

Netscape Messenger: **ATN** Email and Newsgroups

Netscape Messenger

Netscape Messenger is the component of Netscape Communicator that is used for email and newsgroups. Netscape Communicator also includes a browser (Netscape Navigator), calendar (Netscape Calendar), and editor for web pages (Netscape Composer). This document explains how to use Netscape Messenger to manage email and to read or post messages to Internet newsgroups/discussion groups. (The former Netscape Collabra component for newsgroups has been incorporated into Messenger version 4.5.) See the ATN document *Internet Essentials* (iig01) for help with Navigator.

If you use Netscape Messenger, your email address will remain the same as when you use another email program, but how you read and send email may change. Messenger utilizes IMAP (Internet Message Access Protocol), which is used at UNC-CH. By utilizing the IMAP protocol, messages are stored on the server named Isis, allowing you to have access to your mailbox from multiple locations. Messenger is available for Windows 95, Windows 98, Windows NT 4.0 and UNIX.



Use Messenger for Electronic Mail: Getting Started

Obtain an Email Account

Before you can access email with Messenger, you need to have an email account. See the document *Creating an Onyen* (sv019) for information on obtaining an Onyen,* which includes a free email account. If you plan to use Messenger from home, you may want get an account with an ISP (Internet Service Provider). Refer to *Internet Access Providers* (iig03) and *Email and the Web from Home* (ieg16).

*The Onyen is what used to be called the ATN UserID. The Onyen stands for the "Only Name You'll Ever Need," and is the first step in creating a campus-wide login name.

Get Messenger

You can download Messenger from the ATN Shareware page at <http://shareware.unc.edu> using a web browser such as Netscape Navigator. See the document *Internet Essentials* (iig01) for help using Navigator.

Start or Stop Messenger

Choose **Messenger** from the **Communicator** menu. Enter your Isis password in the **Password Entry** dialog box and click **OK**. Isis is case sensitive, which means that Isis can differentiate between uppercase and lowercase letters. When you are finished using Messenger, choose **Exit** from the **File** menu.

Configure Messenger

Before you use Messenger, you need to set up your email preferences. Select **Preferences** from the **Edit** menu. Click on the plus sign next to **Mail and Newsgroups** from the **Category** list. Click on **Identity** and verify your name and email address. If you click on **Mail Servers**, the incoming mail server should be **imap.unc.edu**, the outgoing mail server will be **smtp.unc.edu**, and **IMAP** should be selected. If you click on **Newsgroup Servers**, the server should be **news.unc.edu**. Note that you must be using a computer on the campus network for news to work; you cannot access news from off-campus.

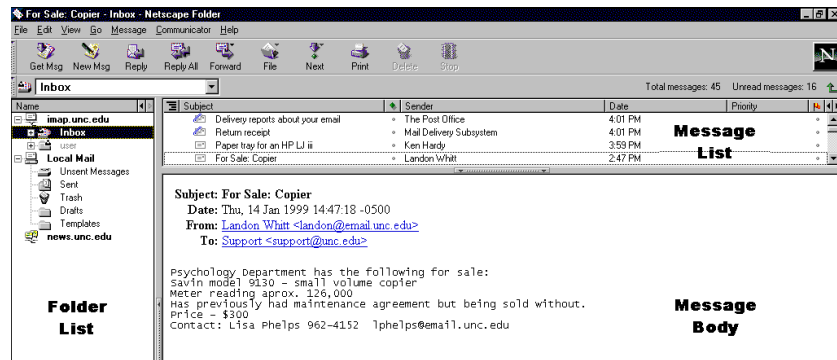
Refer to the Appendix for how to change your preferences. You may want to set your preferences as listed in the Appendix to be able to follow this document as you learn Messenger. After learning Messenger, you can decide what changes you want to make in the preference settings. This document assumes that your preferences

are set as listed in the Appendix.

Note that if you use an ISP, you may have to configure Messenger differently; refer to "Setting Up Profiles," below, and to instructions from your ISP for details.

Messenger Screens

When you use Messenger, you will see the Netscape Messenger Window that is divided into three panes. The left-hand pane is the **Folder List** and contains the folder names for both mail and news. The top right pane is the **Message List** and contains the name and subject for each message in the folder. The bottom right pane is called the **Message Body** and shows the content of the message. When a folder is selected from the folder list, the list of messages in that folder appears in the message list pane on the right. Click on a message from the list to display the content of the message in the bottom pane.

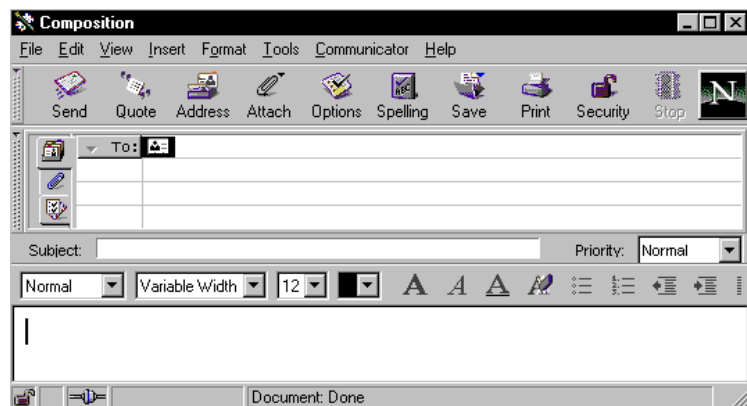


To see your Inbox on Isis, select **Inbox** from the drop down list that appears immediately under the main menu or click on the plus (+) near **imap.unc.edu**. New incoming messages are stored in the Inbox folder. Messages you have already sent are stored in the **sent-mail** folder. The **postponed-msgs** folder contains messages that have not been completed. Messages you want to send later are stored in the **unsent messages** folder. The Inbox icon on the Netscape Component bar displays a green arrow when new mail has arrived. Messenger automatically checks for new messages at the time interval you have set in your preferences. However, you can check for messages at any time by clicking on the **Get Msg** icon.



