



Users' Guide

to

my connected community

mc2.vicnet.net.au

Part 2: My Mail (WebMail)



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Version 9.2

Although the information found in this *Users' Guide*
was correct at the time of printing,
the **my connected community (mc2)** Web site
is a dynamic environment which continues to develop.

As such, the contents of this *Users' Guide*
may vary from that found on mc2 Web site
mc2.vicnet.net.au

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SOME BACKGROUND TO mc2 WEBMAIL

Reported to be the most widely used service on the Internet, *email* (electronic mail) allows users across the world to send & receive written messages as well as computer files (attachments) such as digital photos.

Any person who lives in Victoria & registers with mc2 (*my connected community*) has the opportunity to obtain a free email account known as mc2 WebMail. As this account is *Web-based*, you'll be able to access it from any computer in the world that's connected to the Internet.

Tips

- information for new members on how to register with mc2 & obtain a free mc2 WEBMAIL account are detailed in the *Users' Guide to mc2: Part 1* or register online at: mc2.vicnet.net.au/html/register_webmail.html
- if you are an existing mc2 member you can also apply for a free mc2 WEBMAIL account; see Appendix A (see p. 31) for details

Like all email addresses, mc2 WEBMAIL addresses (eg. *lhunder@mc2.vicnet.net.au*) have no spaces & are made up of 3 parts

- (i) your LOGIN NAME (eg. *lhunder*)
- (ii) an @ symbol (hold the SHIFT key down & press 2 on your keyboard)
- (iii) details about the mc2 computer network (eg. *mc2.vicnet.net.au*)

For more information, see our WEBMAIL HELP page (mc2.vicnet.net.au/help/mymail.html)

Address	mc2.vicnet.net.au/help/mymail.html
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ACCESSING YOUR mc2 WEBMAIL ACCOUNT

Once you've successfully registered with mc2 & applied for a free Web-based email account, you can access your mc2 WEBMAIL account from any computer in the world that's connected to the Internet.

Tips

- approval of your WEBMAIL account can take up to 48 hours after you register with mc2 or apply for an account; please phone us on 8664 7001 or 1800 629 835 (toll free) if you have any queries
- you must login to mc2 before you can access your WEBMAIL account
- as detailed in the CODE OF CONDUCT, inappropriate use of any mc2 online services (including WEBMAIL) may lead to a member being suspended or banned from further participation; for more information, see Appendix B (p. 32)

To access your mc2 WEBMAIL account

- open INTERNET EXPLORER (& connect to your ISP if you're accessing the Internet from home)
- access our HOME PAGE (mc2.vicnet.net.au)

Address	mc2.vicnet.net.au
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- type your LOGIN NAME & your PASSWORD in the text boxes
- click on **LOGIN** or press the ENTER key on your keyboard

Members Login	
Login Name	lhunder
Password	***** LOGIN
▶ Login Help	
▶ Forgotten your Password?	

- click on MY OFFICE

My Communities | My Profile | My Webpage | My Office

- click on MY MAIL

 My Mail	Check, Send and Receive mc² WebMail HELP with My Mail
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BASIC Mc2 WEBMAIL SKILLS

Open & read a new message

mc2 WEBMAIL automatically puts all new messages sent to you in your INBOX. To open & read a new message

- (i) click on FOLDERS



- (ii) click on INBOX



- (iii) click anywhere on the *summary line* of the message (ie. on the DATE the message was sent, or on the NAME (FROM/TO) of the person who sent the message, or on the SUBJECT of the message) to open it

#	Date	From/To	Subject	Size
1. <input type="checkbox"/> N	Thu 01:56 PM	Landers family	party photos	154K
summary line →	Thu 01:53 PM	James Davies	golf on Sunday	0.5K
	Mon 09:39 AM	N Shedden	Hi from Neil	0.6K
4. <input type="checkbox"/>	Sat 05:07 PM	Pippi Williams	great winter recipe	3K

Tips

- the *summary line* of new (unread) messages appear in **bold** type face & are marked by the letter **N**
- the *summary lines* of a maximum of 10 messages, in order of the date they were received, are shown per page - click on **Next >** to see the next 10 messages; see p. 17 for details on how to change these settings

- (iv) scroll down the page & read the message

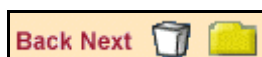
Hi Lottie,

Big favour ... as I need the car on Sunday, would you be able to pick Carmel up for golf ~8.30 am if she makes her way to a train station near you? If so, is Clayton or Springvale a good option?

thanks & love to all,
James

- (v) scroll down to the bottom of the page & click on

- BACK to read the previous message in your INBOX
- NEXT to read the next message in your INBOX
- to delete the message from your INBOX
- to return to your INBOX



Write & send a new message

To write & then send a new message to one or more people

- (i) click on CREATE MESSAGE



- (ii) type the email address(es) of the people you want to send the message to in the To box

Tip

- to send the same message to more than one person, type a comma between their email addresses (no spaces)

- (iii) if necessary - type the email address(es) of those you want to send a *carbon copy* or a *blind carbon copy* of the message to in the Cc box or in the Bcc box; if you want any *replies* to your message sent to a different address (eg. to the organiser of an event, or to one of your other email addresses), type the relevant email address(es) in the REPLY-TO box

To:	pippiwilliams@hotmail.com,jamesd@mc2.vicnet.net.au,kevin
Cc:	
Bcc:	
Reply-To:	lottiehunder@yahoo.com.au

Tip

- use Cc (*carbon copy*) to send a copy of the message to people other than the primary recipient(s); use BCC (*blind carbon copy*) to send a message to people who don't know each other to "hide" their addresses - type your own email address in the To box

- (iv) type a few words describing the content of your message in the SUBJECT box

Subject:	Trivia night - Sat 9 August
-----------------	-----------------------------

- (v) scroll down & type your message in the MESSAGE box

Message:	<p>Hi everyone,</p> <p>Sandhurst College is running a trivia night & we wondered whether you'd like to join forces with us?</p> <p>* Sat 9 August, 7 pm start * \$10 a head, BYO nibbles & wine</p> <p>Hope to hear a resounding YES - we need all the help we can get ;-)</p> <p>Cheers, Lottie</p>
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... continued over the page ...

