

Fair Shake Member Mail Tutorial

Table of Contents

- Introduction
- Getting Started - Navigating Fair Shake member email
- Creating folders
- Sorting messages
- Understanding the email Composition tools
- Sending messages
- Editing the Address Book
- Forwarding and Attaching
- Receiving Junk Mail
- Summary

Introduction

(This tutorial is for Windows users and will have to be adjusted for Macintosh)

This guide is based on Fair Shake Webmail but it can be used for many popular webmail services.

Your Fair Shake account allows you to store up to 100 Megabytes (MB) of information between your *webmail*, your *web page*, your personal Resource Directory and your progress in the **Areas of Study** program (when applicable). Most text-only emails are under 5 Kilobytes (KB) or less than 1/20 of a MB. This means you could store about 20,000 text emails in your Fair Shake account! However, attachments can take up to 5 MB of space, and just 20 of these emails can fill your entire account.

Attached document sizes may vary from 500KB for a resume, 2 MB for a photograph or even up to 20MB for a *PDF* (often a scan or other protected document). Some examples of documents you may receive or wish to send include: employment and rental applications, resume', forms, articles, certificates and letters of recommendation. By resizing, you can store much more information in your Fair Shake account!

This guide will also teach you how to organize your email and manage the storage of your data.


Getting Started

All webmail is similar in *functionality*: they all create, send, receive, save, delete and sort email. It is also possible to attach documents and images to email and even send one email to multiple receivers.

To view your Fair Shake email.

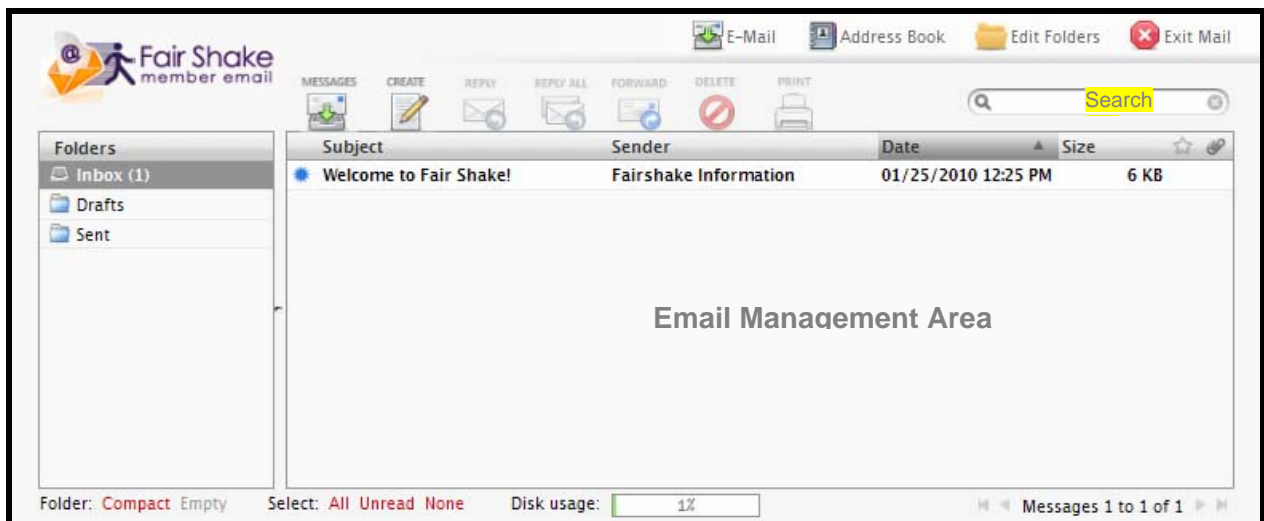
All of the benefits of being a Fair Shake member are available as soon as you enter the member's area. Most likely you have already been to the Fair Shake member email and are referring to the tutorial to understand how to use it. In the member's area the blue banner with the words **Web Mail** is a direct link to your Fair Shake member mail.







