



LRDC
Computing Services

Using Eudora Pro for Windows as an IMAP Client

April 9, 2002

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If you have any questions about this document, call a Computing Services Operator at x4-7033.

1. Introduction

Eudora Pro is a full-featured e-mail program, which supports both POP and IMAP mail servers. E-mail on POP servers is downloaded to a user's local computer whenever e-mail is checked. While mail may also remain on the POP server for a period of time, these servers are not intended to store e-mail. Alternately, IMAP—the e-mail system used by the University of Pittsburgh—is server-based. E-mail remains on the server until it is either deleted or moved to a local folder. One advantage is that you can access your incoming e-mail from almost any computer without downloading your e-mail on a computer. A second advantage is that all mailboxes on the IMAP server are backed up. Note that Eudora stores Sent Mail and user settings (address books, signatures, filters) on the local computer, not the IMAP server.

2. Sending and Receiving Mail

2.1 Creating and Sending a New Message

To create a new message, follow these steps:

1. Select **New Message** from the **Message** menu or press **CTRL+N**
2. Enter the email address of the recipient, a subject, and the message
3. Click the **Send** button

A copy of your sent message should appear in your local **Out** mailbox. These messages will not be backed up and will not be accessible to you if you log into your IMAP account from a different computer. At the same time, these messages will not take up limited quota space in your IMAP directory. While there are ways to keep sent mail on the IMAP server using Eudora, we do not recommend it. If you want server access to a particular message you sent, we suggest that you cc: or bcc: yourself when you send it. [If your outgoing message did not appear in your Out box, please contact LRDC Computing Services (x4-7033) for assistance.]

2.1.2 Attaching Files to a Message

The easiest way to attach a file/files to an e-mail message is to drag and drop the closed file icon(s) into the open Eudora message window. The name of the file(s) will appear in the Attached line of the message.

A second technique is to select **Attach File** from the **Message** menu or press **CTRL+H**. A window will appear that will allow you to locate the file that you'd like to send. When you locate the file, double-click on it and the name will appear in the Attached line of the message. Repeat to attach additional files if needed.

2.2 Checking Mail

You can check for new mail the following ways:

- Select **Check Mail** from the **File** menu
- Press **CTRL+M**
- Click the check mail icon on the toolbar (the icon depicts a letter with a yellow down arrow)

Note that your new mail will appear in the IMAP server **Inbox**, *not* in the local **In** mailbox.

2.2.1 Receiving Attachments

When you receive a message with an attachment, you will see an icon at the bottom of your e-mail message. In most cases, you will also see a paper clip icon next to the message in your mailbox. Double-click the icon. The attachment will

be downloaded into your Eudora Attachments folder.

If a location was not specified, the files will be downloaded to the **Attach** folder inside of your Eudora Pro folder on your hard drive. Even when opened on your local machine, attachments will remain on the IMAP server. However, Eudora can be configured to remove the attachment from the server when you delete its corresponding message.

In many cases, you can also open the attachment directly from the e-mail message by double-clicking on the file icon. The program associated with the attached file will launch. If there is not a known association, you may be asked to select an application to use.

2.2.2 Specifying an Attachment Directory

You can specify a new folder at any time. If you want to create a new folder for attachments, you must create the folder before completing the following steps:

1. After the folder is created (if necessary), select **Options** from the **Tools** menu.
2. From the list of icons on the left, scroll down to **Attachments** and highlight **Attachments**. A screen will appear on the right. Double-click the **Attachment directory** box.
3. Browse to the folder you would like to use.
4. Double-click on the folder; then click the **Use Directory** box.
5. The name of the folder should now appear in the **Attachment directory** box.

3. Organizing Your IMAP Mail

In managing your IMAP mail, it is best to make some decisions regarding which messages to leave on the server and which to download to your hard drive. Keep in mind that each user begins with 10 MB of quota, although this can be increased if you are near quota and request an increase by notifying Pitt's Help Desk at x4-4357. [Instructions for checking your IMAP quota are on page 9.]

