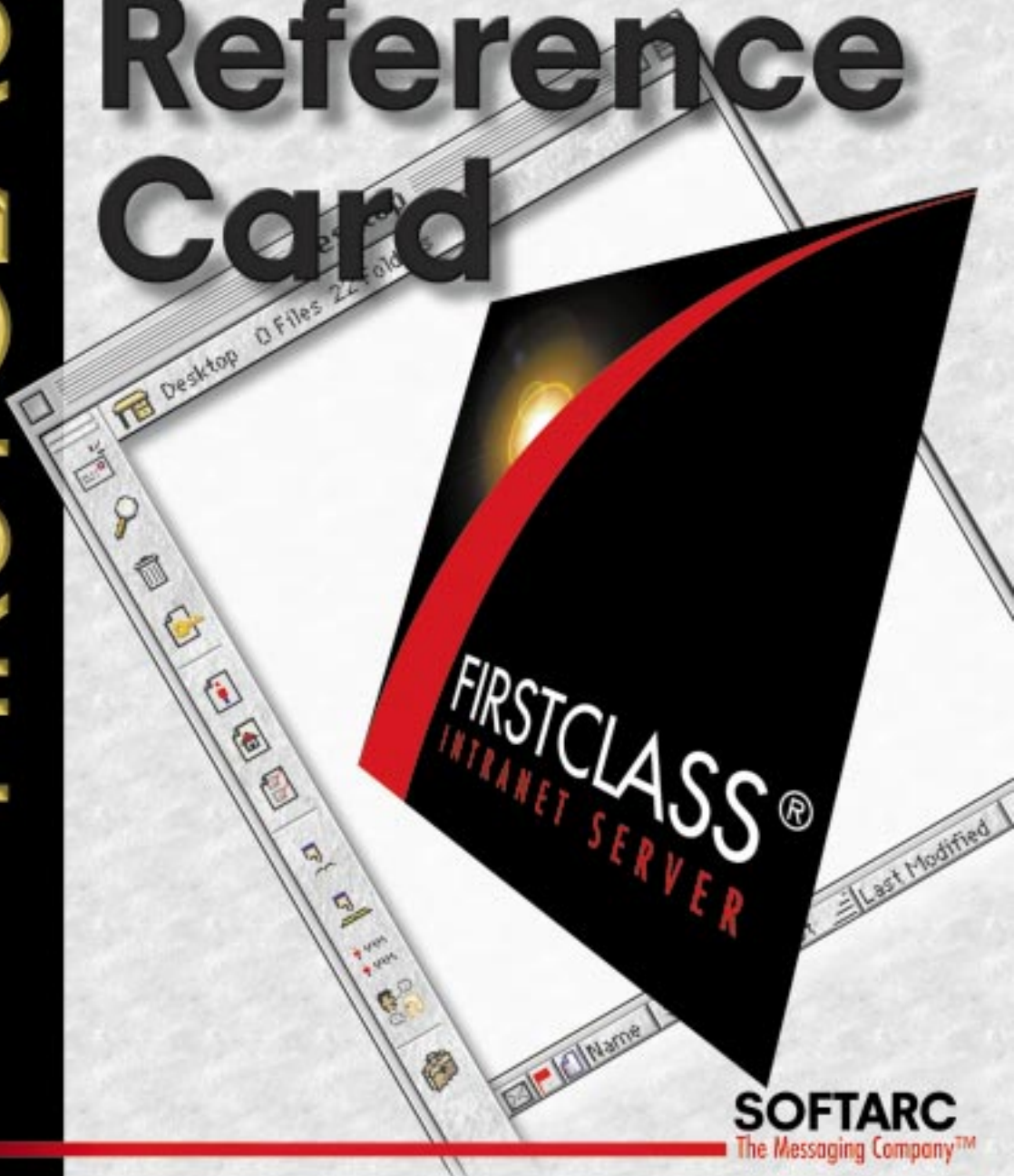
FIRSTCLASS®

Mac OS

User Reference Card

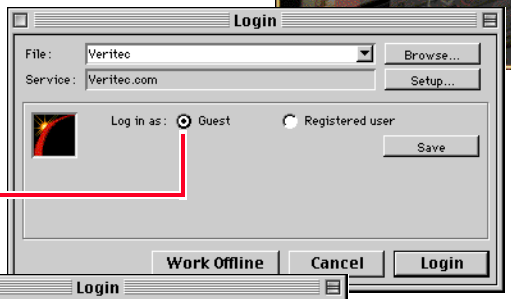


SOFTARC
The Messaging Company™

Connecting to FIRSTCLASS®

FirstClass® Intranet Server is an easy-to-use communications system for the Mac Operating System (Mac OS). Using FirstClass you can send and receive electronic mail, share files, use electronic conferencing to exchange ideas, and participate in online chats. FirstClass also supports external folders that link to CD-ROMs and hard disks. Since FirstClass uses the familiar Mac OS graphical user interface, you will find it fast, intuitive, and easy to learn.