Send Mail

To send a new message, click on the **New Msg** icon. Messenger will display a composition window with an addressing area and message body. In the **To:** field, enter the email address of the person to whom you are writing. If you are writing to more than one person, enter each email address separated by a comma. If you want to send a **CC** (carbon copy) or **BCC** (blind carbon copy), click on the triangle near the "To", select the type, and enter the email address. Type in the subject and your message. If you want to send a file as an attachment to your email message, refer to the section on **Attachments** (below). Click the **Send** button. Messages you send are stored in the **sent-mail** folder on Isis. If you want to store them locally (on your computer's hard drive), see the Appendix.



Address Messages

Messenger has an "autocompletion" feature that allows you to type the first few letters of the name and the program completes the address from the Address Book. By using this feature, you can address mail without

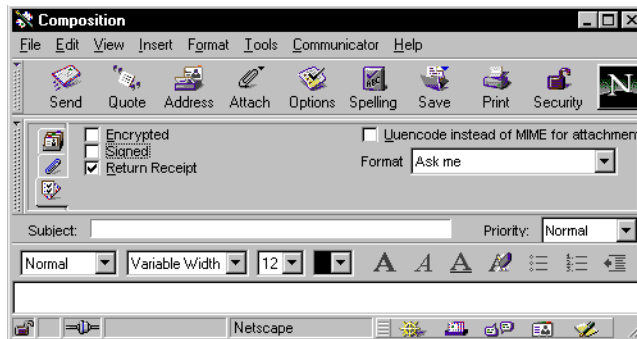
having to search for names or type complete names. You may also drag and drop an email address into the address field. See the section on how to use the address book and the Appendix on addressing preferences for more information.

Format Messages

Use the icons to format your message as you would with a word processor. You can also include links to web page addresses, images, tables, and targets because Messenger uses an HTML editor. HTML messages can be read by people who use Messenger and other IMAP clients, but cannot be read by users of text mail programs like Pine. If you want to send a message as plain text, click on the last icon in the addressing area. Select **Plain Text** from the **Format** drop down box. If you send email to someone who only uses a text editor like Pine, you can set your address book to not send to that person in HTML format by clearing the **Prefers to receive rich text (HTML) mail** check box on that address book entry.

Request Notification of Delivery (Return Receipt)

Indicate that you want to receive a receipt by selecting the last tab in the addressing area and clicking on the check box near **Return Receipt**. You will receive a "delivery receipt" when a message is delivered. If you want a "read receipt" to indicate that the recipient opened the message, refer to the Appendix on how to change your preference for return receipts.



Create and Use a Message Template

If you often send a certain kind or style of email message, you can make a template by creating a new message and saving it as a template. Choose **Save As** from the **File** menu and select **Template**. To use the template, select the **Templates** folder on Isis and double-click on the one you want to use. Edit the message and click **Send**.

Create a Draft Message

If you want to stop editing a message and continue working on it later, choose **Save as Draft** from the **File** menu. Messenger automatically saves it to the **postponed-msgs** folder. To resume work on the message, click on the **postponed-msgs** folder, double-click on the message in the list, finish editing, and click **Send**.

Use a Signature

If you want to have a signature added to each message you send, such as your email address or URL, create a signature file. If you use Word to create the file, save it as a text file. Select **Preferences** from the **Edit** menu. In the Preferences dialog box, select the **Mail & Newsgroups** category and choose **Identity**. Click **Choose**, browse through the files, select the text file you created, and click **Open**. The signature file will be placed at the end of every outgoing mail message.

Send a Business Card

Messenger allows you to attach an electronic business card (vCard) to your email messages. This allows the receiver to take the information from the card and place it directly in his or her address book without any re-typing. To specify that a business card be added to all messages, choose **Preferences** from the **Edit** menu. Click on **Identity** and click in the box next to **Attach My Personal Card to Messages (as a vCard)**. Click on the **Edit Card** box and create a Personal Card. All the information under all the tabs is sent if you send your vCard as part of an email message.

Read Messages

To read a message, click on the line in the message list pane and the contents of the message will appear in the message body pane. Press the spacebar to see the content of the message one screen at a time. If you want to

open the message in a separate window, double-click on the line in the message list. Click the **Next** button to read the next unread message.

See the **Address Book** section for how to take an address from an email message and have Messenger add it to your address book. See the section on **Attachments** for how to view attachments.

Manage Messages

Reply to a Message

If you are reading a message and decide to reply to it, you can avoid having to type in the person's address by clicking on the **Reply** button on the toolbar. To reply not only to the sender but also to all the recipients of the original message, click the **Reply All** button. Delete any parts of the original message that you do not want to include in the reply. Type in your response and click **Send**.

Forward a Message

Sometimes you may want to send a copy of a message you have received to another person or group. To forward a message, open the message and click and hold down the **Forward** button. From the drop-down list, select **Forward Quoted** to mark the original text as forwarded or **Forward Inline** to send it without marking the original text. Delete any unnecessary parts of the original message. Add your response and click **Send**.

Print a Message

Display the message in a window or select it from the message list without having to open it in a separate window. Click **Print**.