If you have a mailbox with hundreds of messages, it is difficult to locate messages you are looking for. It may be helpful to organize your mail into a series of mailboxes within your IMAP account. However, if you have a lot of messages and/or large attachments that do not need to be backed up and that you won't need to access from multiple machines, it may be beneficial to transfer them to mailboxes that you create on your hard drive and remove them from the IMAP server.

3.1 Creating Mailboxes on the IMAP Server

If you'd like to organize your messages on the IMAP server, you may want to create mailboxes. All mailboxes must be under the "Inbox" on the IMAP server.

The following are two ways to create a mailbox on the IMAP server:

- Select **Mailboxes** from the **Tools** menu; right-click on the **Inbox**. Choose **New** from the drop-down menu. You will be prompted to name the mailbox. Type in a name and click **OK**. A new mailbox will appear under the Inbox on the IMAP server.
- Once you have created at least one new mailbox under the Inbox, you can create additional mailboxes from the Mailbox menu. Highlight **Dominant** from the **Mailbox** menu; a drop down menu will appear. Highlight **Inbox** and select **New** from the resulting drop-down menu. You will be prompted to name the mailbox. Type in a name and click **OK**. A new mailbox will appear under the Inbox on the IMAP server.

3.2 Creating Mailboxes on Your Hard Drive

You can also create mailboxes that reside on your computer's hard drive, but not on the IMAP server. The disadvantage of this is that these messages will not be backed up and will not be accessible if you are accessing your mail from other computers. The advantage is that you can save messages without taking up your available quota on the IMAP server. To create a mailbox on your computer's hard drive:

1. Select **New** from the **Mailbox** menu.
2. You will be prompted for a name. Type in a name for the mailbox and then click **OK**. When you look at the **Mailbox** menu, your new mailbox should appear outside of your IMAP account.

3.3 Transferring Mail into Mailboxes

You can transfer your mail to a different mailbox on the IMAP server or to a mailbox on your hard drive.

3.3.1 Transferring Mail to an IMAP Mailbox via the Transfer Menu

1. Select the message(s) you want to transfer (see Section 3.3.6 to select multiple messages) by highlighting the message(s). You can also transfer a message as you are reading it.
2. Go to the **Transfer** menu; highlight **Dominant**. From the drop-down menu, select **Inbox** for a list of your mailboxes. [If you created a folder to organize several mailboxes, you will see the folder name. When you highlight the name, a list of the mailboxes in that folder will appear.]
3. From the drop-down list, highlight the mailbox to which you want to transfer the message(s) – or select **New** to create a new mailbox.
4. Release your mouse button. The message(s) will transfer.

3.3.2 Transferring Mail to a Local Mailbox via the Transfer Menu

1. Select the message(s) you want to transfer (see Section 3.3.6 to select multiple messages) by highlighting the message(s). You can also transfer a message as you are reading it..
2. Go to the **Transfer** menu; a list of your local mailboxes should appear. [If you created a folder to organize several mailboxes, you will see the folder's name. When you highlight the name, a list of the mailboxes in that folder will appear.]
3. Highlight the mailbox to which you want to transfer the message(s) – or select **New** to create a new mailbox.
4. Release your mouse button. The message(s) will transfer.

3.3.3 Transferring Mail to an IMAP Mailbox by Drag and Drop

1. Make sure the list of mailboxes is visible on your screen. If not, select **Mailboxes** from the **Tools** menu. If a "+" appears next to the Inbox, click on the "+" to allow yourself to see all of your mailboxes on the IMAP server.
2. Select the message(s) you want to transfer (see Section 3.3.6 to select multiple messages) by highlighting the message(s). The messages must be closed when transferring files this way.
3. Drag the highlighted message(s) to the appropriate mailbox. If multiple messages are selected, dragging one will copy them all.
4. Release your mouse button. The message(s) will transfer.

3.3.4 Transferring Mail to a Local Mailbox by Drag and Drop

1. Make sure the list of mailboxes is visible on your screen. If not, select **Mailboxes** from the **Tools** menu. Select the message(s) you want to transfer (see Section 3.3.6 to select multiple messages) by highlighting the message(s). The messages must be closed when transferring files this way.
2. Drag the highlighted message(s) to the appropriate mailbox at the top of the mailbox list (not to mailboxes under the Dominant heading). If multiple messages are selected, dragging one will copy them all.
3. Release your mouse button. The message(s) will transfer.