- (vi) if necessary - if your message is important (eg. a job application), you can
- click in the box next to Request delivery confirmation receipt to “check” (put a tick in) it; you’ll be sent a return message when the person has received & opened your message
 - click on
- (vii) scroll down to the bottom of the page & click on

Tip

- see Appendix C (p. 33) for some ideas about *email etiquette* & the use of *smileys*

Re-read a message you’ve sent

A copy of every message you send is automatically stored in the SENT folder. To re-read a message you’ve sent

- (i) click on FOLDERS



- (ii) click on SENT



- (iii) click anywhere on the *summary line* of the message (ie. on the DATE the message was sent, or on the NAME (FROM/TO) of the person who sent the message, or on the SUBJECT of the message) to open & re-read it

#	Date	From/To	Subject	Size
1. <input type="checkbox"/>	Mon 02:45 PM	libtrain1@bayside.vic.gov.au	maths tutoring	0.2K
2. <input type="checkbox"/>	Sat 07:54 PM	pippiwilliams@hotmail.com...	Trivia night - Sat 9 August	0.5K

Reply to an existing message

If someone sends you a message that requires a reply, use the steps outlined below rather than writing them a new message

(i) click on FOLDERS



(ii) click on INBOX



(iii) click anywhere on the *summary line* of the message you want to reply to (ie. on the DATE the message was sent, or on the NAME (FROM/TO) of the person who sent the message, or on the SUBJECT of the message) to open it

<Back					Next >
#		Date	From/To	Subject	Size
1.	<input type="checkbox"/> N	Thu 01:56 PM	Landers family	party photos	154K
2.	<input type="checkbox"/>	Thu 01:53 PM	James Davies	golf on Sunday	0.5K
3.	<input type="checkbox"/>	Mon 09:39 AM	N Shedden	Hi from Neil	0.6K
4.	<input type="checkbox"/>	Sat 05:07 PM	Pippi Williams	great winter recipe	3K

(iv) click on - a “single” envelope - to reply to the sender of the message

Tip

- if the message was sent also to other people, you can click on - a “double” envelope - to reply to everyone who received the message (including the sender)

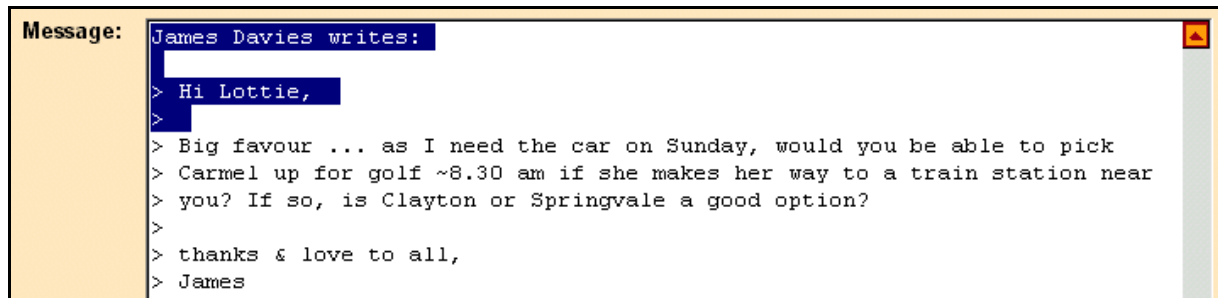
... the new window that appears will automatically include the sender’s email address in the TO box, the subject of their message (prefixed by RE) in the SUBJECT box, & their message in the MESSAGE box (marked with > symbols) ...

To:	"James Davies" <jamesd@mc2.vicnet.net.au>
Cc:	
Bcc:	
Reply-To:	
Subject:	Re: golf on Sunday

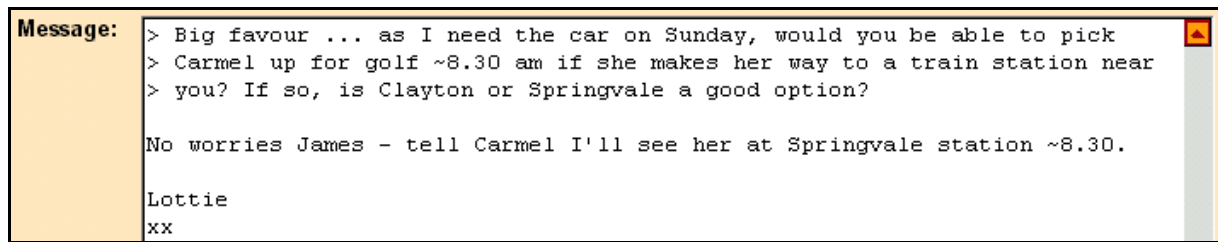
Message:	James Davies writes: > Hi Lottie, > > Big favour ... as I need the car on Sunday, would you be able to pick > Carmel up for golf ~8.30 am if she makes her way to a train station near > you? If so, is Clayton or Springvale a good option? > > thanks & love to all, > James
-----------------	--

... continued over the page ...

- (v) use your mouse to select (highlight) any information not relevant to your reply & then press the DELETE key on your keyboard; repeat this step as many times as necessary



- (vi) type your reply below the relevant information, so when the person receives your reply they can read it like a “play script” (eg. *I said ..., then you said*)



- (vii) scroll down to the bottom of the page & click on

Tip

- if you've replied to a message, the letter **R** will automatically appear next to the message in your INBOX



Forward an existing message

If someone has sent you a message that you think someone who didn't receive it may be interested in, you can forward it to them

- (i) click on FOLDERS



- (ii) click on INBOX



- (iii) click anywhere on the *summary line* of the message you want to forward (ie. on the DATE the message was sent, or on the NAME (FROM/TO) of the person who sent the message, or on the SUBJECT of the message) to open it

<Back						Next >
#		Date	From/To	Subject	Size	
1.	<input type="checkbox"/> N	Thu 01:56 PM	Landers family	party photos	154K	
2.	<input type="checkbox"/> R	Thu 01:53 PM	James Davies	golf on Sunday	0.5K	
3.	<input type="checkbox"/>	Mon 09:39 AM	N Shedden	Hi from Neil	0.6K	
4.	<input type="checkbox"/>	Sat 05:07 PM	Pippi Williams	great winter recipe	3K	

- (iv) click on

... the new window that appears will automatically include the subject of the original sender's message (followed by FWD) in the SUBJECT box, & their message in the MESSAGE box (prefaced with some *technical details*) ...

