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Caricom RNM

Regional Negotiating Machinery • Trade Information Network

CARICOM RNM VIRTUAL SECRETARIAT DOCUMENTATION

PEC

A

Virtual Secretariat
System Reference Manual
Version 1.0

Prepared for

USAID
US Agency for International Development

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1 Introduction

1.1 Background

The Caribbean Trade Information Network or "Virtual Secretariat" is a distributed and collaborative management information system that supports the countries of Caricom in external trade negotiations and exchanges. The network provides true workgroup collaboration, e-mail, document management, and forums to enable member countries to collaborate and exchange information on trade-related matters.

PEC installed two workstations in fifteen countries that will connect to the USAID Virtual Secretariat system. The servers are located in Sunbeach, Barbados, and the connection to the system is made using each site's ISP.

1.2 Scope

This document is comprised of three sections that together compose the materials necessary to maintain the Virtual Secretariat system. The first section contains the system design specifications, which encompasses the software and hardware specifications of each workstation and server. The second section contains detailed configuration information about the components that make up the Virtual Secretariat system. This configuration information includes step-by-step processes for installing both servers and workstations. The final section contains Operations and Maintenance Tasks, which are useful in the continuous maintenance of the system.

2 Specifications

2.1 Server Specifications

The following chart shows the hardware included on each of two servers used in the Virtual Secretariat system.

Hardware:

Dell PowerEdge 2400 Base, P3K 733MHz

512MB SDRAM, 133MHz, 2 X 256MB DIMMs

Logitec System Mouse

Redundant Power Supply

Rack Rails

QuietKey Keyboard

1 X 6 Hard Drive Backplane

Processor Terminator Card with Air Baffle, 133MHz

17/40X, SCSI CD-ROM Internal, Black

1.44MB, 3.5" Floppy Drive

RAID5, Hard Drive Configuration

The following chart shows the **Software** included on **Server 1**:

Windows NT Server 4.0

Service Pack 6A

Netscape Communicator 4.75 Setup

iPlanet Web (Enterprise) Server Installation

Mission Control Desktop

The following chart shows the **Software** included on **Server 2**:

Windows NT Server 4.0

Service Pack 6A

Netscape Communicator 4.75 Setup

Installing iPlanet / Netscape Directory Server

Netscape / iPlanet Messaging Server

iPlanet Calendar Server

Netscape / iPlanet Collabra Server

iPlanet Certificate Management Server Installation

2.2 Workstation Specifications

The following chart shows the hardware and software included on each workstation used in the Virtual Secretariat system.

Hardware:

Dimension L Series, Pentium III, 733MHz

128MB, SDRAM Memory, 1 DIMM

Microsoft Intellimouse

QuietKey Keyboard

56k PCI DataFax Modem

Soundblaster 64V Integrated Sound

48x Max Variable CD ROM

17" E770 Monitor

1.44MB Floppy Drive

20G Ultra ATA Hard Drive

Intel 10/100 Integrated PCI Ethernet Controller

Intel 3D AGP Graphics

Software:

Microsoft Internet Explorer 5.0

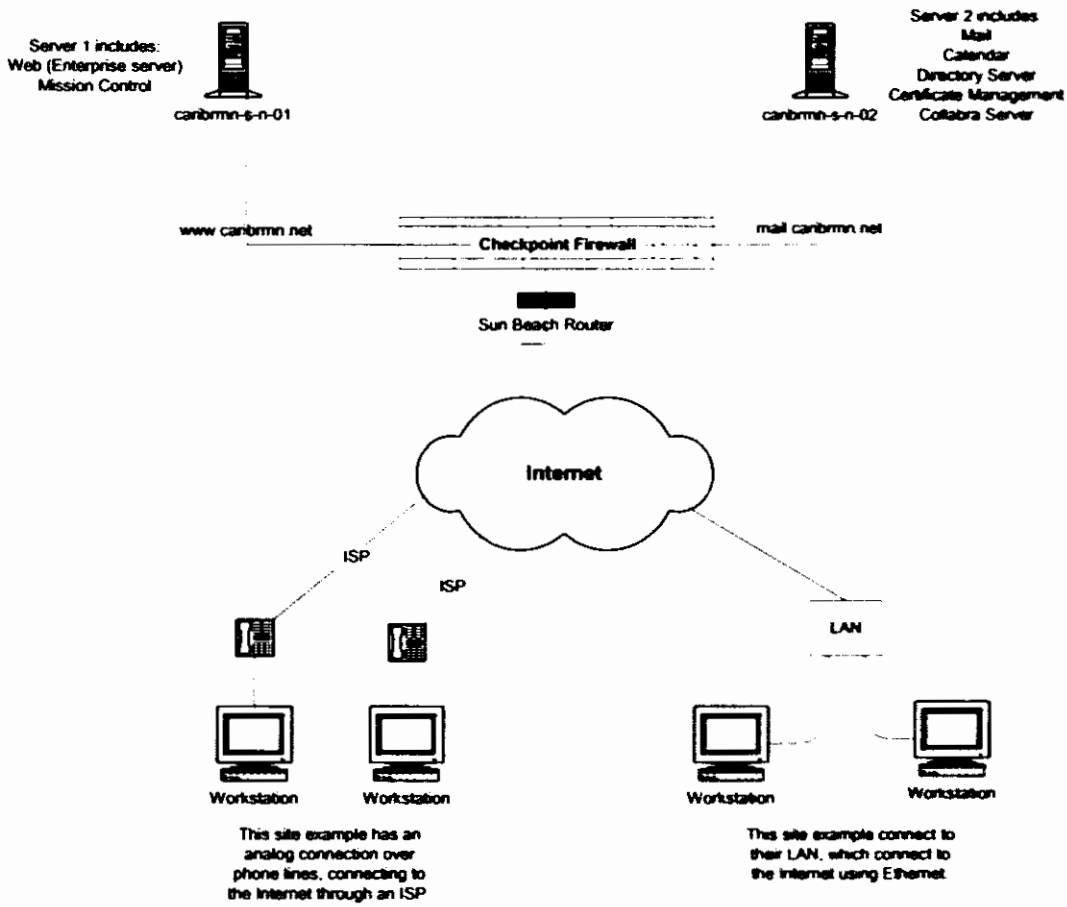
Norton Antivirus 2000, ver 5.0

Microsoft Windows NT 4.0, SP5

Microsoft Office 2000

2.3 Site Connection to the Servers

The following graphical depiction indicates how the servers and workstations are connected to the Visual Secretariat system. The servers are located in Sun Beach, Barbados. The diagram gives an example of two sites and the way each one connects to the Internet. The graph in section 2.4 lists the specific sites and their ISPs.



2.4 Countries and Corresponding ISPs

The following table indicates which Internet Service Provider each country uses:

Site	ISP
Antigua and Barbuda	Cable & Wireless
The Bahamas	Bahamas On-Line
Barbados	LAN
Belize	Cable & Wireless
Dominica	LAN
Grenada	LAN
Guyana	LAN
Haiti	TBD
Jamaica	Cable & Wireless
Montserrat	Cable & Wireless
St. Lucia	Cable & Wireless
St. Kitts and Nevis	Cable & Wireless
St. Vincent & the Grenadines	Cable & Wireless
Surinam	Telesur
Trinidad and Tobago	LAN

2.5 Equipment Inventory

The following is a list of sites and the corresponding workstations that were installed in that location:

Site	Workstation Numbers	
Antigua and Barbuda	DWT4501	BXT4501
The Bahamas	FZT4501	HYT5401
Barbados	31V4501	12V4501
Belize	53V4501	54V4501
Dominica	76V4501	V5V4501
Grenada	97V4501	G6V4501
Guyana	J8V4501	B9V4501
Haiti	2BV4501	H9V4501
Jamaica	GHV4501	BBV4501
Montserrat	FCV4501	8CV4501
St. Kitts & Nevis	9DV4501	3DV4501
St. Lucia	8FV4501	1FV4501
St. Vincent & the Grenadines	1HV4501	FFV4501
Surinam	4JV4501	1CV4501
Trinidad & Tobago	8JV4501	FJV4501

3 Configuration

3.0.1 Install Windows NT Server 4.0

Overview

This section describes the steps necessary to install Windows NT Server 4.0 on the Caricom server from CD-ROM. The server may be the Primary Domain Controller or a Backup Domain Controller. The role that the server will play determines which steps should be followed.

Prerequisites:

- For successful installation of other than a Primary Domain Controller, a good network connection must exist between the PDC and the new server being installed.
- Ensure that the new computer and the PDC are connected to the Cisco Catalyst 1900 switch.

NOTE: ***Server 1 is PDC, and server 2 is BDC.***

1. At boot up, press 'F2' to enter CMOS Setup. Enable Floppy First as a boot device and exit.

2. Reboot the server with the Windows NT 4.0 CD in the CD-ROM drive.

3. Press **F6** when "Setup is inspecting you computer's hardware configuration".

4. Press **S** to select additional Hardware.

5. Select **Other**.

6. Insert the **Dell PERC2 Raid NT Device Driver** floppy and hit **Enter**.

7. Press **Enter** to select the PERC 2 controller.

8. Press **Enter** to not install any other mass storage devices and load the drivers.

9. When prompted press **ENTER** to setup Windows NT 4.0.

10. The following devices will be detected:

    Adaptec AHA-294X/AHA-394X/AIC-78xx SCSI Controller
    Dell PERC 2, 2/Si, 3/Si, 3/Di RAID Controllers

    press **ENTER** to continue.

11. Setup displays a warning that drives with more than 1024 cylinders exist. Press **ENTER** to acknowledge the warning.

12. Press **C** to continue when the "Setup has determined that your computers hard disk is new or ....." message appears.

13. Page down to read through the license information, press **F8** to Agree.

14. Setup displays a list of hardware and software components that have been automatically detected. The list should look as follows:

Computer:	MPS Uniprocessor PC
Display:	Auto Detect
Keyboard:	XT, AT, or Enhanced Keyboard (83-104 keys)
Keyboard Layout:	US
Pointing Device:	Logitech Mouse Port / Microsoft Mouse Port (ballpoint)

Press **ENTER** to accept the configuration.

15. Setup displays a list of existing partitions and space available. The partition list box should contain the following 2 lines; note the option that applies to the hard drives:

34711 MB Disk 0 at ID 0 on Bus 0 on PERC 2
Unpartitioned Space 8025 MB

16. Ensure "Unpartitioned space" is highlighted. Press **C** to create partition in the "Unpartitioned space". Input a size of **4000** and press **ENTER** to continue.

17. The screen now should contain the following block of three lines:

34711 MB Disk 0 at ID 0 on Bus 0 on PERC 2
C: New (Unformatted) 4032Mb
Unpartitioned space 3977 MB

18. Make sure the line "C: New (Unformatted) X000Mb" line is highlighted. Press **ENTER** to install Windows NT Server.

19. Highlight "Format the partition using the NTFS file system" and press **ENTER**. To format, press **F**.

20. Accept the default Windows NT Server installation path, "\WINNT", and press **ENTER** to continue.

21. Setup displays a surface test scan screen; press **ENTER** to perform this test. Setup then copies files to your hard disk.

22. When prompted to restart the computer, remove any floppy diskette, leave the CD in the CD-ROM drive and press **ENTER** to reboot.

23. As the system boots, press **F2** to enter setup. Under startup, set it to Hard Disk Only as Startup. Exit Setup.

24. After the system has completed booting, it will set the drive for NTFS, and restart again. Then it will again copy files after it finishes booting.

25. The Windows NT Setup window will be displayed with "**Gathering Information..**" bolded. Click **NEXT**.

26. When prompted for Name and Organization, enter **RNM** for both and select **Next** to proceed.

27. Enter CD Key, for example, 01397-oem-0017992-14517, in the Product ID field and select **Next**.

28. Setup displays the Licensing Modes dialog box. Choose the **Per Seat** licensing mode radio button and select **Next** to proceed.

29. Setup then displays the Computer Name dialog.

30. From the Server Type dialogue select the appropriate server role:
    Primary Domain Controller
    Backup Domain Controller

31. When prompted to create an Emergency Repair disk click the radio button next to **No, do not create an Emergency Repair disk** (not needed at this time). Click **Next.**

32. Select **Next** to set up Windows NT Networking.

33. Check **"Wired to network"** and select **Next**.

34. When prompted to install Internet Information Server, **Remove** the check in the check box next to Install Internet Information Server. Click **Next**.

35. To Search for a Network Adapter, choose Find Next and select the Intel 82557-Based 10/100 Ethernet PCI Adapter.

36. In the network protocols setup select **TCP/IP Protocol** and select **NWLink IPX/SPX Compatible Transport**. Select **Next** to continue.

37. Select **Next** twice to install the network components.

38. At the Intel PROset screen, click **OK**.

39. Select **No** for a DHCP address.

40. Enter in the IP information

41. Select **Next** to accept the default network bindings. Select **Next** to start the network.

42. Select **Domain**. Enter the Domain Name in the appropriate field. Select **Create a Computer Account** in the Domain, Click Next.

43. Create a Computer Account Screen will appear. Enter the **Administrator** account and associated password. Click **Next**. Click **Finish** to complete setup.

    NOTE: For a Backup Domain controller in a Domain configuration, select the NT Domain you wish to join, and prepare to enter an administrative user_id and password for the domain you wish to join

44. Select the appropriate Time Zone and day light savings setting, then **Close**.

45. The Display properties should appear, change the desktop to 800 x 600, click test, click **OK**, verify you saw the correct bitmap and click **OK**. After Setup finishes copying files, click restart, and remove any CDs.

    Note: You will have the chance to install the proper video drive after the system restarts.

46. After the system reboots, logon as "Administrator" and enter the specified password, which was entered during setup.

47. Rename "**My Computer**" to "**Caricom Server**". Delete the "**My Briefcase,**" "**Internet Explorer,**" "**Inbox,**" and "**Install Internet Information Server**" icons from the desktop. (You may have to right click and select **delete** for some.)

48. Empty the Recycle Bin.

49. Right mouse click on the desktop and select **Properties**. Click the **Settings** Tab, and **Display Type**.... Click to **Change Adapter** and select **Have Disk**. Point to the DellVideo directory on the Source server and select next.

50. Change the video to **800 by 600** pixels and **65536** colors.

51. Right Mouse click on Network Neighborhood and select properties. Under **Protocols, TCP/IP, DNS** enter in the domain name in the **Domain** field.

52. Click start/programs/Administrative tools/Common/Disk Administrator.

53. Select the Unused Space, create a partition, commit changes, format the partition, select the d drive for the drive letter, (you may have to change the CD drive letter to F or G temporarily to set the hard drive to D, also check and disconnect any network drives that might be either D or E,) and then set the CD Rom to E:

3.0.2 Service Pack 6A

Note: Step 3.2 is to be performed on both servers 1 and 2.

1. Map a drive to the source directory on other server and double click on the **NTSrvPack6a.exe**.

2. Read and **Accept** the license agreement

3. Click **Next** to install the service pack

4. If prompted to overwrite a vendor specific file, overwrite the file.

3.0.3 Netscape Communicator 4.75 Setup

Note: Step 3.3 is to be performed on both servers 1 and 2.

1. Run NetCom475en.exe from the source directory.

2. Click **Next** at the welcome screen.

3. Read the license agreement and click **Yes** to continue.

4. Select a typical setup install in the default directory (c:\Program Files\Netscape\Communicator) and click **Next**.

5. Click **Yes** to create the directory.

6. Click **Next** to accept the Netscape Desktop Preferences.

7. Select **Next** to create the Netscape Communicator Program Folder.

8. Look over the Current Settings and click **Install** to continue.

9. Click **No**, to view the ReadMe file later.

10. Click **OK** to acknowledge that Setup is complete.

11. Select **Yes** and **OK** to restart the computer now.

12. After the machine reboots, log in and delete the **AOL Instant Messenger** and **Free AOL & Unlimited Internet** icons.

13. Empty the Recycle Bin.

3.0.4 Installing iPlanet / Netscape Directory Server

Note: Step 3.4 is to be performed on server 2 only.

1. Insert the Directory Server CD in the computer and run d:\NTX86\Directry\D41diu.exe

2. Select **Next** to continue with the Install.

3. Read the License agreement and click **Yes**.

4. Select Netscape Servers and click **Next**.

5. Select a **Typical** install and select **Next**.

6. Click Next to accept c:\netscape\server4 as the default directory.

7. Select all four products and click **Next**.

8. Click **Next** to acknowledge that this is the Configuration Directory Server.

9. Click **Next** to store data in this directory server.

10. Enter the Server name of the server identifier, **389** for the Port, and **o=caribnm.net**.

11. Enter Admin for the Config Directory Admin and enter the password twice, then click **Next**.

12. Enter the NT Domain name in the Administration Domain and click **Next**.

13. Enter cn=DirectoryManager (no spaces) and a password twice for the DN before clicking **Next**.

14. Write down the Admin Port: 1007 (http://server_name.domain_name:admin_port/) Click **Next**.

15. Review Summary, and is all is well, click **Next**.

16. Under Directory Synchronization Service, enter the **NT Domain** name, record the port (ex 5003) and set up the log file as **c:\netscape\server4\synchlog.txt**. Uncheck **SSL for Synchronization**.

17. When Prompted to restart, select **Restart my computer now** and click **Finish**.

3.0.5 Netscape / iPlanet Messaging Server

Note: Step 3.5 is to be performed on server 2 only.

1. Insert the Messaging CD and Run **d:\export\ntx86\nms_4_15\M415eiu_opt.exe**.

2. Click **Next** at the welcome screen to begin setup.

3. Read and select **Yes** to acknowledge the license agreement.

4. Click the **Netscape Servers** button and click **Next** to continue.

5. Select the **Typical** install and click **Next**.

6. Click **Next** to accept the default path (c:\netscape\server4).

7. Check **Messaging Suite** and click Change. Click all sub-components and click **Continue**. Click **Next**.

8. Enter Admin and the admin password and click **Next**.

9. Enter **o=caribrnm.net** for the distinguished user and enter their password. Click **Next**.

10. Before entering information at the Server Authentication page, start the Netscape Counsel. Enter the Console, select to create a New User, select Directory Administrators and click OK. Fill out the necessary information for a MailAdmin user and click create. Exit out of the Console.

11. Enter MailAdmin and the password and click **Next**.

12. Enter (and record) a password twice for the webmail user and click **Next**.

13. Click **Next** to allow the NT System to allow the services to run as a system.

14. Enter admin@caribrnm.net for the mail user and click **Next**.

15. Accept the default ports (Pop:110, IMAP4:143,SMTP:25,Webmail:80) by clicking **Next**.

16. Select the msg-server_name to start and click **Next**.

17. Click **Next** to accept the server name as the Multiplexor instance name.

18. After checking the LDAP Configuration is correct for the Directory server (Base DN should be o=caribrnm.net) click **Next**.

19. Click **Next** to Bind as Anonymous.

20. Review the Configuration and click **Next**.

21. Click **Finish** to restart the computer now.

3.0.6 Netscape / iPlanet Collabra Server

Note: Step 3.6 is to be performed on server 2 only.

1. Insert the Collabra CD and Run **d:\ntx86\c35eiu1.exe**.

2. Select **Yes** to install the Collabra server.

3. At the welcome screen, click **Next** to continue.

4. Read and **Accept** the License agreement.

5. Click **Next** to accept the default install path of **c:\netscape\Suitespot**.

6. Click **Next** to at the server installation screen.

7. **Check** the box to use LDAP-based Authentication. Enter the port name and the Base Distinguished Name. (389 and o=caribrnm.net).

8. Before entering information at the Server Authentication page, start the Netscape Console. Enter the Console, select to create a New User, select Directory Administrators and click OK. Fill out the necessary information for a CollabraAdmin user and click create. Exit out of the Console.

9. The Server Authentication page, enter CollabraAdmin as the username and a password twice. Click **Next**.

10. Record the Admin Server Port: 1107 and click **Next**.

11. On the Server config page, enter the server name and default Collabra port (119) before clicking **Next**.

12. Enter ****** for the SMTP and Admin email and click Next.

13. Enter the CollabraAdmin and the password and **Next**.

14. Click **Next** to update the Directory Server.

15. After the servers synchronize, click **Next** to continue.

16. Mark the box to start the service at bootup. Click **Next**.

17. Click **OK** to restart the server.

3.0.7 Mission Control Desktop

Note: Step 3.7 is to be performed on server 1 only.

1. Insert CD and Run **Setup.exe**.
   (Note, you may have to install Communicator 4.5 instead of 4.7 to get mission control to install.)

2. Click Install Mission Control Desktop.

3. Click Install Mission Control Desktop 4.5

4. Click **Next** to continue with Setup.

5. Read the License and select **Yes** to acknowledge.

6. Click **Next** to accept the typical install to **c:\mcontrol**.

7. Click **Next** to accept the program folder name.

8. Click **Next** to accept the configuration.

9. Click **No** to skip reading the ReadMe file.

10. Select **Exit** from the CD Window

3.0.8 iPlanet Calendar Server

Note: Step 3.8 is to be performed on server 2 only.

1. Insert CD and run **d:\ntx86\calender\setup**.

2. Click **Next** to begin the install.

3. Read and click **Yes** to accept the License Agreement.

4. Select Typical and click **Next**.

5. Click **Next** to install both components.

6. Click **Next** to accept the default c:\program files\iplanet directory.

7. Click **Create Directory**.

8. Click **Next** to Acknowledge to listen on the server ports (Web:81 (80 default, but used by messenger) and Admin:1207).

9. Click **Next** to allow the System account to run the Calendar server.

10. Before entering information at the Server Authentication page, start the Netscape Console. Enter the Console, select to create a New User, select Directory Administrators and click OK. Fill out the necessary information for a CalendarAdmin user and click create. Exit out of the Console.

11. Enter CalendarAdmin and the password twice and hit **Next** to continue.

12. Enter the email address as CalendarAdmin@caribrnm.net and the SMTP name before hitting **Next** to continue. (Leave enable email alarms checked).

13. Click **Next** to accept the default directory c:\program files\iplanet\CalendarServer\var\csdb

14. Confirm that the LDAP information is correct and enter the Admin password. Click **Next** to continue.

15. Click **Next** to accept both Server Startup options.

16. Click **Install Now** to continue.

17. Click **Done** at the Installation Summary Screen.

3.0.9 iPlanet Web Server Installation

Note: Step 3.9 is to be performed on server 1 only.

1. Insert the Web Server CD and click **d:\ntx86\enterprise\setup**

2. Click **Next** to begin the install.

3. Read and click **Yes** to accept the License Agreement.

4. Select Typical and click **Next**.

5. Click **Next** to accept the default path of **c:\netscape\server4**.

6. Click **Next** to accept the checked Netscape Enterprise Server.

7. Enter the Admin password and press **Next**.

8. Enter the Admin Port Number 1007 and click **Next**.

9. Under the HTTP Config, leave the default (Port: 80 and d:\WebDocs).

10. On the Using LDAP for administration screen, check the Use LDAP for Group Administration. In the LDAP URL Field, enter **ldap://caribrnm-s-n-02:389/o=caribrnm.net**. In the Bind DN field enter **cn=directory manager** and enter the password. Click **Next**.

11. Click **Next** to use the default Java Runtime Environment included with the Enterprise Server.

12. Click **No** to skip the readme file.

3.0.10 iPlanet Certificate Management Server Installation

Note: Step 3.10 is to be performed on server 2 only.

1. Run Software\CertificateMan\setup
2. Click **Next** at the Welcome Screen.
3. Read and Click **Yes** to accept the license agreement.
4. Select **Next** to install the Servers option.
5. Click **Next** to do a typical install.
6. Click **Next** to select the c:\netscape\server4 default path.
7. With the Certificate management system checked, click **Next**.
8. Enter the admin password and click **Next**.
9. Enter the Server name as the server identifier, and click **Next**.
10. Acknowledge the current setting and click **Next**.
11. After it copies files, unmark **View the Readme** and **Run the Console** and click **Finish**.
12. Reboot the Server.
13. Enter the Console and select CMS to finish the configuration.
14. Enter Server_name-db, Port 38900, cn=directory manager, and the password twice. Click Next.
15. Dos windows will open and close; wait until the Install wizard screen returns.
16. Enter the password for the Admin and click **Next**.
17. Select the Certificate manager subsystem and click **Next**.
18. Mark **No** and click **Next**.
19. Dos windows will open and close; wait until the Install wizard screen returns.