3.4 Deleting Messages

Deleting messages from the IMAP server is a two-step process. A "Ø" will appear when you delete a message by:

- Pressing the **DELETE** key on your keyboard
- Clicking the **Delete** button on your toolbar
- Press **CTRL+D**
- Selecting the **Delete** command under the **Message** menu
- Right-clicking on a closed message and selecting "Delete Message" from the drop-down menu
- Highlight **Change** in the **Message** menu; select **Server Status** from the drop-down menu; highlight **Delete**

This indicates that the message has been marked for deletion. All messages marked in this way will remain until you select **Remove Deleted Messages** from the **Message** menu. Once you remove deleted messages, they cannot be undeleted.

3.5 Undeleting Messages

If a message is marked for deletion, but before it is permanently removed, you can undelete it the following ways:

- Right-click on the closed message and then select **Undelete Message** from the drop-down menu
- Select **Undelete Message** from the **Message** menu
- Highlight **Change** from the **Message** menu; select **Server Status** from the drop-down menu. There should be a check mark next to **Delete**; click **Delete** again and the check mark will disappear and the message will no longer be marked for deletion

3.6 Selecting Multiple Messages

You may want to select multiple messages to transfer to a mailbox, to delete, or to open simultaneously. Hold down the **CTRL** key, while clicking on the messages you'd like to select. If you accidentally select one and want to deselect it, simply click on it again and it will toggle off.

If the messages you'd like to select are consecutive, hold the **SHIFT** key while clicking on the first and last message. All of the messages in between will be selected.

3.7 Sorting Mail

You can sort the mail in your mailbox by status, priority, attachment, label, sender, date, size, server status, or subject. Simply click on the heading of the column you want to sort (e.g., click the word date to sort by date). By default, items are sorted in ascending order. To sort in descending order, hold the **SHIFT** key down while clicking on the heading. (You can also access the sort options from the **Edit** menu)

4. Checking Your IMAP Quota

To check your IMAP quota, you will need to go to the following website:
<http://accounts.pitt.edu>.

1. Click the **Connect** button and you will be prompted for your University username (the first part of your e-mail address) and password.
2. Once your login is complete, under **User Options**, click on the link **View your quota information**.
3. Next to the heading **IMAP Mail quota**, you can see how much quota you have used and your maximum allotment. Click **Details** for more information.

If the used amount is nearing the total, you will need to contact the Help Desk (x4-4357) for additional quota. If you run out of quota, you will not receive any warnings, but will stop receiving mail.

5. Signatures

You can specify text to appear at the end of messages you send; you can set a default signature or choose specific signatures for each message you send.

5.1 Creating a Signature

1. Select **Signatures** from the **Tools** menu; a separate window will appear with all current signatures. "Standard" is the default signature.
2. Double-click **Standard** or create a new signature by right-clicking anywhere in the Signature window and selecting **New** from the drop-down menu. If you choose **New**, you will be asked to enter a name. Enter a name and click **OK**.
3. A blank screen will appear; type the text that you would like to appear at the bottom of your message.
4. Select **Save** from the **File** menu to save the changes.

5.2 Editing a Signature

1. Select **Signatures** from the **Tools** menu; a separate window will appear with all current signatures.
2. Double-click the signature that you want to edit; make any changes.
3. Select **Save** from the **File** menu to save the changes.

5.3 Specifying a Default Signature

By default, "Standard" is your default signature and will be attached to all of your outgoing messages. To specify a different signature, select **Tools** from the **Options** menu. Scroll down to the **Sending Mail** category. Under **Default Signature**, click on the arrow and select the one from the menu that you would like to use. You can also specify that no signature be used.

5.4 Changing Signatures for Individual Messages

You can change your choice of signature for a particular message. With the message open, click the **Signature** box at the top of the **Message** screen. You will be able to select from all of your signatures or choose that no signature be used.