Delete or Undelete a Message

You can delete a message by clicking on the **Delete** icon or the delete button on your keyboard. This marks the message for deletion. To undelete a message, simply select it and click **Delete** again. To delete the message permanently, select **Compact This Folder** from the **File** menu.

Save a Message to a Folder

You can save a message when you have it open to read it or you may save a message from the list in the Inbox when it is not open in a separate window. Click and hold down the **File** icon, move the mouse pointer over the desired folder, and release the mouse button when the destination file becomes highlighted. Refer to **Organize Your Mail** (below) for more information about using folders.

Save a Message to a File

If you want to keep a copy of a message in a file on a floppy or hard disk, select the message, choose **Save As** from the **File** menu, and select **File**. Choose a file location and enter a filename. The date, from, to, and subject lines will be saved in the file. You may also right-click on the message in the list, choose **Save Message**, and enter a file name in the **Save Message As** dialog box.

Use Attachments

You can use Messenger to send many types of files as separate files along with your email messages. Word processing documents, spreadsheets, presentations, web pages, videos, sound, and digital photos are some examples of the types of files which may be attached.

Send an Attachment

To attach a file to your email message, click and hold down the **Attach** button and choose **File**. Select the file from the list and click **Open** to attach the file. You can repeat this if you want to include more than one file in the same email message. You can also drag a file from a folder list to the attachments list in the message composition window. To attach a web page you are viewing in Navigator, drag the icon for the page from Navigator into the attachments list in the message composition window.

View an Attachment

You can view attachments that other people send to you. A paper clip symbol indicates that a file is attached. In the message list pane or the message body pane, click the paper clip icon near the message header to display a list of attachments at the bottom of the message. Click on the paper clip icon to open the file with Netscape Communicator. If another program is needed to view the attachment, you will need to save the file. Right-click on the paper clip icon, choose **Save Attachment As** from the drop down list, select a folder, type a filename, and click **Save**. If you receive a web page, it will appear at the end of the message, in the message window with all the links, colors, and formatting intact.

Use the Address Book

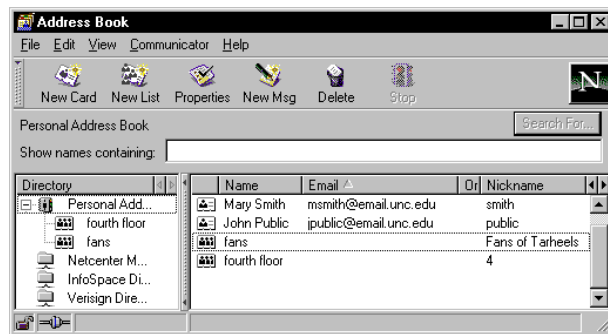
You can avoid repetitious typing of addresses when you send email messages by using the Messenger Address Book. An address book card may be created for an individual or a list. If you regularly send messages to a number of people all working on a project, you can create a list in your address book to easily send the same message to every member of the team. Messenger will allow you to enter more than one address for a person, which is very useful if a person has an email address for work and another for email at home.

Create an Address Book

Click on the Address Book icon on the Component Bar. From the Address Book window, choose **New**. Another way to create an address book is to select **Address Book** from the **Communicator** menu and type in the name for the new address book.

Open an Address Book

Click on the **Address Book** icon on the Component Bar. Another way to open the address book is to select **Communicator** from the **Main** menu and click on **Address Book**.



Create an Entry for an Individual

Click on the **New Card** icon. Type in the information under the name contact, and notes tabs as desired. If you enter a nickname into the address book, you can use it instead of the full address when you send a message and the entire address will be filled in from the address book. If you know the person uses Messenger or another IMAP client, you might want to note that he or she **Prefers to receive rich text (HTML) mail**. The type-ahead feature, also known as **autocompletion**, allows you to type only the first few letters of the name or the nickname and the rest will be filled in for you when you press the **Enter** key.

Create an Entry for a List

If you want to send mail to several email addresses at the same time, create an entry in your address book for a list. Select **New List** from the Address Book toolbar. Drag the names for all the individuals to include in the list from the Address Book window or type in the addresses. Enter a name and nickname for the list.

Edit an Address Book Entry

If you want to edit an Address Book Card, open the Address Book window, double-click on the name, and modify as desired.

Delete an Entry

To delete an entry, open the Address Book, click on the entry you want to delete, and click the **delete** icon on the toolbar or press the **delete** button on the keyboard.

Take an Address From an Email Message

When you are reading a message, you can put the address information about the sender into your address book without typing. First, click the name or email address of the email sender. When the **Address Book Card** window appears, make any necessary corrections or additions. You can add a nickname, fax number, phone number, and/or mailing address. Click **OK** to add the information to your Address Book. An alternative method is to right click on the name or email address of the sender and select **Add Sender to Address Book** from the pop-up menu.

Compose Messages From Within the Address Book

With the Address Book open, select a name and then click on the **New Msg** icon. Compose the message and click **Send**.

Search an Address Book

Select the name of the Address Book. Start typing the name you want to find in the area near the **Show Names Containing** box. If there is a match, the name will be marked by a dotted line. After you have located the entry, you can click on the **New Msg** icon to compose a message to that person.

Organize Your Mail

Folders are used to organize email messages that you have saved. For example, you can place all the messages from one person or about a certain topic in a folder. Messenger also allows you to create and use a "folder within a folder" in a hierarchical structure referred to as **nested folders**. You can create, move, delete, and rename folders. Folders can be located on your hard drive (local drive) and on the server (Isis). The local folders created by Messenger include Drafts, Inbox, Sent, Templates, Trash, and Unsent Messages. Folders named Inbox, postponed-msgs, sent-mail, Templates, and Trash are created on the Isis server. Refer to the Appendix to set your preferences.