Clicking that blue banner will either open a new *web-browser* or open another *tab* and start a web mail session. If you close the new web-browser or tab you can always re-enter your email just by clicking the **Check Web Mail** button you see above. To return to the member's area at any time close the Fair Shake Web Mail web-browser or tab or click the  **Exit Mail** button.

Let's begin by looking at the mail we have received.






The email **Inbox** folder will always be open when you start your session. The most recent email received will show up at the top of the **Email Management Area** and the first email "Welcome to Fair Shake!" will be in the **Inbox**.



Along the top of this page, on the right hand side, you can see these buttons with their titles

-  **Email** -This button returns us to the **Inbox** no matter where we are in Fair Shake Webmail
-  **Address Book** – Much like any address book, we can store personal information here including names, addresses, email addresses and phone numbers.
-  **Edit Folders** – By clicking on the folder icon you can add new folders to better organize our messages. We recommend that you create folders to sort email from or for family and friends, employers and email *templates* you have created.
-  **Exit Mail** – This will safely end your email session return you to your Member Access page on FairShake.net

Right above the **Email Management Area** you will find *functionality* tools that are more directly related to email use. They are listed here:

- **Messages**  – Fair Shake Webmail automatically checks for new mail every minute. Use this button to check between auto-checks.
- **Create**  – With this button create a new, original email - much like starting a letter on a clean sheet of paper.
- **Reply**  – This button is used for replying to the sender of a selected email. The content of the original email remains below the newer text to keep the conversation content together.
- **Reply All**  – Much like the **Reply**, this button is used to re-send our email to all addresses that the previous authors have included. It is useful to keep everyone updated as a conversation evolves.
- **Forward**  – This button is used to send a selected message to a new address or to multiple addresses. After choosing to forward the message, follow

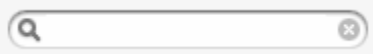
the same steps for creating an email. You can also add additional comments to the email.



- **Delete** - This button is used to remove emails from your account. Once a message is deleted it cannot be recovered.



- **Print** - This button shows you a preview of the selected email printed on a page. Please look carefully at the email to be sure it is the message you want to print! Then select a printer, number copies, etc and print!



- **Bar:** To the right of these buttons is a search bar, a useful tool if there are a lot of messages. It searches within the highlighted folder for specific words within the subject line or the sender of the message. If we search now for the words “welcome” or “noreply”, the email we have already received will show up. However if we search for the word “workshop”, we will get no results unless we have received an email with the subject or sender containing that word. Too if we were to search for “no-reply” or “noreply@fairshake.net” the same email would be revealed along with any other emails sent to you from no-reply. The search bar is very useful for finding a specific email or also finding all emails from a sender.

Under these buttons are two divider boxes, the one on the left contains our **Folders** and the other is the **Email Management Area** which displays the contents of the folder we select. Currently the **Inbox** should be highlighted under **Folders** and our first email should be the “Welcome to Fair Shake!” email.

Now let's create a Fair Shake folder for the emails we will receive from Fair Shake!



Click on the **Edit Folders** button on the top right. In this area we can see all the folders our email uses. The **Inbox**, **Drafts** and **Sent** folders are permanent and unmovable folders. Under these first four folders we see the folders we have created.

- **Note – For the previous step it is important that you do not have any folder highlighted when creating the “Fair Shake” folder.**

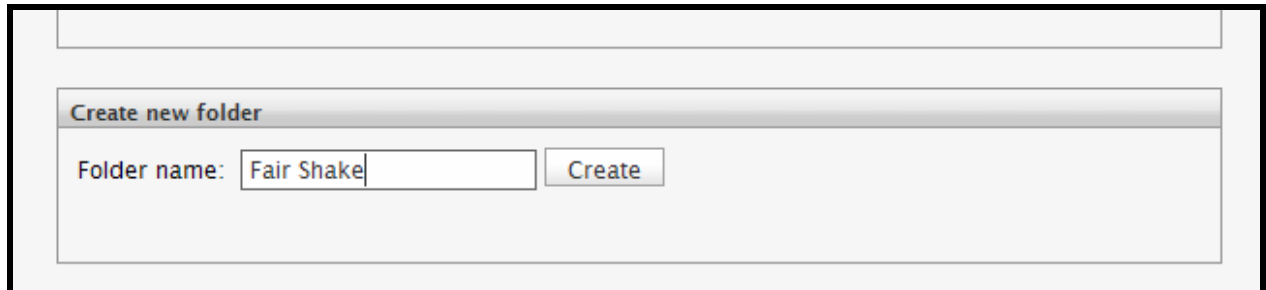
Folder name	Mess
Inbox	0
Drafts	0
Sent	0