6. Address Book

By accessing the Address book, you can set up nicknames. This will allow you to send mail to the nickname without having to enter the entire address.

6.1 Creating an Nickname Using the Address Book

1. Select **Address book** from the **Tools** menu.
2. Click on the **New** button.
3. Enter a name. This could be a person's first name or the name of a group, for example. If you frequently send e-mail to this person/group, click on **Put it on the recipient list**. Make sure you are in the Address window by clicking on the **Address** tab.
4. Enter the full email address of the individual(s) in the **Address(es)** field. You can enter as many names as you'd like but you must enter one per line. This is very helpful for mailing lists – lists of scientist, LRDC faculty and staff, etc.
5. When you are finished, close the address book.
6. Be sure to save changes when prompted.

6.2 Creating a Nickname Using Make Address Book Entry

If you want to make an address book entry for someone who has sent you an email, you can use the following shortcut.

1. Highlight the email from the person or people that you would like to build an address book entry (nickname) with. Or, simply open the message.
2. Select **Make Address Book Entry** from the **Special** menu.
3. A suggested nickname may appear. If not, enter the preferred name.
4. Select **Put it on the Recipient list** if desired.
5. Click **OK**.

6.3 Sending/Forwarding/Redirecting Mail to People in the Address Book

There are 3 ways to send messages to people in your address book:

- Create a new message. Type the nickname where it says To, cc, or bcc.

- Select **New Message To**, **Forward To**, or **Redirect To** from the **Message** menu. The names of everyone in your address book who you added to the recipient list will appear in a drop-down menu. Highlight the desired recipient. If you have multiple recipients—or want to send as a cc or bcc—you can select **Insert Recipient** from the **Edit** menu.
- Open the **Address book** from the **Tools** menu. Click on the nickname of the person you want to send a message to. Click **To**, **cc**, or **bcc**. A new message will open with the specified recipients. You can select multiple nicknames by holding the **CTRL** key and clicking on all of the desired recipients. The **SHIFT** key can be used if the names appear consecutively. Click the first name, hold down the **SHIFT** key, and click on the last name. All of the names in between will be selected.

7. Stationery

Stationery files are templates for outgoing messages. If you find yourself repeatedly sending the same message, save the message as a stationery file and send it whenever you need to with the **New Message With** or **Reply With** commands. This way you don't have to copy and paste text into a message; you can just open a pre-written message and edit it as necessary.

To create stationery, follow these steps:

1. Select **Stationery** from the **Tools** menu. The **Stationery** window is displayed.
2. Right-click anywhere inside the Stationery window and choose **New** from the context menu.
3. Eudora opens a composition window to be used for stationery. The window looks like a new mail message. The Send/Queue button is inactive in the window; thus the message cannot be sent or queued.
4. Enter the text you want to see into the message body, fill in the headers as appropriate (subject, copies, etc.).
5. Choose **Save As Stationery** from the **File** menu to display the Save as Stationery dialog. Enter a file name and click **Save** to save the stationery file. The file is saved to your Stationery folder.
6. Close the stationery message.

8. Filters

8.1 Creating Custom Filters

You can set “filters” for your messages so that similar messages (e.g., from a certain person or with a certain subject) can be handled in a specified way. You can use this feature to screen or sort messages for you. They can be transferred into a designated mailbox or deleted, for example. To set up a filter:

1. Select **Filters** from the **Tools** menu.
2. Click the **New** button.
3. You will need to select whether to filter incoming or outgoing messages or whether you would like to set it to manual (will only filter when you specify). Click the appropriate box.
4. In the Header box, click on the arrow and select the field for which you’d like to set the filter.
5. Next specify the condition using the drop-down menu; then type in a word or words. You can designate up to two separate conditions.
6. After the filter is set up, you can specify up to five actions. These include such actions as assigning a priority, transferring the message, or playing a sound.
7. Click on the close box. You will be asked to save your filters. Click **Yes**.