FirstClass Intranet Server consists of two parts: the client (you) and the server. You can connect to the server using a standard communications protocol such as AppleTalk or by using a modem. Before you can begin, you must log in, or connect, to a server.



Starting FirstClass

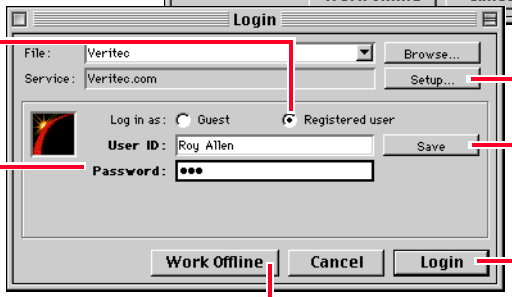
Once you have installed FirstClass, double-click the FirstClass icon. A log in screen appears and then you have the option of logging in as a "guest" or as a "registered user".

Log in as guest

If you select this option you will gain access to FirstClass with a guest status. You will be able to "look around" but will have limited access as set by the FirstClass administrator.

Log in as registered user

If you are a registered user, or would like to become a registered user, select log in as registered user.



User ID and Password

You must have a user ID and a password to connect to a server as a registered user. Contact your First Class administrator for details. Some systems allow you to auto-register and set up your own user ID. If you get tired of entering your user ID every time you log on, you can save it by clicking Save.

Setup button

Click this button to change your configuration settings. These settings include information on connecting to the server and indicate your user ID and password. Once you've established the settings, you should not need to change them again. If you need help with these settings, contact your FirstClass administrator.

Save button

Click Save to save your log in settings and password. Remember, if you save your password, anyone with access to your computer can log in as you.

Login button

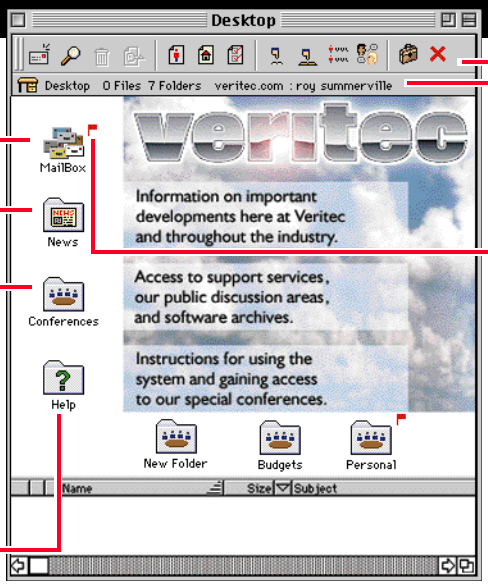
To begin the login process, click Login.

Work Offline

If you choose to work offline, you can write messages and documents that remain on your workstation until you next log in. This feature allows you to compose messages without using connect time. When you log in, all messages are sent automatically.

The Desktop

Once you have connected to the server, your FirstClass Desktop appears on the screen. This is the starting point for using the client, just as the Mac OS Desktop is the starting point for the Mac OS. Your Desktop will contain a number of default items chosen by your administrator, so your Desktop may differ from the example shown here. To open any item on the Desktop, double-click the appropriate icon. To close the Desktop, quit the client application.



Your Mailbox

Your Mailbox contains all the mail you have received and copies of those you have sent. To open your Mailbox, double-click the icon.

News

A special conference used for general announcements.

Conferences folder

Contains all the public access conferences set up by your administrator.

Help folder

Contains instructions for using your FirstClass Intranet Server system

Toolbar

Provides a series of shortcuts to perform some of the FirstClass® functions.

Window summary

Displays the connection information, the name and type of window as well as the number of files and folders in the window.

Unread flag

An unread flag ( )appears beside your Mailbox or conference if it contains items that you have not yet read. You can turn the flag off by holding the Option key and clicking on the flag. This removes the flag from every message in the conference.