<- DO DO NOT->

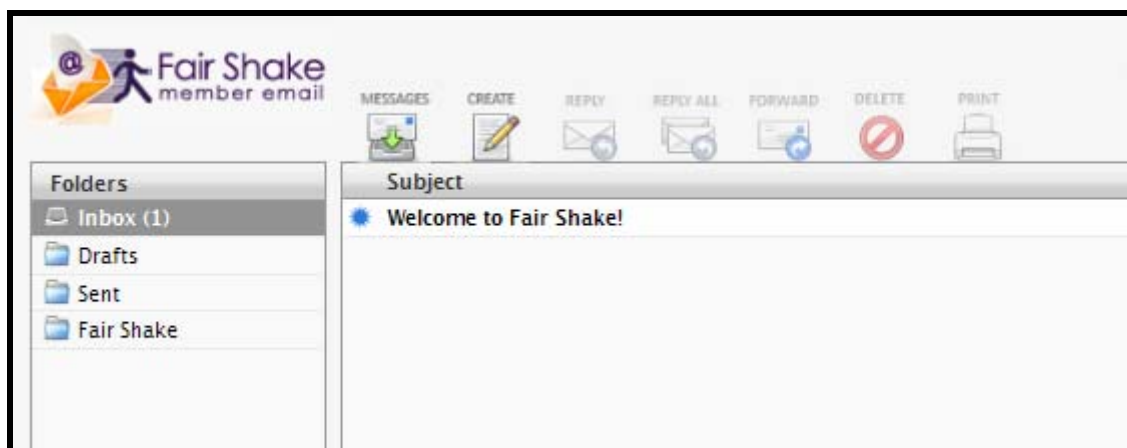
Folder name	Mess
Inbox	0
Drafts	0
Sent	0

* If any folder is highlighted like in the right image, hold the ctrl button (on your keyboard) and click that folder. The folder should now be un-highlighted.

At the bottom of the page there is a box that says “**Create a New Folder**”. Click in that box, type “Fair Shake” and click the create button. Our new folder appears below the **Sent** folder.



There should now be a **Fair Shake** folder in the **Folders** box!



Now let's move the “Welcome to Fair Shake!” email to the new folder.

The easier option of the two ways to sort email is to *drag* the email to another folder.

To drag the message hover the *cursor* on the email and hold-a-click on it (click and don't let go of the button with the mouse, keeping it pressed) we can see the title of the email now follows the cursor if it is moved around. Hover above the **Fair Shake** folder (which turns yellow to indicate selection) and let go of the click. The email is now in that folder!

Okay, let's try the other method. Simply click on the **Fair Shake** folder to view its contents. Now click on the email twice to open it. Above the message panel you can see the *drop-down menu* box that says **Move to**. Click on this and select the **Inbox**. The message has now been removed from the **Fair Shake** folder and will be found in

the **Inbox**. Now choose one of the two methods to move the “Welcome” email back to the **Fair Shake** folder. Sorting email into various folders is useful for staying organized!

To Create, Delete, Rename or Rearrange folders:

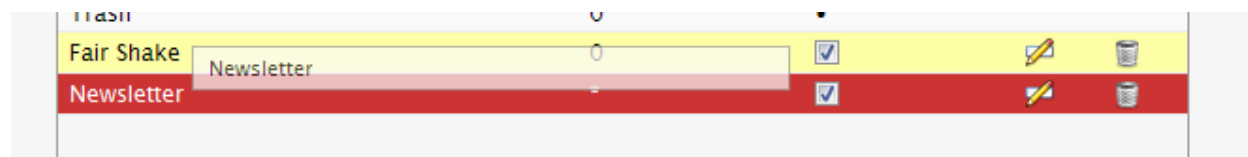
Return to Edit Folders: Using the  **Edit Folders** icon.