20. For Network Config, select SSL: 8200,SSL Agent: 8100, SSL End Entity port: 443. Click **Next**.

21. Do not migrate keys. Click **Next**.

22. Click **Next** to accept Self-signed certificates.

23. Internal Key pair token password is **cmstoken**. Keytype is RSA, 512 bits. Click **Next**.

24. On the Subject name screen, Enter cn=certificate management, ou=mm, o=caricom, l=hastings, st =Barbados, c=us. Click **Next**.

25. Click **Next** to accept the default certificate time length.

26. Click **Next** for the extensions default.

27. Click **Next** to generate the keys.

28. Mark Create request for submission and click **Next**.

29. Click **Next** for key pair information.

30. Mark Enter the values for the subject DN string. Click **Next**.

31. Enter cn=certificate management, ou=mm, o=caricom, l=hastings, st =Barbados, c=us. Click **Next.**

32. Click **Next** to generate keys.

33. Click Copy to clipboard and click **Next**.

34. Select **No** and click **Next**.

35. Click **Done**.

3.0.11 Server Troubleshooting

If you can't get into the Netscape Console because the Service isn't running, and it still doesn't run after a reboot, re-install Directory Server from the source directory to reset the TCP/IP Settings in the socket library.

3.0.12 Settings

Caribrnm-s-n-01:

- Port 389
- Suffix: o=caribrnm.net
- Admin Port 1007
- cn=Directory Manager

Caribrnm-s-n-02:

- Port 389
- Suffix: o=caribrnm
- Admin pass caribrnmadmin
- cn=Directory Manager
- Admin Port 1007

3.1.1 Windows NT Workstation Installation

1. Insert "NT workstation setup disk" #1 into the floppy drive and boot the machine.
2. Insert disk #2 when prompted and click **Enter.**
3. The "Welcome to setup" screen will appear, click **Enter**.
4. The "NT workstation setup" screen will appear, click **Enter**.
5. Insert **disk #3** when prompted and click **Enter**.
6. The message "...do not have any device support disk..." will appear, click **Enter**.
7. The message "more than 1024 cylinders" will appear, click **Enter**.
8. Insert "Windows NT Workstation CD" into the CD-ROM drive when prompted and click **Enter**.
9. Click **Page Down** to end of license, click **F8** key to agree.
10. The message "Setup has determined...following hardware and software components" will appear, click **Enter**.
11. Highlight the unpartitioned space and click **C** to create partitions.
12. Create Partition of size (in MB) field, enter **4000**, click **Enter** and then click **Enter** again to install.
13. Select **Format the partition using the NTFS file system** option. Press **Enter.**
14. Location of files to be installed: **WINNT**. Click **Enter**.
15. Setup will now examine...for corruption. Click **Enter**.
16. Setup is copying files.
17. Remove the floppy disk and CD from the drives when prompted. Click **Enter** to restart.
18. The system will reboot.
19. Windows NT setup runs again. Insert the "Windows NT Workstation CD" into the CD-ROM when prompt and then press **OK**.

20. Gathering information about your computer. Click **Next**.

21. Select **Typical** option for installation and then click **Next**.

22. Enter the **name** and **organization** and then click **Next**.
    Example: **Name:** RNM
    Organization: RNM

23. Enter the **CD-Key** and click **Next**.

24. Enter the **Computer name** (example: **IPLANET-W-S-01**) and click **Next**.

25. Enter and confirm the password for the administrator account and click **Next**.

26. Select "No, do not create an emergency repair disk". Click **Next**.

27. Select "Install the most common components (recommended)" option. Click **Next**.

28. Installing Windows NT Networking. Click **Next**.

29. Click "Do not connect this computer to a network at this time" and then click **Next**.

30. Click **Finish**.

31. Select the proper time zone, and then **Close**.

32. The properties screen displays, click **OK**, and click **OK** again to close the screen.

33. Press **Start computer** button to restart the computer.

3.1.2 Windows NT Service Pack 5

1. Insert the Windows NT Service CD into the CD-ROM drive. The Web page automatically opens in your browser.

2. On the left-hand side of the screen, click **Install Service Pack 5**.

3. Click **Install Server Pack 5 for Intel-based systems**.

4. When prompted to open the file Spsetup.bat or save it to disk, click **Open.**

5. The **Welcome** dialog box appears. Check the **Accept the License Agreement** option. Clear the **Backup files** option. Click **Install**. The files are copied.

6. **Installation is complete** dialog box appears once files have finished copying. Click **Restart**. The computer restarts.

3.1.3 Installing Network Drivers

1. Insert the **Dell Dimension Resource CD** into the CD-ROM drive. The application program automatically starts.

2. Click **OK**.

3. When the **InstallShield Wizard Complete** window appears, remove the *Dell Dimension Resource CD* from the CD-ROM Drive, and then click **Finish** to restart the computer.

4. After the system starts, insert the *Dell Dimension Resource CD* into the CD-ROM drive.

5. The Welcome Dell System Owner screen appears, click **Next**.

6. In the **System Model** list, select the **Dimension Lxxxr** model.

7. In the **Operating System** list, select **Windows NT**.

8. In the **Device Type** list, select **Networks (NIC)**.

9. In the **Topic** list, select **Drivers**.

10. On the right hand side, double click on **Intel 82559 Pro 100 NIC**.

11. Click **OK** to start the WinZip Self-Extract. Dell computer Self-Extracting Driver Installation will unzip to folder **C:\Dell\Drivers\2911r** and click **Unzip**.

12. Click **OK** at the successful screen.

13. The browser window appears. Click **File–Exit** to close the window.

14. At the top right hand, click **X** to exit the resource screen.

15. Click **Start—Setting—Control Panel**. Double click on the **Network** icon.

16. Click **Yes** to install.

17. Network Setup Wizard screen, check the "Wired to the network" option and click **Next**.

18. Click "select form list" button.

19. Click "Have disk..." Enter the path where you unzip the driver **(C:\Dell\Drivers\2911r)** and then click **OK**.

20. Select the "Intel® PRO Adapter" and click **OK**.

21. Check the Intel® PRO Adapter" and click **Next**.

22. Check "TCP/IP Protocol" option and click **Next**.

23. Network Services, click **Next**.

24. Click **Next** to install.

25. Setup needs to copy some Windows NT files, insert "Window NT Workstation CD" into the CD-ROM, and enter the path **D:\I386**.

26. TCP/IP setup screen, click **No**.

27. Enter the **IP Address, Subnet Mask, and Default Gateway**.

28. Click on the WINS address tab and enter **the Primary and Secondary WINS Server** IP Address.

29. Click the **Apply** and then **OK**.

30. Show bindings, click **Next** and then click **Next**.

31. Select whether the computer...participating in a workgroup or domain. Select **Domain,** type in the domain name you want you join and check the "Create a Computer Account in the Domain". Click **Next**.

32. Enter the administrator user name and password. Click **OK**.

33. Click **Finish**.

34. Click **Yes** to restart the computer.

3.1.4 Installing the Modem

1. Insert the **PC99 v.90 Data/Fax Modem for Microsoft Windows** CD into the CD-ROM.

2. Right click **My Computer** icon and then click **Open**.

3. Double click on the **E:** driver to open.

4. Double click on **MDP3880-U -- Drivers –WinNT** and then **Setup** icon.

5. The Modem wizard window appears. Click **Next**.

6. Display the modem name (MDP3880-W) and then click **Next**.

7. Click **Finish**.

3.1.5 Video Display

1. The Welcome Dell System Owner screen appears, click **Next**.

2. In the **System Model** list, select the **Dimension Lxxr** model.

3. In the **Operating System** list, select **Windows NT** operating systems.

4. In the **Device Type** list, select **Video**.

5. In the **Topic** list, select **Drivers**.

6. On the right hand side, double click the **intel810**.

7. Click **OK** to start the WinZip Self-Extract. Dell computer Self-Extracting Driver Installation will unzip to folder **C:\Dell\Drivers\8524R** and click **Unzip**.

8. Click **OK** at the successful screen.

9. The browser window appears, scroll down to the bottom of the page, and click **Install Now**.

10. Welcome to the Intel810 screen, click **Next**.

11. Select "Yes, I want to restart my computer now" option and click **Finish**.

3.1.6 Video display Setting

1. On the **Start** menu, point to **Settings** and click **Control Panel**. Double-click the **Display** icon. The **Display Properties** box appears.

2. Click the **Settings** tab. In the **Colors** drop-down list box, click **65536 Colors**, set the **Desktop area** slider control to **800 by 600 pixels**, **Refresh Frequency to 75 Hertz** and click the **Test** button.

3. Testing mode, click **OK** and then click **Yes**.

4. Display Properties, click **Apply** and then click **OK**.

NOTE: Reinstall "Windows NT Service Pack 5".

3.1.7 Dial-Up Network

1. Right click **My Computer** icon--**Open**. Double-click the **Dial-Up Networking** icon.

2. Dialup Network window appears. Click **Install**.

3. Insert Widows NT Workstation CD into the CD-ROM. The Windows NT Workstation setup program automatically starts. Click on the **X** on the top right hand corner to close the NT window.

4. The path should point to **E:\I386** and click **OK**.

5. Verify RAS capable Device is **COM1-MDP3880W Modem**. Click **OK** and **Continue**.

6. Click **Restart** when the successfully install message pop-up.

3.1.8 Phonebook

1. Right click **My Computer** icon--**Open**.

2. Double-click the **Dial-Up Networking** icon. Click **OK**.

3. **New Phone Box Entry Wizard** window appears, type **Name** (some thing unique to identify where you going to be connection) in the new phonebook entry field. Click **Next**.

   Example: AOL

4. Check the **I am calling the Internet** and click **Next**.

5. Enter the **Phone Number** (provide by your Internet Service Provider). Click **Next**.

6. Click **Finish**.

3.1.9 Creating and Formatting an NTFS from Free Space

1. Log on to Windows NT Workstation as an administrator.

2. Launch Disk Administrator; click **Start—Programs—Administrative Tools (Common)—Disk Administrator**.

3. At the Disk Administrator window, click **OK**.

4. Select an area of **Free Space**, signified by diagonal lines, by clicking on it. From the menu bar, click **Partition—Create**.

5. From the **Create Logical Drive** window, enter **15092** in size for the new partition, and click **OK**.

6. The new partition is created and automatically assigns a letter **E**.

<u>To reassign new logical drive letter to D:</u>

7. Right click on **D (CD-ROM)** partition and change it to **F**.

8. Right click on **E** partition and change it to **D**.

9. Right click on **F (CD-ROM)** partition, change it to **E**.

10. Click **Partition—Commit Changes Now**. When prompted to save the changes, click **Yes**.

11. A dialog box appears indicating that disk was updated successfully. Click **OK**.

Format the logical drive to be NTFS:

12. With the new partition selected, go to the Tools menu and click **Format**.

13. Under **File System**, select **NTFS**. Within the Format dialog box, click **Start**.

14. Click **OK** to the Warning message.

15. Click **OK** in the format complete message.

16. Click on **Close** to exit the **Format** window.

3.1.10 Microsoft Office2000 Premium

1. Insert the **Microsoft Office2000 Premium** CD into the CD-ROM drive. The Office2000 setup program should start automatically.

2. The **Welcome to Microsoft Office 2000** window appears, verify the both **User Name** and **Organization** say RNM. (If the User Name and Organization are incorrect, click on the field and type in the correct information). Click **Next**.

3. At the license Agreement window, click **I accept the terms in the License Agreement,** and click **Next**.

4. Click on the **Customize** icon. Change the install path from **c:\program files\Microsoft Office** to **d:\Microsoft Office** and then click **Next**.

5. Click **Next** at the web browsing support window.

6. Click **Install Now**. The files are copied.

7. **Installation information** dialog box appears. Click **Yes** to restart the before configuration can continue. The computer restarts.

7. **Finishing Microsoft Office2000** dialog box appears to continue the installation. Once files have finished copying it display the desktop.

3.1.11 Adobe Acrobat 4.0

1. Insert the **Acrobat** CD into the CD-ROM drive. The Acrobat setup program should start automatically. Click **Next**.

2. Click "Install Adobe Acrobat 4.0" option.

3. Adobe Acrobat 4.05 setup, click **Next**.

4. Select "US and Canada" and then click **Next**.

5. Software License Agreement, click **Accept**.

6. Select "Typical", click **Browse**, change the path to **d:\Acrobat 4.0**, click **OK** and then click **Yes** to create the folder. Click **Next**.

7. User Information, select the "A Business" option, enter the User Information and then click **Next**.

8. Verify the Registration information and click **Yes**.

9. Click **Next** to start the install.

10. Adobe Registration –User Information, click **Next**.

11. Check "U.S./Canada" option and click **Next**.

12. Fill in the information on Survey Page 1 and 2. Click **Next**.

13. Information Agreement, click **Next**.

14. Click "Print a registration form to send via mail".

15. Print Setup window, click **OK**.

16. Save the registration to default folder. Click **Finish**.

17. Select "Yes, I want to restart my computer now" option and click **Finish** to restart the computer.

3.1.12 Norton AntiVirus

1. Insert the **Norton AntiVirus** CD into the CD-ROM drive. The Antivirus setup program should start automatically. Click "Install Norton AntiVirus".

2. Welcome to the Norton AntiVirus Setup, click **Next**.

3. Software License Agreement, click **Yes** to accept.

4. Click **Browse**, change the path to **D:\navnt**, click **OK**, click **Yes** when prompt to create the folder and then click **Next**.

5. Verify that "Enable Auto-protect at startup (recommended)" and "Schedule weekly scans on local hard drives" are check and press **Next**.

6. Start Copying files, click **Next**.

7. Register screen, click **Skip** and then **Yes**.

8. The "Enable Email Protection" is selected and click **Next**.

9. "Enable automatic LiveUpdate at Startup is selected, click the option "Notify me when updates are available" and then click **Next**.

10. Setup is creating a shortcut, click **Next**.

11. Uncheck "Run LiveUpdate after installation" and "Scan for viruses after installation" options. Click **Next**.

12. Exit the "Readme" file.

13. Setup Complete screen, click **Finish**.

14. At the main screen, click **Exit**.

3.1.13 COMPAQ Carbon Copy

1. Insert the Carbon Copy CD-ROM into the CD-ROM drive. The Carbon Copy setup program should start automatically. If the setup program does not start automatically, click **Start – Run** and enter **E:\install.exe**, where E: is the CD-ROM drive location and click **OK**.

2. Select **English** as the language to install.

3. Click **Install Version 5.5**.

4. Click **NO** to the pop-up messages regarding the README.TXT document.

5. Change Install directory to **D:\Programs\Carbon Copy Access Edition**. Click **OK**.

6. Verify the **Carbon Copy** option is selected. Click **OK** to install.

7. When prompted to restart your computer, click **Yes**.

3.1.13.1 Security

1. Click **Start – Programs – Carbon Copy Access Edition – Carbon Copy**.

2. From the **Options** menu, select **Security**.

3. Click **Logins** tab. Check **Require Logins** and select **Use Carbon Copy Security** option.

4. Click **Apply** and then click **OK** to exit the window.

3.1.13.2 Create Administrator Account

1. Go to the **User Profiles** tab, and double click on the **Create New User** icon.

2. Create New User window appears. Click **Next** to begin.

3. To create Administrator user account, type in **User Name, Password, Confirm**. Click **Next**.

   Example: User Name: **ccadmin**
   Password: **Carbcopy**
   Confirm Password: **Carbcopy**

4. Enter the **Location Information** click **Close**.

5. Click **Next**.

6. Check **all the options** under the **User Profile** and **Allow connection**. Click **Next**.

7. Confirm the User Name. Click **Finish**. The administrator user account displays in the box.

8. Right click on **Default** user and uncheck the **Allow Connections**.

3.1.13.3 Configuring the Host Machine

3.1.13.3.1 Enable Wait for Call on the LAN

1. From the **Options** menu, select **Communications**.

2. Select the **Wait for Call** tab.

3. Check the **TCP/IP Network on Intel ® PRO PCI Adapter** and make sure **Local Network Broadcasts** is selected.

4. Check **Wait for Call on Startup** and uncheck the **Minimize on Wait for Call** options.

5. Click **Apply** and then click **OK** to exit the communication properties.

<u>AND/OR</u>

3.1.13.3.2 Enable Browsing on the LAN

1. From the Options menu, select Communications.

2. Select the **Browsing** tab.

3. Check the **TCP/IP Network on Intel ® PRO PCI Adapter** and make sure **Local Network Broadcasts** is selected.

4. Check **Browse on Startup**.

5. Click **Apply** and then click **OK** to exit the communication properties.

3.1.13.3.3 Enable Wait for Call on the Internet

1. From the **Options** menu, select **Communications**.
2. Select the **Wait for Call** tab.

3. Check the **TCP/IP Network on NdisWan Adapter**.

4. Check **Wait for Call on Startup** and uncheck the **Minimize on Wait for Call** options.

5. Click **Apply** and then click **OK** to exit the communication properties.

NOTE: Wait for Call status is remains pending until the machine is connect to an Internet through dial-up.

3.1.13.3.4 Load Carbon Copy Before Windows Login Prompt

1. On the **Options** menu, select **Security**.

2. On the **Global** tab, select **Load before Windows login prompt**.

3. Click **Apply** and then **OK** to close the security screen.

3.1.13.3.5 Hide the Carbon Copy User Interface

1. With carbon copy open, move your cursor to the icon tray in the bottom rights corners of your screen and right click on the Carbon Copy icon.
   A menu appears containing two items: **Hide User Interface** and **Exit Carbon Copy**.

2. Select **Hide User Interface**. The Carbon Copy User Interface no longer appears on the screen.
   (To display the user interface again, right click on the Carbon Copy icon in the icon tray, and select **Show User Interface**.)

3.1.13.4 Configuring the Guest Machine

There are two ways to place a call in Carbon Copy: 1) Browsing allows you to view and connect to all Carbon Copy Hosts waiting for call on your network. This method only supports TCP/IP and IPX/SPX communication devices 2) Phone Book entries allow you to pre-configure connections by specifying name, phone number and login information. This method supports all communication devices: network, Internet, and etc.

3.1.13.4.1 Configuring a Network Connection Through Browsing

1. From the **Options** menu, select **Communications**.
2. Select the **Browse** tab.
3. Check the **TCP/IP Network** device.
4. Make sure **Local Network Broadcasts** is selected.
5. Click **OK**.

3.1.13.4.2 Place a Call With Browsing

1. From the Guest, select the **Network** tab. (If the Network tab is not visible, click on **Browsing** from the Carbon Copy toolbar.)
2. Double click on the **computer name** to start the connection.
3. You will be prompted to enter the administrator username and password.

3.1.13.4.3 Configuring Dial-Up Networking Connection

1. Click the **Phone Book** tab.
2. Double click on the **Create New Connection**. The Create New Connection wizard begins.
3. Select **Connect using Carbon Copy** and click **Next**.
4. Enter the name of the computer you will be connecting to. (Use a name that helps you identify the entry, such as the location of the PC or its principal user.)

5. Select **TCP/IP Network on NdisWan Adapter** and click **Next**.

6. Type the **IP Address** (Dynamic) of the remote computer and then click **Next**.

   NOTE: Remote computer will have a different IP Address each time it dial-up to an ISP. Refer to "Modify the Site IP Address" section.

7. Enter a **login name, password** and **confirm password**. Click **Next**.

8. Check **the Remote Control** and click **Next**.

9. Click **Finish**.

3.1.13.4.4 Modify the Site IP Address

1. Have the user from the Remote Site dial-up to the Internet.

2. **Start – Run** and then type "cmd" to lunch the MSDOS.

3. At the MSDOS prompt, type "ipconfig". Windows NT IP Configuration appears.

4. Write down the IP Address for "PPP adapter NdisWan5:" (Give the IP address to your administration.)

From the administrator machine

5. Right click on the site you want to connect. Select **Properties**.

6. Re-enter the IP Address in the Workstation Name or Network Address field.

7. Click **Apply** and then **OK**.

3.1.13.4.5 Place a call with a Phone Book Entry

1. Select the **Phone Book** tab.

2. Double click on the **computer name** to start the connection.

3. You will be prompted to enter the administrator username and password.

******CONNECTING THROUGH FIREWARE******

Connecting through firewalls using ILS, the network administrator will have to configure the firewall to allow network traffic to pass on TCP port 80 and TCP port 1680. This method takes advantage of Carbon Copy Access Edition's ability to browse the Internet for available Carbon Copy Access Edition users.

3.1.13.4.6 Create a User Account

1. Log on to Window NT Workstation with an account that has administrative permissions.

2. Launch User Manager by **Start – Programs – Administrator Tools – User Manage**.

3. From **User** menu, select **New User**.

4. Enter the appropriate information in the dialog box.
   - **Username,** type the user name
   - **Full Name,** type the user's complete name
   - **Description (Optional),** type a description of the user or the user account
   - In both **Password** and **Confirm Password**, type a password of up to 14 characters.

5. Click to check the "User Must Change Password at Next Logon" option.

6. To administer a Group, Profile, or Dialin associated with the New User box, click the button, and complete the dialog box that appears. Then click OK.

7. Click **Add**.

   (To add another user account, repeat steps 2 through 5.)

8. From **User – Exit** to close the User Manager screen.

3.1.13.4.7 Create a POP3 E-Mail Account

1. Log on to Window NT Workstation with the user account.

2. Double click on the **Microsoft Outlook** icon. The Internet Connection Wizard window appears.

3. Your name, type **user name** in the Display name field. Click **Next**.

4. Internet E-mail Address, type in their e-mail address (First name initial and Last name follow the @ symbol and server name). Click **Next**.
   Example: jsmith@caribrnm.net

5. E-Mail Server Names; enter "mail.caribrnm.net" for both the incoming mail (POP3) server and Outgoing mail (STMP) server. Click **Next**.

6. Verify the account name, type in the password and then Check the "Remember password." Click **Next**.

7. Select "Connect using my local area network (LAN)" option. Click **Next**.

8. Click **Finish**.

4 Operations and Maintenance Tasks

4.1 Suitespot User Add Instructions

1. In Netscape go to http://server2:7906/ or http://server2.caribmm.net:7906/ and log in with the admin and 'password.'

2. Click on the **Users and Groups** button.

3. On the left hand side toolbar click **New Users**.

4. Enter their given name, surname. Once you click tab, or click on full name, it should auto enter in the full name and user ID.

5. Enter the password and an email address composed of UserID@Caribmm.net.

6. Under the selection Add New User to: Select **People**.

7. Click **Create and Edit User**.

8. On the edit screen click the word **Calendar**. (If you don't see calendar, you are on server1, and you should be on 2)

9. Enter **10000** for the node type and enter the admin password before clicking **Add**.

10. Acknowledge that the user has been added to the node and click **Mail**.

11. Be sure the user's primary email is listed as UserID@caribmm.net.

12. Under * Messenging server, enter server2.caribmm.net and click the box next to POP/IMAP Delivery.

13. Click **Save Changes**.

14. To enter the User's site/group information, select **Manage Groups** and type in the first few letters (or no letters) of the country name into the find group field. Click **Find**.

15. In the list of groups, find the one you want and click on it. (If there is no group created for that country, select **New Group**, enter the country name in the groups name, and enter "Users in 'Country'" in description. Select **Groups** for add new group to: field. Click **Mail** and enter 'country'@caribmm.net in the country field.)