To:	<input type="text"/>
Cc:	<input type="text"/>
Bcc:	<input type="text"/>
Reply-To:	<input type="text"/>
Subject:	golf on Sunday (fwd)
Message:	<pre>-----Forwarded message ----- Return-Path: <jamesd@mc2.vicnet.net.au> X-Original-To: lhunder@mc2.vicnet.net.au Delivered-To: lhunder@vmail.vicnet.net.au Received: by vmail.vicnet.net.au (Postfix, from userid 10483) id 6B9B56035421; Thu, 31 Jul 2003 13:53:08 +1000 (EST) From: "James Davies" <jamesd@mc2.vicnet.net.au> To: lhunder@mc2.vicnet.net.au Subject: golf on Sunday</pre>

- (v) type the email address(es) of the people you want to forward the message to in the TO box

To:	<input type="text" value="pippiwilliams@hotmail.com"/>
-----	--

... continued over the page ...

- (vi) type a brief explanatory note above the original message (to let the person know why you're forwarding it them)

Message: Pippi - I'm picking Carmel up at Springvale station at 8.30, so we'll get to your place ~8.45. Fingers crossed the rain stops!
Lottie

-----Forwarded message -----
Return-Path: <jamesd@mc2.vicnet.net.au>
X-Original-To: lhunder@mc2.vicnet.net.au
Delivered-To: lhunder@vmail.vicnet.net.au
Received: by vmail.vicnet.net.au (Postfix, from userid 10483)
id 6B9B56035421; Thu, 31 Jul 2003 13:53:08 +1000 (EST)
From: "James Davies" <jamesd@mc2.vicnet.net.au>
To: lhunder@mc2.vicnet.net.au
Subject: golf on Sunday

- (vii) use your mouse to select (highlight) the information not relevant to your reply & then press the DELETE key on your keyboard; repeat this step as many times as necessary

Message: -----Forwarded message -----
Return-Path: <jamesd@mc2.vicnet.net.au>
X-Original-To: lhunder@mc2.vicnet.net.au
Delivered-To: lhunder@vmail.vicnet.net.au
Received: by vmail.vicnet.net.au (Postfix, from userid 10483)
id 6B9B56035421; Thu, 31 Jul 2003 13:53:08 +1000 (EST)
From: "James Davies" <jamesd@mc2.vicnet.net.au>
To: lhunder@mc2.vicnet.net.au
Subject: golf on Sunday
Date: Thu, 31 Jul 2003 13:53:08 +1000
Mime-Version: 1.0
Content-Type: text/plain; format=flowed; charset="iso-8859-1"
Content-Transfer-Encoding: 7bit
Message-Id: <20030731035308.6B9B56035421@vmail.vicnet.net.au>

Tip

- don't delete the -----Forwarded message ----- line, but you'll usually want to delete the *technical details* under this line

- (viii) scroll down to the bottom of the page & click on **SEND**

Print a message

On occasion you may want to print a message for future reference

- (i) click on FOLDERS



- (ii) click on INBOX




- (iii) click anywhere on its *summary line* of the message you want to print (ie. on the DATE the message was sent, or on the NAME (FROM/TO) of the person who sent the message, or on the SUBJECT of the message) to open it

<Back					Next >
#		Date	From/To	Subject	Size
1.	<input type="checkbox"/> N	Thu 01:56 PM	Landers family	party photos	154K
2.	<input type="checkbox"/> R	Thu 01:53 PM	James Davies	golf on Sunday	0.5K
3.	<input type="checkbox"/>	Mon 09:39 AM	N Shedden	Hi from Neil	0.6K
4.	<input type="checkbox"/>	Sat 05:07 PM	Pippi Williams	great winter recipe	3K

- (iv) click on  to open a new INTERNET EXPLORER window showing a more “printer-friendly” version of the message

- (v) click on INTERNET EXPLORER'S  button

- (vi) click on the CLOSE button () to close the new INTERNET EXPLORER window & return to the original message

Delete a message

If you no longer need to refer to a message, you should delete it from your INBOX

- (i) click on FOLDERS




- (ii) click on INBOX




- (iii) click in the box(es) next to the message(s) you want to delete to “check” (put a tick in) them

<Back					Next >
#		Date	From/To	Subject	Size
1.	<input type="checkbox"/> N	Thu 01:56 PM	Landers family	party photos	154K
2.	<input checked="" type="checkbox"/> R	Thu 01:53 PM	James Davies	golf on Sunday	0.5K
3.	<input checked="" type="checkbox"/>	Mon 09:39 AM	N Shedden	Hi from Neil	0.6K
4.	<input type="checkbox"/>	Sat 05:07 PM	Pippi Williams	great winter recipe	3K

- (iv) scroll down to the bottom of the page & click on 

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Tips

- you can also delete a single message you are currently reading by clicking on 
- deleted messages are automatically moved to your TRASH folder; these messages are deleted permanently by mc2 every 7 days; see below for details on how to change this setting

Change your WebMail preferences

Every mc2 WEBMAIL account created has some *default* (standard) settings. To change these settings

- (i) click on PREFERENCES



- (ii) make the required changes; for example
- click in the box(es) next to the preference(s) you want to change to “check” (put a tick in) them or “uncheck” them (remove the tick)

1	<input checked="" type="checkbox"/>	Display full message headers
2	<input checked="" type="checkbox"/>	Display HTML E-Mail
3	<input type="checkbox"/>	Do not archive sent messages in the Sent folder.

1 = “check” this box if you want every message you receive to be preceded by *technical details* (about the sender, the “path” the message took, etc.)

2 = leave this box “checked” if you (expect to) get messages that have been formatted as a Web page


3 = “check” this box if you don't want a copy of every message you send automatically stored in the SENT folder

- change the preferences in the text boxes & drop-down menus to suit your needs

Automatically purge deleted messages after	<input type="text" value="31"/>	days.
(Set zero to disable autopurge.)		
Sort messages by:	<input type="text" value="Date"/>	
Messages per page:	<input type="text" value="20"/>	

- type a brief message (eg. a *quote* or your *business details*) that you want to include at the end of every message you send

Your signature:
<input answers\""="" easy="" good="" outrank="" questions="" type="text" value="\"/>

- (iii) scroll down to the bottom of the page & click on 

ADVANCED MC2 WEBMAIL SKILLS

Add someone to your Address Book

If there are people you send messages to on a regular basis, you can keep a permanent record of their email addresses in your ADDRESS BOOK

- (i) click on ADDRESS BOOK



- (ii) type a unique name (one word, no spaces, capital letters are optional) for the person in the NEW NICKNAME text box & then click on

A screenshot of a web form. It shows a text input field with the text 'pippi' inside. To the right of the text field is a button labeled 'Create'. The text 'New nickname:' is visible to the left of the input field.