Create a folder called Practice: Write the name of the folder in the **Folder Name** text box at the bottom of the page and click **Create**. If you wish to create a new folder within another folder, click on an existing folder to highlight it and then create your new folder. If you do not wish to create the new folder within a highlighted folder, hold the *ctrl* button and click the folder to remove the highlight.

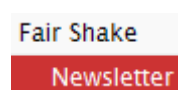
Rename that folder: Click on the **pencil and paper** icon on the same line. The folder name is now highlighted and ready for you to type in the new name **Delete Me**.

Delete the folder: All of the folders are listed here, but removable folders will have a ‘trash’ icon to the far right. Click on the trash button for **Delete Me** to remove this folder. A confirmation window will appear asking if this is truly what you want to do. Say ‘OK’ and the folder will disappear.

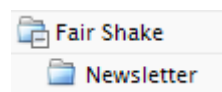
Rearranging folders: Create another folder NOT within another folder called **Newsletter**. Hold a click or “drag” and pull the **Newsletter** folder into the **Fair Shake** folder.



With the result of a *indented* Newsletter folder.




Now you have a **Newsletter** folder within your **Fair Shake** folder.









In this folder you can keep all of the “What’s Shaking” newsletters we send to you. This is an extra way to sort messages sent to you from a reoccurring sender that have the same subject. You will receive mail from Fair Shake, but all of your newsletters will always be alone in your **Newsletter** folder.

Understanding email composition tools:

Wherever you are in Fair Shake Webmail, click the  **E-Mail** on the top of the page which, remember, will always take you to the **Inbox**. From here we send and receive most of our messages. From the main page, click the **Create New Message** button and a blank message page will come up.

Please notice that the buttons directly above the work area have changed to tools relevant to creating and sending email.

-  **Back:** Takes you back to the **Inbox** (which is the same as pushing the **Email Button** ).
-  **Send:** – Send the email to the recipient now.
-  **Spell Check:** Check the spelling of the content of the message.
-  **Attach:** Opens a 'Browse' box to locate the file you wish to attach.
-  **Save to drafts:** – Save current progress on an email in your drafts folder to be sent later or templates to use over and over.

To receive a **Return receipt** (to be sure your email made it to its destination) check the box to the left by clicking on it **Return receipt**. A message will return to you when the recipient reads the email. With this function enabled, you can be sure exactly when someone received your email and the recipient can't deny reading the email.

Under the buttons you'll see the text boxes that must be filled in to send your email. Your email address will be displayed in the **Sender** box.


You can now choose a recipient from your address book by starting to type their name or email address, suggestions of contacts already in your address book appear below what you have begun typing. If you are sending to a new recipient, you can write the email address in the **Recipient** text box. (You will need to put a comma between email addresses when sending to more than one recipient.)


The next text box is titled **Subject**. This is usually a short summary or title of the email.

The last text box is titled **Body** and this is where you put your message! Everything you want to say, including a reference to any attachments, belongs here.


Let's create a message and send it!

Type your email address into the **Recipient** box. Now type **Test** into the **Subject box**

and click on the **Send now** button under the **Body** of the email or the  icon above the **Sender** box. The program will ask "Send this message without text?" Click on **Yes** and the email will be on its way to your **Inbox**. You will also be directed back to your **Inbox**.

Double click on this email to open it. Notice to the right of any email address within the **Sender** or **Recipients** listed there is a . When you click on this box you will add that contact to your address book. Go ahead and add your own email address! If the contact is already in your address book a message will appear to let you know.


Editing Your Address Book

Click on the address book button  **Address Book** at the top of the page. You are directed to an area called the **Address Book**. In the address book you can create a list of contacts that you will send emails to and also add more information like telephone numbers and physical addresses for mailing or locating the contact.

On the left side is the list of contacts. Since you added your own address to the **Address Book** your contact name should already be in the list. By clicking your contact name, more information will appear on the right related to the name you clicked. Information like Display Name, First and Last name, Email Address, Telephone Number and 2 Physical Addresses. Because you only added yourself as a contact most of the fields should be empty except for Display Name and Email Address.