The file list window

The File List window appears when you open a conference, a folder, or your Mailbox. Generally, the files are shown with one line of information each. To open an item in a file list, either double-click it or select it and choose File > Open > Open Selected. The upper pane of the window contains folders, the lower pane files. By default, the view of the lower pane is by name. You can change the viewing mode to icon, small icon, or list by using the View menu. You can sort files viewed in list mode by clicking on the column headers.

Fill bar
The fill bar indicates that the client is still adding titles to the list. When the bar disappears, the list is complete.

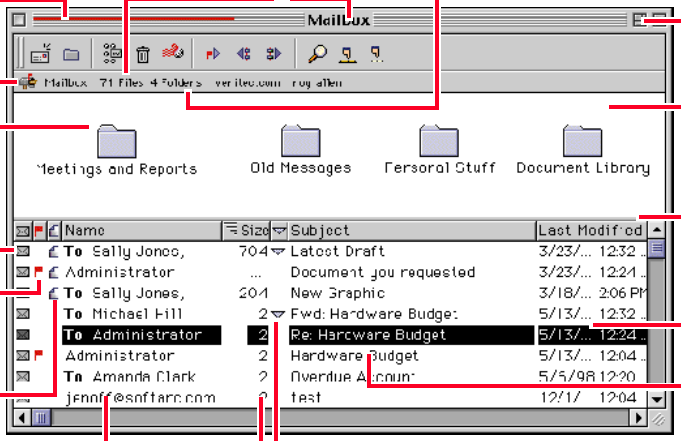
Number of files
The total number of files in this list. The number of files displayed may be less than are actually in the Mailbox or conference if your client preference is to show unread messages only.

Title
The name of the conference or folder.

Number of folders
The total number of folders and conferences in the list. Folders and conferences always appear above the split bar.

Zoom box
Click this box to expand the window so that you can see all the items or as many as will fill on the screen. Click it again to shrink the window back to its original size.

Window type
The file list can be a conference, a Mailbox or a folder.



Icon view
By default, the view of the upper pane is by icon. To change to a sorted list, use the View menu.

Folders & conferences
The upper pane of any file list window can contain additional folders and conferences.

Split bar
Divides the window into two panes. The upper pane contains folders and conferences, the lower pane contains messages and files. To move the split bar, place the cursor over the bar and drag after the cursor changes to this:

Message icon
The standard message icon.

Unread flag
If you have not yet read an item, an unread flag appears beside its icon.

Last Modified
The date and time that the message was delivered or changed.

Attachment icon
All messages can have one or more files attached to them. If a message has attachments, the system adds an attachment icon to the summary. See the Attachments and file transfer section for details.

Subject
The subject of the message. This appears blank when viewing items in an external folder.

Sender
The name of the person who sent the message.

Size
Size of the message in kilobytes, including any attachments.

Disclosure triangles
You can open and close threads by clicking on the disclosure triangles beside the threads. You can open or close all threads in the pane by clicking on the disclosure triangle in the title bar.

Operations

You will find that you spend most of the time working with file lists - either your Mailbox, a conference, or an external folder. There are several operations that you can perform on a file list in addition to just opening the items in the list. You can either click on the icon or use the menu.

Creating new messages

To create a new message, choose Message > New Message. If you are in a conference, the message is addressed to the conference automatically. A copy of any new message you create is always placed in your Mailbox. See the Addressing section for more information on addressing and sending messages.

Next & Previous in Thread

All replies become part of a thread that starts with the first message. The thread allows you to track all responses to the first message. When you have either opened or selected a message, choosing Conference > Navigation > Next in Thread opens the next message in the thread. Threading also works within your Mailbox.

Folders & dragging

Within your Mailbox, you can create folders to file your mail messages. Choose File > New > New Folder. To rename the folder or give it a custom icon, select it and choose File > Get Info. You can now drag messages into the folder.

Next & Previous Unread

When you log into FirstClass, you generally want to read your unread messages right away. You can open unread items quickly by choosing Conferencing > Navigation > Next Unread or by using the toolbar. If there are no more items with unread flags the system notifies you with a beep.

Add to Desktop

If you are interested in a particular conference, you can place a copy of it on your Desktop. Select the conference icon and choose Edit > Add > Add to Desktop. You can then reposition the new icon on your Desktop for maximum convenience.

History

By choosing Message > History, you can display the history of a message. The history shows when the message was composed, when it was sent and who has read it. The history also indicates whether the message has any attachments and who has downloaded them.