Tips

- choose the NEW NICKNAME carefully, as it can't be changed at a later date
 - use some variation of the person's name (eg. *nan&pop*), or their "title" (eg. *accountant*), as their NICKNAME
- (iii) complete the details in the new page that appears (spaces are allowed & capital letters are optional for the NAME)& then click on

A screenshot of a web form for adding a new contact. The title 'pippi' is at the top in red. Below it, there are two text input fields. The first is labeled 'Name:' and contains 'Pippi Williams'. The second is labeled 'Address:' and contains 'pippiwiliams@hotmail.co'. To the right of the address field is a button labeled 'Add'.

- (iv) if necessary - repeat steps (ii) - (iii) to add another person to your ADDRESS BOOK

Write a message to someone in your Address Book

To write a message to someone recorded in your ADDRESS BOOK

- (i) click on CREATE MESSAGE



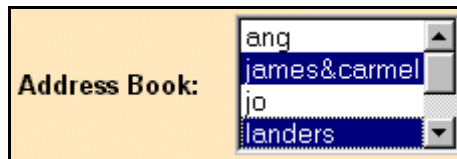
- (ii) click in the on the NICKNAME of the person you want to send the message to in the ADDRESS BOOK box & then click on

A screenshot of a web form. It shows a dropdown menu labeled 'Address Book:' with a list of names: 'ang', 'james&carmel', 'jo', and 'landers'. The name 'james&carmel' is highlighted. To the right of the dropdown menu are three buttons labeled 'To:', 'Cc:', and 'Bcc:'.

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Tip

- if you want to send the same message to more than one person, hold the CTRL key on your keyboard down while you click on each of the NICKNAMES



- (iii) if necessary - click on the NICKNAME(s) of the people you want to send a *carbon copy* or *blind carbon copy* of the message to & then click on or on
- (iv) write your message & then send it

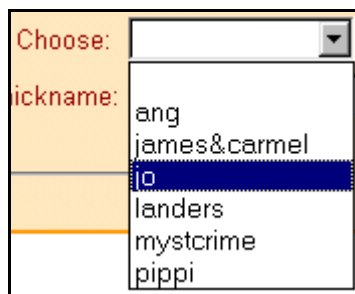
Change the details about, or delete, someone in your Address Book

To change any of the information you've recorded about someone, or to delete someone, in your ADDRESS BOOK

- (i) click on ADDRESS BOOK



- (ii) click in the CHOOSE box & then click on NICKNAME of the relevant person



To change any of the information you've recorded about someone in your ADDRESS BOOK

- (i) click on EDIT



- (ii) click on again



- (iii) make the required changes to the person's NAME &/or (EMAIL) ADDRESS & then click on



... continued over the page ...

To delete someone in your ADDRESS BOOK

- (i) click on DELETE



Tip

- once deleted, an entry from your ADDRESS BOOK can't be retrieved & will need to be added again to restore it

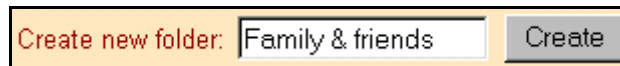
Create a folder to store messages in


Rather than leaving messages you want to keep for future reference in your INBOX, you can create one or more folders to store them in

- (i) click on FOLDERS



- (ii) scroll down to the bottom of the page & type a name (capital letters are optional) for your folder in the CREATE NEW FOLDER box (eg. *Family & friends*)



- (iii) click on 

Move a message from the Inbox to a folder you've created

To move a message from the INBOX to a folder you've created

- (i) click on FOLDERS



- (ii) click on INBOX



- (iii) click in the box(es) next to the message(s) you want to move to "check" (put a tick in) them

<Back						Next >
#		Date	From/To	Subject	Size	
1.	<input type="checkbox"/>	Thu 01:56 PM	Landers family	party photos	154K	
2.	<input checked="" type="checkbox"/>	Sat 05:07 PM	Pippi Williams	great winter recipe	3K	

- (iv) scroll down to the bottom of the page, click in the MOVE TO box & then click on the name of the folder you want to move the message(s) to



- (v) click on 

Re-read a message stored in a folder

To re-read a message that's been stored in a folder

- (i) click on FOLDERS



- (ii) click on the name of the relevant folder (eg. *Family & friends*)



- (iii) click anywhere on the *summary line* of the message you want to re-read (ie. on the DATE the message was sent, or on the NAME (FROM/TO) of the person who sent the message, or on the SUBJECT of the message) to open it

#	Date	From/To	Subject	Size
1. <input type="checkbox"/>	Sat 05:07 PM	Pippi Williams	great winter recipe	3K

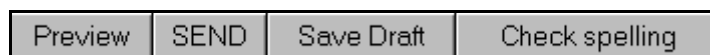
Save a message in the Drafts folder for sending later

If you've started writing a new message but don't have time to finish it, you can save it in your DRAFTS folder for sending later

- (i) click on CREATE MESSAGE



- (ii) start writing your message
(iii) scroll down to the bottom of the page & click on SAVE DRAFT (instead of clicking on SEND)



Send a message stored in the Drafts folder

To finish writing & then send a message stored in your DRAFTS folder

- (i) click on FOLDERS



- (ii) click on DRAFTS



- (iii) click anywhere on the *summary line* of the message you want to finish writing & send (ie. on the DATE you started writing the message, or on the NAME (FROM/TO) of the person you're sending the message to, or on the SUBJECT of the message) to open it

#	Date	From/To	Subject	Size
1. <input type="checkbox"/>	Thu 12:43 PM	james&carmel...	ideas for hols in Sept	0.2K

- (iv) finish writing your message & then send it

Attach a file to a message

If you've created & saved a computer file (eg. a *word processed document*, a *scanned / digital photo*), you can attach it to an email message & send it to other people

