Fair Shake Member Mail Tutorial (for Windows)

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Introduction

Your Fair Shake account allows you to store up to 100 Megabytes (MB) of information between your web mail, your web page, your personal Resource Directory and your progress in the **Areas of Study** program (when available). 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.

Attachments may vary in size 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 documents and photos, you can store much more information in your Fair Shake account!

This guide will show you how to organize your email and manage the storage of your data. Although the guide is written for your Fair Shake Web Mail, it can be used for many popular web mail services as well.

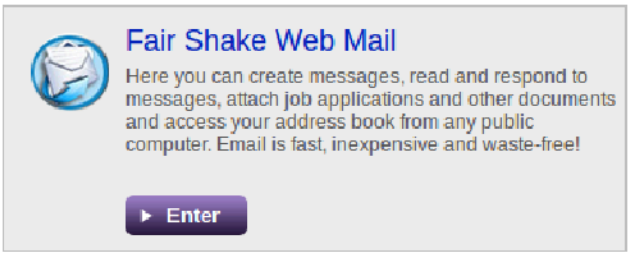
Getting Started

All web mail is similar in that they create, send, receive, save, delete and sort email. It is possible to attach documents and images to email and also to 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, excluding the web mail, which must be approved (within 24 hours, excluding weekends and holidays). Hopefully, now that you are reading this, you have received approval and are already in your Fair Shake email account and referring to the tutorial to

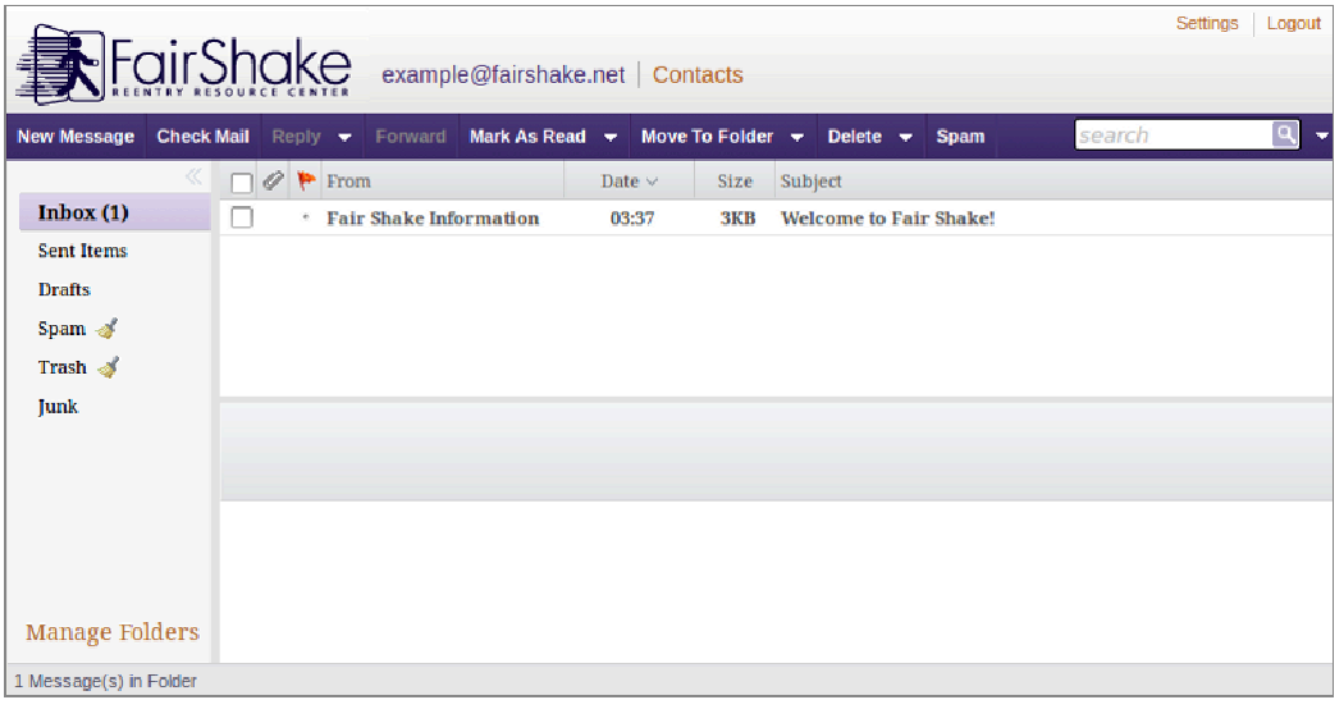
understand how to use it. You can reach your Web Mail through your member home page or from the Member Menu once you sign into your account.