Before you work with folders, make sure that you can see the **Folder List**. If you can't see the folder list, select **Show** from the **View** menu and click on **Folders**. A check mark will appear by **Folders**.

Create a Folder

Create a folder by selecting **New Folder** from the **File** menu and click on Inbox. Type in a name for the folder. Indicate where you want to place the folder by selecting a folder name under the **Create as Subfolder of** drop down list. You may also create a new folder by right-clicking on the Inbox and selecting **New Subfolder**. If you try to create a new folder while imap.unc.edu is selected, you will receive a "permission denied" message. Remember that folders stored under imap.unc.edu will be saved on the Isis server, while folders under Local Mail will be saved on your hard drive. If you access your mail from more than one computer or if anyone else uses your computer, you want to save your folders on the server.

Delete a Folder

Click on the folder that you want to delete and select **Delete Folder** from the **Edit** menu, or press the **Delete** key on the keyboard. Note that deleting a folder will also delete all messages stored in that folder.

Rename a Folder

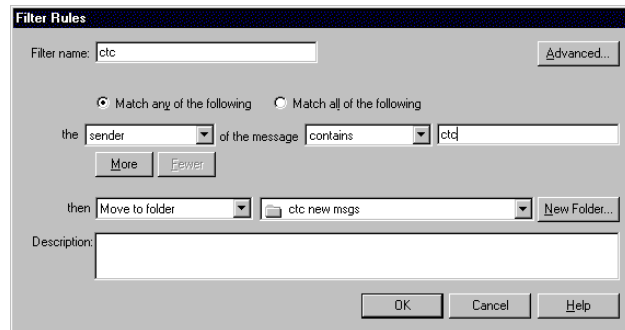
Select the folder, and choose **Rename Folder** from the **File** menu and type the new name for your folder. You can also right-click on the folder and select **Rename Folder** from the pop-up menu.

Move a Folder

Select the folder name in the folder list and "drag and drop" into the desired location in the folder list.

Filter Messages

You can have Messenger automatically file a message in a folder when it arrives by using message filters. To create a filter to handle incoming mail messages, choose **Message Filters** from the **Edit** menu and select **New**. Type in a name for the filter and define it by making your selections in the **Filter Rules** dialog box. To use the filter, click on the dot next to the filter name. If you want to turn the filter off, click the checkmark. If you have defined more than one filter, you can change the order in which the filters will be applied by clicking on the name and the up or down arrow.



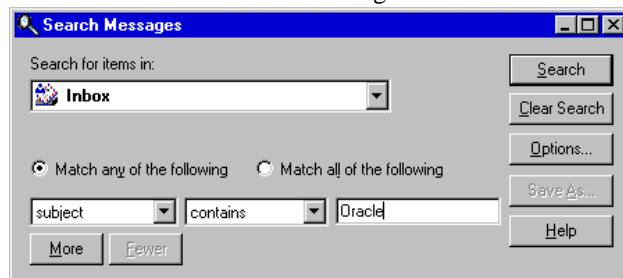
Sort Messages

To sort messages by subject, sender, or date, click on the desired column heading. Choose **Sort** from the **View** menu and then select **Ascending** or **Descending**. You can also sort by threads, which are composed of an original message, all replies to it, and "replies to the replies". If you want to sort by thread, click on the button with the lines on it to the left of the message list before the subject, sender, and date column headings.



Search Messages

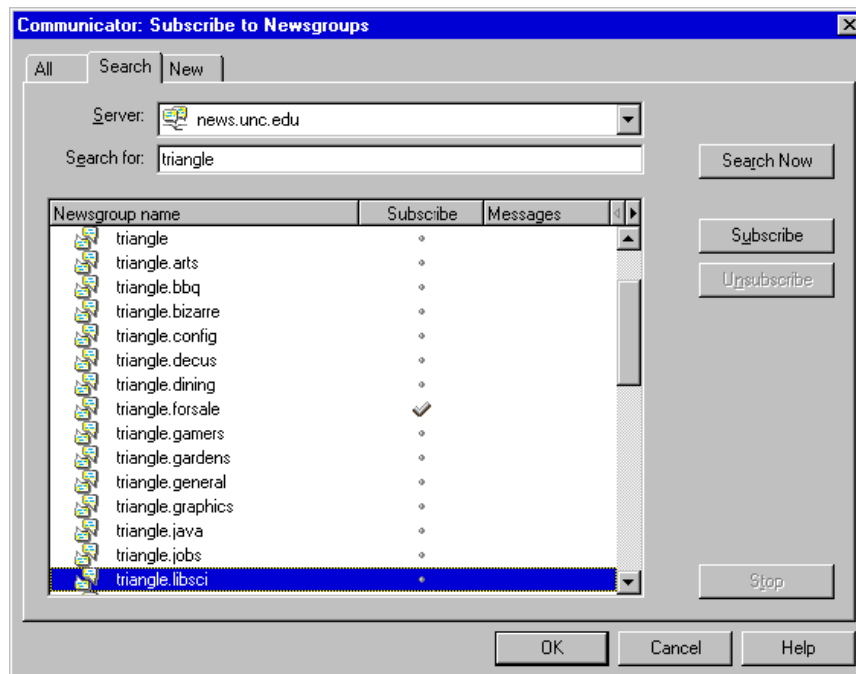
You can use keywords or search criteria to search through messages in your folders. Select **Search Messages** from the **Edit** menu. Specify where you want to focus your search and the criteria. When you find the message you want, double-click to open it or select it and click on **Go To Message Folder**.