(i) click on CREATE MESSAGE



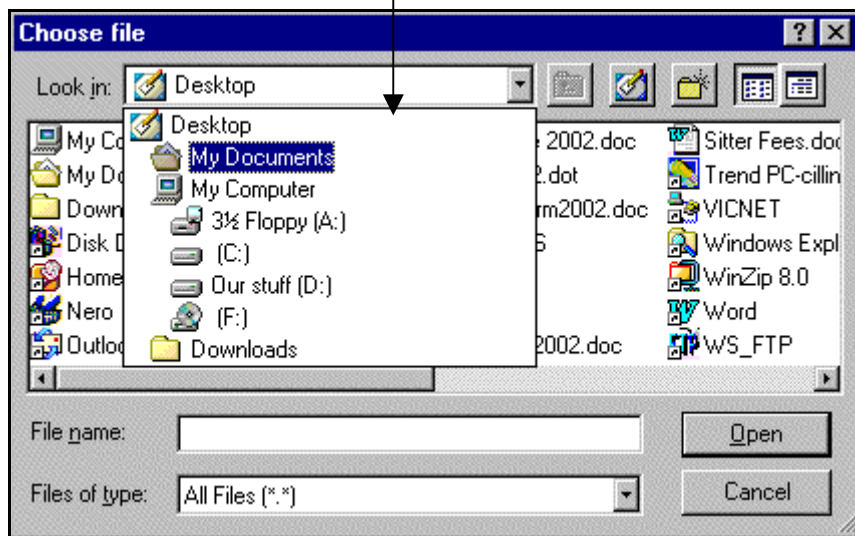
(ii) write your message

(iii) scroll down to the bottom of the page & click on 0 attachments

(iv) click on BROWSE



(v) if necessary - click in the LOOK IN box & then click on the location your file is stored in

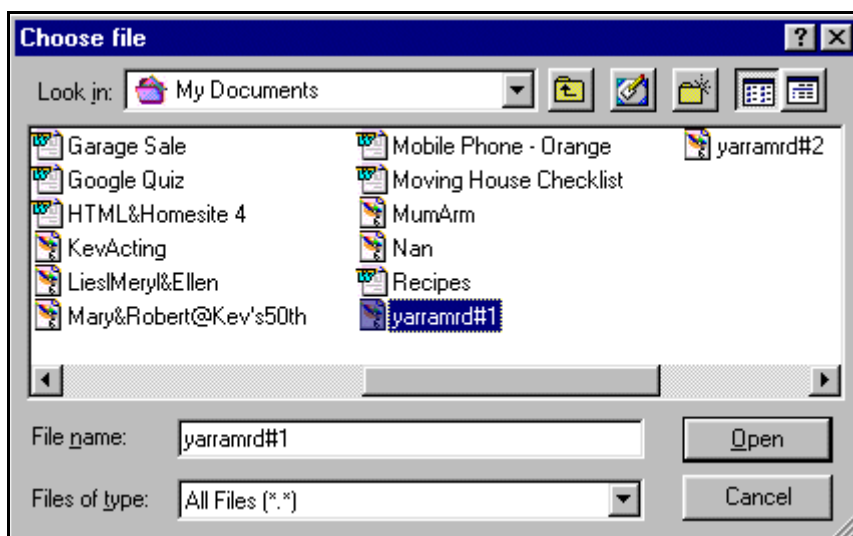


Tips

- files you've created will usually be stored somewhere on your HARD DRIVE , such as the My Documents folder
- files that have been created by someone else (eg. *photos* that have been converted into computer files for you), will probably be stored on a FLOPPY DISK or on a CD-ROM

... continued over the page ...

- (vi) click on the name of the file you want to attach to your message & then click on



- (vii) if necessary - if the file you're attaching is an *image* (eg. a photo), you can click in the box next to DISPLAY ATTACHMENT IN EMAIL to "check" (put a tick in) it, so the people you're sending the image to can see it at the bottom of the email message you send (as well as having the option to *download* it)



- (viii) click on

- (ix) if necessary - repeat steps (iv) - (viii) to attach more files to your message

Tip

- keep the total SIZE of the files you attach to a message to less than 1 Mb (1000 Kb) to minimise the time needed by people using a modem connection to access them

Attachment		Size
<input type="checkbox"/> yarramrd#1.jpg	image/jpeg	86K
<input type="checkbox"/> yarramrd#2.JPG	image/jpeg	38K
<input type="checkbox"/> Moving House Checklist.doc	application/msword	28K

- (x) if necessary - scroll down to the bottom of the page & click on to see your typed message, a list of the files you attached to the message, & any photos you decided to DISPLAY as an ATTACHMENT IN EMAIL

- (xi) click on

View & print a file attached to a message

If you receive a message that has one or more files attached to it, you can view & (if necessary) print them

Tip

- read the information in Appendix D (pp. 34 - 37) before viewing any type of file attached to an email message

- (i) click on FOLDERS



- (ii) click on INBOX



- (iii) click anywhere on the *summary line* of the message that has one or more files attached to it (ie. on the DATE the message was sent, or on the NAME (FROM/TO) of the person who sent the message, or on the SUBJECT of the message) to open it

#	Date	From/To	Subject	Size
1. <input type="checkbox"/> N	Sat 06:33 PM	Pippi Williams	new fax coversheet	58K
2. <input type="checkbox"/> N	Sat 03:58 PM	Kevin Summers	Re: meeting on Fri 8 August	2K
3. <input type="checkbox"/>	Thu 01:56 PM	Landers family	party photos	154K

Tip



- if a message has one or more files attached to it, its SIZE will be much larger than that of other messages

- (iv) scroll down to the end of the message to view details about the attached file(s)



- (v) click on **Display** to display (open) the relevant file in a new INTERNET EXPLORER window

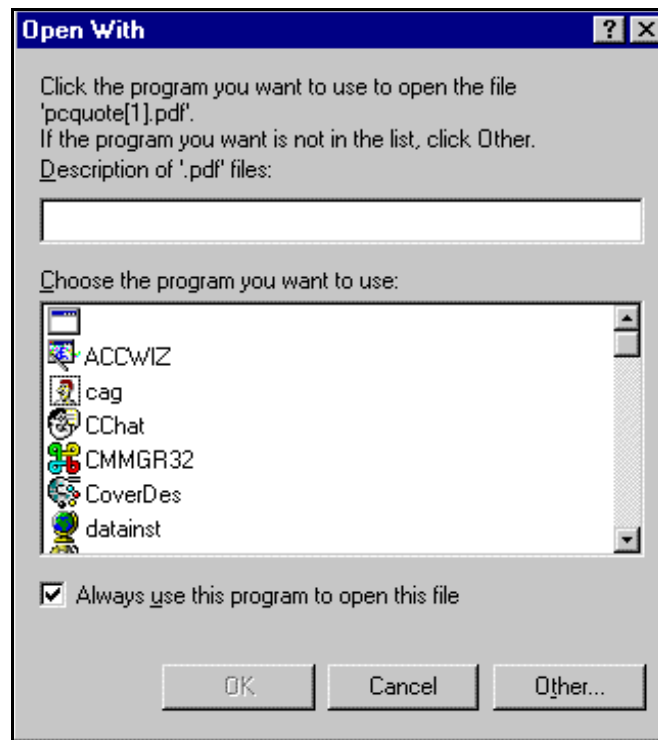


- (vii) if necessary - click on INTERNET EXPLORER'S  button to print the file
- (vi) click on the CLOSE button () to close the new INTERNET EXPLORER window & return to the original message
- (vii) if necessary - repeat steps (iv) - (vi) to view & print any other files attached to the message

... continued over the page ...