16. On the general edit screen, click the group members edit button.

17. Enter the first or last name of the person you want to add and click **Find and Add**. If it adds several users, simply click on the check box before the user you don't want, and they will be removed from the group.

18. **Save** changes and exit

4.2 Workstation Staging Instructions

4.2.1 CREATING A BOOT DISK

1. Copy the contents of boot disk folder located on the CD-ROM to a formatted bootable floppy disk.

2. Check bootable floppy with boot disk folder on CD-Rom to make sure all files are copied properly.

4.2.2 RESTAGING A WORKSTATION

1. Boot workstation with boot disk inserted in the floppy drive.

2. Insert the CD-ROM when prompted.

3. Select **R** to Restage workstation.

4. Select **A** to confirm image selection.

5. To launch ghostwalker, type e:\ghstwalk and select **Enter** when prompted.

6. Select **Enter** to confirm license.

7. Select **Enter** to update.

8. Select **Enter** to continue.

9. Select **Enter** to continue.

10. Remove the boot disk and CD-ROM when ghstwalk has completed.

11. Reboot the machine.

12. Right click on Network Neighborhood and select **Properties**.

13. Select the computer name and click on **Change** to change the computer name.

14. Type computer name.

15. Select the **Adapters** tab and click on **Remove**.

16. Click on **Close** to restart the machine.

17. Right click on Network Neighborhood and select **Properties**.

18. Select **Adapters** and click on **Add**.

19. Click on **Have Disk**.

20. Type C:\Dell\Drivers\Net and click **OK**.

21. Click on **Bindings**.

22. Click on **Protocols** to select "Obtain an IP address from DHCP server".

23. Click on **Close** to restart the machine.

Caricom RNM Virtual Secretariat
End-User Guide

For

Computer System & iPlanet information

Produced By PEC Solutions, Inc.

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Section I. Basic Computer Use

Overview:

The purpose of this section is to familiarize the user, who has not had extensive computer time, on the different parts to a computer and its use. In this section we will cover:

- The components of the computer
- Basic Navigation
- Basic Window NT functions

By the end of this section, any user should be familiar with:

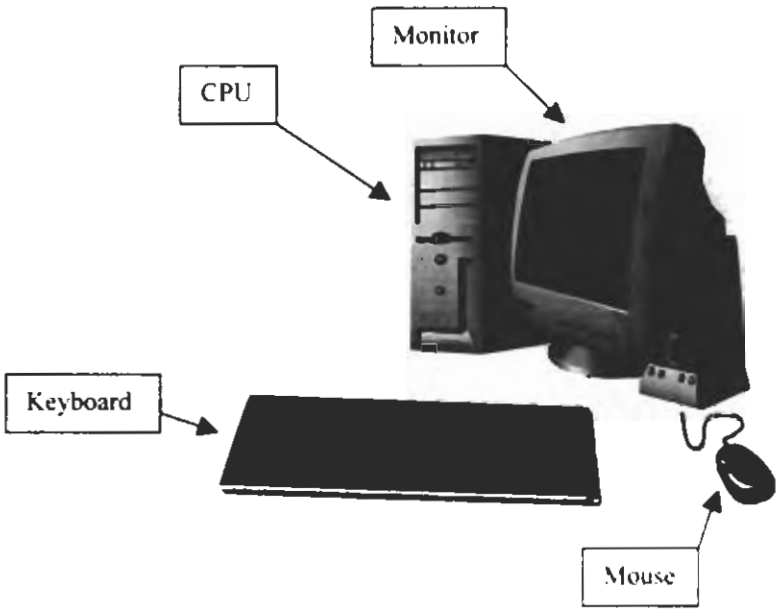
- Identifying the parts of the computer
- Turning on and off the computer
- Accessing different functions within the computer
- Opening and closing windows
- How to minimize and maximize windows
- How to change their password

The components of the computer:

When talking about computers two terms used very often are Hardware and Software. Hardware is anything that you can actually touch on the computer, including the monitor, disk drives, the keyboard and the CPU etc. etc. Software is something that you cannot literally touch, as it is the programming that actually runs on the computer.

There are four basic hardware components that make up a computer:

- Central Processing Unit (CPU)
- Monitor
- Keyboard
- Mouse



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The CPU is the main computer box that contains hardware such as disk drives, memory, CD-ROM, Sound Card, and ports to connect the computer to the Network. The CPU also contains software that runs the computer such as the operating system (Windows NT).

The Monitor is the display for the computer. Much like a TV screen, it is hooked into the CPU so you can view what you are working on.

The Keyboard is one way of inputting information or commands into your computer.

The Mouse is a way of moving the pointer or cursor around the Monitor screen to choose icons (to be discussed later in this section) or buttons to move around within the computer.

To turn on the computer you must press the power button on both the CPU and the Monitor. Once you have pressed the power button for the CPU, give it a minute to start up. If you screen remains blank, remember to check the power supply to the CPU and the Monitor.

Basic Windows NT

Windows NT is the operating system of the computer and will allow you to run programs and access the Local Area Network (LAN). Windows is a Graphical User Interface (GUI: pronounced Gooey) system that allows the user to navigate using pictures or "icons" to navigate to different functions. Clicking in on an icon, or a picture, will give the computer the command to perform the function that the icon represents.

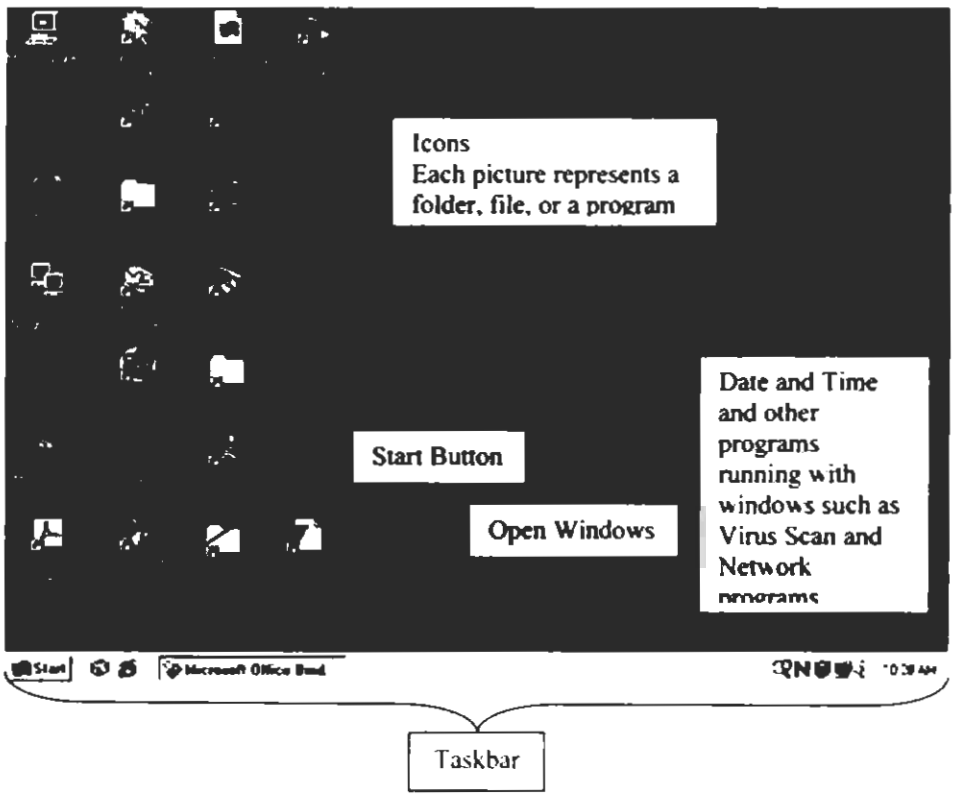

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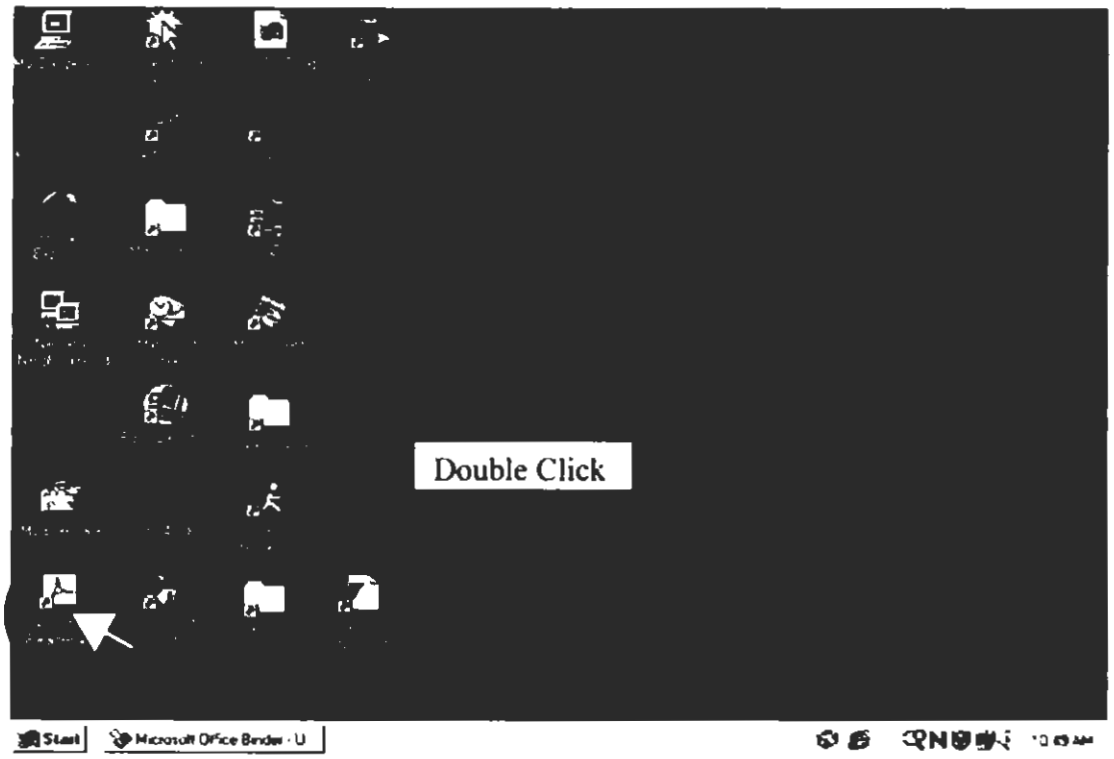
Figure I-2 shows a typical Windows screen. The icons on this page can also be called shortcuts because you can jump from this screen to a program by double clicking on an icon. For Example, say that you want to open up Adobe Acrobat Reader.

Double Click on Adobe Acrobat Reader using the left mouse button.



This opens up a new window with the Acrobat Reader now running

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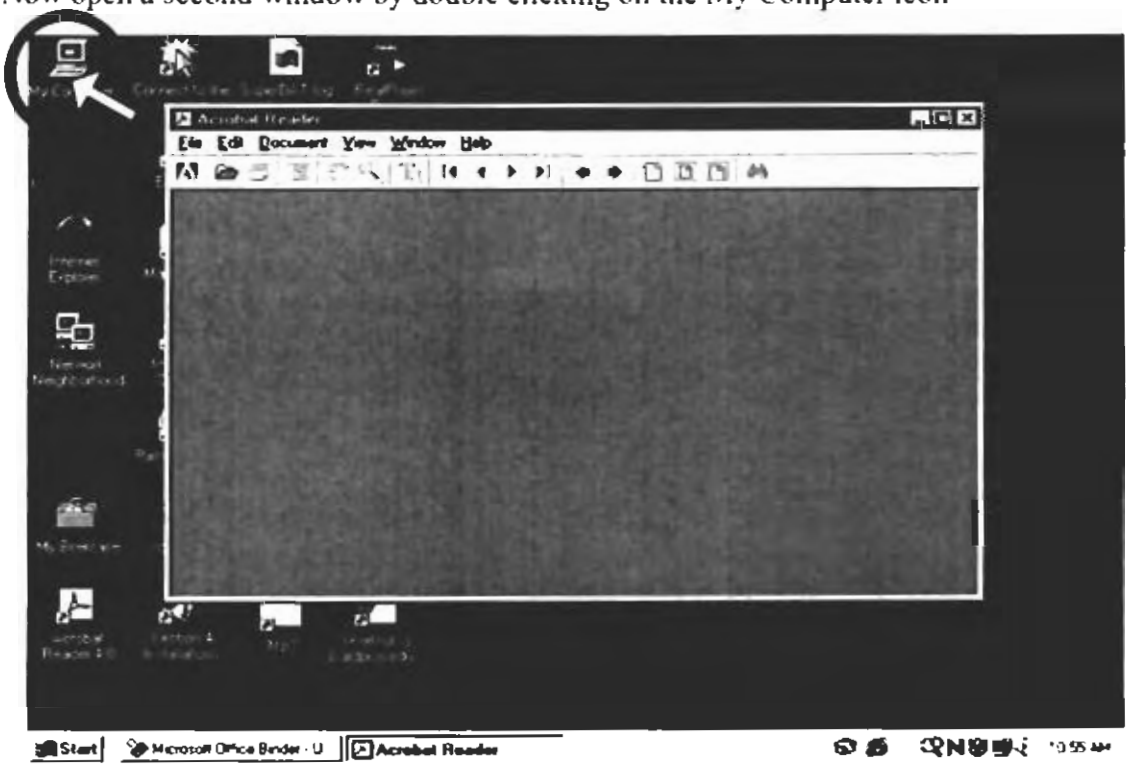
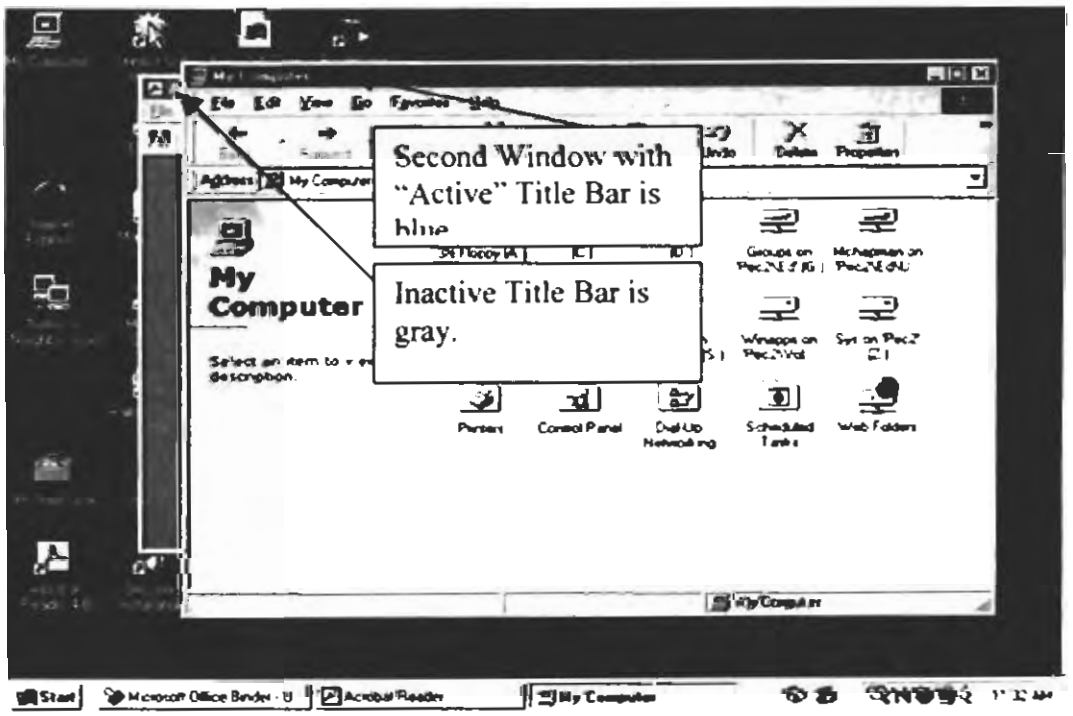
Multiple windows can be open at the same time and a user can be working with different programs and simply "jump" from program to program. The more programs that are running at any time, there stands a possibility that the computer will slow down if the memory is being taken up my many different programs.

Now open a second window by double clicking on the My Computer icon



Another window is now open.



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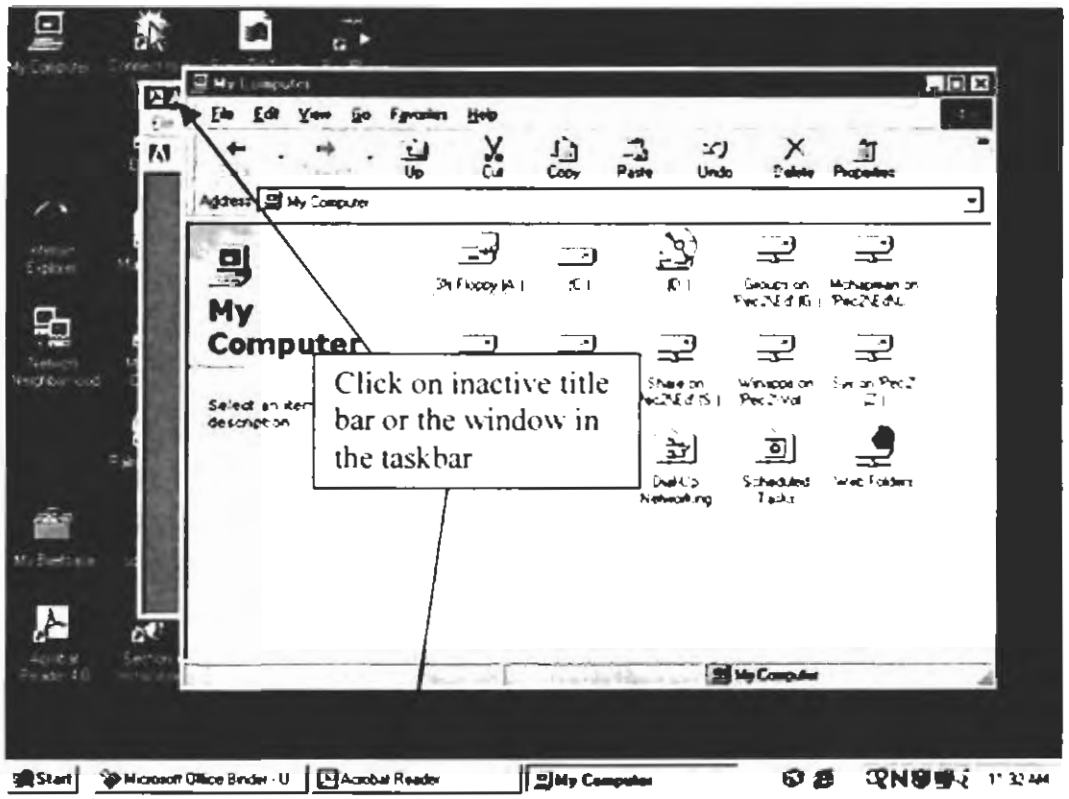
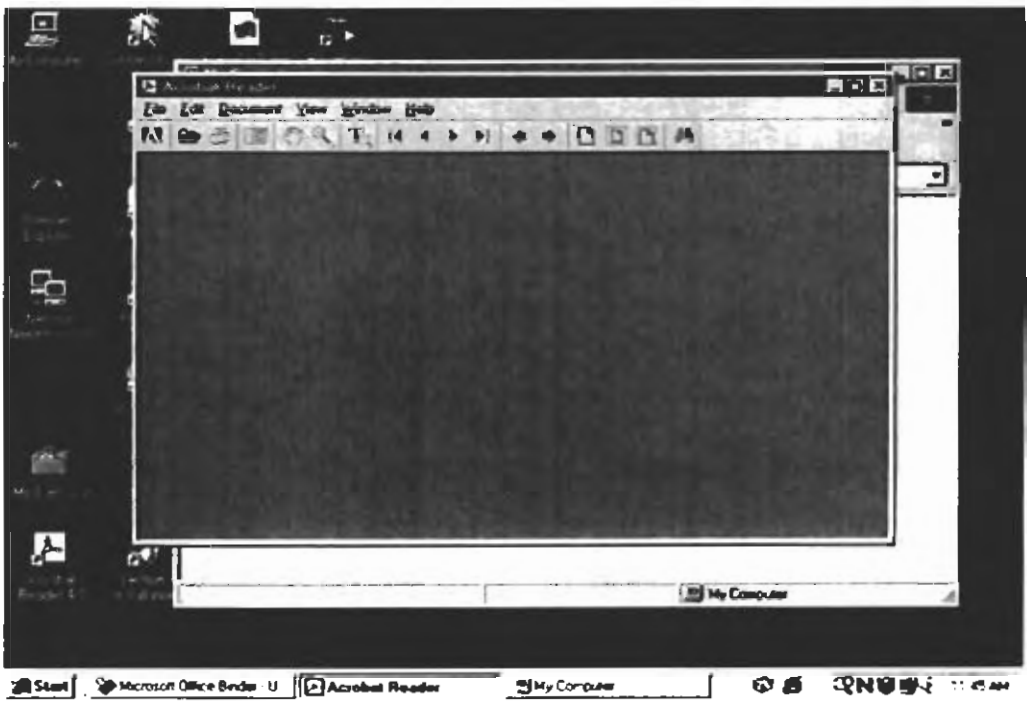
To "jump" between windows you can click, with the left mouse button, on the inactive window (usually best if you can click on the title bar) or you can click, with the left mouse button, on the window in the taskbar.

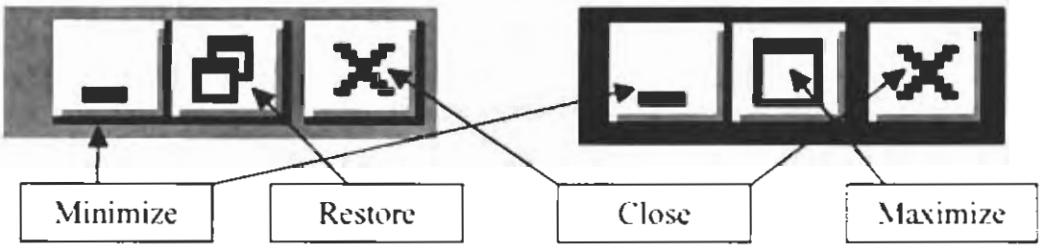


- Now the Acrobat Reader is the active window.



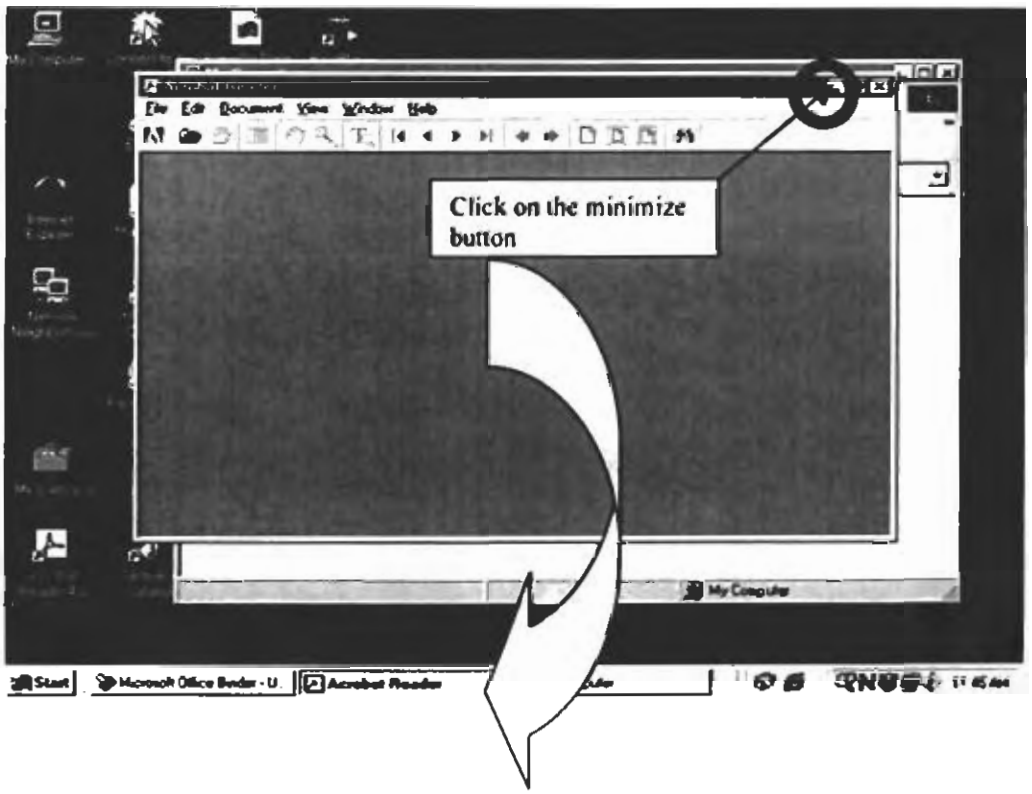
Control Buttons

There are three control buttons on the each window that allows you to perform certain functions. The buttons are in the upper right hand corner of the window.