8.2 Creating Filters from Mail Messages

You can also set up a filter directly from a message you receive:

1. Highlight the message and select **Make Filter** from the **Special** menu.
2. You will have a choice of sending all messages from this person to a new mailbox, an existing mailbox, or to the trash.
 - If you choose a new mailbox (the default option), a suggested name is provided. You can change the name.
 - If you select an existing mailbox, click the box that says “In” and select which existing mailbox to use.

- Finally, you can select to delete the message. In this case, it will appear in your Inbox already marked for deletion.
3. To set additional specifications, click **Add Details**; otherwise select **Create Filter**.

8.3 Creating an Auto-Reply

You can create an e-mail message that can be sent to people automatically when you are on vacation or away from your computer. This message is called an auto-reply.

To create an auto-reply, you must first write your auto-reply message using Eudora's Stationery functions (see Section 7). Once the auto-reply message is written, name and save it in stationery. Then follow these steps:

1. From the **Tools** menu, choose **Filters**. The **Filters** window is displayed.
2. Click **New**.
3. In the **Match** section, choose a header from the Header drop down list. Select a header that matches the header in the messages to whom you want to send your auto-reply. <<Any Recipient>> is the most common for an auto-reply. For example, to set an auto-reply only to messages sent to your user name, just select <<Any Recipient>> then choose "contains." In the text box, enter your user name. You can match others as well, but it may cause a large number of e-mails to be auto-replied.
4. In the **Action** section, choose **Reply with** in the first drop-down list.
5. In the text box to the right of the first drop-down list, enter the name of the stationery. Click OK. The stationery message you created will be sent to the people you indicated in this filter.

To fully automate the reply, you must leave your computer on and make sure the following settings are set:

- Make sure that the **Send on check** box is checked in the **Sending Mail** section of the **Options** screen.
- Under **Checking mail**, in the **Options** screen, specify a certain number of minutes for Eudora to automatically check mail.
- Also under **Checking mail**, make sure that the **Save password** box is checked. (If the box was not checked, you will need to restart Eudora and enter your password once.)

- Test the filter by sending yourself a message that fits the filter criteria.

The auto-replies will initially be queued and unsent in your outbox. However, the next time that Eudora checks mail, these queued messages will be sent.

Important: Remember to delete this filter when you want your auto-reply message to stop.

9. Customizing Eudora

9.1 Customizing the Toolbar: Adding, Moving, and Removing Buttons

9.1.1 Adding Toolbar Buttons

You can add buttons to the Eudora toolbar by following these steps:

1. Right-click anywhere on the toolbar, even on a button, to display the drop-down menu.
2. From the drop-down menu, choose **Customize**. The Customize Toolbar window is displayed.
3. The Customize window contains six tabbed panels: General, Mailboxes, Plugins, Recipients, Stationery, and Personalities. Each of these panels lets you add toolbar buttons for functions related to the tab title.
4. In any panel, choose an item from the categories list on the left, and the corresponding button icons for that category are shown in the Buttons section on the right.
5. Click to select one of the button icons and view a description of the button's function in the Description field at the bottom of the panel. [Note: In these button descriptions, any instruction to hold down the SHIFT key means to do so when you are actually using the button from the toolbar, not when you are adding the button to the toolbar, and not when you are clicking on the button in the Customize window to view its description.
6. Drag the button icon to your desired position on the toolbar.
7. When you are finished adding toolbar buttons, click the Close button to close the Customize dialog box.

9.1.2 Moving a Toolbar Button

To change the placement of a button on the main toolbar, hold down the **ALT** key and drag the button to where you want it.

9.1.3 Removing a Toolbar Button

To remove a button from the main toolbar, hold down the **ALT** key and drag the button off of the toolbar.

9.1.4 Adding and Removing Separators

To add a separator line between two toolbar buttons where no line currently exists:

1. Determine which button is farther from the gripper bar (the double line at one edge of the window).
2. Hold down the **ALT** key and carefully drag that button a little bit in the direction opposite the gripper bar. A separator line will be inserted between the two buttons. Be sure to drag the button less than one button-width away from its position; if you overdrag it, you will hop over the adjacent button and reposition the dragged button on the toolbar.