Tip

- if you see a window similar to that shown below after you click on **Display**, it usually means you don't have the *software program* installed on your computer needed to display (open) the file



You'll need to click on **Cancel** & then install the necessary program

- a) from the Web or from the CD-ROM that comes with most computer magazines
- or
- b) from a licensed CD-ROM purchased from a retailer such as OFFICEWORKS

Save a file attached to a message

If you receive a message that has one or more files attached to it you can save them so you can edit them, or view them, when you're not connected to the Internet

Tip

- read the information in Appendix D (pp. 34 - 37) before opening any type of file saved from an email message

(i) click on FOLDERS



(ii) click on INBOX



(iii) click anywhere on the *summary line* of the message that has one or more files attached to it (ie. on the DATE the message was sent, or on the NAME (FROM/TO) of the person who sent the message, or on the SUBJECT of the message) to open it

<Back					Next >
#		Date	From/To	Subject	Size
1.	<input type="checkbox"/> N	Sat 06:33 PM	Pippi Williams	new fax coversheet	58K
2.	<input type="checkbox"/> N	Sat 03:58 PM	Kevin Summers	Re: meeting on Fri 8 August	2K
3.	<input type="checkbox"/>	Thu 01:56 PM	Landers family	party photos	154K

Tip

- if a message has one or more files attached to it, its SIZE will be much larger than that of other messages

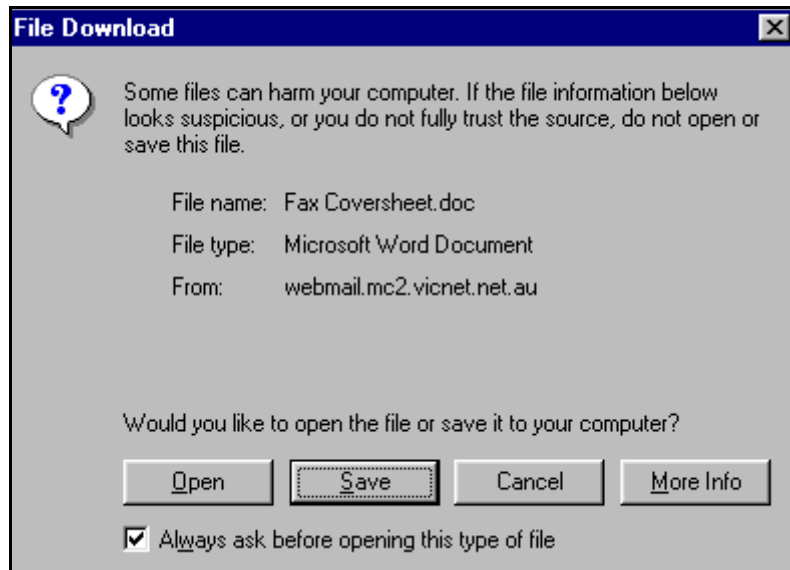
(iv) scroll down to the end of the message to view details about the attached file(s)



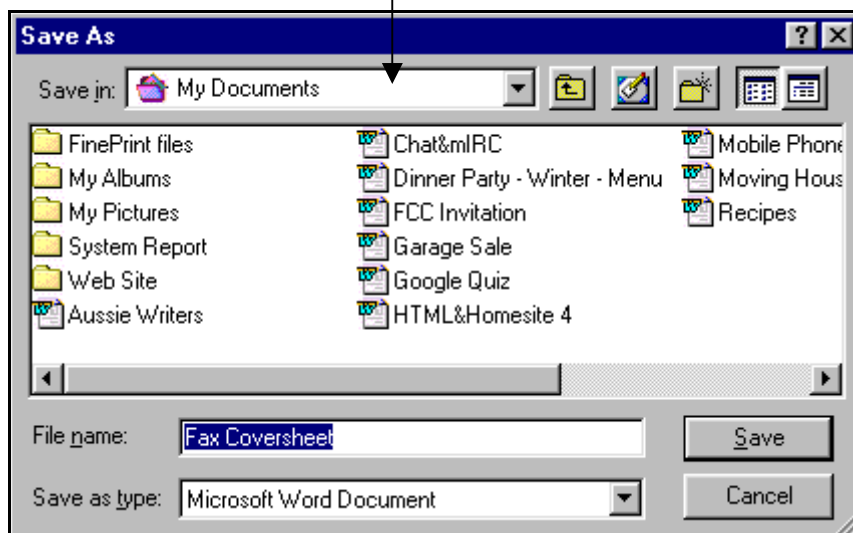
(v) click on [Download](#)

... continued over the page ...



- (vi) click on  in the window that appears



- (vii) if necessary - click in the SAVE IN box & then click on the location you want to save the file in



Tip

- you'll probably want to save the file somewhere on your HARD DRIVE , such as the  My Documents folder

- (viii) click on 

- (ix) if necessary - repeat steps (iv) - (viii) to save any other files attached to the message

Filter messages arriving in your Inbox

If you receive numerous messages from work colleagues on a daily/weekly basis, or *spam* (unsolicited junk email messages), you can set up *filters* - rules to automatically direct these messages from your INBOX to your TRASH folder, or other folders you've created (see p. 20)

(i) click on MAIL FILTERS

 Folders | Create Message | Preferences | Address Book | Mail Filters | WebMail HELP ?

(ii) scroll down the page & make the required changes; for example, to filter messages sent to you from work colleagues into a folder called WORK that you've created

Edit/Add mail filter

Rule name:

Condition:

Header , or Body

this is a regular expression (a pattern)

Is a plain text message

Is not a plain text message (HTML, attachments, ...)

Is a multipart MIME message

Is not a multipart MIME message

Message is bytes

Action:

Save in: and continue filtering.