Reply

Replying to a message creates a new message with the To, Cc, and Subject fields filled in. Click in the lower pane and compose your message. In a conference, the reply is addressed only to the conference if your client preferences specify this. In your Mailbox, it is addressed to all recipients of the original message if your client preferences specify this.

Delete

You can delete messages in your Mailbox as well as any conference items that you have sent. Select the message and choose File > Delete. You can select a block of items for deletion by Shift-clicking. You can delete a number of items, at random, by Option-clicking. If Delete is dimmed in the menu, then you cannot delete the selected item.

Forward

Forwarding a message creates a copy of the message (including any attachments). You can address and edit the message and add additional attachments.

The message window

When you open any message in a file list, the message appears in a message window. A message window also appears when you create a new message. After you have opened a message, you can perform any action available from the Message Menu or use the standard editing commands (although you cannot change the message text). You can also use the threading feature to step through all messages in the thread. If you resize the window, subsequent messages appear in the resized window as you use the threading command.

Message icon

The standard message icon. If the message has been sent by a gateway, it has a gateway message icon that looks like this:

To use another icon, choose File > Get Info and click the icon in the Info form to display icons from which to choose.

From

The name of the sender of the message. It cannot be edited or changed.

Subject

Enter the subject of the message here (for example, New Graphic). If the message is a reply to another message, the subject is entered for you automatically and prefaced by Re: (for example, Re: New Graphic). If you are forwarding the message to another person, the subject is entered automatically and is prefaced by Fwd: (for example, Fwd: New Graphic). You can change this subject.

Special forms

You can write messages on forms containing special fields or customized graphics. The client comes with several useful forms, including one for taking telephone messages and another for sending requisitions. To create a new message with one of these forms, choose File > New and then select the form that you want.

Postmark

After you have sent a message, the system places a postmark in the upper left-hand corner.

Title

The subject of the message.

Date/Time

The date/time that the message was sent. If a message is unsent, this line reads Unsent.

Envelope

The envelope of the message contains addressing information, the list of attachments, the postmark, and the date and time the message was sent. If the message is a form (for example, a phone message form), the envelope contains the form information.

Split Bar

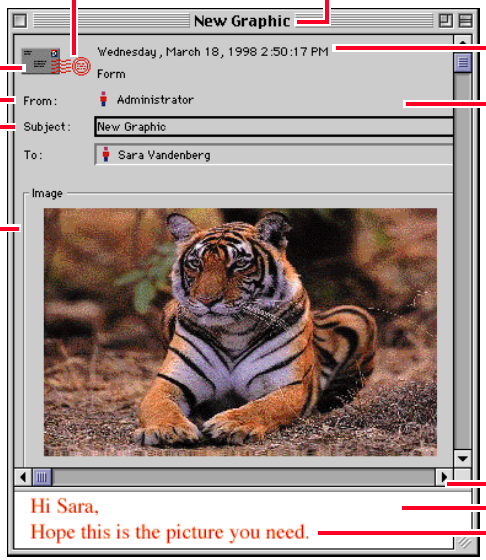
The split bar divides the message window into two panes: the envelope and the message body. Each pane can be scrolled independently with its own scroll bar.

Message body

The text of your message. To enter text into a new message, click in the body and type. You cannot change text in the body of a message that you have already sent.

Styled text

You can change the font, style, size and color of text in the body of a message by selecting the text and then using the Edit menu. If you try to display a message that was composed in a font that you do not have, the message appears using the system font.



Addressing

When you read a message, the To: and Cc: fields list the individuals and conferences to which the message was sent. When you create a new message, you fill in the To: and, optionally, the Cc: fields with the names of the people or conferences who are to receive the message. Here is an example:

Click in the To: field, enter the name of the user or conference that you want to send to, and press the Return key. You don't need to worry about capital letters, and you don't even have to enter the whole name, just enough to help in the search.

To: joan smi
Cc:

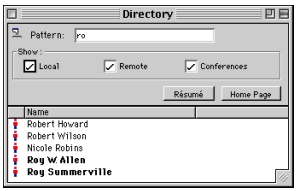
FirstClass searches its user Directory for the closest match and places it into the field.

To: Joan Smith
Cc:

If the name matches more than one user, a window containing all matching names appears:

To: Joan Smith
Cc: roy

Here the matches include all users and conferences that contain a name or begin with the characters "ro".

