

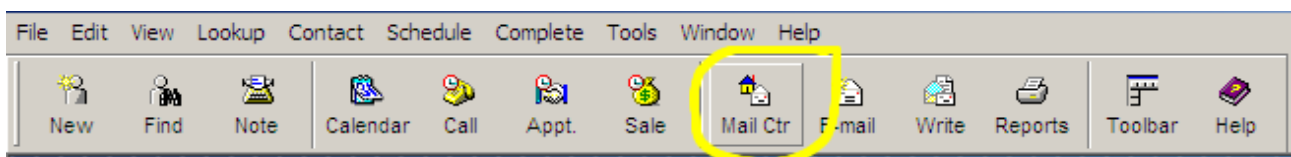
EMAILS

ONLY USE THE DESIGNATED EMAIL PC.

Log in to Goldmine using EMAIL2 as the user and the password.

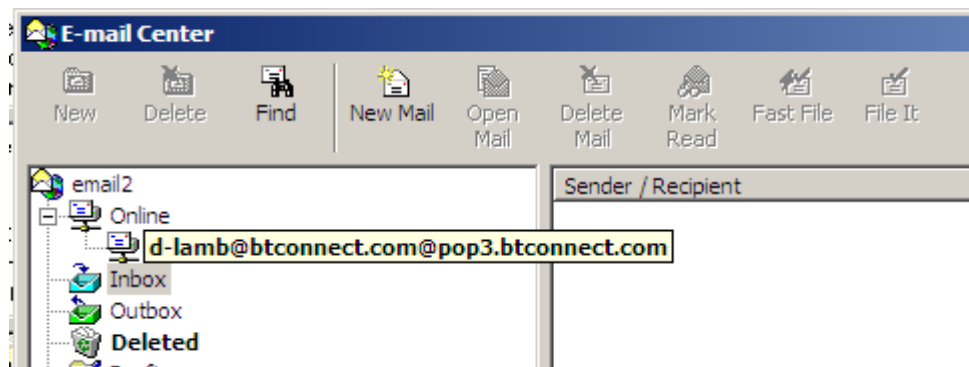


Goto the mail center.

