

ADMINISTRATION: ELECTRONIC MAIL (ALL USERS)

The Electronic Mail module provides a quick, convenient way to send and receive correspondence regarding your accounts, transactions, and other services available to you.

Note: The Electronic Mail module is not a POP/IMAP service; it is intended for use only in correspondence regarding your accounts and transactions, problems with the system, etc.

The Electronic Mail module consists of the following tabs:

Inbox: Use this tab to access received mail. You can view all messages, or only those that have not yet been read.

Outbox: Use this tab to send mail that has been saved for later delivery.

Compose: Use this tab to create and send messages.

Sent Items: This tab archives sent messages.

Deleted Items: This tab archives messages deleted from the Inbox. Messages deleted from the Outbox and/or Sent Messages tabs are not archived.

Note: Stored messages are periodically purged from the system, so be sure to print important messages, or copy their contents to a local drive!

ACCESSING THE ELECTRONIC MAIL MODULE

To access the Electronic Mail module:

From the Administration menu, select Electronic Mail. The Electronic Mail screen is displayed.

READING INCOMING MESSAGES

To read incoming messages:

1. From the ADMINISTRATION menu, select ELECTRONIC MAIL. The Electronic Mail screen is displayed.
2. Click the INBOX tab.
3. Click the VIEW hyperlink associated with the message to be read. The message is displayed in a pop-up window.

From this screen, you can:

- Reply to the message

Click the REPLY button. The pop-up window closes, and the Compose tab is displayed. See the “Composing Messages” section of this document for additional instructions.

- Print the message

Click the PRINT button.

- Delete the message

Click the DELETE button, then confirm your selection. The pop-up window closes, and the message is deleted. Deleted messages can be accessed from the Deleted Items tab, from where they can be “undeleted,” if necessary.

- Close the pop-up window.

Click the CLOSE button.

Note: Click the VIEW UNREAD ONLY/VIEW ALL hyperlink at the bottom right-hand corner of the mail tab to toggle the view between unread messages and all messages. When all messages are displayed, the link text is VIEW UNREAD ONLY; when only unread messages are displayed, the link text is VIEW ALL.

DELETING MESSAGES

Messages deleted from the Inbox can be accessed from the Deleted Items tab; there, they can be “undeleted,” if necessary. Messages on the Deleted Items tab are periodically purged from the system.

Messages deleted from other tabs are immediately purged, and are not available from the Deleted Items tab.

To delete messages:

From the main window:

- Single message

1. Click the DELETE hyperlink associated with the message. A confirmation dialog box is displayed.
2. Click the OK button. The message is deleted.

- Multiple messages

1. Select the checkboxes associated with the messages to be deleted.
2. Click the DELETE button. A confirmation dialog box is displayed.
3. Click the OK button. The selected messages are deleted.

From the pop-up window:

1. Click the DELETE button. A confirmation dialog box is displayed.
2. Click the OK button. The selected messages are deleted.

UNDELETING MESSAGES

Messages deleted from the Inbox can be accessed from the Deleted Items tab. At any time, you can “undelete” them to return them to the Inbox.

Note: Please be aware that deleted messages are periodically purged from the system.

To undelete messages:

1. Select the messages to be undeleted.

- Single message

Click the UNDELETE hyperlink associated with the message.

- Multiple messages

1. Select the checkboxes associated with the messages to be undeleted.

2. Click the UNDELETE button.

A confirmation dialog box is displayed.

2. Click the OK button to return the message to the Inbox.

COMPOSING MESSAGES

To compose a message:

1. From the ADMINISTRATION menu, select ELECTRONIC MAIL. The Electronic Mail screen is displayed.

2. Click the COMPOSE tab.

3. In the TO field, enter the recipient's name.

Note: Internet email addresses ("johnsmith@anycorp.com") are not supported.

4. From the AT drop-down list, select a department name.

5. In the SUBJECT field, enter a message subject.

6. [OPTIONAL] In the CC field, enter any additional recipient names.

7. Enter a message in the main text area.

Note: Total entry length must be less than 1700 characters (about 250 words).

8. Click the SEND button. The Submit Verification screen is displayed.

9. In the ENTER YOUR PASSWORD FOR SUBMIT field, enter your transaction password.

10. Click the VERIFY button. The message is sent, and a confirmation message is displayed.

Note: If the message is not delivered for any reason, it will be stored in the Outbox, and may be modified and/or manually submitted at a later time.

[OPTIONAL] Click the SAVE button to save the message in the Outbox for later editing and delivery.

The Compose tab is displayed, its fields populated with the message contents.

- To view the message in a pop-up window, click the VIEW link.
- To print the message, click the PRINT link.
- To DELETE the message, click the delete link, then confirm the deletion in the confirmation dialog box.

WORKING WITH SENT MESSAGES

Sent message can be accessed from the Sent Messages tab.

Note: Archived messages are periodically purged from the system, so be sure to print important messages, or copy their contents to a local drive!

To work with a sent message:

1. From the ADMINISTRATION menu, select ELECTRONIC MAIL. The Electronic Mail screen is displayed.

2. Click the SENT ITEMS tab.

3. Use the hyperlinks associated with the desired message:

- To view the message in a pop-up window, click the VIEW link.
- To print the message, click the PRINT link.
- To delete the message, click the DELETE link, then confirm the deletion in the confirmation dialog box.

WORKING WITH ARCHIVED MESSAGES

Saved messages can be accessed from the Outbox tab.

Note: Archived messages are periodically purged from the system, so be sure to print important messages, or copy their contents to a local drive!

To work with a composed message saved for later editing and/or delivery:

1. From the ADMINISTRATION menu, select ELECTRONIC MAIL. The Electronic Mail screen is displayed.

2. Click the OUTBOX tab.

3. Use the hyperlinks associated with the desired message:

- To send the message, click the SEND link.
- To modify the message, click the MODIFY link.