Forward to:

Reject with error:

Send an autoreply:

Use DSN format for autoreplies

Suppress duplicate autoreplies for days

Custom From: header:

(iii) scroll down to the bottom of the page & click on

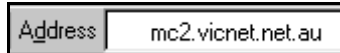
NOTES

APPENDIX A

APPLYING FOR AN MC2 WEBMAIL ACCOUNT (EXISTING MC2 MEMBERS)


If you're an existing mc2 member, you can now apply for an mc2 WEBMAIL account & use it instead of (or in addition to) any other email accounts you may have

- (i) open INTERNET EXPLORER (& connect to your ISP if you're accessing the Internet from home)
- (ii) access our HOME PAGE (mc2.vicnet.net.au)



Address mc2.vicnet.net.au

- (iii) type your LOGIN NAME & your PASSWORD in the text boxes
- (iv) click on **LOGIN** or press the ENTER key on your keyboard



Members Login

Login Name pippiw

Password ***** **LOGIN**

▶ Login Help

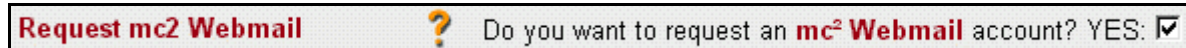
▶ Forgotten Login?

- (v) click on MY PROFILE



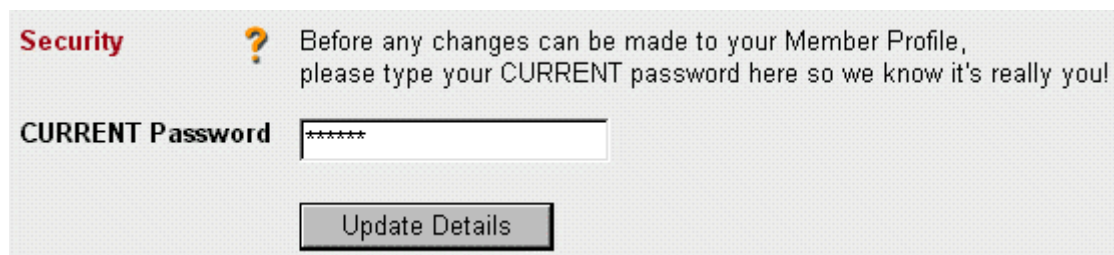
My Communities | My Profile | My Webpage | My Office

- (vi) scroll down the page & click in the box next to YES to "check" (put a tick in) it



Request mc2 Webmail ? Do you want to request an **mc2 Webmail** account? YES:

- (vii) scroll to the bottom of the page, type your CURRENT PASSWORD in the box & then click on **Update Details**

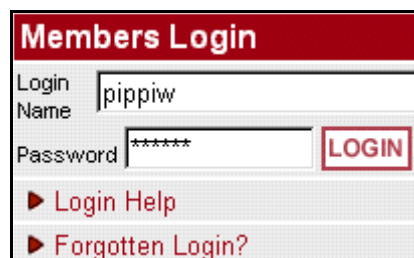


Security ? Before any changes can be made to your Member Profile, please type your CURRENT password here so we know it's really you!

CURRENT Password *****

Update Details

- (viii) login to mc2 again to update your profile & ensure the new settings take affect



Members Login

Login Name pippiw

Password ***** **LOGIN**

▶ Login Help

▶ Forgotten Login?

APPENDIX B

mc2 CODE OF CONDUCT

The CODE OF CONDUCT is designed to provide a safe and secure environment in which members can participate in mc2 communities.

While the following notes provide a brief overview of what is generally considered acceptable behaviour when interacting with others on the Internet (known as *netiquette*), it is the responsibility of every mc2 member to be aware of and adhere to the complete and most recent CODE OF CONDUCT, available online at: mc2.vicnet.net.au/help/code.html

Address	mc2.vicnet.net.au/help/code.html
---------	--

If you choose to use mc2 WebMail, you may not

- send email messages which are unlawful, excessively large, obscene, vilifying, or contain defamatory or libellous content
- send unsolicited advertisements (*spam*), or chain letters
- use VICNET as a relay for email without VICNET's express permission
- modify the sender, time, server, or other header information of emails
- send large numbers of email messages to a particular address with the purpose of interfering with the use of the address
- forward confidential mc2 mail to non-members

The mc2 project staff, community owners and moderators reserve the right to remove any content deemed inappropriate, and to suspend or ban any user or community in breach of the CODE OF CONDUCT.

VICNET reserves the right to alter the CODE OF CONDUCT at any time, without notice. By continuing to use mc2, you agree to be bound by the latest changes. It is the responsibility of mc2 users to have read the most up-to-date CODE OF CONDUCT on the mc2 site at: mc2.vicnet.net.au/code and PRIVACY POLICY at mc2.vicnet.net.au/privacy

APPENDIX C

EMAIL ETIQUETTE & SMILIES

Email Etiquette

The tone you adopt when writing email messages, whether you worry about correct spelling & grammar, etc., is very much an individual decision. There are, however, some guidelines all email users should follow

- if you've given friends & colleagues your email address, make sure to check your email on a regular basis
- always include a SUBJECT & try to make it meaningful (eg. *help needed at school fete* rather than just *help*)
- start your message with a greeting (eg. *Dear Sue*) & sign off at the end (eg. *Cheers, Bill*)
- don't use the SPACEBAR key or the TAB key to indent parts of your message ... keep everything flush with the left hand margin
- use the ENTER key to leave blank lines between different ideas
- avoid typing a whole message in CAPITAL LETTERS as this is interpreted as SHOUTING
- don't forward any chain letters (messages which promise *wealth, good luck*, etc.)

Smileys

If you're writing to a friend you might like to make use of smileys, especially if you think a comment may be misinterpreted

Type	if you want to let the person know you are
: -)	happy
8 -)	happy & wearing glasses
; -)	just kidding
: -0	surprised / shocked
: -(unhappy / sad

Tip

- access our SMILEYS page (mc2.vicnet.net.au/help/chat_acronyms.html) or NETLINGO SMILEYS & EMOTICONS (www.netlingo.com/smiley.cfm) for a comprehensive list of smileys

Address mc2.vicnet.net.au/help/chat_acronyms.html

Address www.netlingo.com/smiley.cfm

APPENDIX D

EMAIL & VIRUSES

Most computer viruses are spread by people who don't have an updated anti virus program installed on their computer which automatically scans files attached to email messages.

mc2 strongly advise that everyone installs, runs and frequently updates a virus checking program on their own computer. Look here for details: mc2.vicnet.net.au/help/viruses.html

Tip

- don't think that if you only use email to communicate with family & friends your computer is protected ... newer email viruses access an "unprotected" computer's ADDRESS BOOK & send those listed the same message, thereby infecting their computers