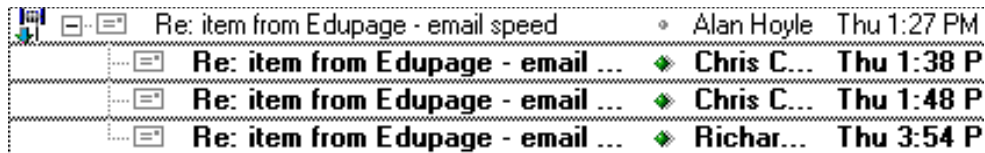
Use Messenger for Newsgroups

Messenger may be used to send messages and to read messages on newsgroups. The way you send and read newsgroup messages is very similar to the way you send and read email messages.

Click on **Newsgroups** on the Component Bar or select **Newsgroups** from the **Communicator** Menu. Click on **news.unc.edu**. To see a list of newsgroups, select **Subscribe** from the **File** menu. When the **Subscribe to Newsgroups** dialog box appears, select the desired newsgroup names. You can use the **Search** tab to find and select the newsgroups for



subscription. After you have subscribed, double click on the newsgroup name in the **Name** column at the left of the screen. You can now use Messenger to read and respond to newsgroup messages. When you send or "post" a message to a newsgroup, type in the name of the newsgroup in the **Group** field.



Threads are composed of an original message, all replies to it, and "replies to the replies." Threads form a "conversation" about a subject that interests members and you can follow the thread to read the conversation in the order in which it actually took place.

Setting Up Profiles

You may find that you need to configure Messenger differently for different contexts. If you use an ISP, for example, you will have to use their outgoing smtp server instead of UNC's. (See the ATN document *Internet Service Providers* [iig03] for more information on ISPs.) Or, if more than one person uses a computer, each person may have different settings and will want to enter his or her own email address. For these occasions you can use a different **profile**, which is basically a saved set of preferences that includes your name, email address, and settings for your imap and smtp servers.

To create a new profile for Messenger, first quit Netscape completely (Messenger, Navigator, anything you've got open). Then from the **Start** menu choose **Programs, Netscape Communicator, Utilities**, and then **User Profile Manager**. In the Profile Manager, click on **New...** and you'll be prompted for various information; click on **Next** when you finish with each screen. You'll be asked first for your name and email address and then for a profile name--give the profile a meaningful name so you know if it's for use on UNC's campus or at home, or for you or for your co-worker. Then you'll be asked to confirm or pick a new default directory for your preferences; in most cases, just accept the default directory Netscape offers. On the next screen, Netscape will prompt you for your **Outgoing Mail** server:

- if you're accessing your email on UNC's campus, the server is smtp.unc.edu, but if you're using your ISP you **must** enter a different server name (contact your ISP for specific information).

The next screen asks for the **Incoming Mail** server; to get mail from your UNC account enter your userID (Onyen), imap.unc.edu for the server name, and check IMAP (not POP). On the following screen you'll be prompted to enter a news server name if you read news:

- if you're accessing news on UNC's campus, the news server is news.oit.unc.edu, but if you're using your ISP you may need to enter a different name (contact your ISP for specific information). See also the Appendix for more information about news preferences.

Then you'll be asked if you want to create shortcuts on the desktop to various Netscape components, and finally you'll be asked if you want to import information from other email programs (if you're just setting up your computer for the first time, you probably don't).

The next time you start Communicator or any of its components, you will be prompted to pick which profile you want to use ("default" is the standard one you had been using).

Appendix

Running Messenger for the First Time

After downloading Messenger from <http://shareware.unc.edu>, double-click on the file to start Netscape setup. A wizard will guide you through the setup. If you select a "typical" installation, choose the Netscape desktop preference options for setup to perform. The setup program will then update the Windows registry, create icons, configure Real Player, and restart Windows. Netscape Navigator will show a product registration screen. Choose **Messenger** from the **Communicator** menu. Subscribe to folders by selecting the **automatically**

subscribe to all my folders on imap.unc.edu option and the IMAP subscriptions will be made. Enter your Isis password. Passwords are case-sensitive on Isis, which means that Isis can distinguish between uppercase and lowercase letters. Decide if you want Messenger to be your default mail application for Windows and respond accordingly. Your Isis Inbox will appear.

Preferences: Configuration Options

When you download Messenger from the UNC Shareware site, the following options have been pre-set. You can modify these as desired. For example, if you want Messenger to save a copy of the messages you send to the "Sent" folder on the Isis server instead of the **postponed-msgs** folder on Isis, select **Preferences** from the **Edit** menu. Select **Mail and Newsgroups** from the Category list. Choose **Copies and Folders** and click on **Choose Folder** button to select the desired location.

Identity: Set your name and email address. Indicate if you want to use a signature or attach an electronic business card.