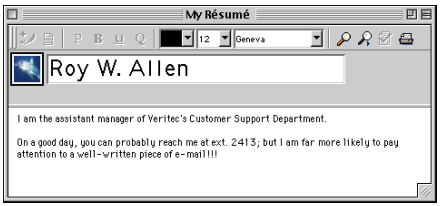


Highlight the name you want and click To. (You can select multiple names by Shift-clicking.) The system places the selected name into the envelope.

To: Joan Smith
Cc: Roy W. Allen
Roy Schulze

Résumés

Double-clicking on a name in a To:, Cc:, or From: list in a Directory, chat, or history window displays the résumé for that user. Each user and every conference has it own résumé.



To edit your own résumé , choose File > Open > Résumé. The changes you make are saved when you close the résumé window.

The top portion of the Résumé form contains a field into which you can paste a picture of any size, and a title field into which you can enter your name. The bottom portion of the form is edited in the same way as a standard message.

Toolbar

FirstClass has a toolbar that provides one-step access to many common functions. The toolbar is displayed by default. To hide the toolbar, choose View > Toolbars > Hide Toolbar. If the toolbar is hidden, you can display it by choosing View > Toolbars > Show Toolbar.

Address Book
Click this icon to view your personal address book.

Preferences
Click this icon to view and change your résumé.

Private Chat
Click this icon to initiate a private chat with other users who are currently connected to FirstClass.

Connect Offline
Click this icon to begin working offline. Working offline allows you to perform many of the functions of FirstClass without having to have a live connection with FirstClass. If you are paying long distance charges to connect to FirstClass, working offline allows you to read, reply to, and compose messages without incurring connection charges.

New Message
Click this icon to create a new e-mail message.

Find
Click this icon if you want to search a conference or a document for specific words (see Find).

Permissions
Click this icon if you want to grant other people various degrees of access to your private conferences.

Directory
Click this icon to view the FirstClass Directory that contains the names and information about other users of your FirstClass system.

Exit
Click this icon to end your current FirstClass session.

Delete (Trash)
Click this icon if you want to delete the item. If you delete an item by accident, you can use the FirstClass Undelete feature to restore it.

Résumé
Click this icon to display your résumé for review or editing.

Home Page
Click this icon to display your home page.

Who's Online
Click this icon to see a listing of other users who are currently connected to FirstClass. Viewing this listing is the first step to initiating a private chat.

Find

The Find feature allows you to search for text in conferences or folders, as explained here, and for text within open messages or documents. To use the Find feature for conferences or folders, open the folder or conference that you want to search and then choose Edit > Find. A search window appears. Enter the text you wish to find at Find, then check the appropriate option boxes. Click Find to start searching every file in the current window. A new window (the hit list window) opens and displays any matching items. Double-click an item in the hit list to open it. Selecting an item and choosing File > Get Info displays exactly where the matching item was found. You can use the Next Message and Previous Message buttons (on the toolbar) to move through the hit list, and the Find Next button to highlight the next occurrence of the word within a message.

Search subject/file name
Check this box to search all subjects and file names for the text.

Search subconferences & folders
Check this box to search all the folders and conferences in the current window, as well as the files.

Search content of documents
Check this box to search the body of all messages and text files for the text.

List only items containing all words
Check this box to find only items that contain all words in your search string.

Search attachment names
Check this box to search the names of all attachments for the text.

Search "From" name
Check this box to search the names in the From: list for the text.

Search "To/Cc" names
Check this box to search all of the names in the To: and Cc: lists for the text.

Include items created or modified in the last
Use the drop-down to select the age of the items that you want searched.

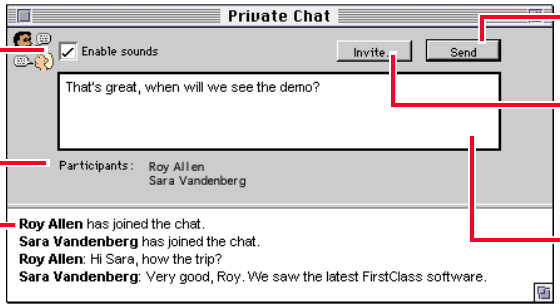
Chat

The Chat feature allows you to have real-time conversations with multiple users. To start a private chat, choose File > Open > Private Chat. To enter into a private chat, double-click on the chat's icon.

Disable/Enable sounds
Check this box to hear sounds when new chat messages are delivered and when a user enters or leaves the chat.

Participants list
A list of chat participants. Double-click on a name for the user's résumé.

