

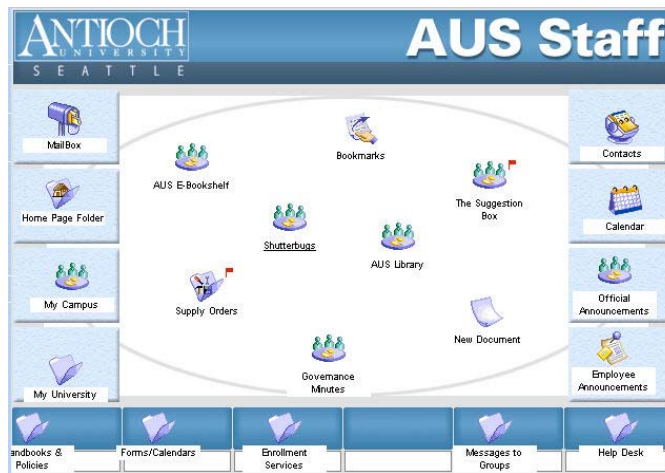
Antioch University Seattle FirstClass Basics – Client Version

Client vs. Web

When you open FirstClass using the icon (as on the computers in the library or the computer lab), you are using the FirstClass client software. Accessing FirstClass through the Antioch web page will give you the web version. This help is only for the client version.

Getting Started

Double click on the FirstClass icon on the computer desktop. After logging in you will see the FC desktop. The desktop is different depending on your status – student, faculty, or staff.



If you are a student, you will have an icon on your desktop called “My Courses”. Click this icon when you want to access your course conference (see help sheet for FirstClass Conferences.)

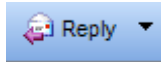


Reading Email

All users have an icon called **Mailbox** on their desktop. If your Mailbox icon shows a red flag beside, it you have new (unread) messages. Your mailbox may have a different picture on it.



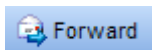
Open your mailbox by double clicking on it. Any new message will also have a red flag in front of it. To read the message, double click on it. The message will open in a new window.



Replying to sender only/all recipients

You can reply either to the sender of a message, or to everyone who received the message.

1. Open the message.
2. Note the **Reply** button in the upper left corner, under the File and Edit menus. Next to the **Reply** button is a small arrow pointing down. Click on the arrow to see all your options:
 - 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 Original Author** – sends a reply to the original sender of a forwarded message, eliminating the address of the sender who forwarded the message to you
3. You can also choose **Message > Reply**, or **Message > Reply Special**, in which case you will see the options listed in number 2 above.
4. You can add names to, or delete names from the “To”, “CC”, or “Bcc” fields. To see the “Bcc” field, select View > Show Bcc. To delete a name, select the name, then press delete.
5. Type the body of the message and press **Send**.



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.

1. To forward a message, highlight or open the message.
2. Click the **Forward** button, or go to the **Message** menu and scroll down to **Forward**.
3. Address the message and send it. Messages which have been forwarded will show a list of the previous senders in the “From:” field.



Sending a New Message

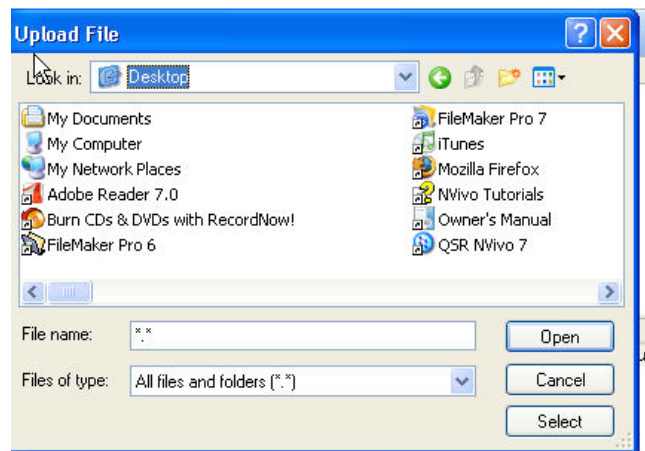
There are two ways to send a new message.

1. Choose **Message**, scroll down to **New message**, or click **New** (under the File menu). This will open a new window where you may compose a message. You will see your name in the “From” line. The cursor will blink in the “Subject” line, reminding you to add a subject heading to your message.
2. In the “To” line, enter the name of the person you wish to whom the message will be sent. If the recipient is also in FC, you don’t have to type out their full email address, just type part of the name. If the name is unique in the Directory, the rest of the name is filled in for you. Otherwise, the Directory opens and you get a list of names to choose from – double click on the correct name. You can also open the directory yourself, by clicking on the button with the open book/pointing finger icon.
3. To send the message to more people, press enter after the recipient’s name and repeat step 4. You can also add names in the **CC** field.
4. Type the body of the message and press **Send**.