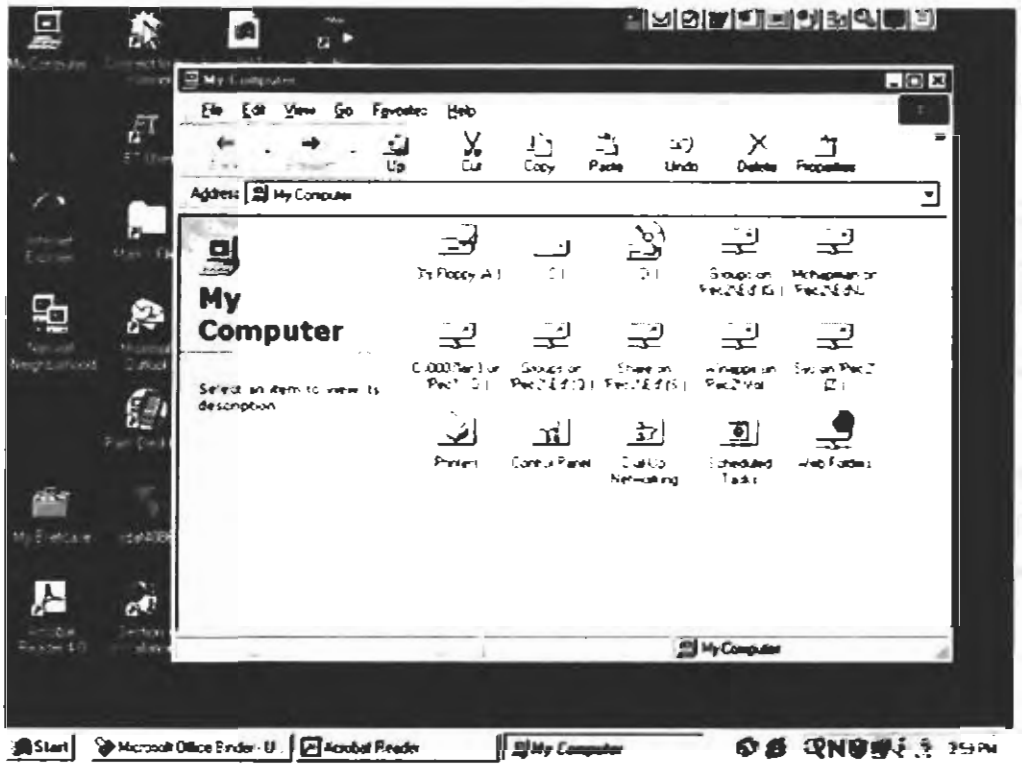


- Minimize will hide a window and only show the box in the lower toolbar
- Restore will restore the window to its original size
- Maximize will enlarge the window to fit the whole screen
- Close will close the window

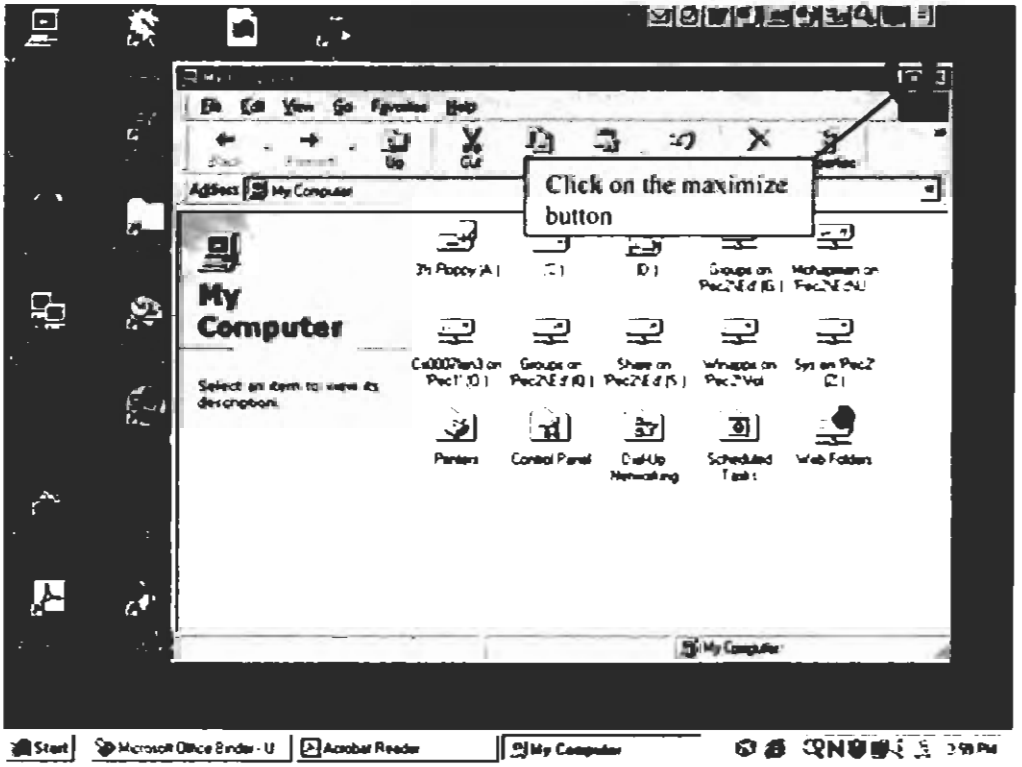
To perform any of these commands click on the button with the left mouse button.



This will make the window "Minimize" so it can only be seen on the taskbar. Now the second window that was open will be the only active window.



Now with there is only one window showing. The next button is the Maximize button. Click once on the Maximize button.



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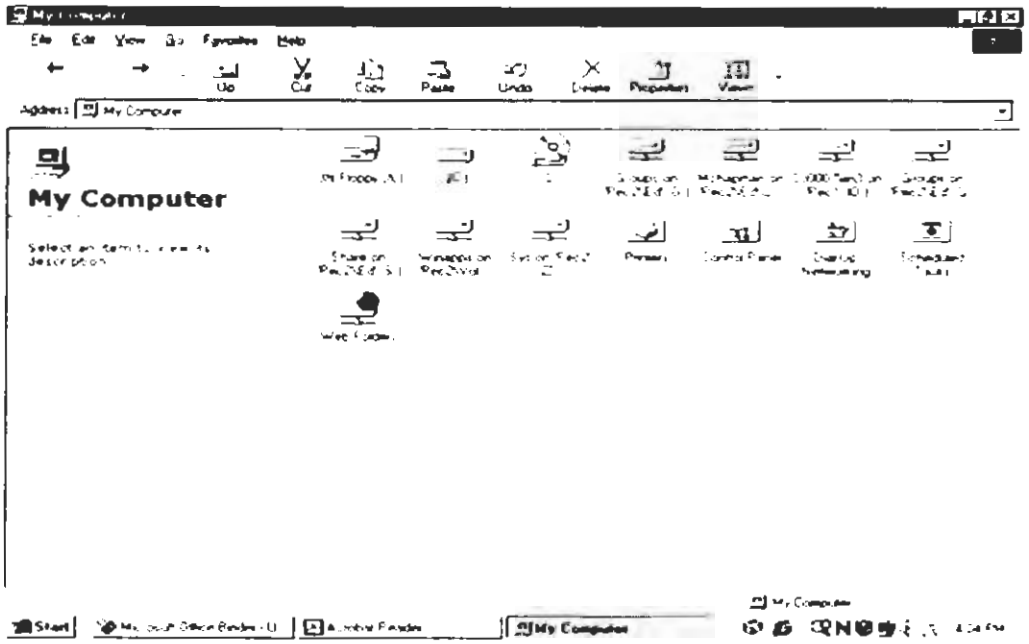
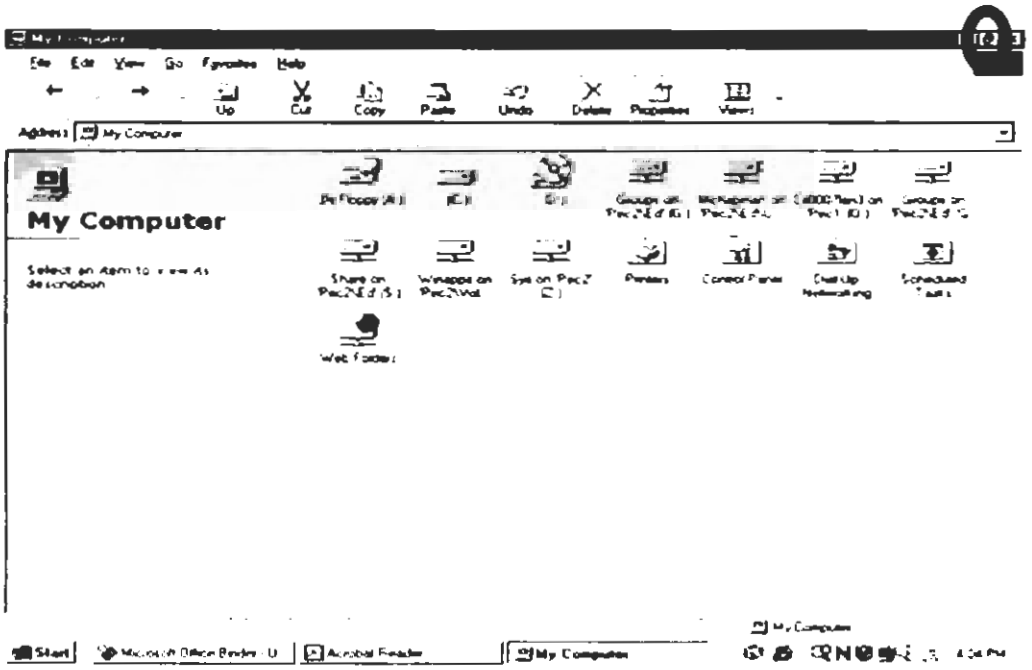
Now the window fills up the computer screen.

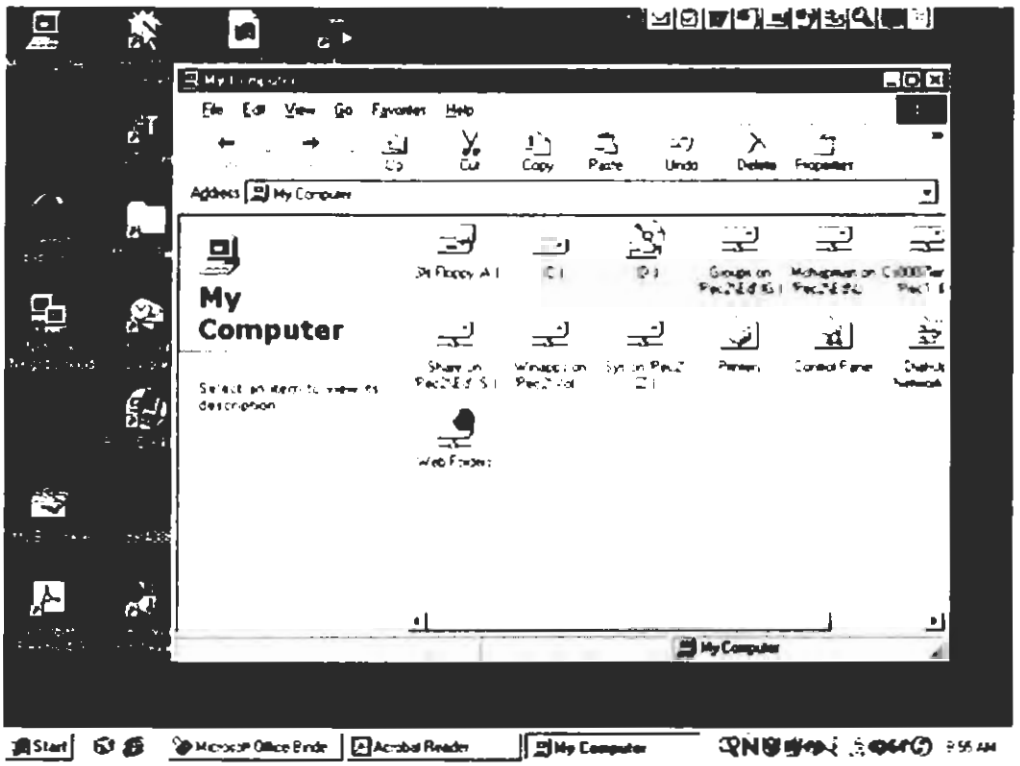


Now the user can work with the full window. In many cases on the web or in a document, a user may want to use maximize to see only the current window they are working with and to give them a better view of the information on the screen.

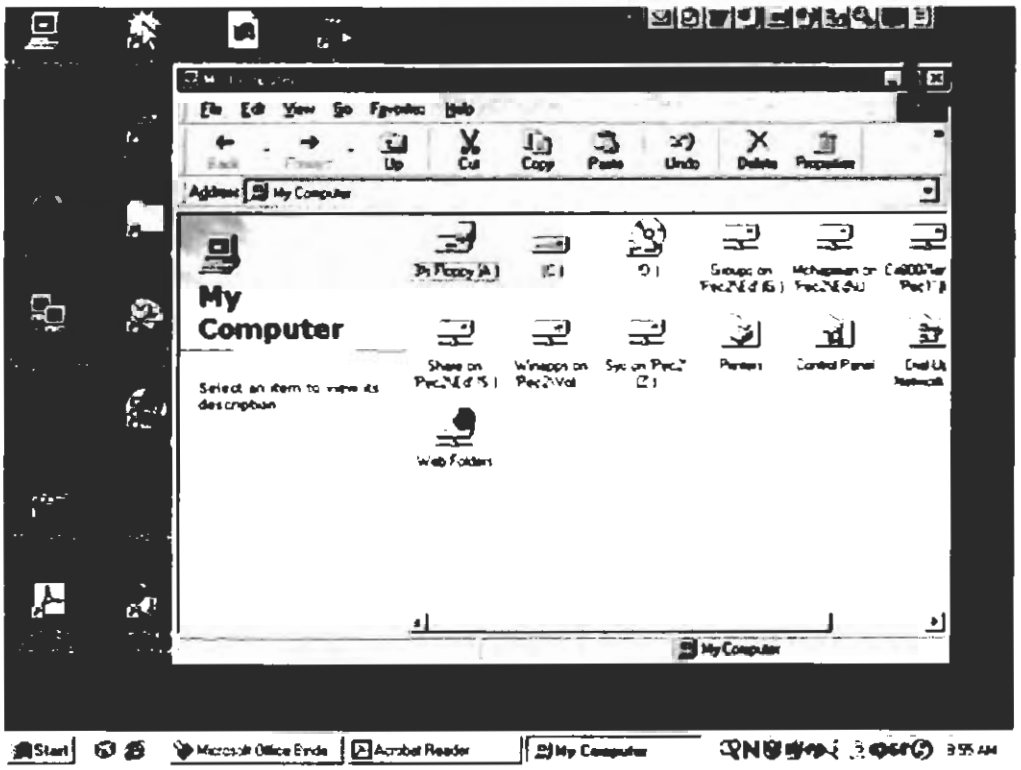
To restore the window to its original size, use the restore button and click once with the left mouse button.



Now the window resizes to its original size.

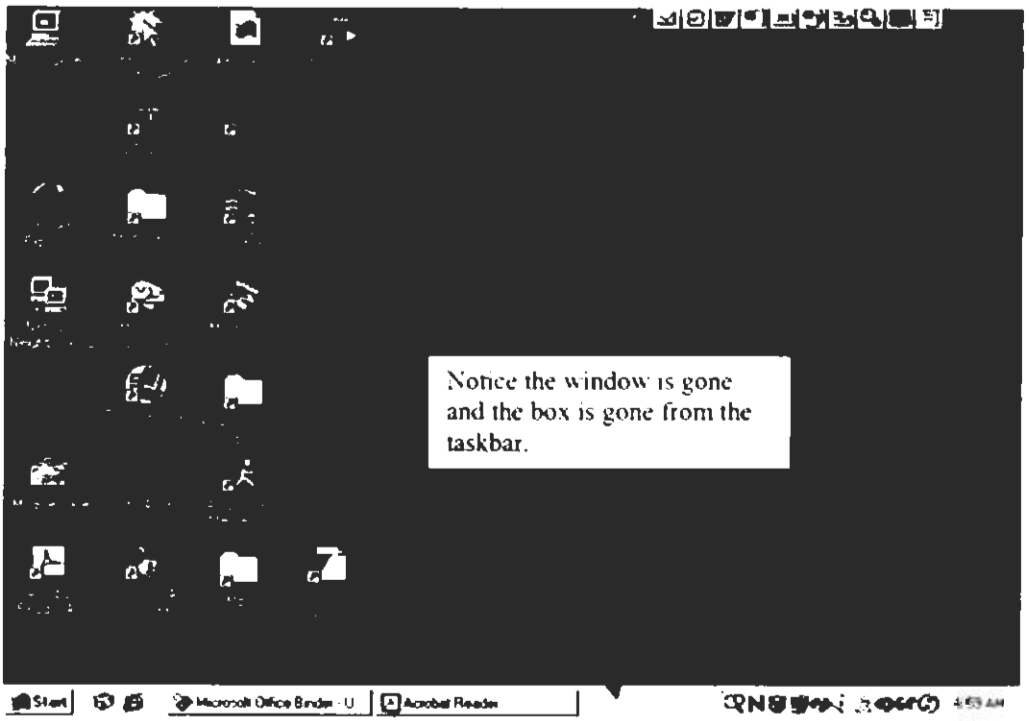


Finally, to close a window, we use the close button in the upper right hand side of the window.

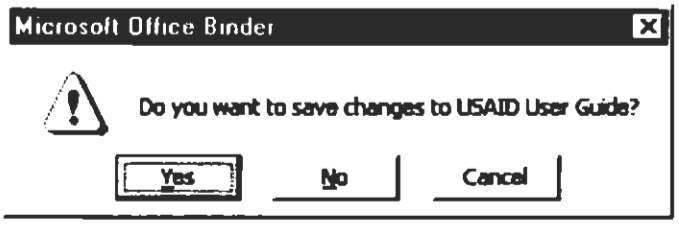


54

Click on the close button and the window will disappear.



Note: If the window you are closing has information that hasn't been saved, you will have a message box pop up and ask you if you want to save the information. There are generally thee options:

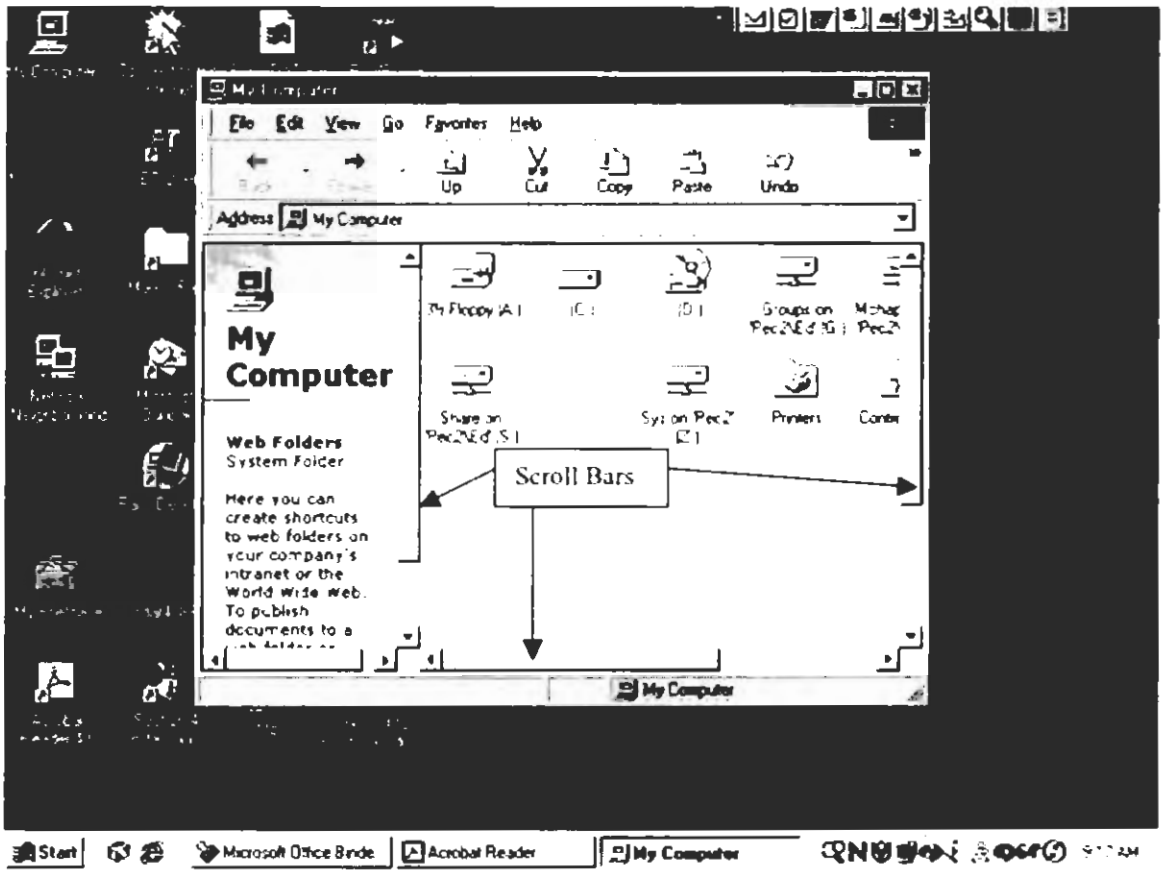


- ***Yes:*** This will save the information in the window and close the it
- ***No:*** This will not save the information in the window and close it
- ***Cancel:*** This will not save the information, however it will not close the window so you can still access that window

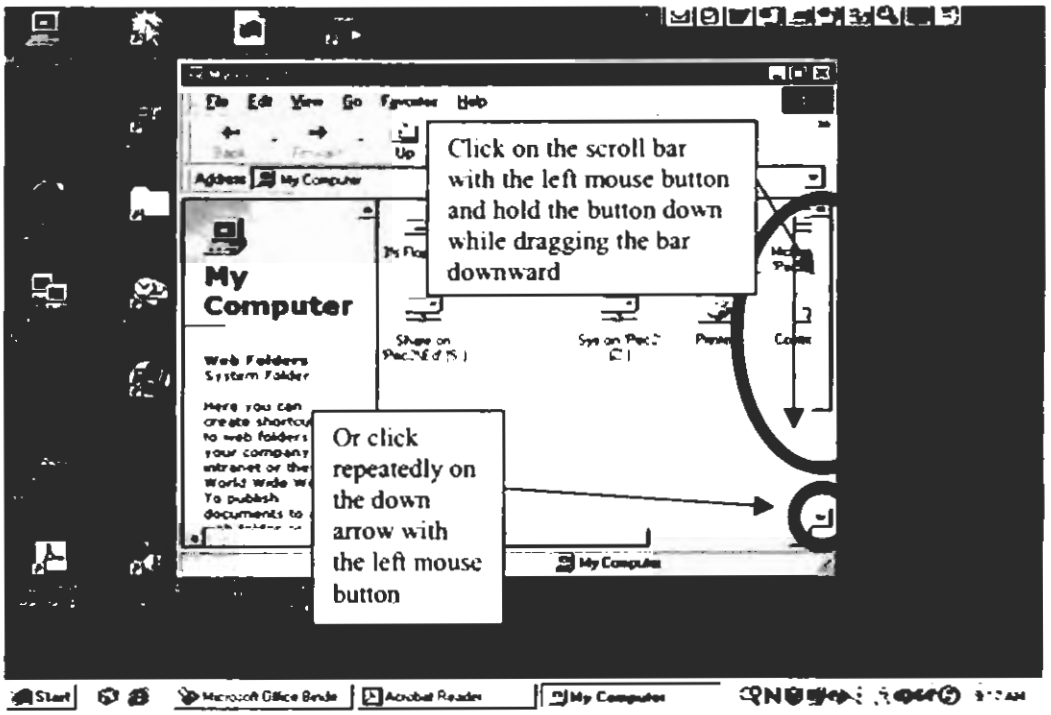
Scrolling Bars and Resizing Windows

The information within a window is not always accessible or within view from the current window view. If there is more information off the screen, there will be scroll bars to move or shift the window, as we can see in the next figure.