To remove a separator line from between two toolbar buttons:

1. Determine which of the two buttons is farther away from the gripper bar (the double line at one edge of the window).
2. Hold down the **ALT** key and drag that button toward the gripper bar. The separator line is removed. Again, be careful not to drag either button too far, or you will reposition it past the adjacent button on the toolbar.

9.2 Customizing Eudora Settings

There are a number of options available from **Options** under the **Tools** menu that allow a user to customize Eudora. The following are a selection of useful options:

Setting Spell Check Preferences

These are available from the **Spell Checking** category. You can tell it what types of words to ignore, when and if to suggest words while spell checking, and whether to spell check as you type.

Changing the Size of the Message Window

This option is also available in the **Viewing Mail** category. It specifies the width (in characters) of any message windows. The default is 80.

Zoom Windows When Opening

This option is also available in the **Viewing Mail** category. If this box is checked, when a message is opened, the window will be sized to fit the message without taking up extra space.

Preview Pane

This option, available in the **Viewing Mail** category, creates a split screen. When you highlight a message a preview will appear below it. You can look at the preview without opening the message.

Labeling (Color-Coding) Messages

The Eudora **Labels** menu allows you to define the title and color of seven labels that can be used to categorize messages. To change a label title, type the new title in the field to the right of the label number. To change a label color, single-click on the label number to display the Color dialog. To assign a label to a message, highlight or open the message. From the **Message** menu, select **Change**. Select **Label** from the drop-down menu. A second drop-down menu will appear; select the desired label (color).

Formatting Toolbar

Displays a toolbar with font and text editing options. This can be enabled from the **Stylized Text** category.

Changing the Font of Messages

The **Fonts** menu allows you to choose message, printer, and screen fonts. Click on the box which lists the font that you'd like to change. A list of available typefaces will be displayed. Select your preferred font. Click the size box(es) to change the font size(s).

Date Display

The **Date Display** menu allows you to customize the way the date is listed in your mailboxes.

Miscellaneous Preferences

The **Miscellaneous** menu allows you to specify such settings as closing all of your messages when you close a mailbox, emptying your trash when you exit the program, and designating shortcut keys for allowing you to get to the next message.

10. Tips

Closing "all" messages and mailboxes

Instead of closing messages and/or mailboxes one at a time, you can close them all at one by holding down the **SHIFT** key and then selecting **CloseAll** from the **File** menu.

What is the difference between forwarding and redirecting?

When you forward a message, the recipient sees a message from you instead of from the original sender. When you redirect, the message appears to be sent from the original sender (by way of you).

File Browser

This window allows you to browse the Windows desktop. You can use this window to find files to attach to new outgoing messages, for example. **File Browser** can be accessed through the **Tools** menu.

Toolbar shortcuts

The Eudora toolbar has several helpful shortcut keys. If you don't have a toolbar, click on the **Tools** menu and select **Options**. On the left side of the screen you will see a list of categories. Scroll down to **Display**. Click on the boxes for **Show toolbar**, **Show toolbar tips**, and **Show status bar**.

If you have selected **Show toolbar tips** and hold your cursor over a button for a couple of seconds without clicking, a box will appear to tell you what the key is. If you selected **Show status bar**, a more detailed explanation of the button will appear at the bottom of the Eudora window.

These shortcuts include: delete message(s); open the In mailbox; open the Out mailbox; check mail; create a new message; reply to a message; reply to all (reply to all recipients of the message including cc and bcc); forward message(s); redirect message(s); open the previous message; open the next message; attach a file to a message; check spelling; access the address book (to create and edit nicknames); print message(s); search for help; and access Pure Voice and Pretty Good Privacy (if installed).

If your computer has a sound card and speakers, QUALCOMM's PureVoice™ Player-Recorder lets you record and send voice messages as attachments to your e-mail. Pretty Good Privacy allows you to protect the privacy of your e-mail messages and files by encrypting them so that only the intended recipients can read them. You can also digitally sign messages and files, which ensures their authenticity.

If you have any questions, please call Computing Services at x47033 or Shari Kubitz at x4-2881.