Chat transcript
The chat text appears here as the participants enter their messages. FirstClass notifies you when participants enter and leave the chat. Choose File > Save As to save a copy of the transcript.



Send button
To send the message, press the Enter key or click Send.

Invite button
To invite other users into the chat, click Invite. Select the names of the users you wish to invite and click Select.

Input box
Enter your chat messages here.

Attachments and file transfer

You can transfer or share files with other users using the attachment feature. When you compose a message, you can attach to it any file stored in your computer. You then send the message as usual. When you read a message with attachments, you can transfer any of the attachments to your computer. A powerful feature of the client is that attachments work well with both private mail and conferences. This means that you can distribute files to large numbers of users easily.

Downloading

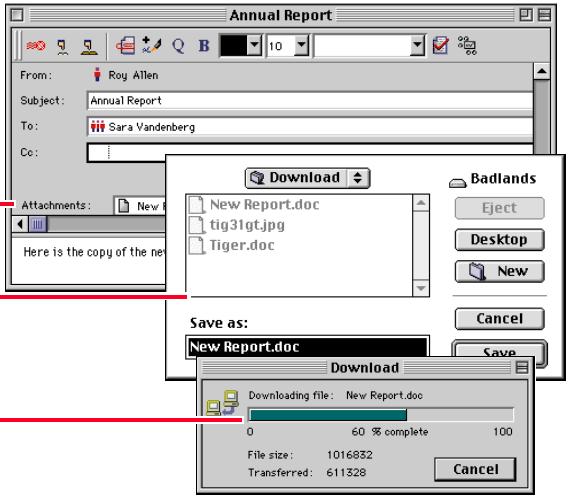
If a message has files attached, the attachments are listed in the envelope after the To and Cc lists.

To transfer, or download, an attachment from the FirstClass server to your computer, select the attachment and then choose File > Save Attachment. This brings up a dialog that allows you to select where on your computer you want the file saved.

Once you have selected the location, click Save. The system transfers the file from the server to your computer. The time required for the transfer varies depending on the size of the file and the speed of your connection.

As the system transfers the file, the File Transfer Progress window appears. You can continue to use all the features of FirstClass while a file transfer is in progress. To cancel a transfer, click Cancel. If you cancel a file transfer before it is finished, you can restart the transfer by repeating the download procedure.

If the attachment is a picture, text file, or sound you can view it (or hear it) online by selecting it, holding down the Option key, and choosing File > View File (or just holding down the Option key and double-clicking on it). The attachment appears in a new window. You can then click Save to save the attachment on your computer.



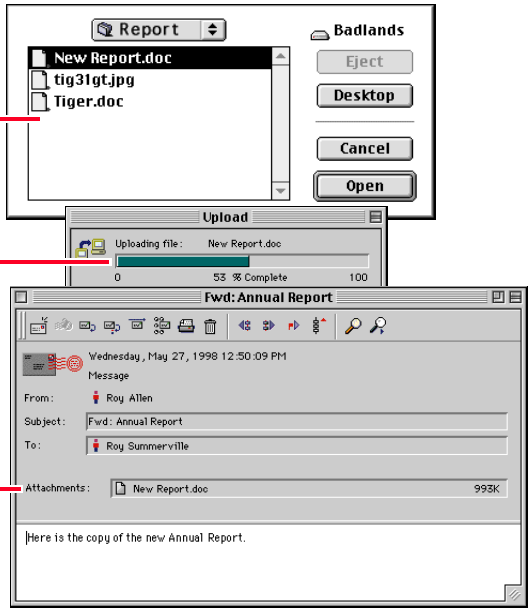
Uploading

To send a file to another user or a conference, compose a new message as usual. To add an attachment to the unsent message, choose File > Attach File. You are prompted to select the file that you want to attach. Select the file and then click Open to transfer, or upload, the file from your computer to the server.

While the file is being transferred, the File Transfer Progress window appears. You can continue to use all of the client features while the file transfer is in progress. When the transfer is complete, the attachment is listed in the envelope of the message. You can attach as many files as you wish. If you make a mistake, you can delete an attachment by selecting it and then pressing the Delete key.

If you are sending attachments that will be downloaded by users logged in with modems, or if you are using a modem, you should consider using a compression utility such as Stuffit or DiskDoubler. Compressing files may allow them to be sent faster, possibly reducing the duration of your phone calls. They also use less storage space on the server.

If a file is only partially uploaded or downloaded, it has a partial transfer icon. Simply repeat the transfer process.



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