55



Too see any information in the lower in the box we use the vertical scroll bar on the right side of the window to scroll down. Use either the down arrow or click on the bar and drag it downward.



56

Now information at the bottom of the window appears.

The same actions work with the horizontal scroll bar to see what information is in the right side of the window.

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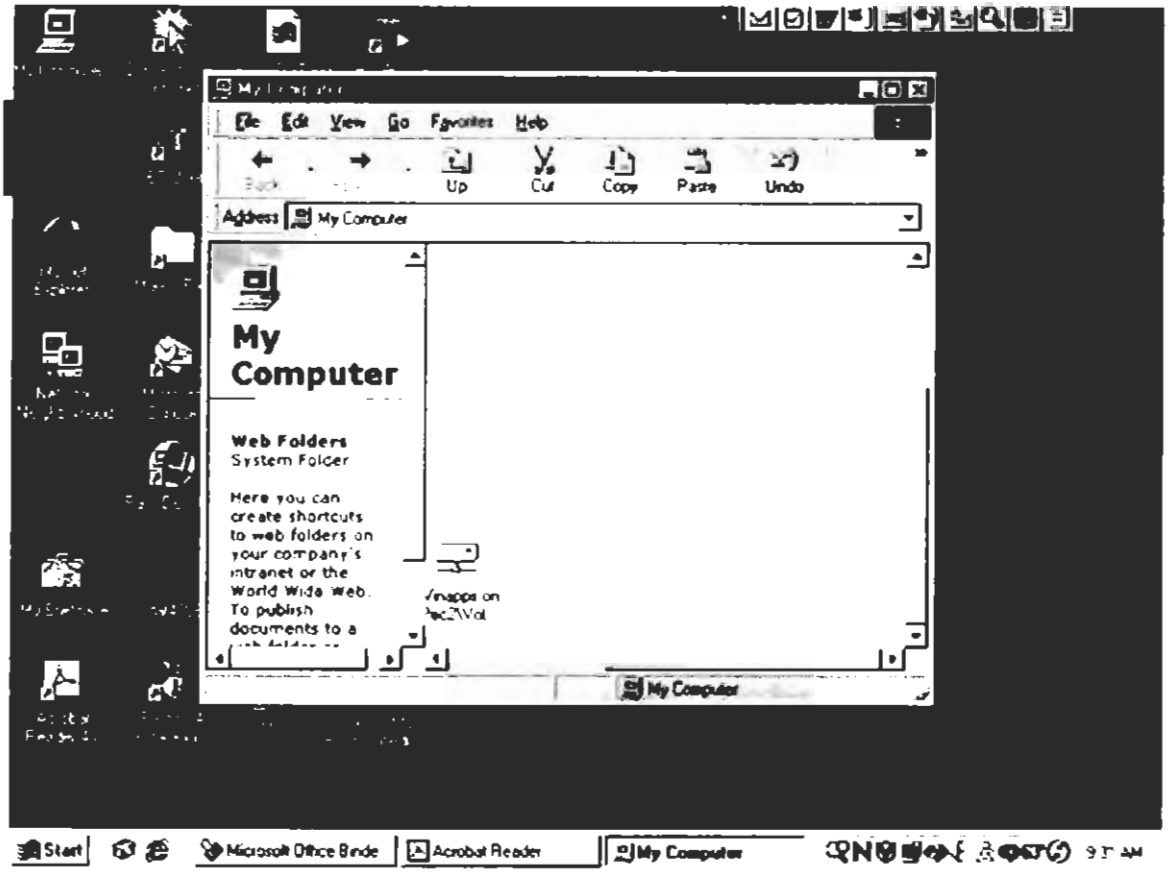

Nothing was added, so now we must scroll back up to see if there was anything to the right at the top of the window.

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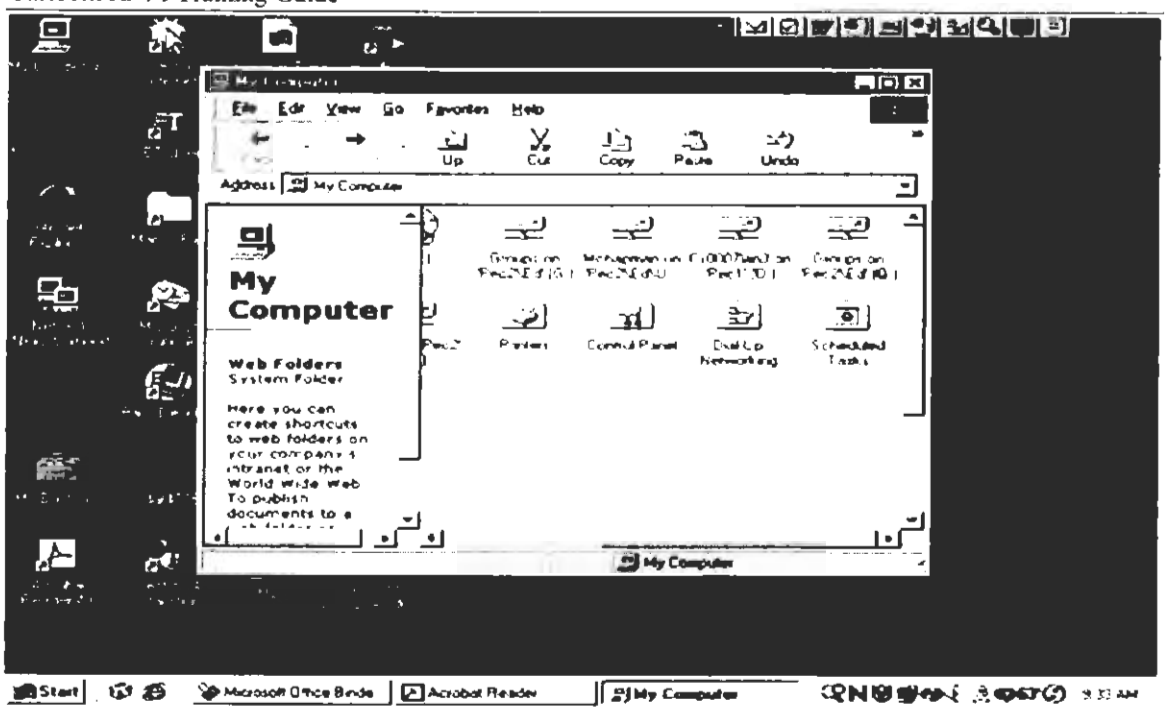
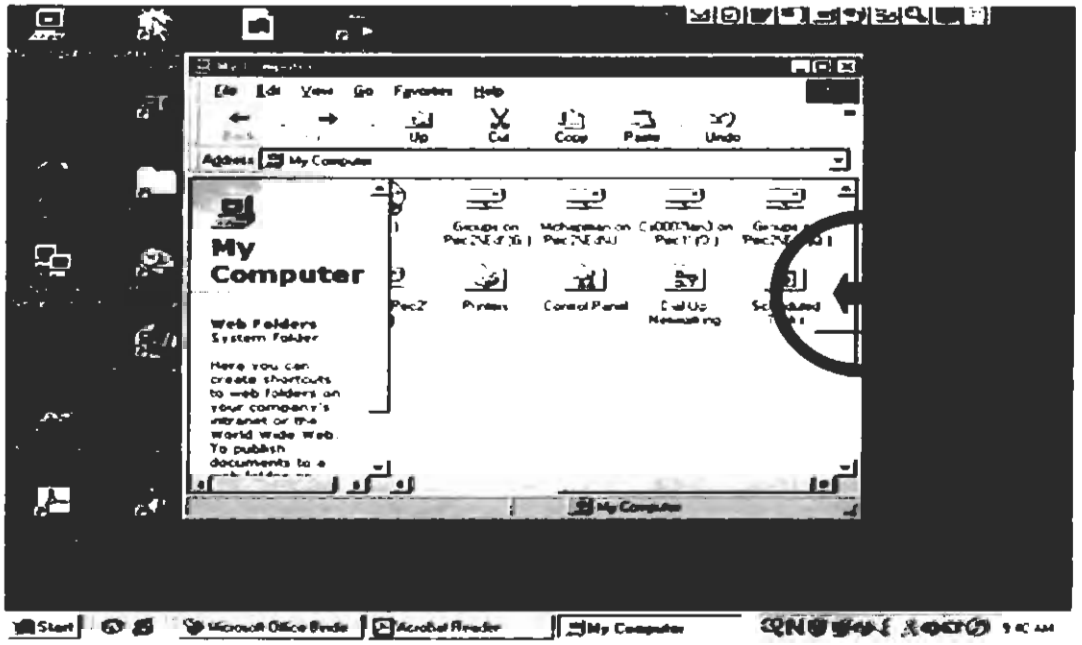
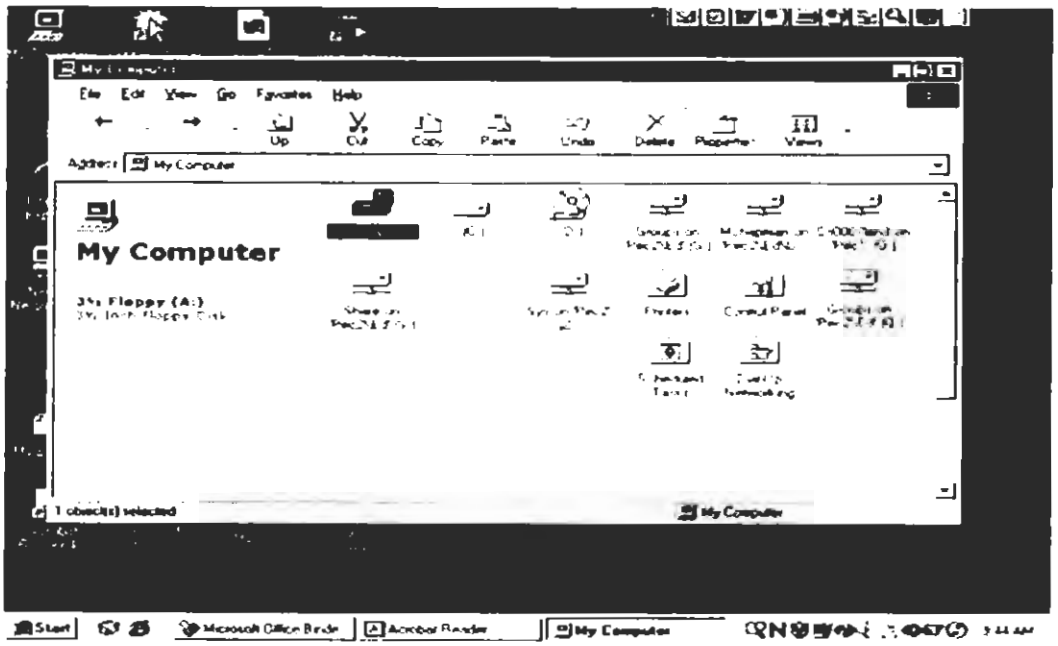


Now there are several icons to the right that were not in view from the original window view.

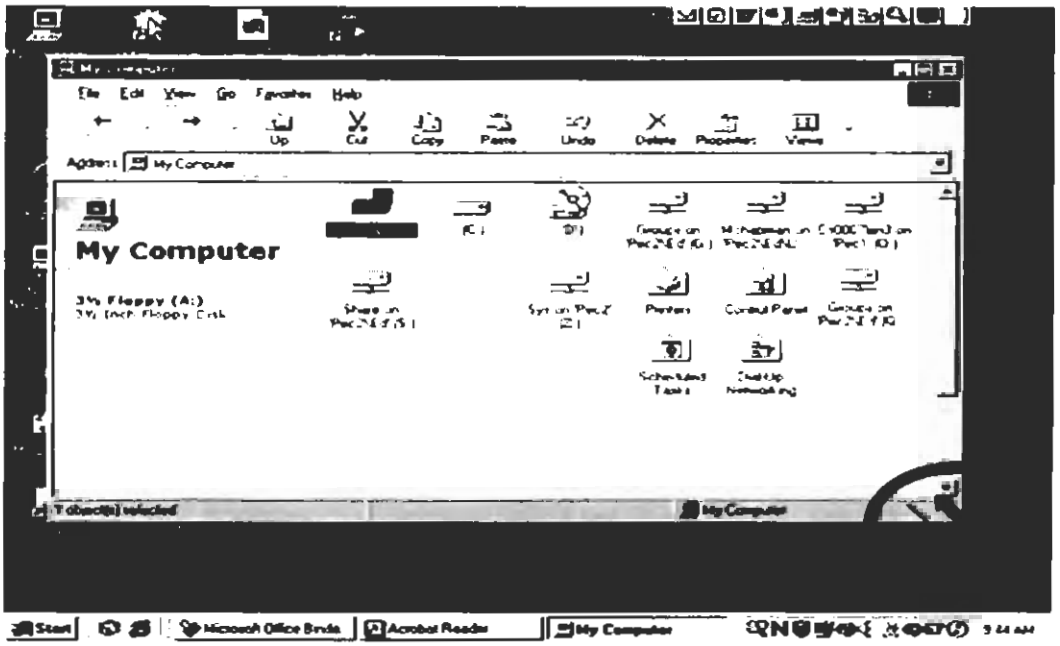
Instead of scrolling up and down then left and right to see everything in a window, there is a way of resizing windows to have a better view without maximizing the window to take up the whole screen. Windows can be resized to vertically, horizontally, or both at the same time. First lets look at widening (horizontally) a window. Using the mouse place the cursor on the right or left edge of the window where a double arrow appears.



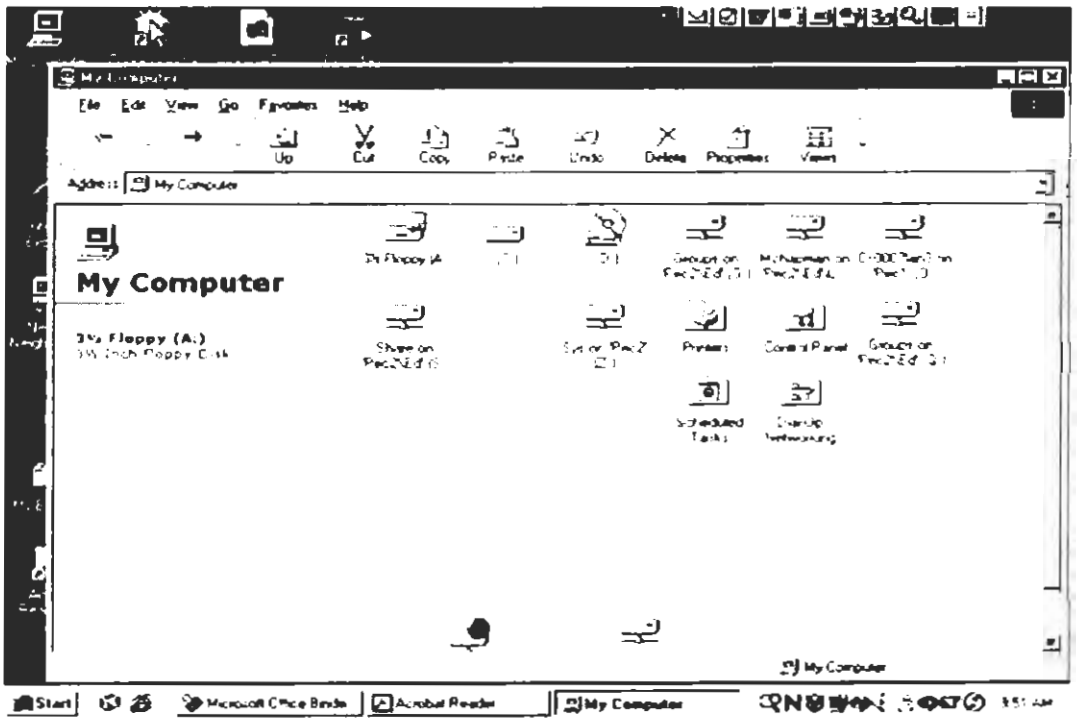
Click on the left mouse button and hold it down. Then (in the case of the figure above) drag the mouse to the right.



Now the window is much wider and the scroll bar to the bottom has disappeared, which means that all the information is within view horizontally. The same works for resizing the box vertically (up and down). To make a box larger or smaller (both horizontally and vertically at the same time) use the diagonal markers in the lower right corner of the window.



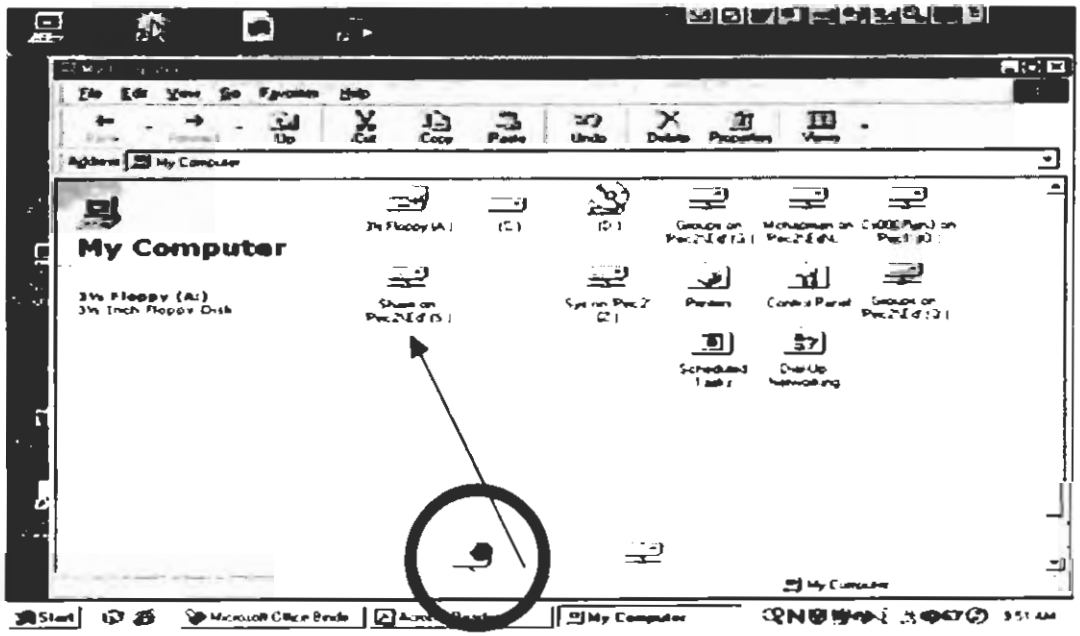
Placing the cursor over this area turns the cursor into a diagonal double arrow. Click on the left mouse button, hold it down, and drag it to the right at an angle. This will make the window larger.



The window is much larger now and almost all the information within the window is within view.

Moving Icons and Windows

In the figure above, there are two icons that we cannot clearly see all of, and they sit far lower in the window, away from the other icons. Icons can be moved easily by clicking on them with the left mouse button and holding it down, then dragging the icon to its new location.