Click the **Edit Contact** button at the bottom to edit the information on the contact, when you do text boxes will appear to the right of each field. You are now free to add any information to the selected contact. Once finished editing the information, click the **Save** button to keep the information related to the contact within the **Address Book** or **Cancel** to remove all changes made. Both of these options will return you to viewing the contact.

There are more tools for the **Address Book** as well, they are as follows.

-  **Create New Contact** – Creates a blank contact to edit, add all the information you desire and click the **Save** button to add the contact or **Cancel** to not add the contact and quit.

DELETE



- **Delete Contact** – Removes selected contact from the **Address Book**. Just select the contact on the left and click this button.

COMPOSE



- **Compose to Selected Contact** – Create a message to the selected contact. Just select the contact and click this button and you will be directed to a blank message with the contact's email already in the **Send To** box.

IMPORT



- **Import Contacts** – Add contacts you have previously saved either from your account here after exporting them or from another email provider that supports exporting contacts using the *vCard* data format.

EXPORT

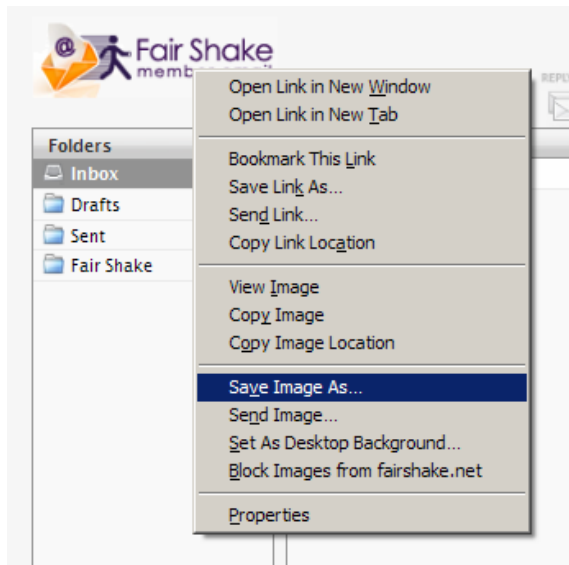


- **Export Contacts** – Save all the contacts from your **Address Book** to a *vCard* data file. This file can be used to *back-up* your contact list or to *export* the entire list to another email account you own. If you want to export the contact info to another location, the new location must be able to import *vCard* data.

Once you are finished exploring the **Address Book** return to the inbox to continue the tutorial by clicking the  E-Mail .

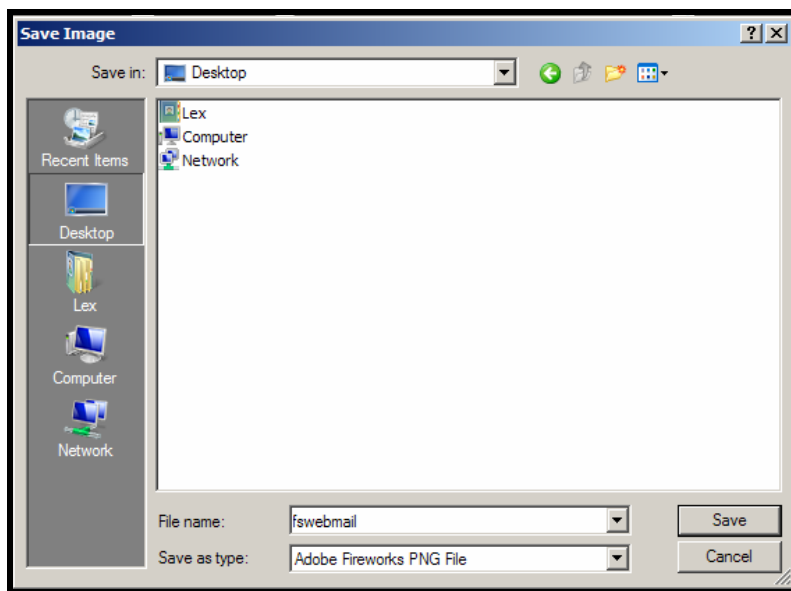
Forwarding the Test email and attaching an image!