Clicking on the bright blue title, the purple "Enter" button, or the Web Mail listing on the Member Menu will either open a new web-browser window, or open another tab, and start a web mail session.

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

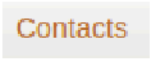
The email **Inbox** folder will always be open when you start your session. The most recent email received will show up at the top of the Email Management Area and the first email "Welcome to Fair Shake!" will be in the **Inbox**.



All around the web mail application you will find important hyperlinks. These links help you navigate your email account.

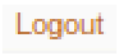
- Username Hyperlink – This button returns us to the Inbox no matter where we are in Fair Shake Web mail

- Contacts – Much like any address book, we can store personal information here including names, addresses, email addresses and phone numbers.

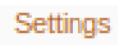


- Manage Folders – By clicking on this hyperlink you can add new folders to better organize our messages. We recommend that you create folders to sort email from or for family and friends, employers and email templates you have created.

- Logout – This will safely end your Member session, even if you are looking at other pages or tabs you left open.



- Settings – If you are used to web mail applications appearing a different way, you may utilize the Settings area to make Fair Shake mail more familiar.



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

- New Message – With this button create a new, original email - much like starting a letter on a clean sheet of paper.
- Check Mail – Fair Shake Web mail automatically checks for new mail every minute. Use this button to check between auto-checks.
- 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 to 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.
- Mark As Read Menu – You can mark selected emails when you Flag or Un-Flag emails to signify importance to you, or mark the emails as “Read” or “Unread” to aid in sorting or reminders.
- Move to Folder (Menu) – This menu moves all selected emails to any folder. The menu contains the pre-existing folders and the folders you created.
- Delete (Menu)- By clicking the word Delete you quickly send all selected items to the Trash folder. Additionally in the Delete menu you can clean out the spam and trash folders with one click of the mouse button. Any messages in the trash will be deleted when you log out.
- Spam – This button marks selected messages as spam. Once you have marked a message as spam, all future messages sent from that sender will go directly to your spam folder. Should an account fill up, emails in the spam folder will be automatically deleted to make room for new messages. In case messages you desire to receive accidentally go to your Span folder, when you are in that folder the Menu button becomes a “Not Spam” indicator and has the opposite effect.
- Print – This button only appears after you have opened (double clicked) a message. It sends the email to a printer.
- Search Bar : To the right of these buttons is a search bar, a useful tool if you have 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 “information”, 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 “information” or “information@fairshake.net” the same email would be revealed along with any other emails sent to you from that email address. The search bar is very useful for finding a specific email or also finding all emails from a sender. To the right of the search bar is

an arrow key to help you search in all folders and/or all fields.

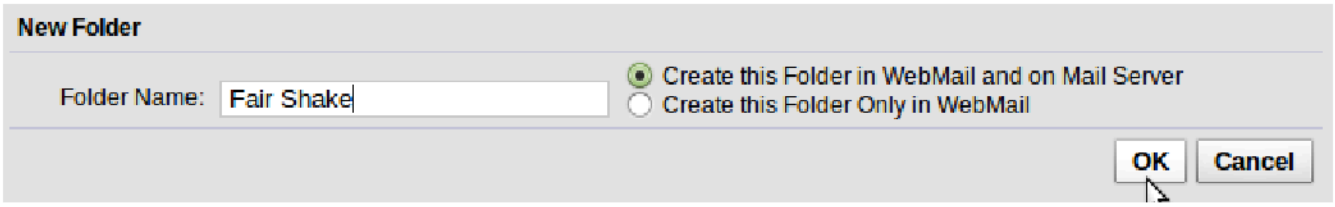
Under these buttons are two divider boxes, the one on the left contains our Folders and the other is the Email Management Area which displays the contents of the folder we select. Currently the Inbox should be highlighted under Folders and our first email should be the "Welcome to Fair Shake!" email.