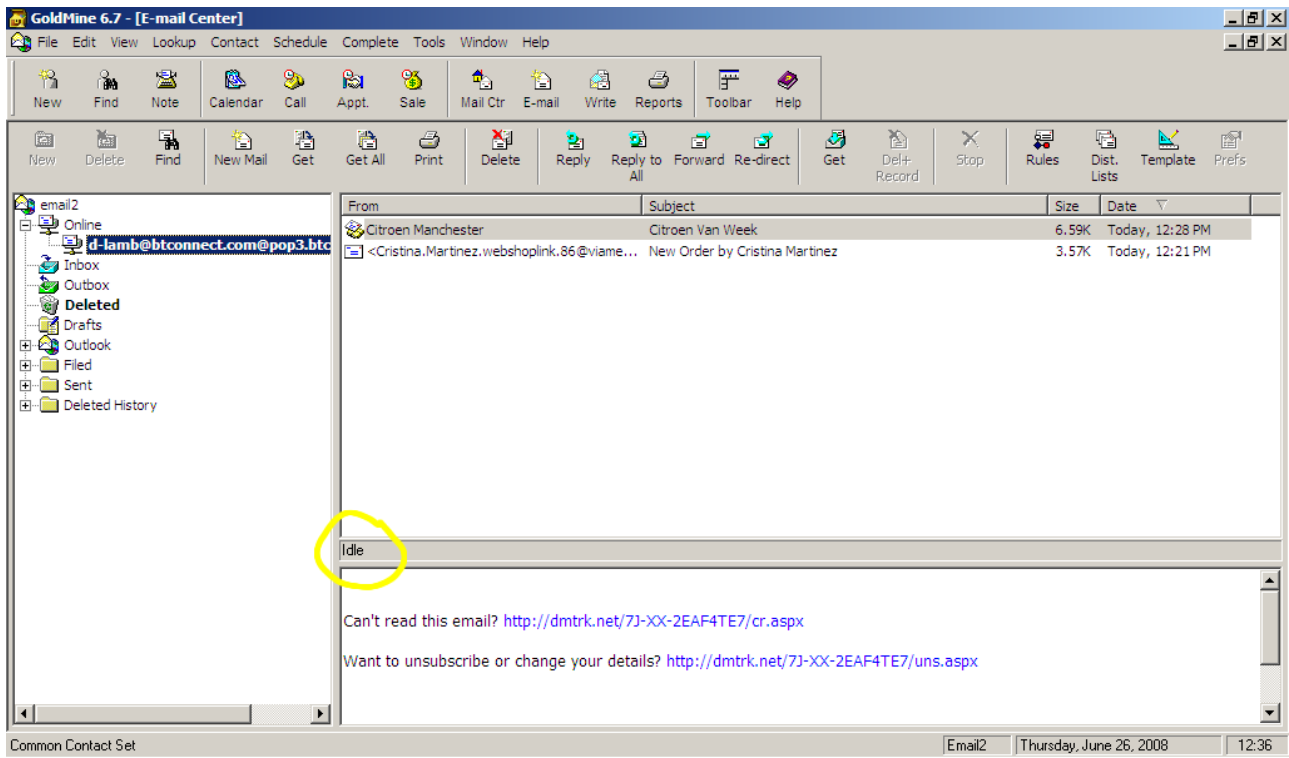


Check the are no email sat in the inbox, if there are re-direct these on and fast file before getting the emails.

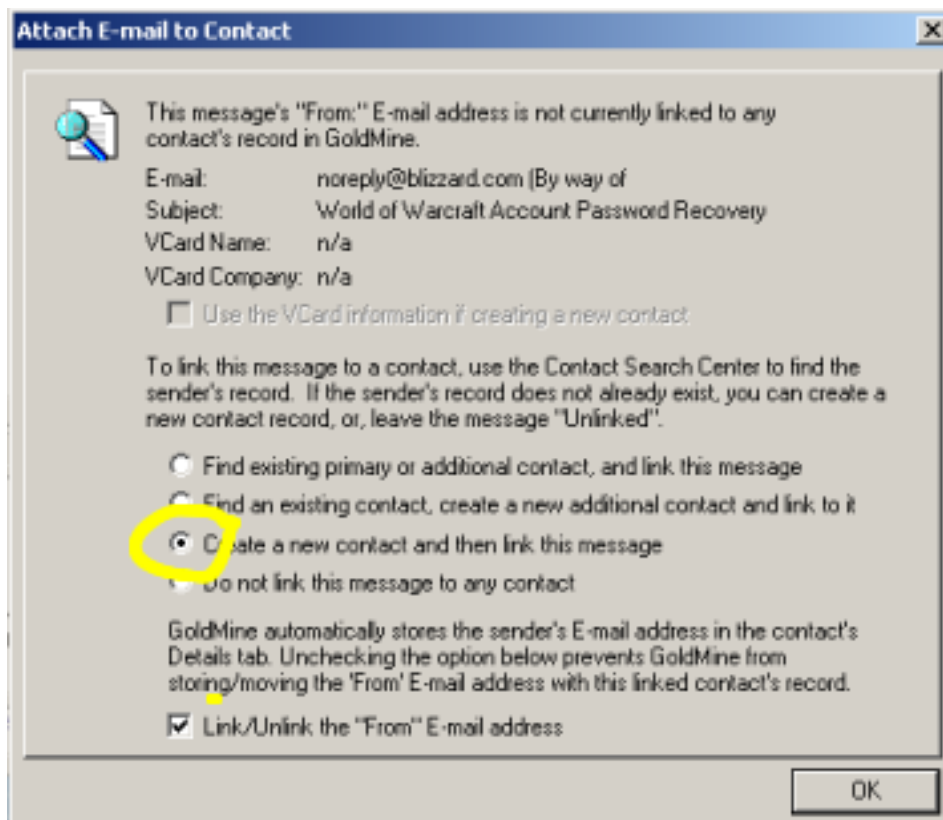
Go to d-lamb@btconnect.com@pop3.btconnect.com.