First we need a file to attach so let's use the **Fair Shake member email** logo (image). Put the cursor over the image and use the *alternate mouse button* on the mouse. A menu will appear where you clicked. Select **Save Image As****.



It may not look exactly like this but **Save Image As...** will be there somewhere.

Another box will come up asking where you would like to save the image.



At the top of the box you will see a drop down menu with alternative locations to save the image such as on the desktop of the computer, in a specific folder (previously created or you can create one now by clicking the  button in the location you want to create the folder) or on a removable disk. A list of icons can also be found on the left side of the box. Try saving the file on your computer desktop by clicking on the **Desktop** (If you are using a public computer you may not be able to save on the **Desktop**). If you are using a flash drive, click on **Computer** and select the flash drive from the list.

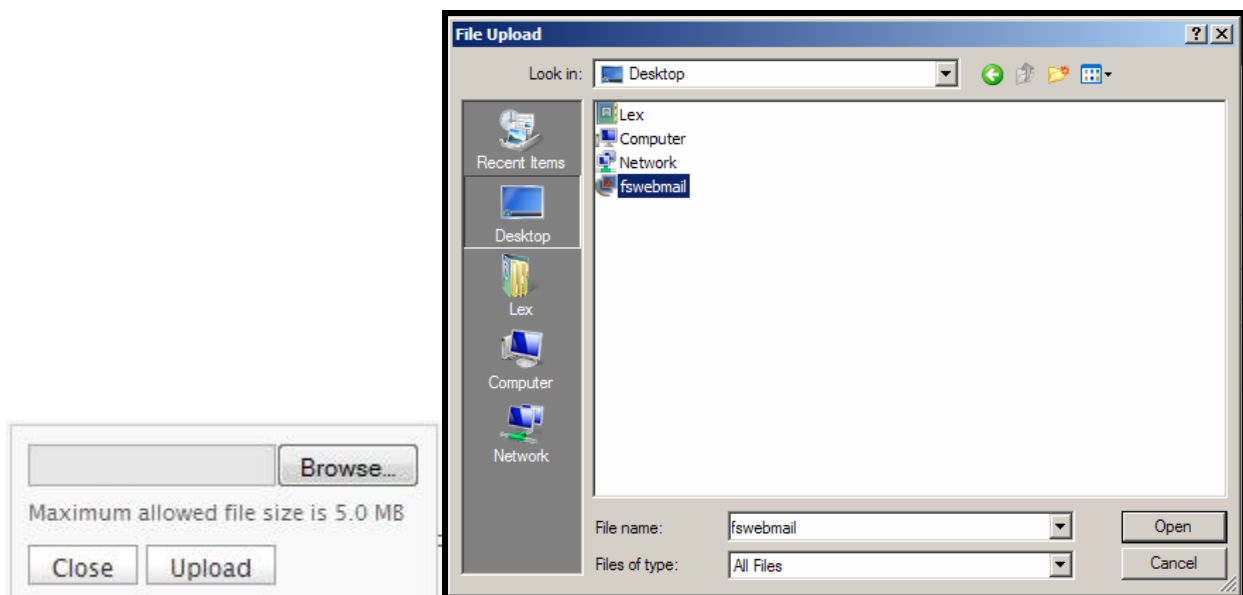
Note on Flash Drive: Your drive will usually be labeled Removable Disk with a letter in parenthesis. The letter may or may not be the same as displayed in the

picture and the Removable Disk may have been renamed. The flash drive will, however, appear at the bottom of the list of drives just above the folders – double click on your drive.

Because you may not be able to download to the computer you are using, we suggest buying a flash drive. *Glossary?:A flash drive is an inexpensive tool about the size of a key that can store a great deal of digital information and yet is easy to take with you anywhere. Flash drives plug directly into a usb slot on the computer Central Processing Unit or base of a 'note book' computer. They are useful for saving, downloading and uploading documents, images and other electronic data.*

Once you have chosen where to save the image, click the **Save** button in the lower right corner of the box (occasionally this button will say **Open** if a folder is selected; deselect by pushing the **Tab** button on your keyboard). You now have a copy of the Fair Shake member email logo as something to attach to an email.