Sending Attachments

You can attach a file, such as a paper for a class, to a message so that you can send it to someone.

1. Create a new message (see **Sending a New Message** above).
2. Choose **File > Attach** or click on the **paper clip** button.
3. The Upload File dialogue box will open.

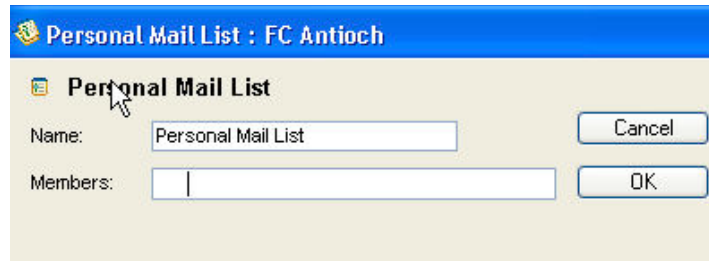


4. Navigate to the file you wish to attach and click **Open**.
5. The file transfer to the server begins. When the file transfer is complete, the file appears in the **Attachments** section of the message envelope.
6. Type the body of the message and press **Send**.

Personal Mail Lists

If there a few people that you write to on a regular basis (committee, group project, etc.) you may want to create a mail list for those people as a shortcut.

1. From the **File** menu, choose **File > New > New Mail List**
2. The **Personal Mail List** dialogue box will open. You will see two boxes, “Name”, and “Members.”



3. In the “Name” box, give your mail list a unique name – ABCGroup Project, XYZ Committee, etc.
4. In the “Members” box, enter the names of the people you wish to add. If they are in FirstClass, you can type a partial name, and the Directory will open up, giving you a list of possible matches from which to choose. After each correct name, press **enter**.
5. When you have finished click **OK**.
6. The next time you need to send a message to this group of people, you just type in the name of the mail list – i.e., ABCGroup Project, in the “To” line of your message. The message will be sent to everyone on your mail list.

Checking whether messages have been read

You can view the history of a message, including the date it was created, and the time and date that it was read by its recipients.

1. Open or select the message.
2. Choose **Message > History** or right click on the message and select **History**.

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



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.

1. Select the message from your mailbox, or open the message.
2. Click on the **Unsend** button or 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.

Notes:

- 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.



Deleting Messages

You may delete any messages in your own mailbox at any time. There are three ways to delete a message.

1. Click on the message once in your mailbox to select it, then press the delete key on the keyboard.
2. Or, select the **Delete** button from the tool bar.
3. Or, choose **File > Delete** from the **File** menu.
4. FirstClass always asks if you're sure you want to delete the message. Note: you cannot delete messages from conferences which 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. You can “undelete” a message as long as it was deleted that day (after midnight anything deleted that day will be gone from the server for good.)

1. In order to recover a message, you must first bring it 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 trash can icon next to them.
2. 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.

Message Expiry

The FirstClass system takes measures to clear itself of older messages and make space available for new ones by deleting messages after a set expiration period. Personal messages (i.e., those in your mailbox) that were created before 9/1/06 expire after a period of 90 days. Personal messages that were created after 9/1/06 expire after a period of 180 days. Conferences created after 9/05 are set to never expire. You may save messages on to your computer, flash drive, floppy disk, etc.

Note: Attachments on messages are not saved or printed with a message; they must be saved and printed separately.

Resetting Passwords

If you forget your password you can reset it at any time. First you'll need to log in to the link below:

<http://fc.antioch.edu/cgi-bin/anepwchange/login.php>

All current FirstClass users will be asked to choose a “Challenge” question and an answer, next time they log into the FirstClass Client (see the picture below.)

Challenge Question

User ID: 0318567

You are required to provide an authentication challenge question and answer pair for your FirstClass Account.

Please choose a personal question below and provide an associated answer. You will be prompted with this question if you happen to forget your password at a later date.

Question: Name of your Favorite Pet

Answer:

Confirm Answer:

OK

100%

Please choose an answer that is easy for you to remember.

All new users will provide their question and answer during the activation process.

More Help

- For more help with FirstClass, see the tutorial located on the FirstClass Help Desk. You can find this on your FirstClass desktop.



- For help with basic FirstClass features, contact the AUS Library at 206-268-4120, or via email, library@antiochseattle.edu
- For more in-depth help, email the Help Desk, helpdesk@antioch.edu or call 866-662-0056, toll free. Help Desk staff are available 24/7.