account through your browser".** The interface is slightly different (fewer icons and more text), but you will be able to read/send any message. Please note that this web version has fewer features available to you and at times has some inherent glitches.

OTHER FEATURES OF FIRST CLASS: real-time chatting, resumes, address books and web publishing. Browse your HELP DESK CONFERENCE for more detailed instructions on OISENet (FIRST CLASS HELP). Help topics include step by step procedures to aid you with conferencing and e-mail as well as these other special features!

Working from Home with OISENet
Installation and Downloading

1

OISENet (FirstClass° Client Software)
Downloading and Installation via the EC Web Site

OISENet is what we call the system used for e-mail and conferencing here at OISE/UT. The system operates using the FirstClass Client Software by SoftArc. If you see First Class written anywhere it means the same as OISENet and FCIS (First Class Internet Server). In other words: OISENet = First Class Client = FCIS.

- In order to access OISENet from your home computer, FirstClass® Client software must first be installed on your computer. Software diskettes for Mac or Windows are available, with a deposit ($4 for Windows, $3 for Mac), at the Help Desk. The files are also available for download on the Internet as described below.

- If you do not have access to the Internet, you will require an ISP (Internet Service Provider) connection, ask the Help Desk for advice.

- If you do not have a computer at home, you will not be required to download (or install) any software and can simply do your electronic e-mailing and conferencing in the OISE/UT Computer Labs (3-320).

- The instructions below direct the user on how to download the software, settings and installation instruction files straight to your computer DESKTOP, and proceed with the OISENet installation to the computer hard drive. By default, a First Class folder will be set up on Mac, in the Mac Hard Drive Folder Icon and on PC in C:\ Program Files folder. If you wish to redirect the downloads or installation folders, you may do so and substitute those folder names in the installation directions. **If you have less experience downloading, follow the installation instructions exactly.**

2

Downloading the OISENet FirstClass° Client Software (FCIS) Installation Files from the Web Site for PC and Mac:

- Go to the Web Site: **http://home.oise.utoronto.ca/download**

- Here you must choose the appropriate files to download according to the operating system and version running on your personal computer (Mac or PC). Please see the following table for more information. You may want to create a temporary folder where the file will be stored OR just choose the DESKTOP when prompted to download (a fancy word for save) the installation files to your computer. If you choose the latter (DESKTOP), the downloaded items will appear on your desktop, whether you are Mac or Windows-based.

- Open the **Installation Instructions** with either Adobe Acrobat Reader (PDF format) or a Word Processor (RTF format). Follow along with the installation instructions. If you experience problems please contact the Help Desk at (416) 923-6641 x2232

  Remember you must be connected to your ISP (Internet Service Provider) before trying to login to the OISENet (First Class) system from home to read your email.

Downloading Options
based on your computer's operating system and version

http://home.oise.utoronto.ca/download

Operating System	Software Required When you download these files DO NOT RENAME.	Installation Instructions PDF requires Adobe Acrobat Reader RTF requires a word processor e.g. Microsoft Word
Windows 95, 98, NT	• First Class Client 5.5 • Settings • Imagehlp.dll (For version Win 95 A ONLY)	RTF/PDF
Windows 3.1x	Not available for download. Please see the Help Desk (Rm 3-320) for a diskette set and installation instructions.	
Mac OS 8.6 and higher	• First Class Client 5.6 Gold • Settings	RTF/PDF
Mac OS 7.6x to 8.5x	• First Class Client 5.5 • Settings	RTF/PDF
Mac OS 7.x to 7.5x	Not available for download. Please see the Help Desk (Rm 3-320) for a diskette set and installation instructions.	