Finally, let's try attaching! Click the **Attach**  button on the top of the page and an **Attachments** box will appear on the left. Instead of typing the file name in the box, simply click **Browse** and another window will appear. You may recognize this window as it looks almost exactly like the **Save Image** window. All download and upload windows look like this and saving from the internet is a download. This window is asking you what file you want to find.





Locate the file fswebmail.png and double click it. This fills the box to the left of the **Browse...** button; now click **Upload**. Uploading the file will take less than a minute

because it is a small picture; other images may take more time. You can send a file up to 2 MB in size. (as many as 100 MB...but please consider the receiver!)

Congratulations, you have successfully 'attached'!



You may attach any file you want from your flash drive, your data storage area in Fair Shake, or other locations on the computer you are working on. You may attach scans, pictures or word processing documents for example.

The files attached to this email will appear on the left, under the word **Attachments**. All files will show a  to the left of the name. If you want to remove the attachment click the  now.

In the BODY of the email write something like "Attachment is the Fair Shake member email logo".

Click on **Send** (your choice!).

Now we should have at least two messages in our inbox. Now it's time to delete a message. There are a couple ways of doing this.

- From the **Inbox** and with the email selected, click the **Delete**  button.
- After reading the mail click the **Delete**  button.
- With the email selected in the **Inbox**, press the delete button on the keyboard.

Be careful, when you delete a message from Fair Shake Web Mail you cannot recover it.

Receiving Junk Mail:

Once an email address is created, *unscrupulous* parties may send electronic junk mail called *Spam*. Spam is most often an advertisement, but there are many other forms of Spam as well. Spam may have a return address that sounds promising or may even claim to be from Fair Shake. Be aware that Spam is much more prevalent in email than the junk mail in your mail box! The fewer times your address is submitted on the internet the less Spam your account will receive. If your address is only given to friends, family and legitimate businesses, you greatly reduce your risk of receiving Spam.

One reason to keep an email address relatively free from Spam is to minimize the risk of getting what is known as a *virus*. The primary way of receiving a virus is through

email. There are two kinds of viruses: one is made intentionally and one is the result of conflicting programs. Both can be very harmful to any computer. Viruses are either Spammed to a broad email list or targeted to a specific group of people. A virus can be the ruin of a computer or destroy stored data.

The only way to contract a virus from webmail is to open (download) the attachment. Avoid this with ease by opening attachments sent from trusted sources ONLY. Do not download files that end with .bin or .exe.

Spam and viruses share a common characteristic: they both try to get the user to open the email with an alluring subject line. They can say anything from "You just won \$1000 dollars!" to "Re: Job-Openings" (posing as a reply to an email that was sent from you). To avoid wasting time, and possibly getting a computer virus, stay alert to these attempts to trick you through these "too good to be true" propositions.

Summary

In review, this may seem like a lot of information to absorb, but it will become fairly easy as you use it. Email is used by almost everyone! You can create messages, view information you have saved, and access your address book from any public computer. Email is fast, inexpensive and waste-free.

When email is being created and responded to frequently, people begin to rely on it as a dependable method of communication. If email is new to you, try to remember to respond to messages in a timely manner.

Fair Shake member email supports your transition by providing this tool in conjunction with a data manager, your own webpage, and your personal Resource Directory. The user@fairshake.net address shows your commitment to the purpose of Fair Shake - successful reentry - and can be interpreted as such in the eyes of an employer or other business relations. Our webmail is small to save on resources and help users keep their email files well organized.

There are many other free web mail services available and several offer much larger storage. We suggest that you obtain an email address through another service as well so you have an address to use when you make purchases and/or create other accounts. Reserve your Fair Shake member email for important business and close personal communications.

We hope this tutorial has been a useful and understandable introduction to email. *We also hope that you will find Fair Shake member email to be a helpful tool to support your successful transition.*