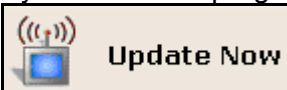

To protect your computer from viruses

- (i) make sure your computer has an anti virus program (eg. MCAFEE, NORTON, PC-CILLIN or VET) installed; to check whether an anti virus program is already installed on your computer click on the START button, point to PROGRAMS & look for the name of an anti virus program in the pop-out list that appears



- (ii) update your anti virus program's *virus definitions* at least once a week

Tips

- most anti virus programs provide 1 year of free updates
- some anti virus programs offer "automatic" updates; to update your anti virus program's virus definitions "manually"
 - a) click on the START button, point to PROGRAMS & then click on the name of your anti virus program in the pop-out list that appears
 - b) when your anti virus program opens, look for a button you can click on

(eg.  Update Now) to download & install the latest virus definitions
- you must be connected to your ISP to update your anti virus program's virus definitions

Unfortunately, the makers of anti virus software are always playing “catch-up” with the creators of viruses ... even if you updated your anti virus program’s virus definitions yesterday, they won’t know about (or have created an update for) a new virus that was created early this morning. As such, you should

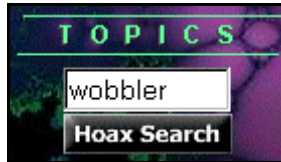
- never open a file attached to an email message from someone you don’t know
- never open a file attached to an email message even from someone you do know, until you check with them that they meant to send it

Finally, if you receive an email message warning you of a new virus, don’t forward it or act on it until you check whether it’s a hoax ... most of the time it will be

- open INTERNET EXPLORER (& connect to your ISP if you’re accessing the Internet from home)
- access the VMYTHS.COM Web site (www.vmyths.com)



- type one of the “key” words about the virus into the HOAX SEARCH box & then press the ENTER key

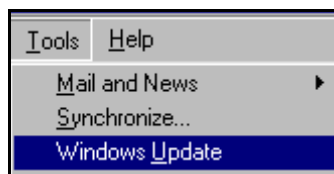


eg.

- read about the hoax on the page that appears

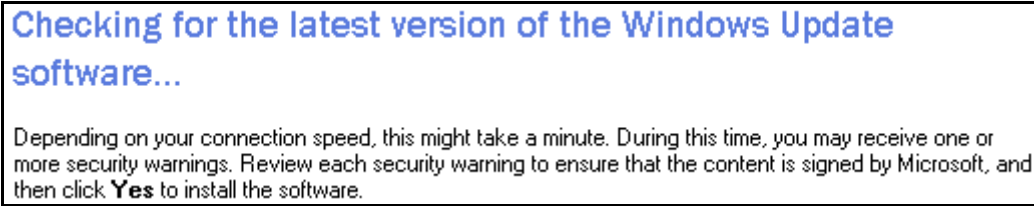
In addition to using an up-to-date anti virus program, you should patch any new security vulnerabilities found in WINDOWS at least once a month. Built into every version of WINDOWS since WINDOWS 98, & into every version of INTERNET EXPLORER since version 4.0, is WINDOWS UPDATE which helps ensure your computer is running the latest software patches & drivers

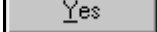
- open INTERNET EXPLORER (& connect to your ISP if you’re accessing the Internet from home)
- click on the TOOLS menu, & then click on WINDOWS UPDATE






... continued over the page ...

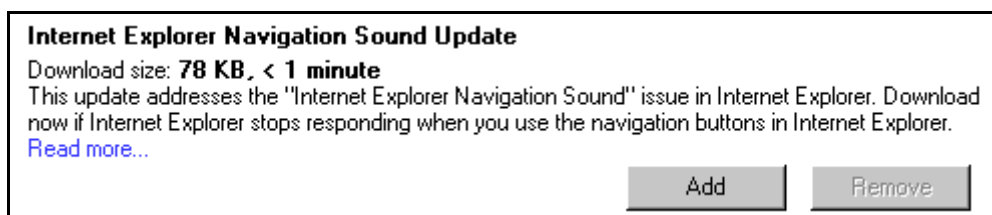
- (iii) wait until the CHECKING FOR THE LATEST VERSION ... message disappears



- (iv) if necessary - click on  in any SECURITY WARNING window that appears



- (v) click on  & wait
- (vi) click on 
- (vii) scroll down the page that appears, & then click on  for each item in the CRITICAL UPDATES AND SERVICE PACKS section

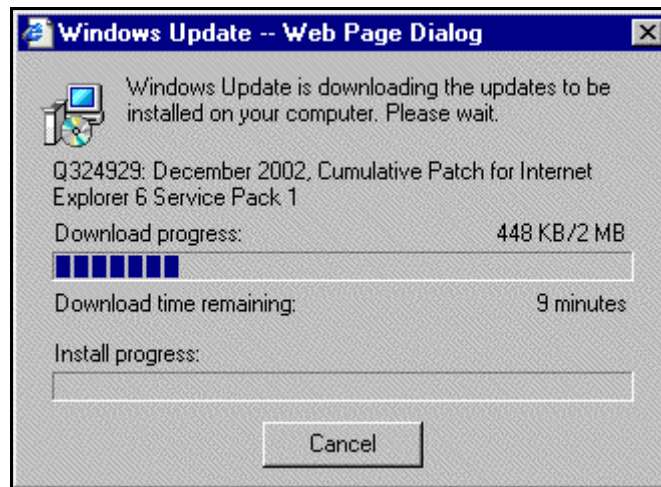


eg.

- (viii) click on 

... continued over the page ...

- (ix) click on in the window that appears
- (x) wait until the WINDOWS UPDATE -- WEB PAGE DIALOG window disappears



- (xi) if prompted, restart your computer

Tips

- if you've never run WINDOWS UPDATE before, you'll probably see quite a few items in the CRITICAL UPDATES AND SERVICE PACKS section & it may take a long time to download & install them all; once you've downloaded all of the CRITICAL UPDATES AND SERVICE PACKS for the 1st time, you probably won't see more than one or two new items each month
- for more information on viruses, see our VIRUSES page (mc2.vicnet.net.au/help/viruses.html)



If you require any assistance using the **my connected community (mc2)** Web site, you can:

* phone the VICNET Help Desk
8664 7001 or **1800 629 835** (toll free)

or

* email the mc2 staff
mc2@vicnet.net.au

or

* access the Help section of the mc2 Web site
mc2.vicnet.net.au/help

If you contact us by phone or email,
please mention that it is a
my connected community (mc2) enquiry and state the nature
of your enquiry, e.g., Web site related or a training booking

