

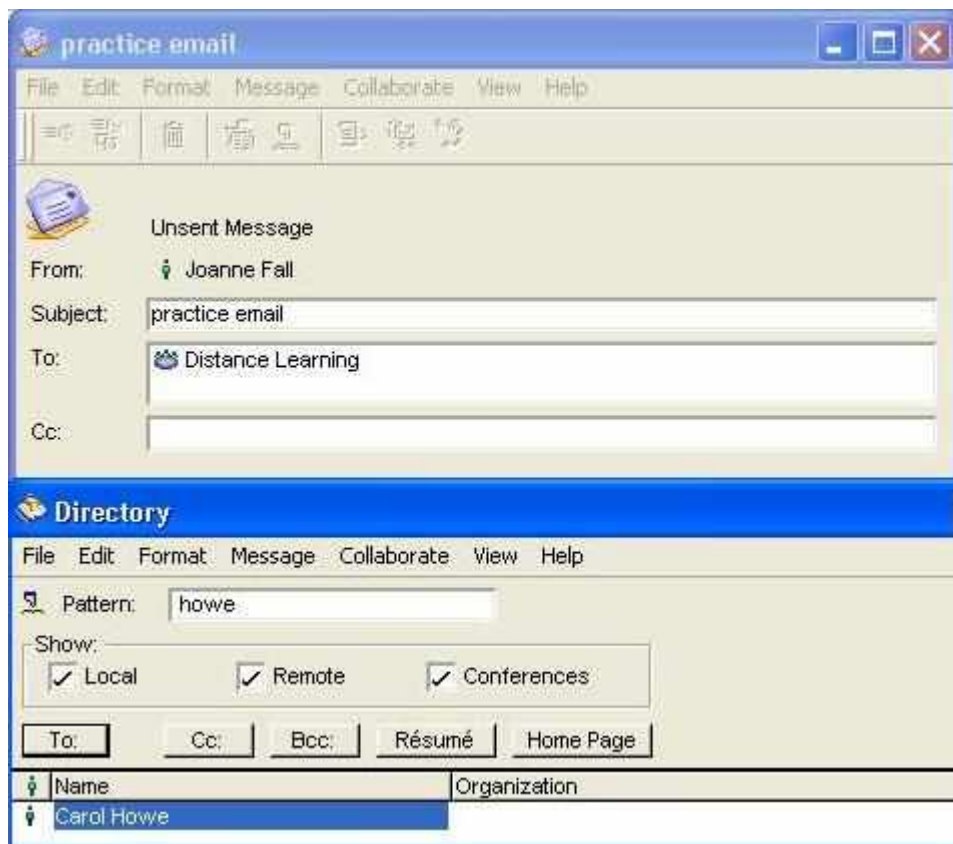
To Send and Reply to Messages in FirstClass

Sending and Receiving Messages:

Messages in FirstClass can be sent to individuals, groups or to a selected conference.

To send a message to an individual or group of individuals:

1. Double click on the Mailbox icon on your desktop or click on your conference which will place you within the conference you would like to respond to.
2. Click on the Message icon in the toolbar or on the menu click on Message > New Message.
3. Type in the Subject in the message form that appears.
4. In the To: Box enter the name or names of people that will receive the message. If the person is in the NSCC directory or a member of your group you can type in their first or last name and hit enter and the name will be placed in the To: section. If you are uncertain of the spelling you can access the FirstClass directory and make your selection.

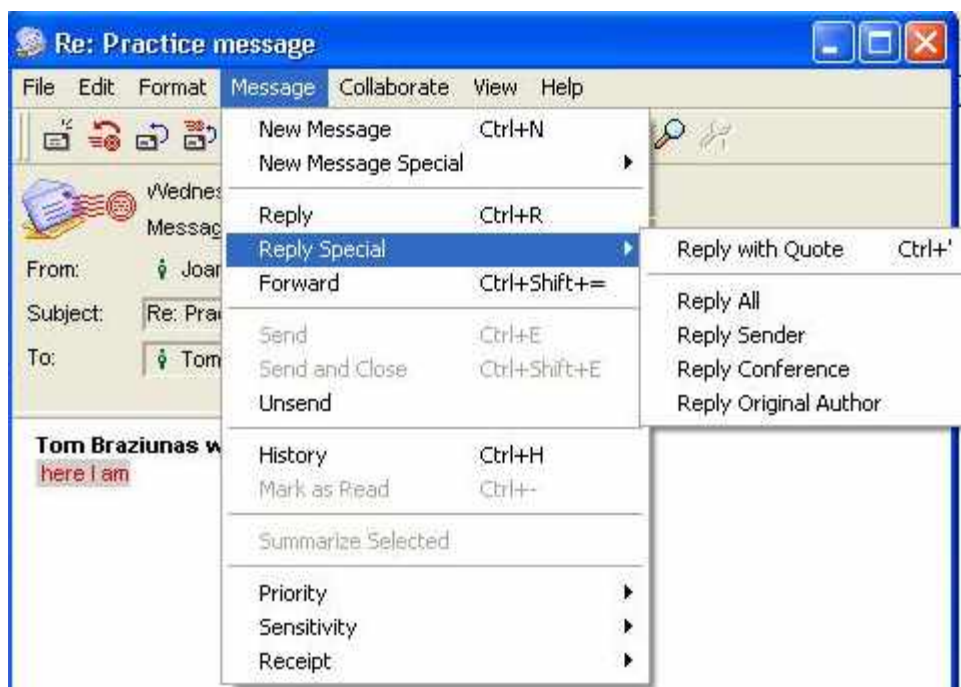


Please note that if you send the message from a conference the To: section will automatically have your conference group listed you can also select others from the directory.

5. Type in your message in the message area located at the bottom of the email box. You have many options for formatting your message select from the menu Format and you will be able to change Font, Size, Style, Color as well as formatting other aspects of your message.
6. To send your message click the send icon, or go to the menu Message – Send or Send and close (shortcut CTRL+E, Command-E for the Mac). You have now

Replying to FirstClass Messages:

There are several options that can be used when replying to your FirstClass messages. From the menu select "Message > Reply Special", here you will be able to select how you want to reply to the message.



1. Reply with Quote: This option is useful when you want to reference the original message in some way – such as answering a specific question about something in the message, making a recommendation for a change in the message, etc. If you use Reply with Quote the entire original message will be seen along with your changes. If you only want to reference a portion of the original message you can highlight that part and when you Reply with Quote the recipient will only see the portion that was highlighted along with any additions that you made.

2. Reply All: All those named on the original message are included in the reply field.

3. Reply Sender: This will reply only the sender of the original message.

4. Reply Conference: The message will be sent to the conference where the original message was sent from.

5. Reply Original Author: The message will be sent only to the originator of the message even if the message was forwarded on by another participant.

Please note that you also have the option to add or delete any addressee before you send the message.

Please further note that you have several options when sending your mail. As shown above you can send your message with different levels of Priority and Sensitivity as well as requesting to be given different types of Receipts. These can all be accessed by going to Message and selecting your preference at the bottom of the drop down listing.