The screenshot shows the 'Preferences' dialog box with the 'Mail & Newsgroups' category selected. The 'Identity' sub-category is active, displaying the following fields and options:

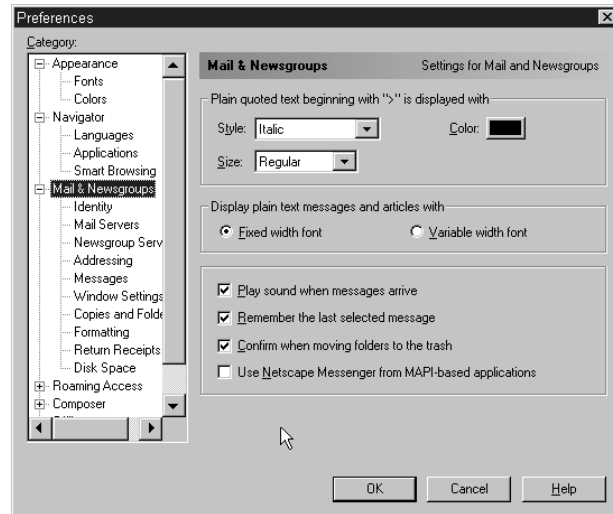
- Category:** Mail & Newsgroups
- Identity:** Set your name, email address, and signature file
- Text:** The information below is needed before you can send mail. If you do not know the information requested, please contact your system administrator or Internet Service Provider.
- Your name:** John Public
- Email address:** jpublic@email.unc.edu
- Reply-to address (only needed if different from email address):** [Empty field]
- Organization:** [Empty field]
- Signature File:** [Empty field] with a 'Choose...' button
- Checkboxes:**
 - Attach my personal card to messages (as a vCard) with an 'Edit Card...' button
- Buttons:** OK, Cancel, Help

Mail Server Properties, General: Use IMAP as the server type, enter your Isis ID, and specify how often you want Messenger to check for new mail.

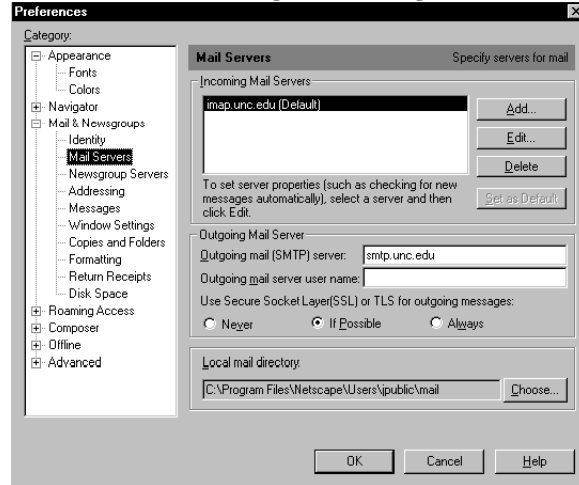
The screenshot shows the 'Mail Server Properties' dialog box with the 'General' tab selected. The following settings are visible:

- Mail Server:** imap.unc.edu
- Server Type:** IMAP Server (selected in a dropdown menu)
- User Name:** jpublic
- Remember password:**
- Check for mail every:** 3 minutes
- Buttons:** OK, Cancel, Help

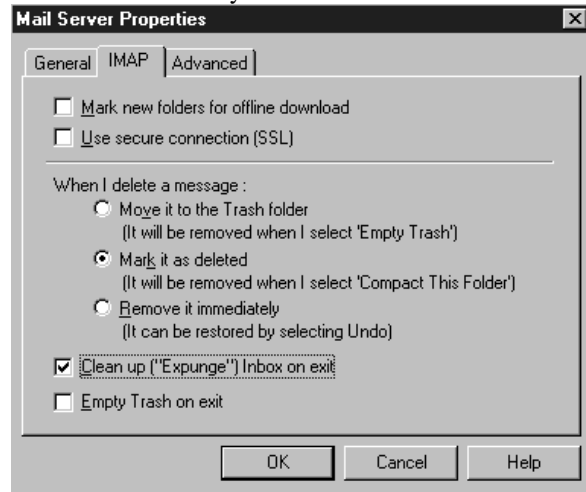
Mail and Newsgroups: Indicate how you want the text of your email messages to display, whether you want to play a sound when new messages arrive, remember the last selected message, or warn you when moving folders to the trash.



Mail Servers: Specify the incoming and outgoing mail server names (see **Configure Messenger**, above).



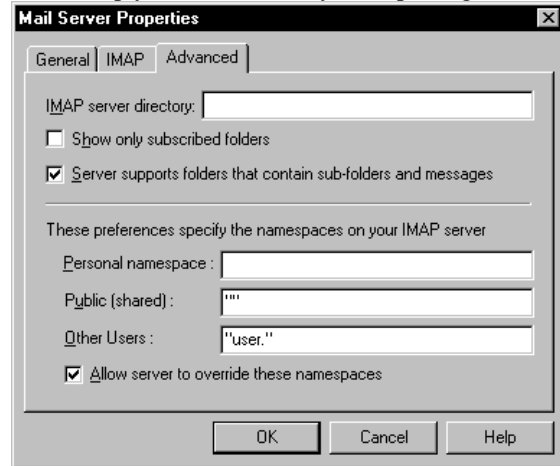
Mail Server Properties, Advanced: Folder setting options are listed. It is *not* suggested that you "Show only subscribed folders". If you select "Show only subscribed folders", you will have to use Messenger to subscribe to each of your folders.



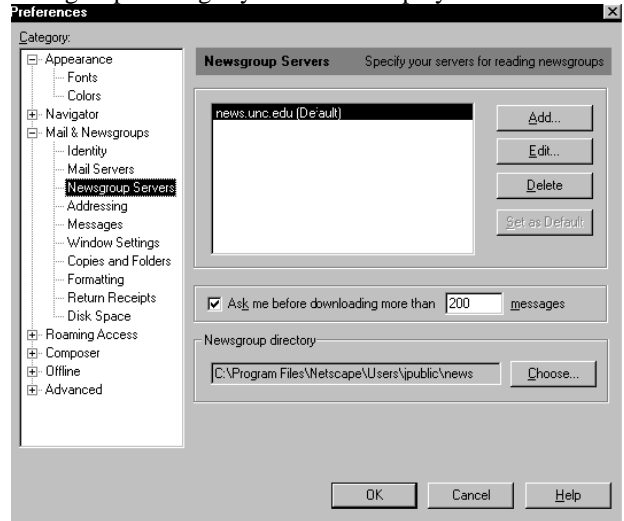
Newsgroup Server Properties: Select the password option.



