



IT NEWS

Feb 1, 2016
Volume 1, Issue 1



World Client Email Update Information

This is the inaugural edition of what we hope to become a monthly newsletter provided by the IT Department. The purpose of this newsletter is to better communicate changes, upcoming projects and other information that affects various employees or departments.

This newsletter contains useful information about the details and features on our new email interface. Included in this newsletter are HOW TO'S for navigating your email, using new features, creating templates and auto responses. Also included is information on sending and receiving files and email security.

This new IT Newsletter will provided you with upcoming changes to the network and important how-to information. Reading this will not only provide you a few minutes of relief, but also information that can save you time and help us to help you.

Inside this issue: EMAIL UPDATES

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Special points of interest:

- Check out our DID YOU KNOW boxes for short cuts
- If you'd like to submit information send us an email.
- Next week issue will focus on printers

Provided by the IT Department

NEW EMAIL FEATURES

Drag and Drop Feature

Sending multiple documents has never been easier. First you can select your files one of these ways:

- To select a consecutive group of files or folders, click the first item, press and hold down the **Shift** key, and then click the last item.
- To select multiple files or folders that are near each other, drag the mouse pointer to create a selec-

tion around the outside of all the items that you want to include.

- To select non-consecutive files or folders, press and hold down the **Ctrl** key, and then click each item that you want to select.

After selecting your files, using your mouse pull them into the **Drag Attachments Here** area in the bottom right OR top right corner of your email and drop them.

Voila!

Sending and Receiving ZIP files is no longer allowed via email. SOOOOO. If your sending multiple files which together are larger than 25MB (whoa!!! That's big) then contact us, we have other methods of sending large documents.

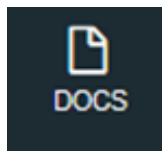


PERSONALIZE YOUR EMAIL

Your new email allows you to upload frequently sent documents.

On the left hand side of your new email interface there is **DOCS** icon .

This feature allows you to upload and keep handy documents that you use frequently.



Don't like the way your email looks? The cog in the top right corner of the screen allows you to change the layout of your email screen.



Click the Cog

**Select Personalize
Select Theme**

Going on Vacation?

Did you know?

You can set up an automatic response letting people know when you will be back in the office. In your email setting Cog select autoresponder.

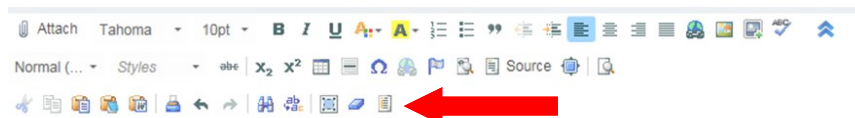
CREATING AND SAVE

When creating an email it is a great idea to save often. Clicking the save button automatically saves a draft into your **"Draft"** folder.

Once you finish your email and send off into the cloud the email will be removed from your draft folder.

Your email account also allows you to build an email "template" that can be automatically uploaded into the your email with two clicks.

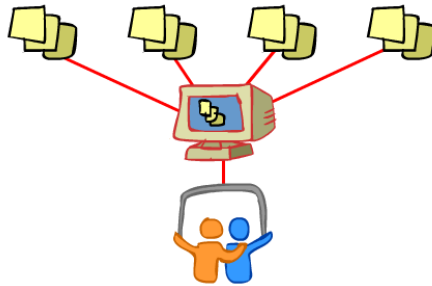
In your Cog, **"Email Templates"** takes you through the steps to create a template. Then click the double arrows in your new email tool bar, chose the very last icon in the tool bar and select the template you created. An example template could included a general response to a public information request.



FILE SHARING

The best way to share documents within the County is over the network via file shares. i.e. Common (J:)

In these locations you can save your documents for collaborating within your department or even between departments. It is also a great place to share reference/training material that everyone can benefit from.



Did you know?

If you press and hold the windows + PrtScn key you can take a screen shot of the issue your having.



Open an email or ticket and right click to paste your screen shot.

Help us .. Help You

EMAIL CALENDAR

There are three **NEW** features that we would like to highlight about the email calendar.

1. **Free/Busy Integration.** Use this Scheduling feature to add multiple appointment attendees while avoiding scheduling conflicts.

2. **Side-by-Side Calendar View.** Click the side-by-side button to view two separate calendars side-by-side.

3. **Custom Categories.** You can now create categories that makes sense for you and your department when creating a Calendar event.



EMAIL SECURITY

Be cautious of suspicious emails and links

Don't let curiosity get the best of you.

Always delete suspicious emails and links. Even opening or viewing these emails and links can

compromise your computer and create unwanted problems without your knowledge.

Remember, if something looks too good to be true, it probably is.

Click the envelope to watch a video on email security



Did you know?

Your email storage quota includes your Inbox, Sent, and Trash folders? Empty your Trash folder often.