Creating Folders

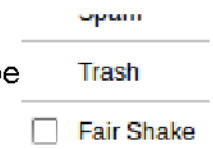
Now let's create a Fair Shake folder for the emails we will receive from Fair Shake!

Click on the Manage Folders link on the bottom left. In this area we can see all the folders our email uses. The Inbox, Sent Items, Drafts, Spam, and Trash folders are permanent and un- movable folders. Under these first four folders we see the folders we have created.

At the bottom of the page there is a button that reads "Add New Folder". Click in that box, type "Fair Shake" and click the ok button (leave the dot in the choice "Create this Folder in Web mail and on Mail Server"). Our new folder appears below the Junk folder.



After clicking Reload Folders Tree or refreshing the page, 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.

First, click on your email address hyperlink next to the Fair Shake logo, this will take you back to the mail section. There are two ways to sort email, the easier of the two is to drag an email to a 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 number of selected messages now follows the cursor if is moved around. Hover above the Fair Shake folder (which underlines and turns orange 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 to highlight it. Above the message panel you can see the drop-down menu box that says **Move to Folder**. 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 Manage Folders: Using the Manage Folders hyperlink.

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, choose the location of the new folder from the Parent Folder menu. If you do not wish to create the new folder within another folder, leave the Parent Folder menu on "No Parent".

Rearranging folders: Click the up or down arrows on the right side of the practice folder. This will move it up and down in the list of folders.

Rename that folder: Click on the name of that folder. The folder name has become a text box 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 box to the left. Mark the box next to Delete Me and click the button "Delete Selected" to remove this folder. Only empty folders can be deleted.

Finally, create one last folder called Enews within the Fair Shake folder by choosing Fair Shake as the Parent Folder. In this folder you can keep all of the Enews emails 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 Enews will always be alone in your Enews folder.

Understanding email composition tools:

Wherever you are in Fair Shake Web mail, click the on your email address (next to the Fair Shake logo) which will always take you to the messages. From here we send and receive emails. From the main page, click the 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 to list: Takes you back to the Emails (which is the same as clicking on your email address).
- Send: Send the email to the recipient now.
- Save: Save current progress on an email in your drafts folder to be sent later or templates to use over and over.
- Importance (Menu): Marks an email's importance level for the recipient.
- Sensitivity (Menu): Marks an email with a level of sensitivity for the recipient.
- Cancel: Cancels save of current email and returns you to the messages area.

To receive a Return receipt (to be sure your email made it to its destination) check the box on the bottom left . 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.

To attach a file, click the green attach button on the bottom left of the screen. You may then choose an accessible file from the computer you are working on.

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 clicking the "To:" or 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 second box is called the C.C. Box or Carbon Copy box. Addresses you add to this line will also get the email but they will know they are just included in the list of recipients and not for whom the message was intended.
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 icon above
and click on the Send now button under the Body of the email or the 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.

If you don't see the email right away, click on "Check Mail" to update your messages. Double click on your new email to open it. Notice to the right of any email address within the Sender or Recipients listed there is a green addition symbol next to a silhouette. 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 Contacts link at the top of the page. You are directed to an area called Contacts. In Contacts you can create a list of email addresses that you frequently send messages 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. Because you only added yourself as a contact most of the fields should be empty except for Name and Email Address.

Click the Edit Contact Information link at the bottom of the contact and show additional fields to the right 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.

At the top of the page there are more tools for the Address Book as well, they are as follows.

- 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.
- New Group – A Group of contacts, makes sending your whole family or a group at work the same message easy. Just type or select the group and the message will be sent to all the addresses within the group.
- Add Contacts to (Menu) – Copies all selected contacts to a created group.
- Delete – Removes selected contact from the Address Book. Just select the contact on the left and click this button.
- 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 CSV data format.

Once you are finished exploring the Address Book return to the inbox to continue the tutorial by clicking your email address next to the Fair Shake logo .

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; de-select 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 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 webmail-icon.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 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 the to the left of the name. If you want to remove the attachment click 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.

Deleted emails go to trash. Once you log out, everything in trash gets removed from your account. 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 web mail 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 web mail 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.