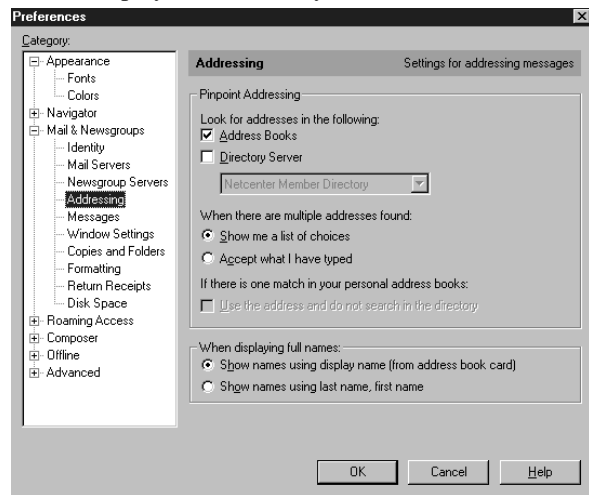
Mail Server Properties, IMAP: Specify how you want the program to handle deleted messages and if you want to clean up your inbox when you stop using Messenger.



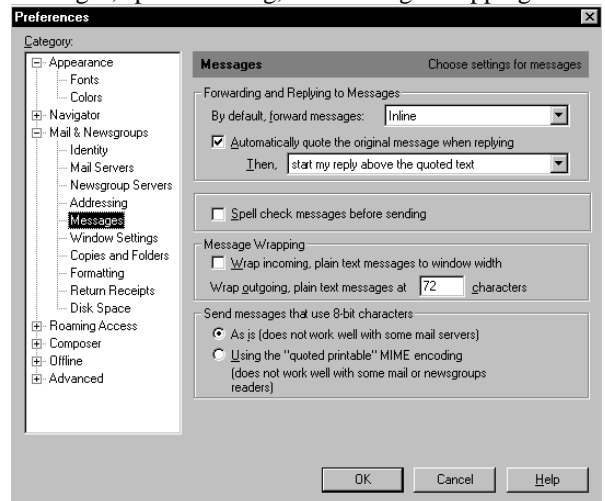
Newsgroup Servers: Identify the name of the server for newsgroups and specify the limit on how many newsgroup messages you want to display at one time.



Addressing: Specify the settings for addressing messages. Indicate where the program should look for addresses, what do if you have multiple addresses, and how to display the names in your address book.

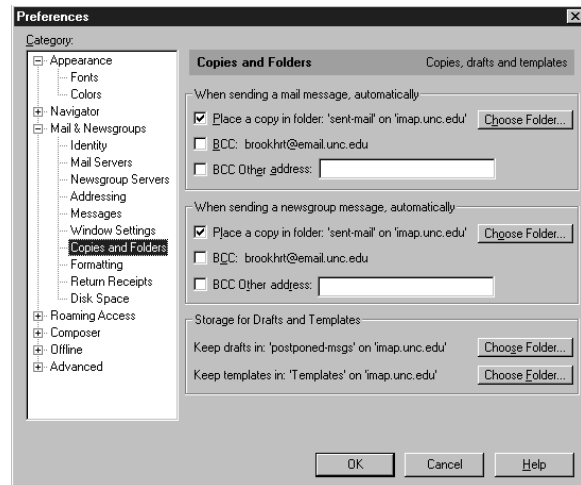


Messages: Set the options for forwarding or replying to messages, spell checking, and message wrapping.

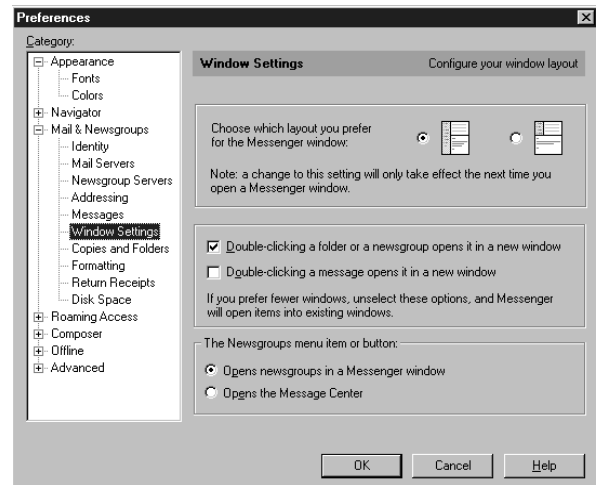


Note that the Send messages that use 8-bit characters "As is" may produce a problem if you use foreign language characters or curly quotes in your email messages. If you select Using the quoted printable MIME encoding option, you may experience problems if you also want to use Pine to check your email.

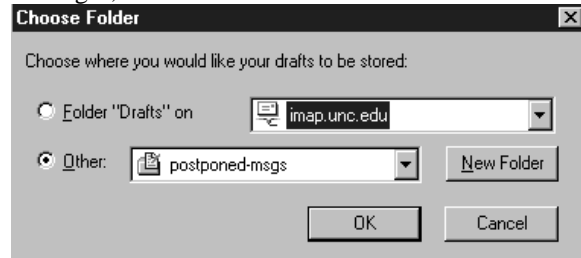
Copies and Folders: Select the location to store copies of email and newsgroup messages you have sent, drafts of messages not yet sent, and templates.