A list of emails, that are in the online mail box will appear. Once they are all there (you can see this when the number in the middle bar between the email list and the email view has gone and idle appears). This number when you first go into the mail box is the number of emails waiting to be downloaded.



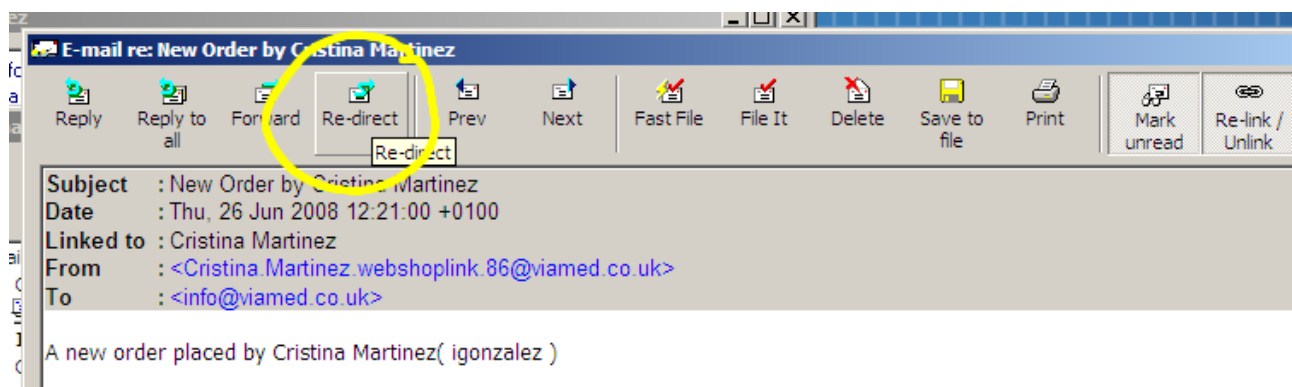
Once the word idle appears press the 'Get All' button, the middle bar will now say 'receive message, decoding'. It will get email and check it has a contact with that email address attached to it. If it can't find one a box will appear in the bottom right of the screen asking what you want to do. Ensure 'Create a New Contact and link this message' is ticked then press ok, for subsequent emails this button will stay ticked, don't change it to a different option as it will affect future emails and cause problems.



Once ok has been pressed the contact record will appear at the top left of the screen in the background. Next goldmine will look to see if there are any attachments, if there are it will ask if you want to save automatically to ensure it doesn't overwrite a previous attachment with the same name. It will automatically have this option tick, press ok.

Once goldmine has the emails it should delete automatically from the online server and they should all appear in your inbox. Usually the emails will open automatically so you can sort them straight away, if not go to your inbox. Occasionally they don't delete from the online server and you will need to re get all, this is because email drop in to the online server constantly and you don't want to risk losing any. If there are duplicates these can be fast filed when sorting through the inbox.

Once email is open look at it, it should say who it is for on the top address bar. If this is the case they can be redirected to that person and then fast filed. If there isn't a name or your not sure look at the email and see who is the person most likely to be able to deal with it or of interest to. If it looks like junk mail it can be fast filed without forwarding but be careful.



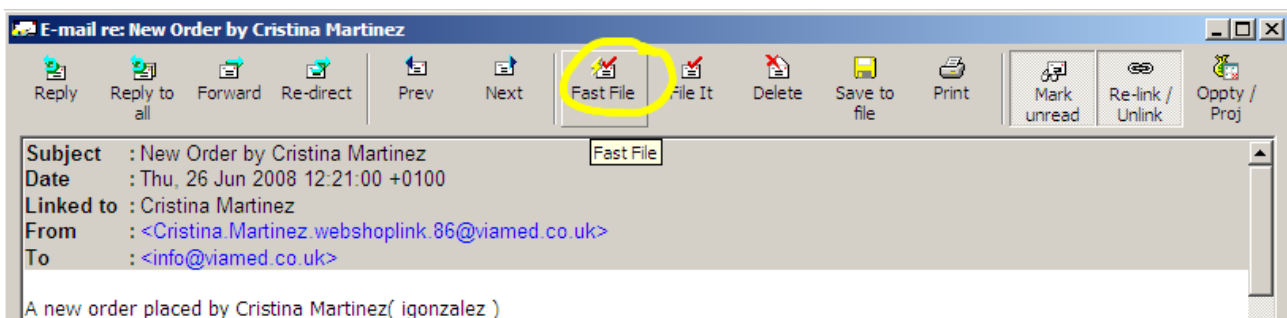
When redirecting press redirect and a box will appear usually you will need the middle button 'Goldmine User(s)' then ok.