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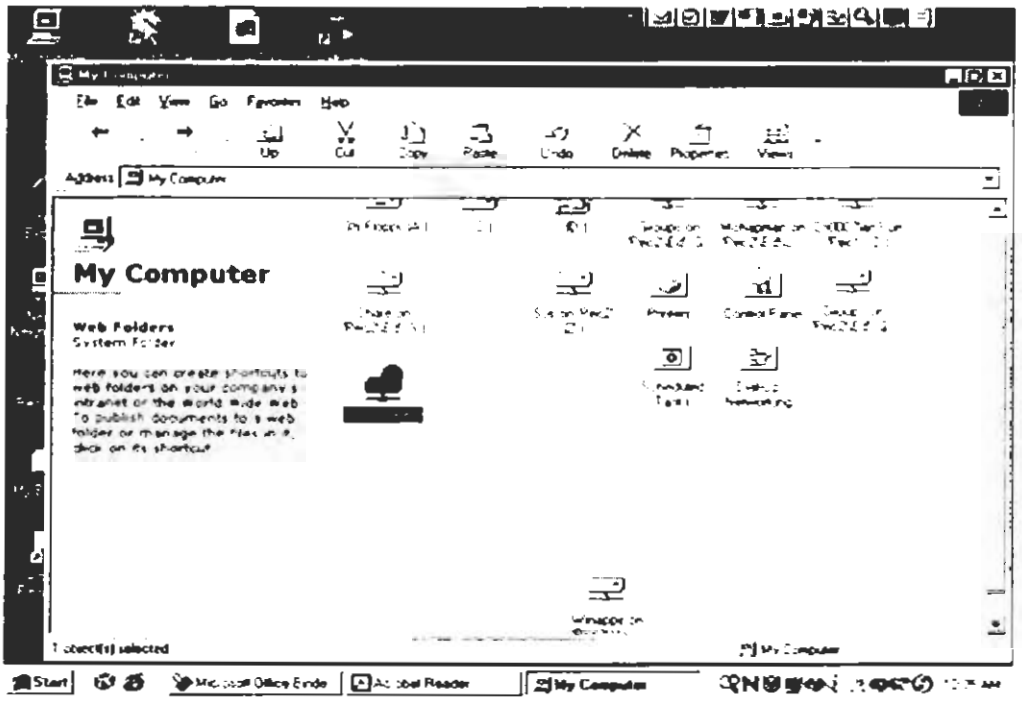
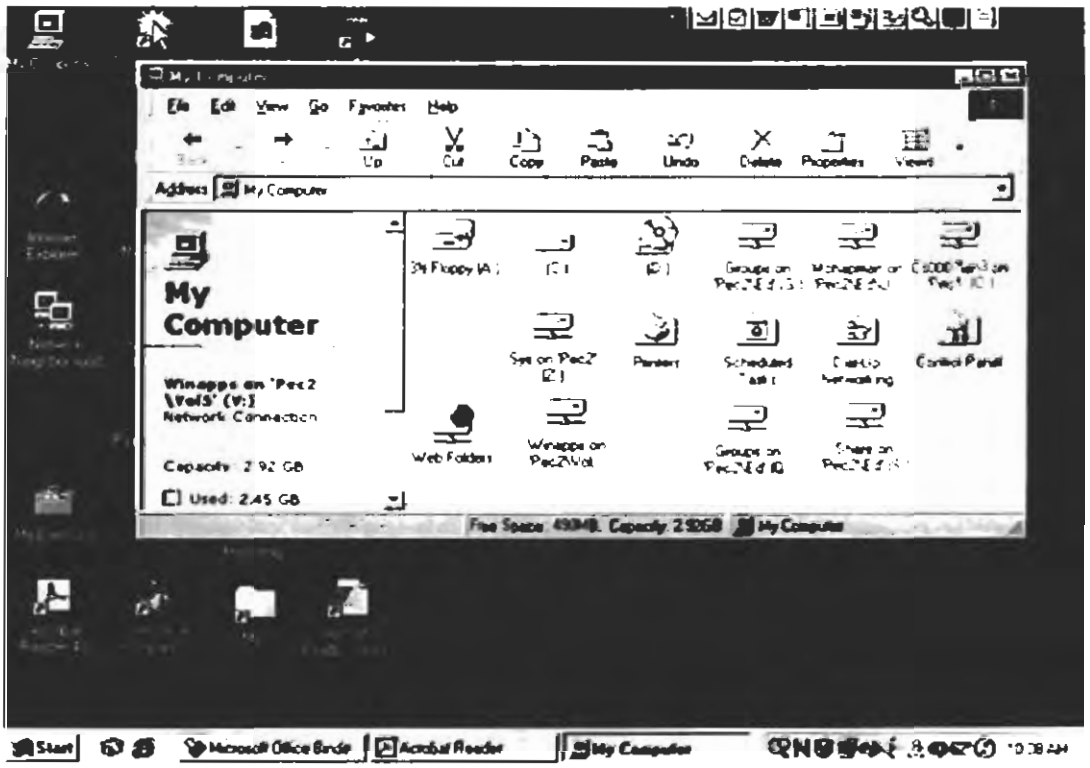
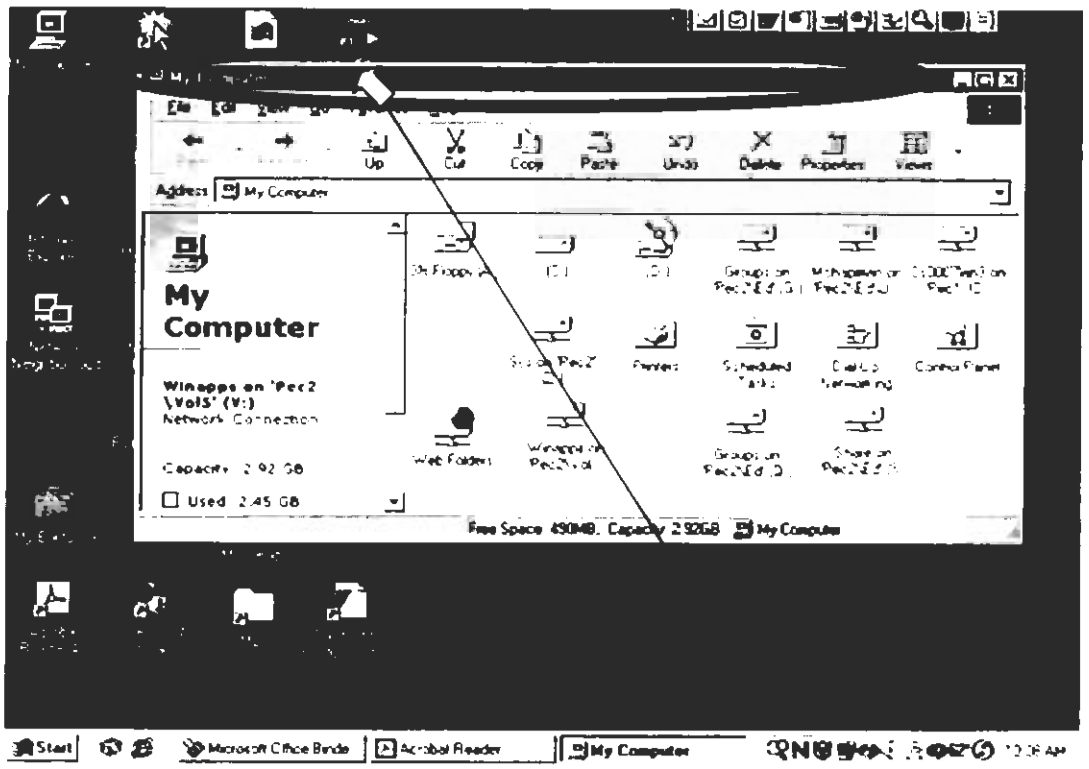
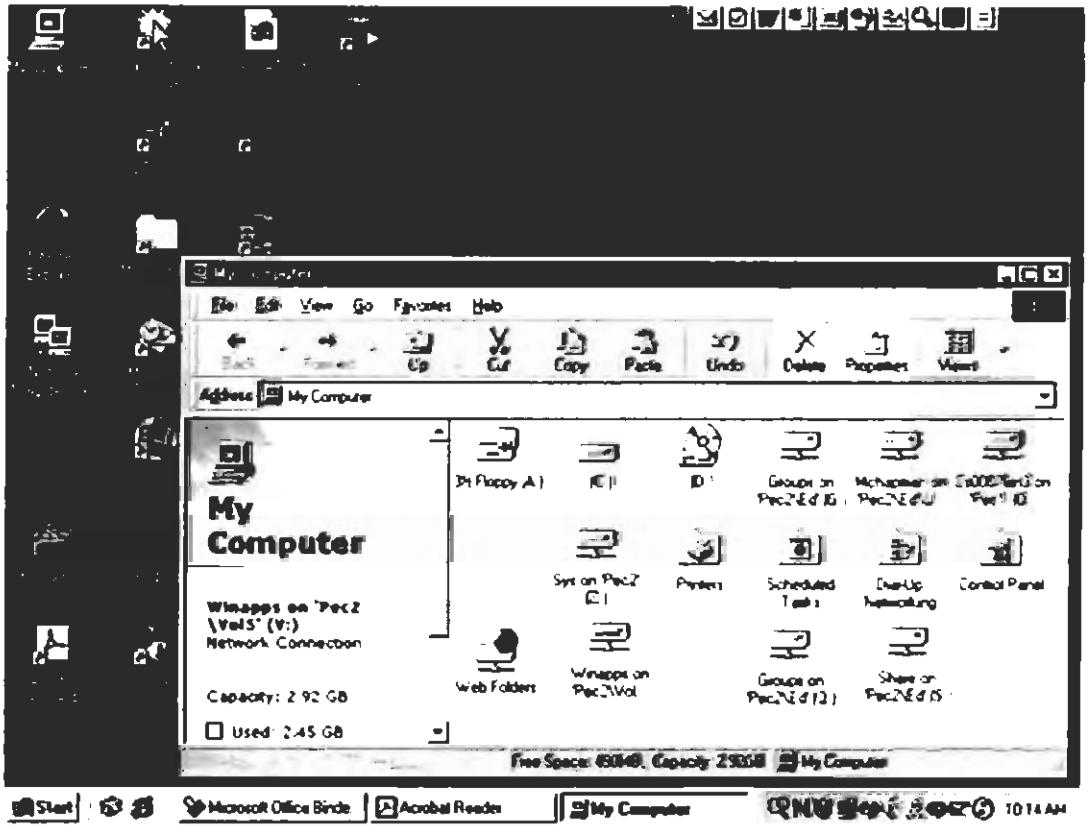


Now the icon is where it was "dropped". The second icon can be moved the same way and then you can create a smaller window and still see all of the information.



To move a window, click on the title bar with the left mouse button and hold it down. Then drag the window where you want it placed on the screen.

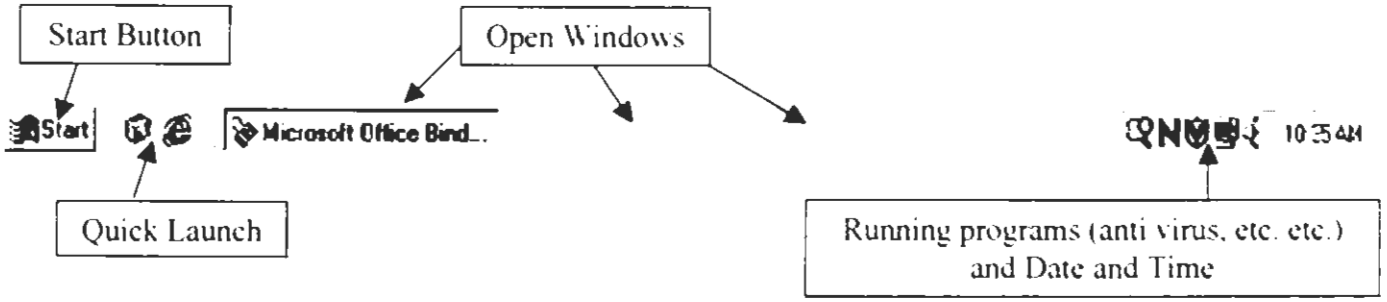




Now the window is in the lower right hand side of the screen.

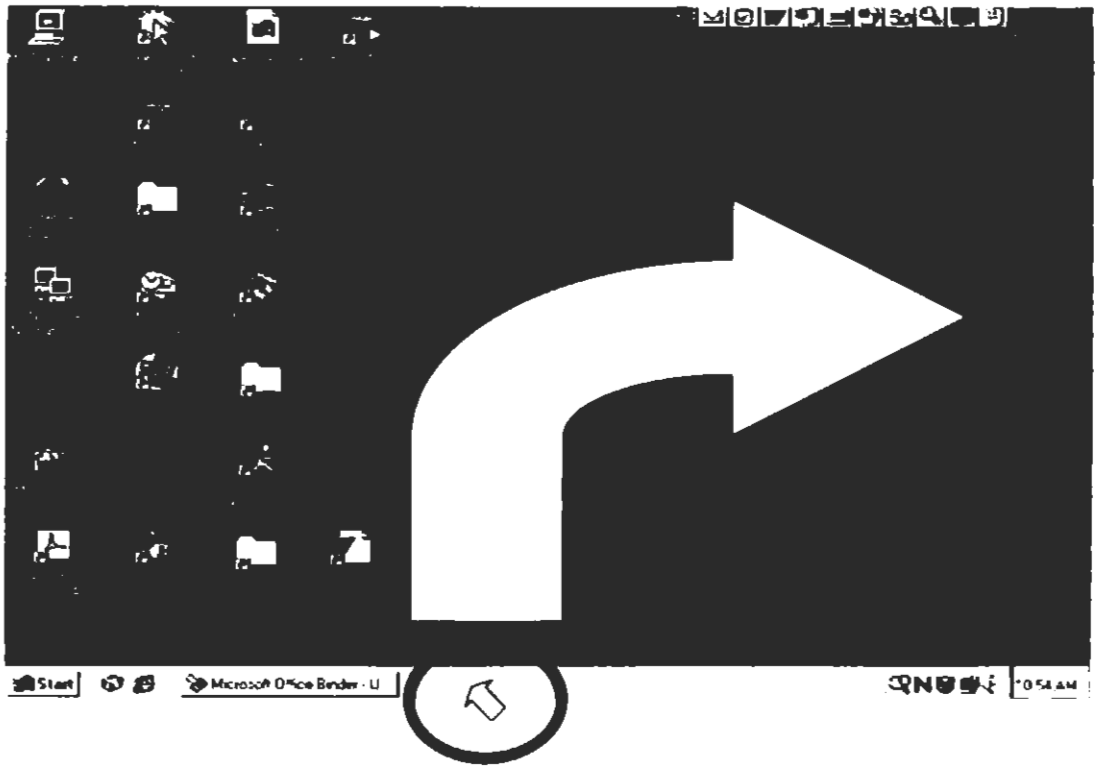
Taskbar

On the windows screen there is the taskbar that contains different information.



- The Start Button will be discussed separately below
- Quick Launch allows you to start any programs by just clicking on that icon
- Open windows shows you any current open windows
- Running programs shows you currently running programs and the time (to see the date, hold the cursor over the time and a box with today's date will appear

The taskbar can be located along any edge of the computer screen. To move the taskbar, click the left mouse button on any blank space along the bar and hold down the button. Then move the cursor to any side of the screen. A line will appear along that edge and when the button is released the taskbar will move.



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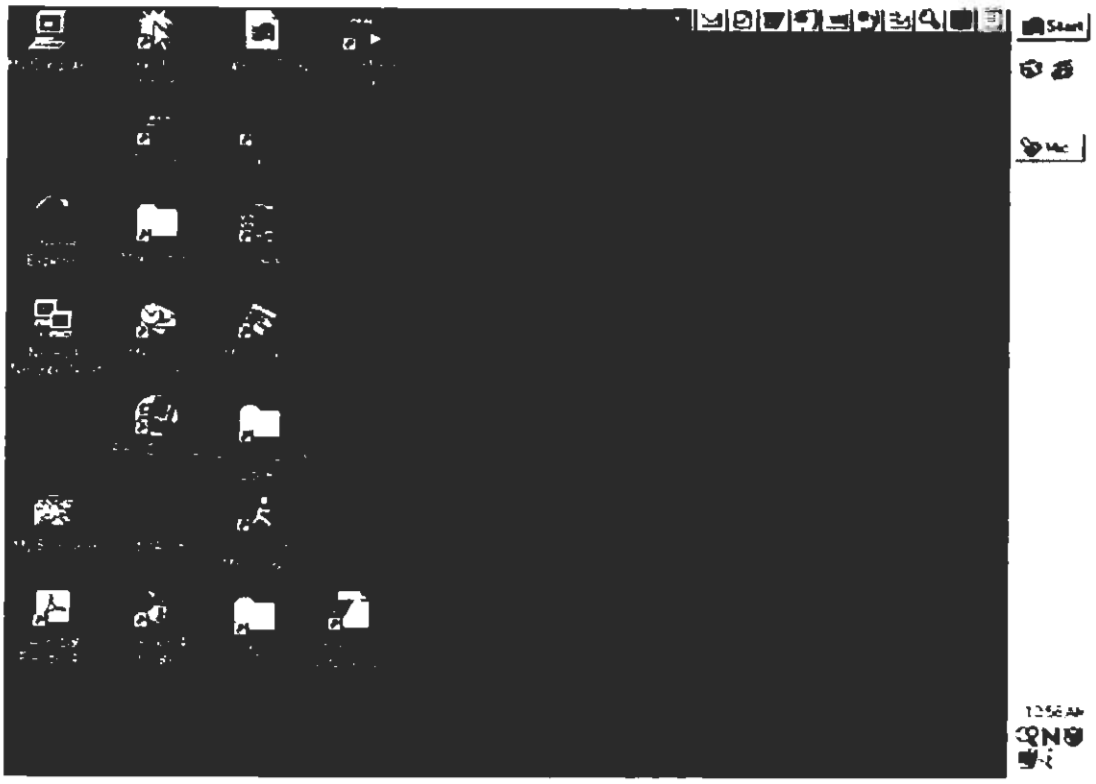

Now the taskbar is on the right hand side of the screen.

If you need more space on the screen, the taskbar can be shrunk even to a point of just being a line. Then you can resize it when you are done. To resize the taskbar, place the cursor on the edge of the taskbar and a double arrow will appear.

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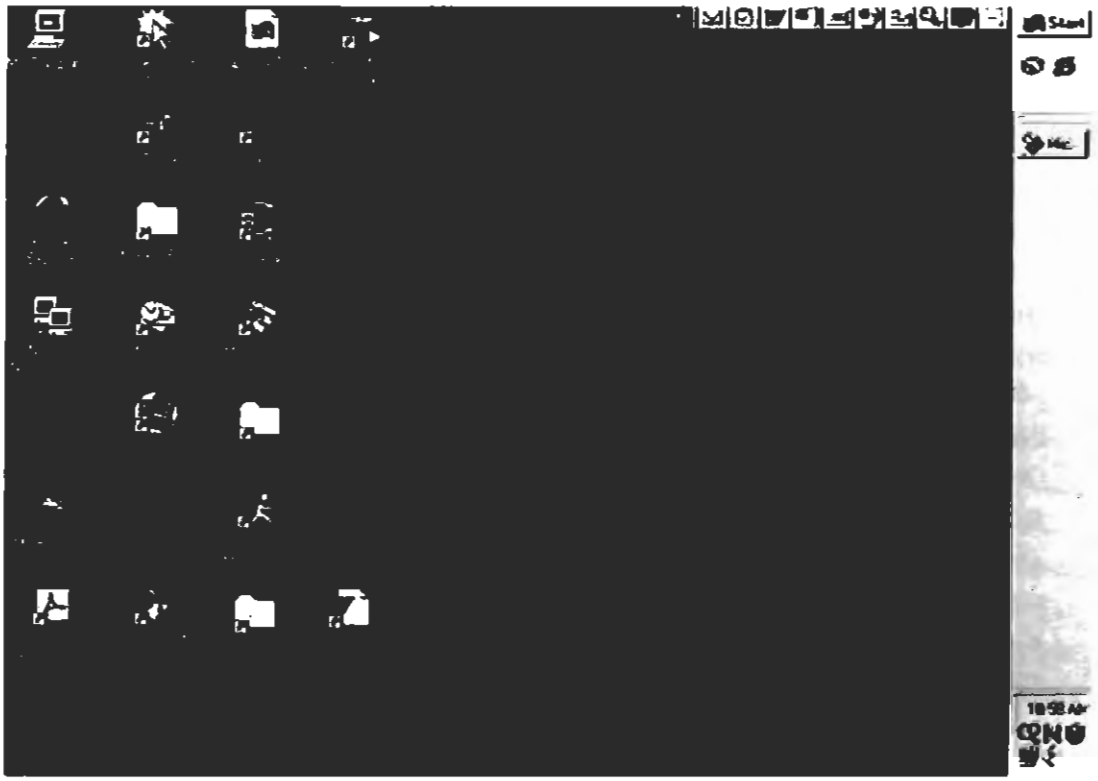
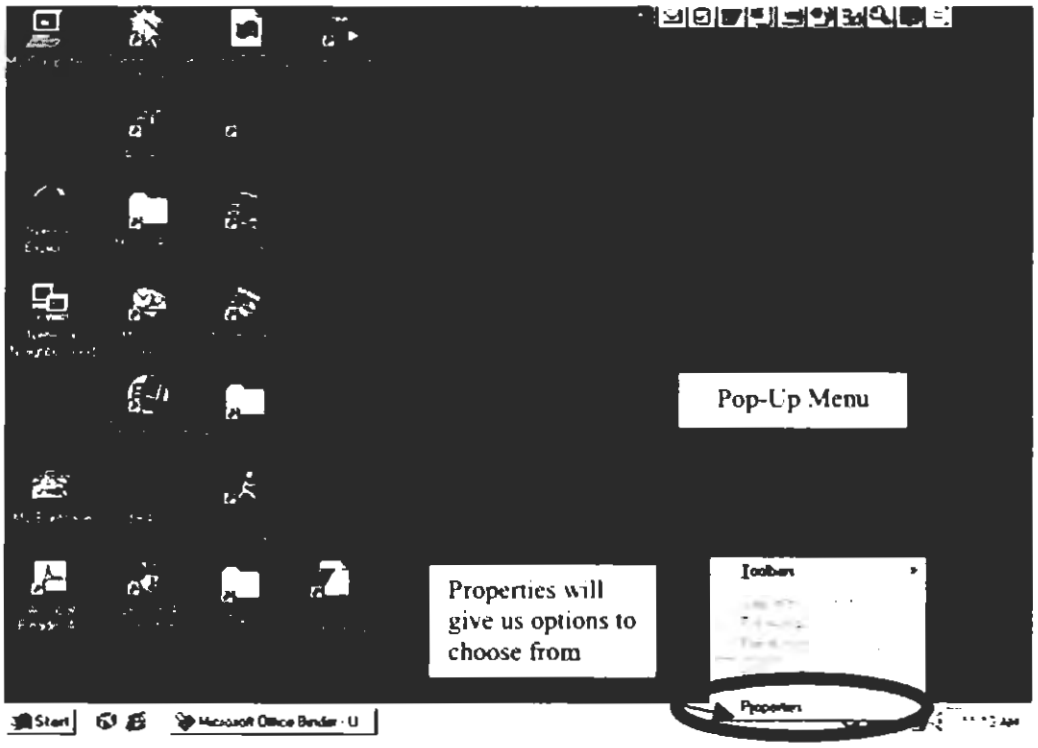
Click on the left mouse button and, holding it down, drag the cursor as far as you can to the right. Now the taskbar is just a line on the far right side of the screen.

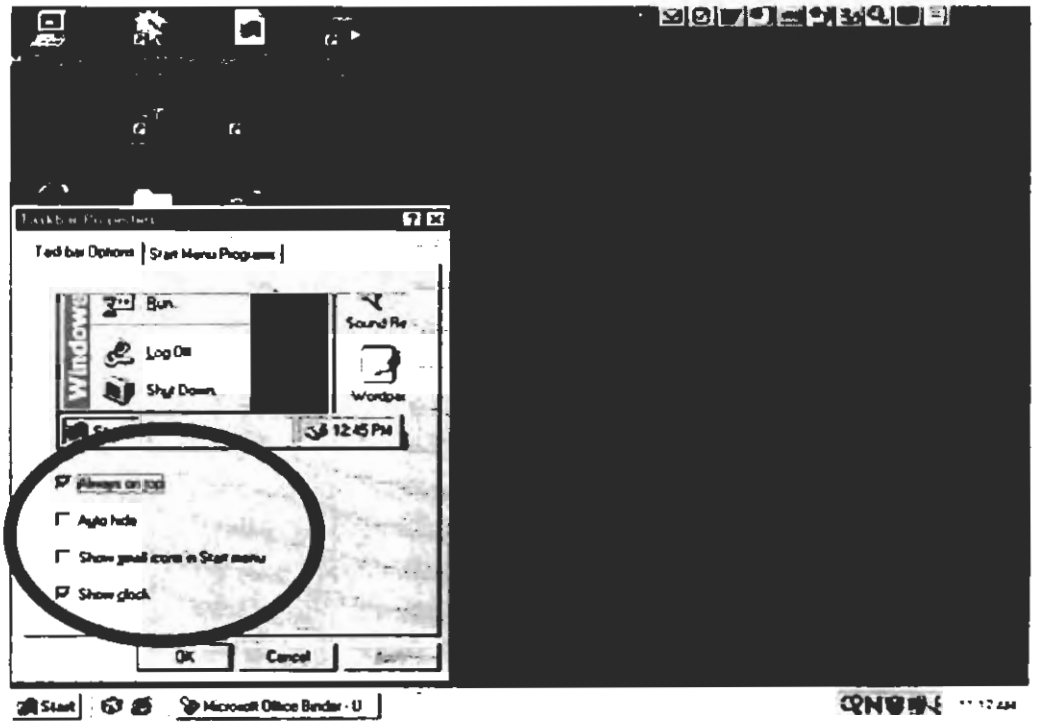
To resize the taskbar, use the same steps but drag the cursor in the opposite direction.



Another way to change the functionality of the taskbar is to click once with the right mouse button and you will receive a pop-up menu.



Click on the word Properties with the left mouse button.



From the Taskbar Options tab you can choose your options.