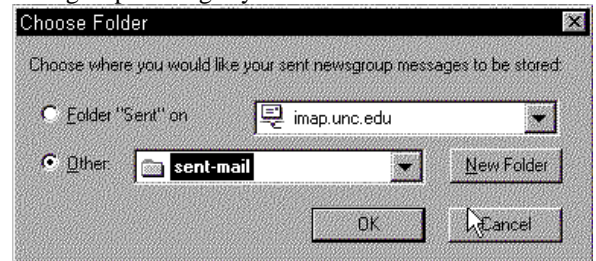
Window Settings: Configure your window layout and how you want the program to respond if you double-click with your mouse.



Mail Message Location: Specify the folder name you want to use if you retain a copy of the email messages you send. If you also want to be able to use Pine to read your messages, use **sent-mail** as the folder name on Isis.



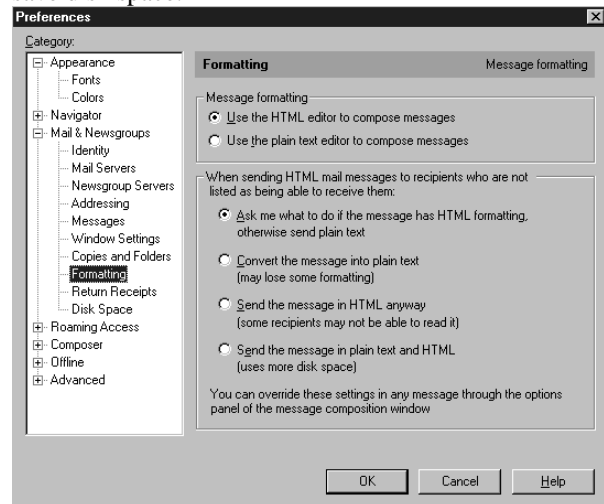
Newsgroup Message Location: Specify the folder name you want to use if you retain a copy of the newsgroup messages you send.



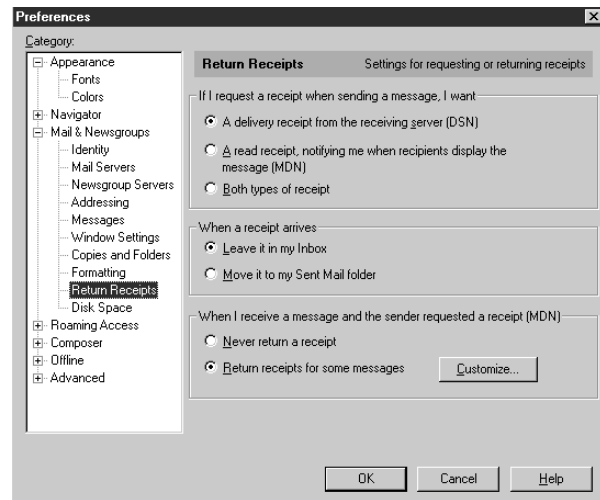
Drafts: Specify the folder name you want to use to retain a copy of the draft message so that you may finish it and send it later. If you want to be able to use Pine when you decide to resume work on the message, use **postponed-msgs** as the folder name on Isis.



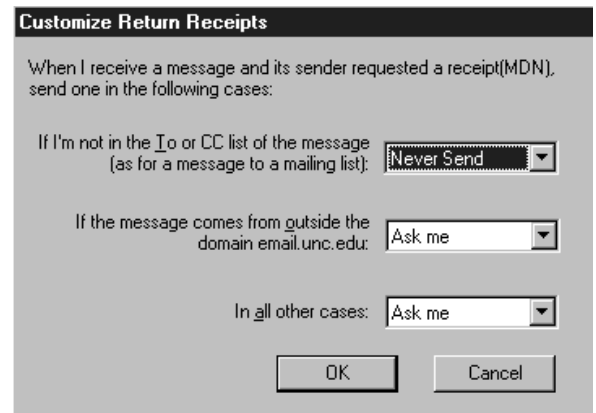
Formatting: Specify the message format you would like to use. Use the "Ask me what to do if the message has HTML formatting, otherwise send plain text" option to save disk space.



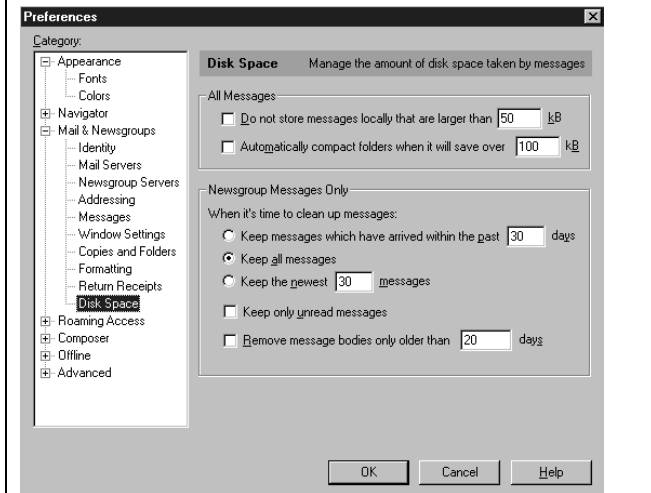
Return Receipts: Select the type of return receipt desired. Specify what the program should do when the receipt arrives and how you want the program to respond when you receive a message with a request for a receipt



Customize Return Receipts: Indicate how you want the program to respond if you receive a message with a request for a return receipt.



Disk Space: Specify how you want the program to manage the amount of disk space taken by your messages.



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