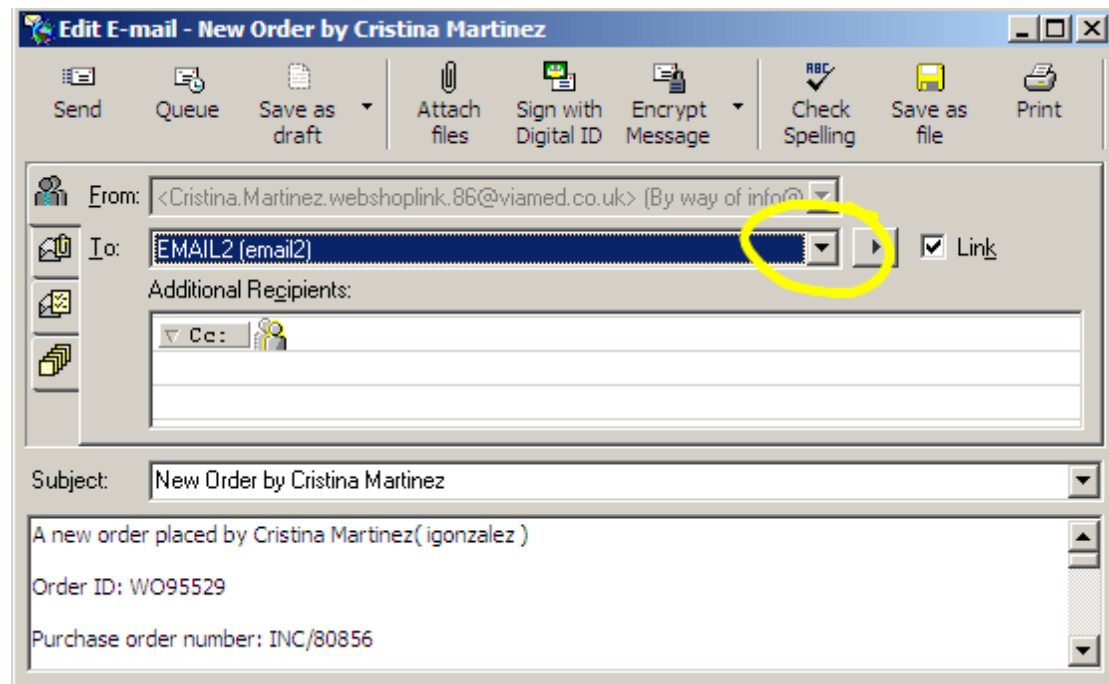


this will then bring up a edit email box, in the 'to' address bar that will be highlighted set who you want the email to go to, if you are sending to more than one person you will need to press the 'cc' then 'Add' then usually it would be 'user or group' and then the goldmine user list appears.

If the Primary recipient is away or on holiday and the email is going to a different person in the office, please CC it to the primary recipient. DO NOT SIMPLY send email to a user if the user is on holiday, pick another suitable user to send a copy of the email.

If you are sending to a contact (external to Viamed like Keith) you would go the contact and find the record on the find list then double click it if there is only one email address it will enter automatically otherwise and the email address list will appear and you can pick the right on. Then press send and fast file,





then carry on and do the next until the inbox is empty.

All Vandagraph emails need to be forwarded to Ryan and Jean, occasionally John but it will say at the top if it needs to be

All Johns emails should be forwarded to someone else as well as he doesn't always pick his up, so send to him and either Derek, Steve Nixon or Jean depending on what it is.

When Steve Nixon is working away from the office send his to his contact and to his private email address.