- Always on top: Will always place the taskbar on top of anything else on the screen if the box is checked

- Auto Hide: This will hide the taskbar unless you place the cursor down on that portion of the screen and the taskbar will then pop-up
- Show small icons in the Start menu: Will be discussed in the Start Menu below
- Show Clock: Will show the clock if the box is checked

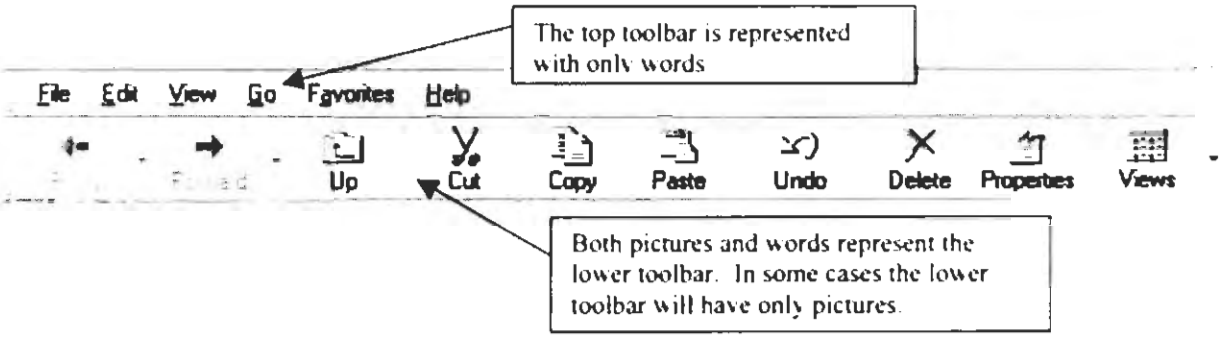
After any changes are made, there are three buttons available:

- The apply button: Will apply any changes and leave the box open
- The OK button: Will apply any changes and close the box
- The Cancel button: Will not apply any changes and close the box

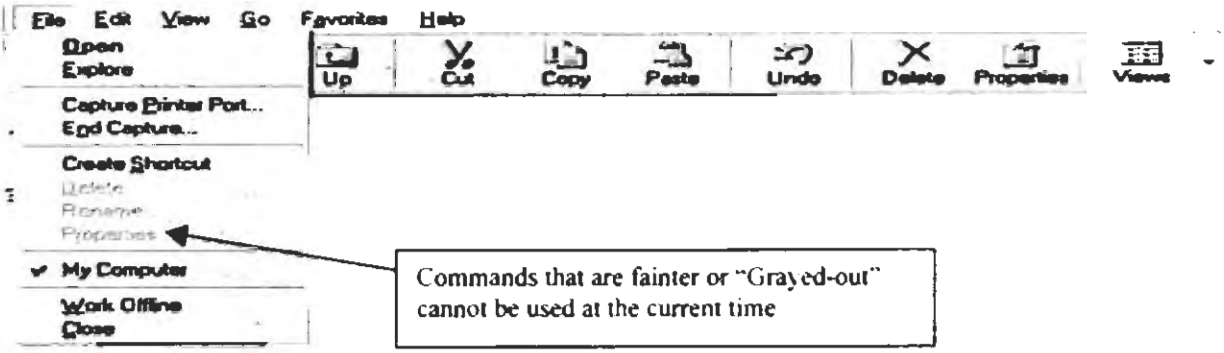
Toolbars

Toolbars vary throughout Windows and other various programs. Since Windows is based on a GUI system, toolbars often utilize both words and graphical buttons (or pictures) to represent commands. You need to become comfortable using both words and buttons to work within computer systems.

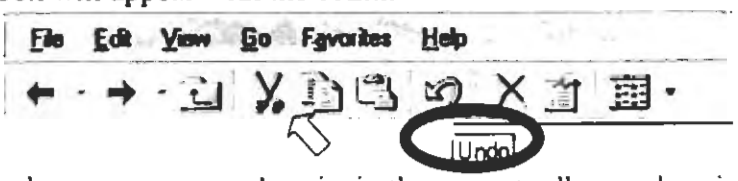
For example, here are two common toolbars.



To utilize the first toolbar, you must click on the word. In this case lets use the word File as an example. Click once on file and a pop-up window appears with a list of commands.



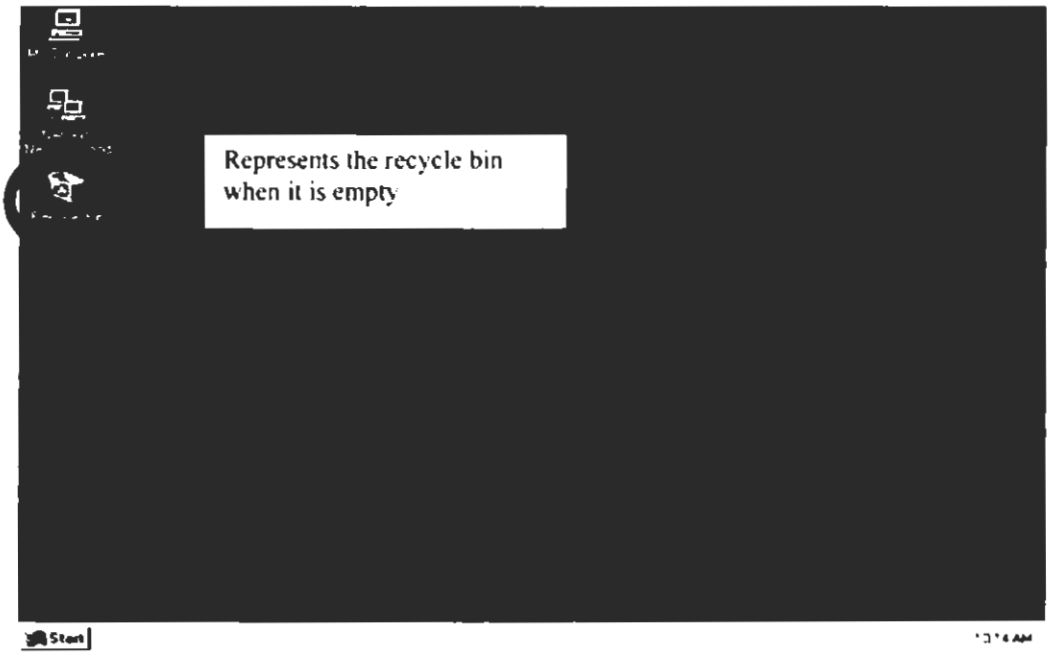
If the toolbar icons do not have words to denote the command hold the mouse over the icon and a box will appear with the command name.



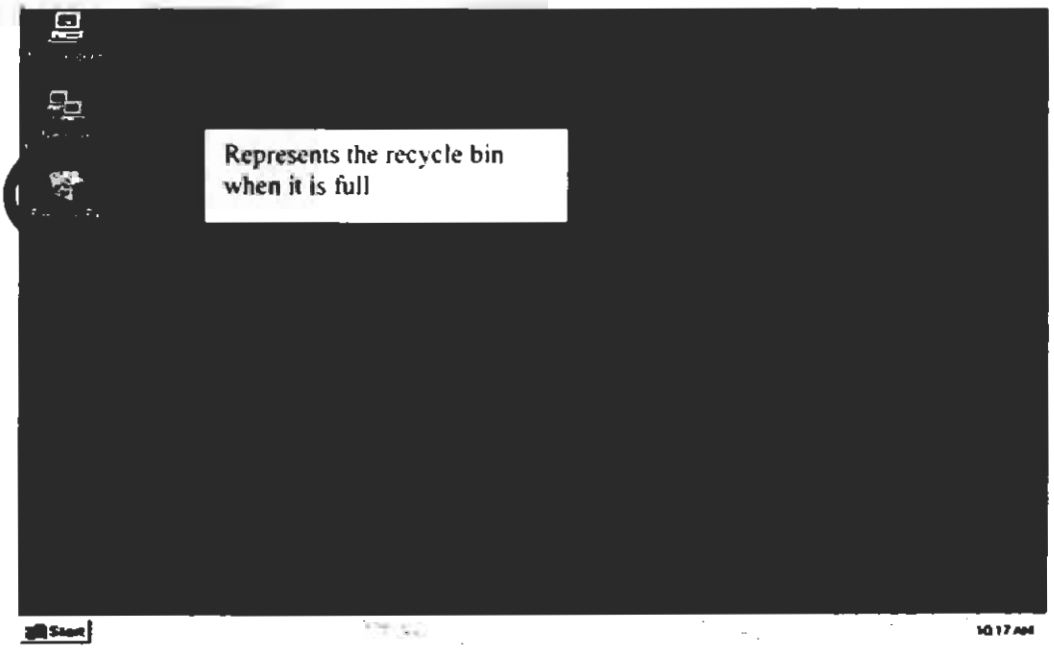
Note: Often the same commands exist in the upper toolbar as does in the lower toolbar.

Recycle Bin

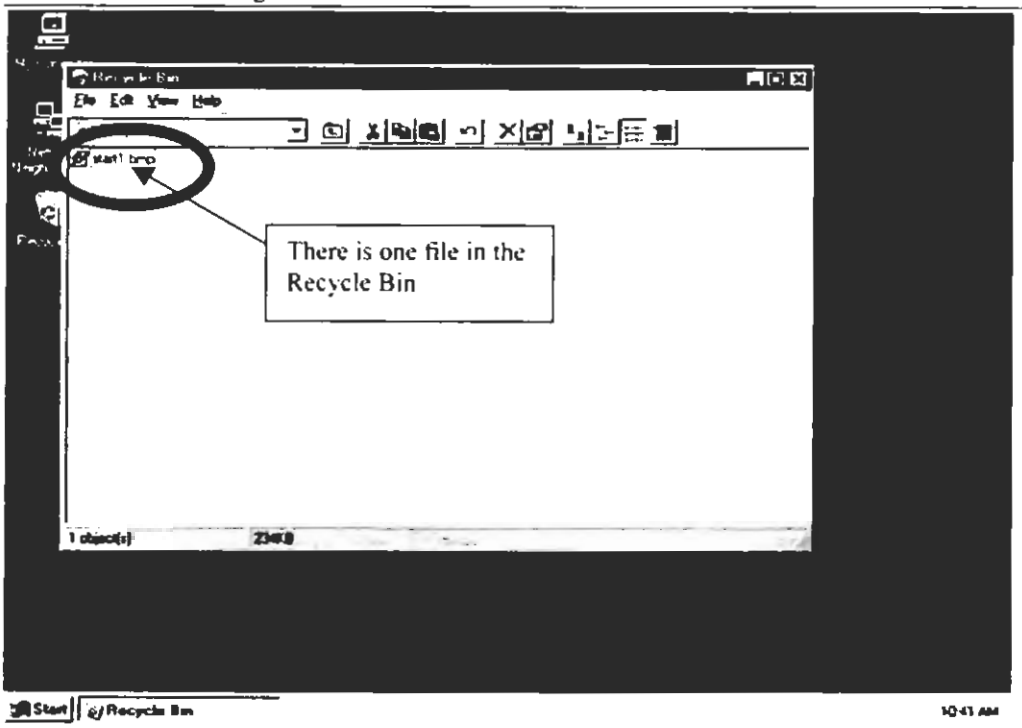
When deleting files, such as a document or a folder from Windows it is temporarily held in the Recycle bin. An icon on the desktop represents the Recycle bin.



Once a file is "deleted" it drops into the recycle bin, resulting in the following icon.



To view items listed in the recycle bin, double-click on the icon.

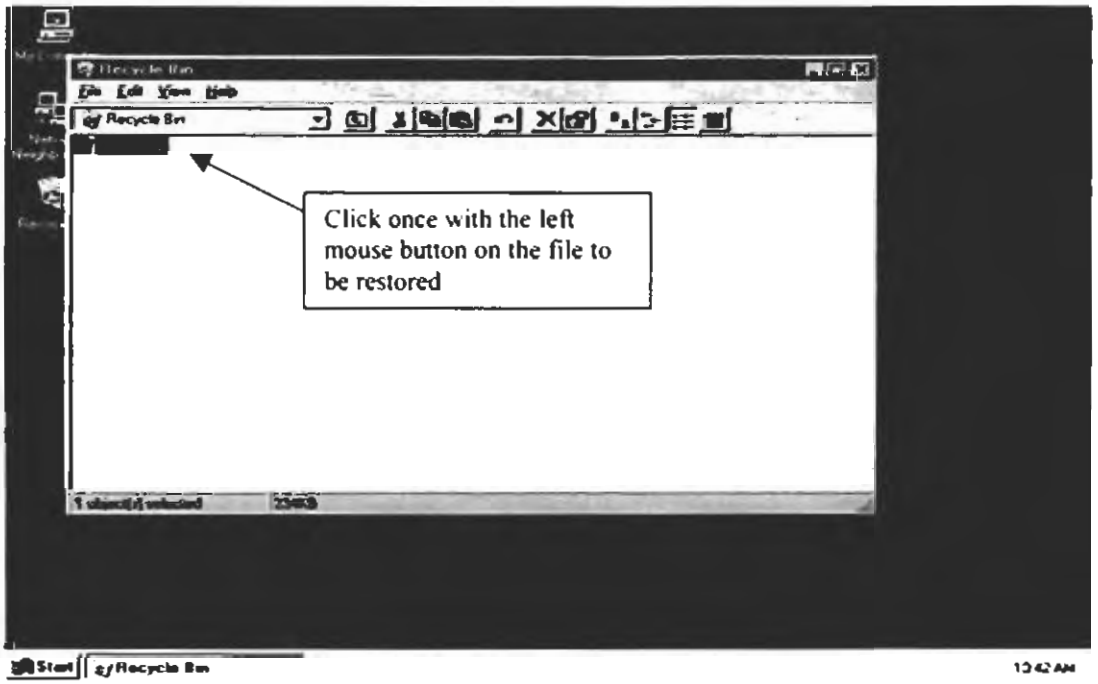


There are two options for files in the Recycle Bin.

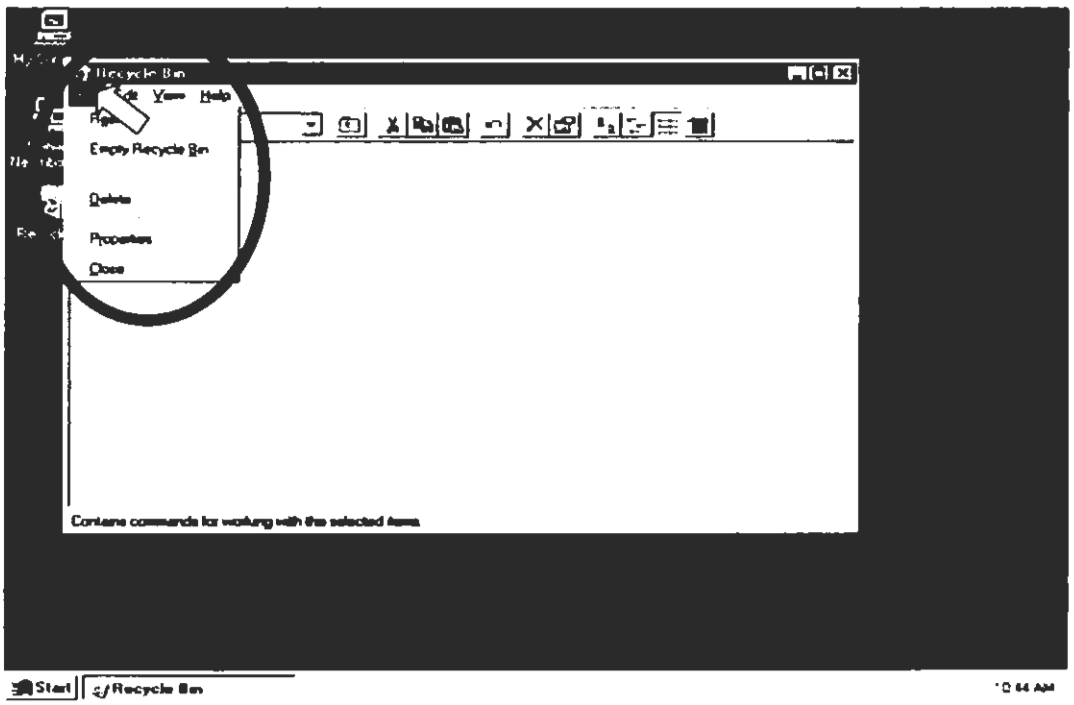
- Files can be restored to their original location
- Files can be emptied (permanently deleted)

If you accidentally deleted a file and you still need to keep it or work with it, the first step is to restore it to its original space.

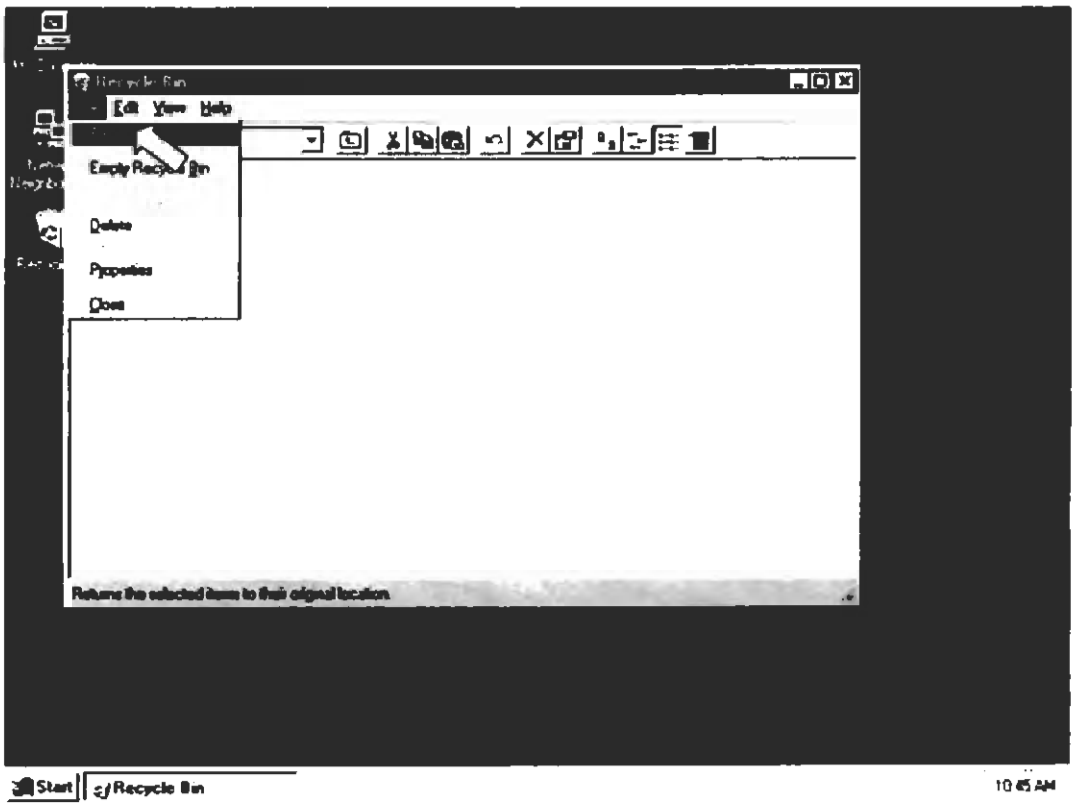
Step one is to open the Recycle Bin as seen in the figure above.
Then highlight the file that needs to be restored.



Then click on the word "File" in the toolbar below the Title bar. A drop down menu box will appear with several options.



Click on the Restore option listed.



Once the restore option is picked, then the file will go back to its original folder within Windows. While it is in the Recycle Bin the file is not able to run or be edited.

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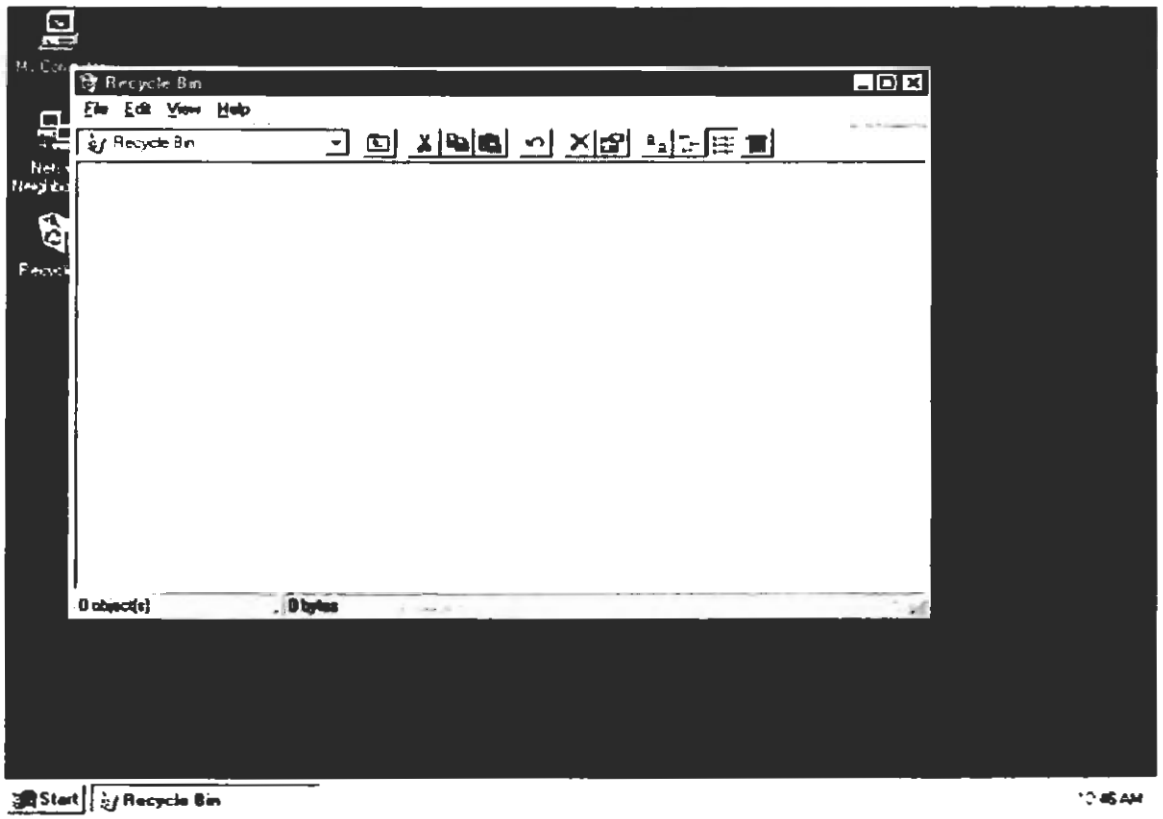
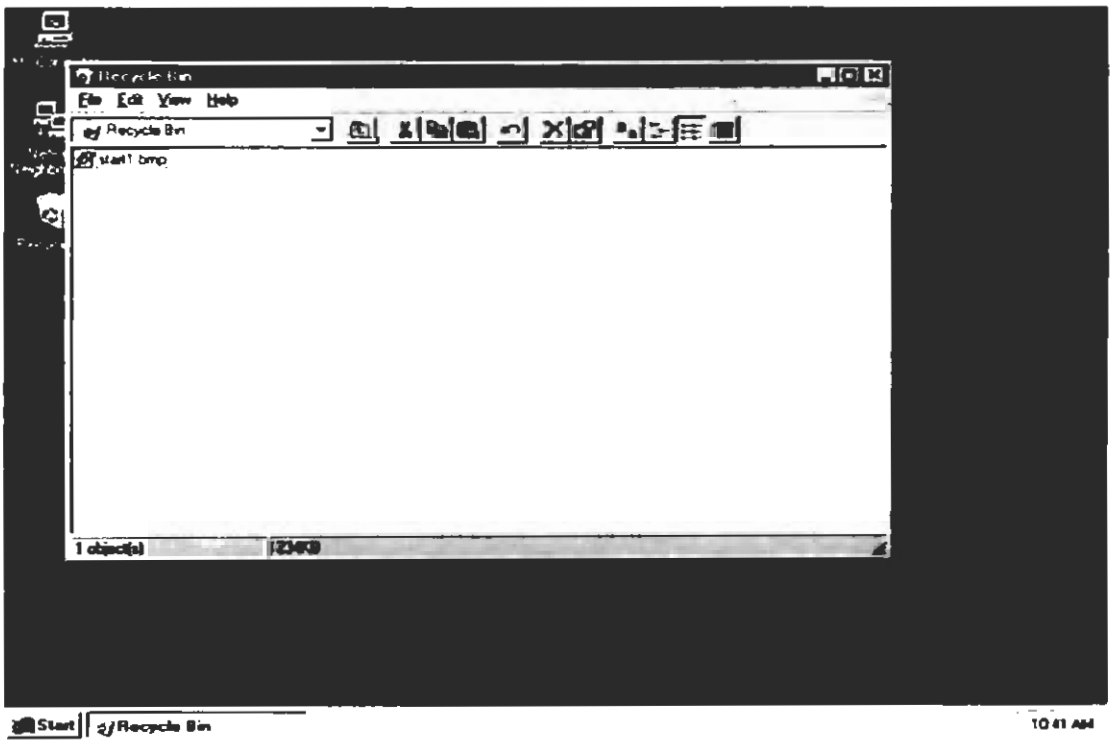
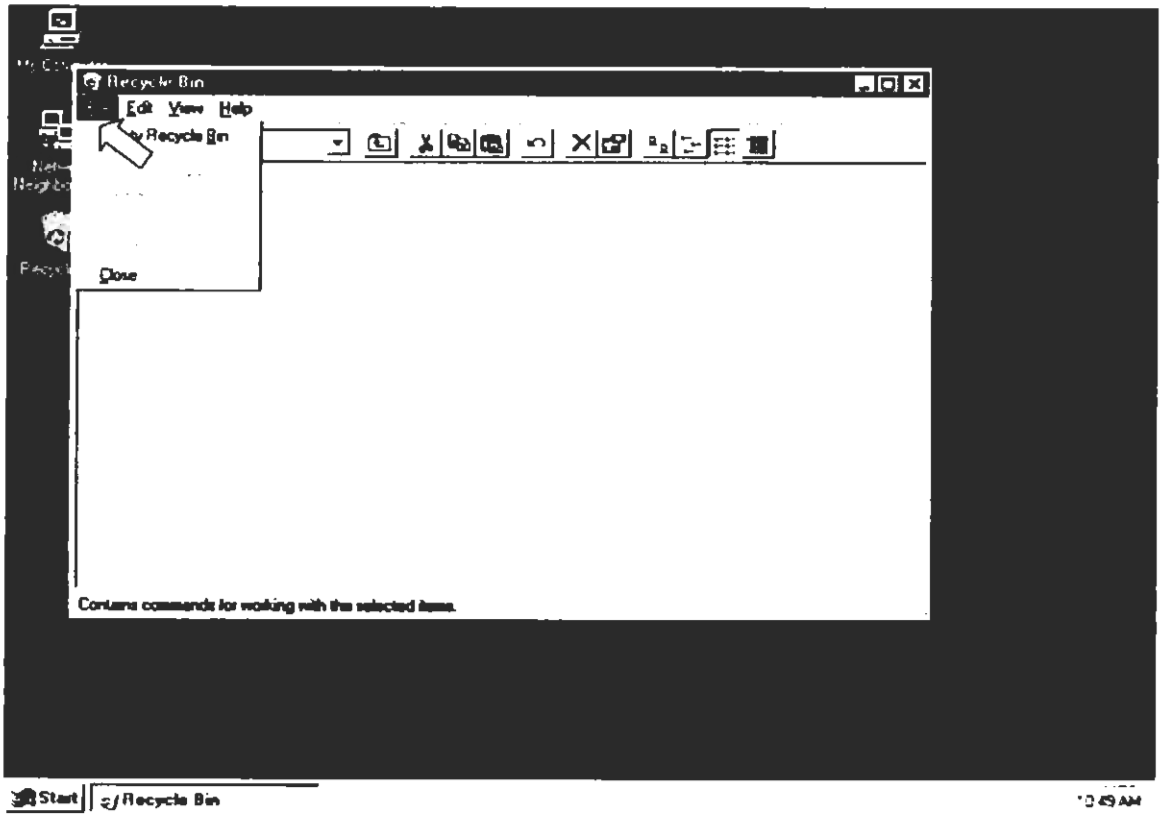
The end result after clicking on the Restore option.



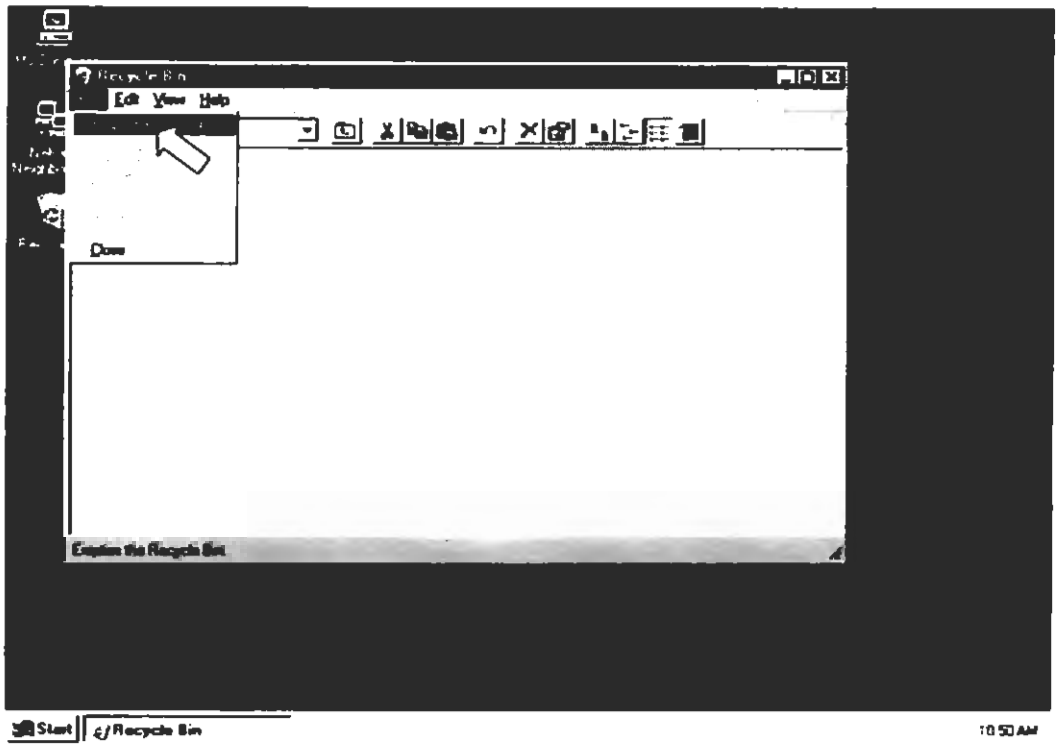
The second option with the Recycle Bin is to permanently delete the files or "Empty Recycling Bin". This function works much the same as the Restore button. First open the Recycling Bin by double clicking on it with the left mouse button.



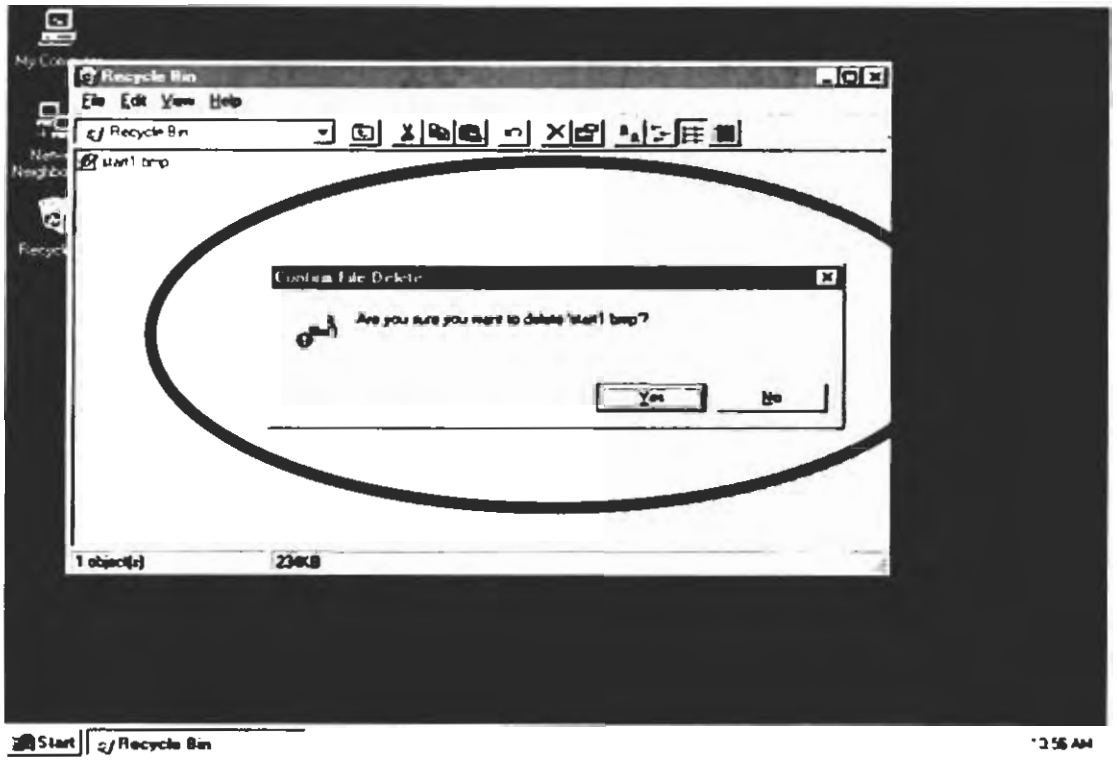
Then click on the word File in the toolbar under the Title bar.



Click on the "Empty Recycle Bin" option.

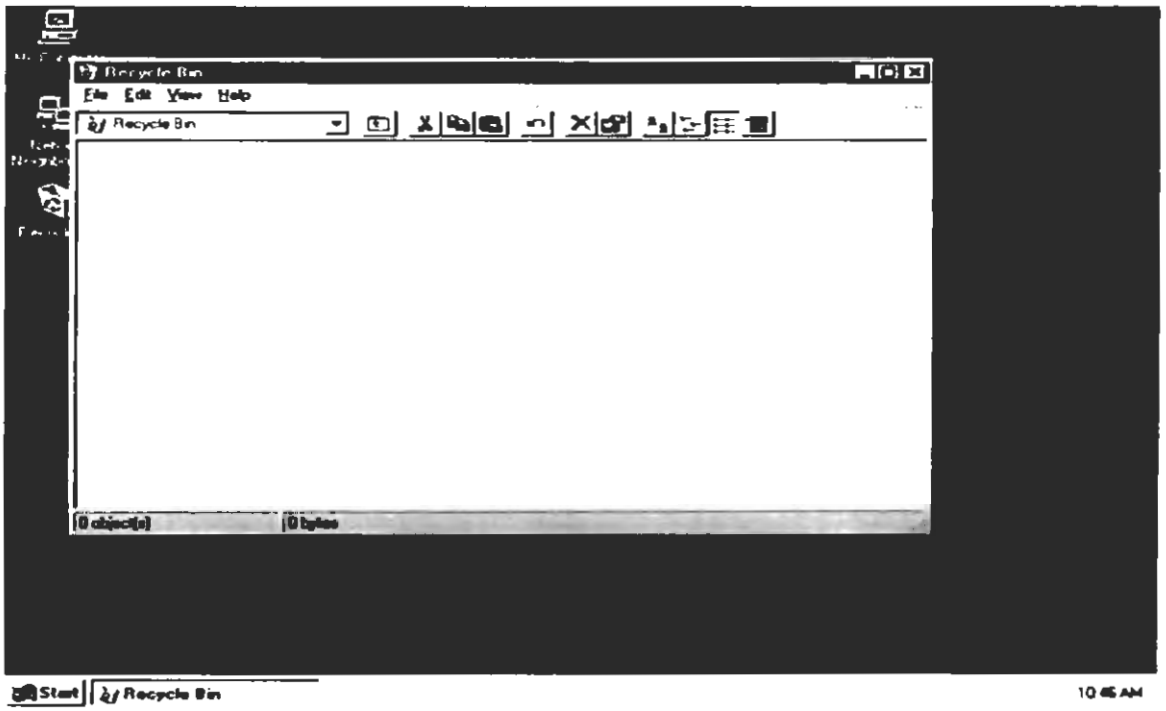


Since the file will be permanently deleted, Windows stops and asks if you are certain you want to permanently delete the file.



At this time, if you are uncertain you want to empty the recycling bin, then click no and the files will remain in the folder.

If you click yes then the files will be deleted.

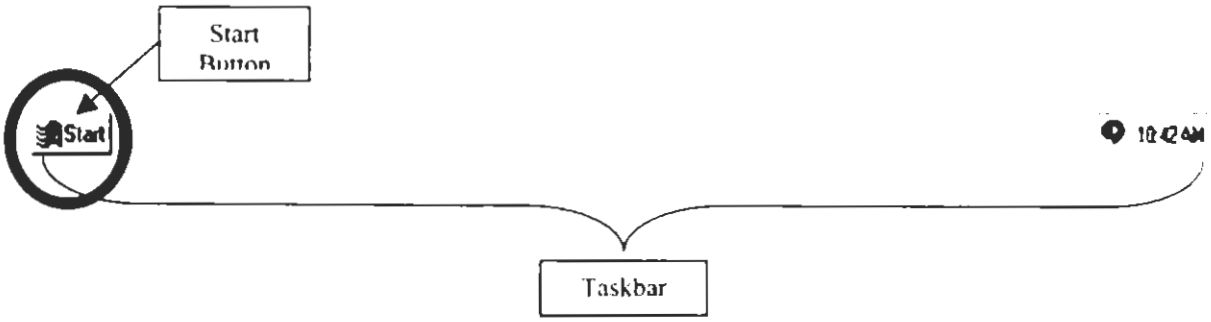


Note: It is important to empty the recycling bin from time to time so that old files are not taking up valuable disk space on your computers disk drive.

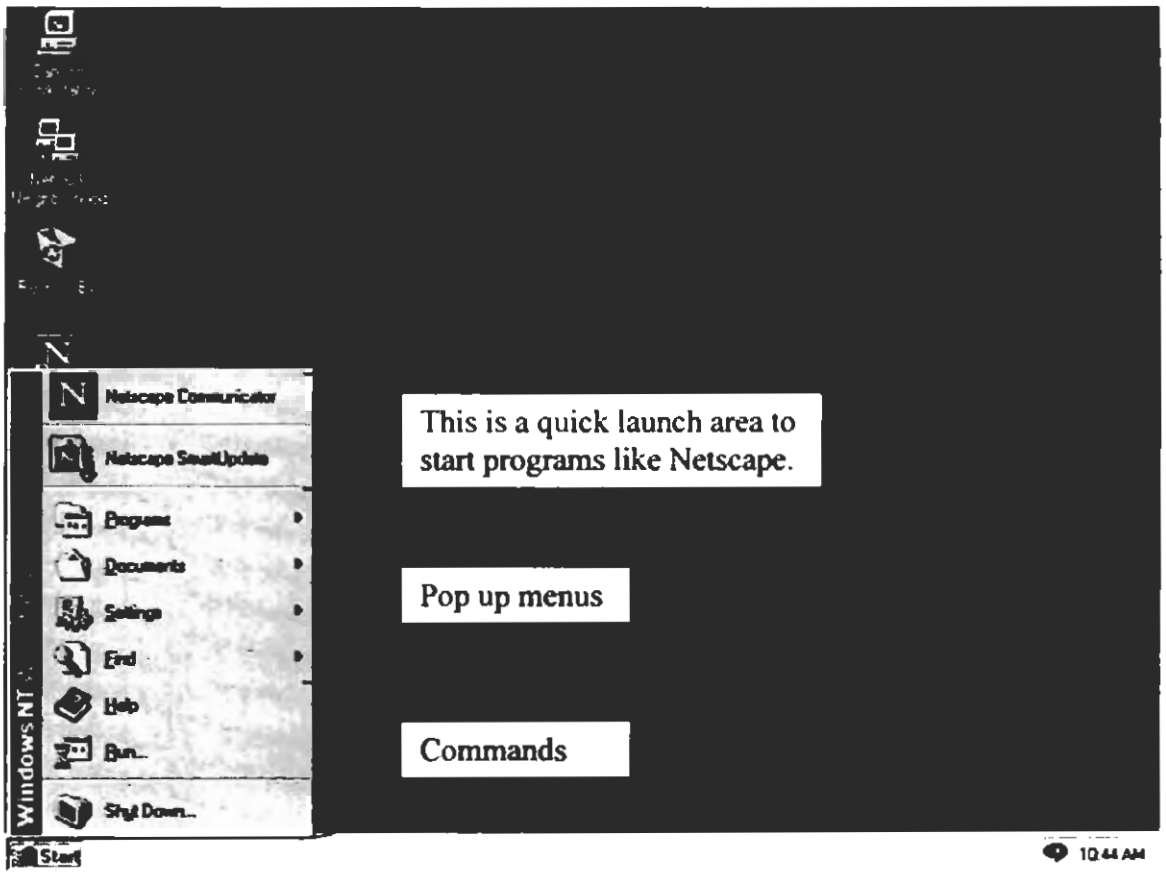
Start Button

The Start Button is located on the Taskbar and allows the user to:

- Perform or start different programs
- Open up different folders
- Access the control panel
- Log on or off the computer as the user
- Turn off the computer
- Search for files or programs



To access the Start button functions, click on the start button with the left mouse button.



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Shut Down

For any Windows user, the shutdown button is important for many different reasons. Move the cursor over the Shut Down option with the Start button opened and it will highlight the Shut Down option.

Click once with the left mouse button.

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With Windows NT there are three questions to choose from:

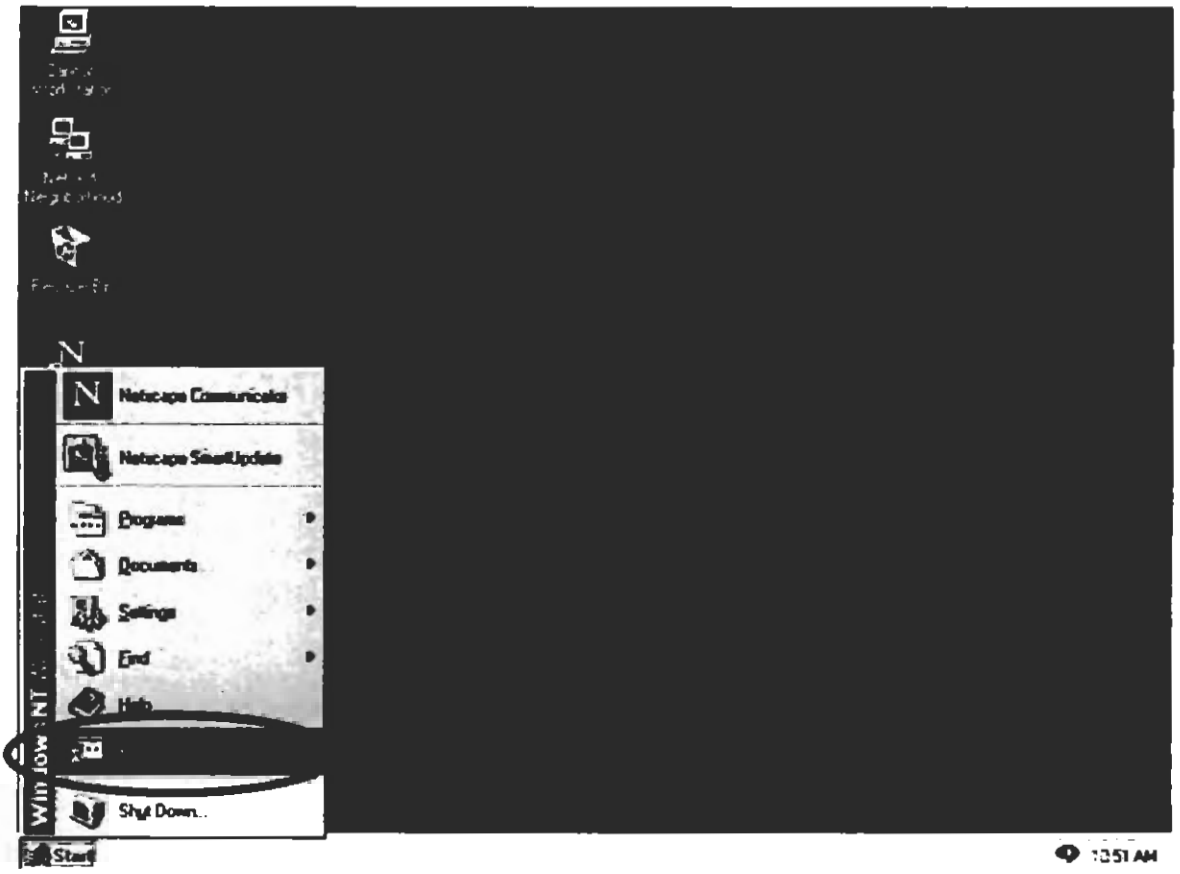
- Shut down the computer?
- Restart the computer?
- Close all programs and logon as a different user?

If the circle to the left of the question has a dot in the middle of it and you click on yes, then windows will perform that command. If the No button is clicked, then Windows NT will return to the desktop screen. The help button will provide the user with any necessary help.

Shut down the computer will turn the CPU completely off. (The user must then turn off the monitor and any peripheral devices.)
Restart the computer will shut the computer down and restart it automatically. This is helpful when the user changes any configurations on the machine or if the machine is not functioning properly.
Close all programs and logon as a different user will not turn off the computer, but the workstation will not be accessible unless someone types in their username and password. (See Security below)

Run

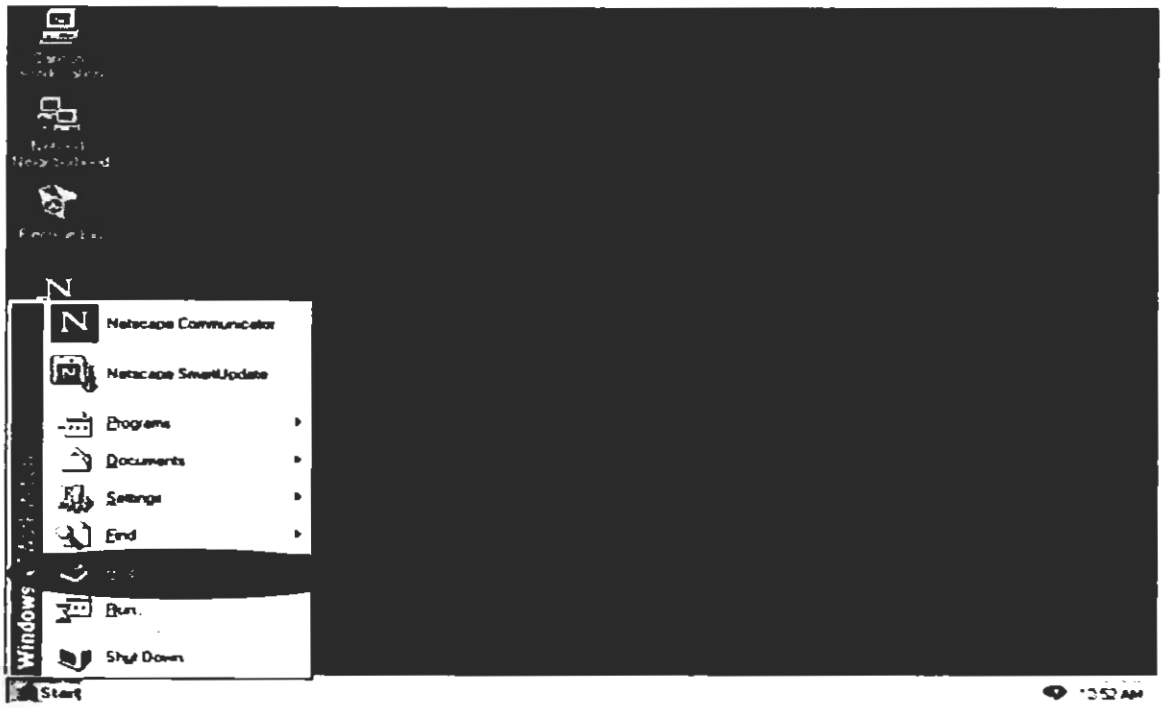
The Run option allows the user to run a program if the user already knows the file location and string needed to run the file. Most users do not readily know this information and it is easier for users to access programs via icons on the desktop or through the Program options on the Start button listed below.



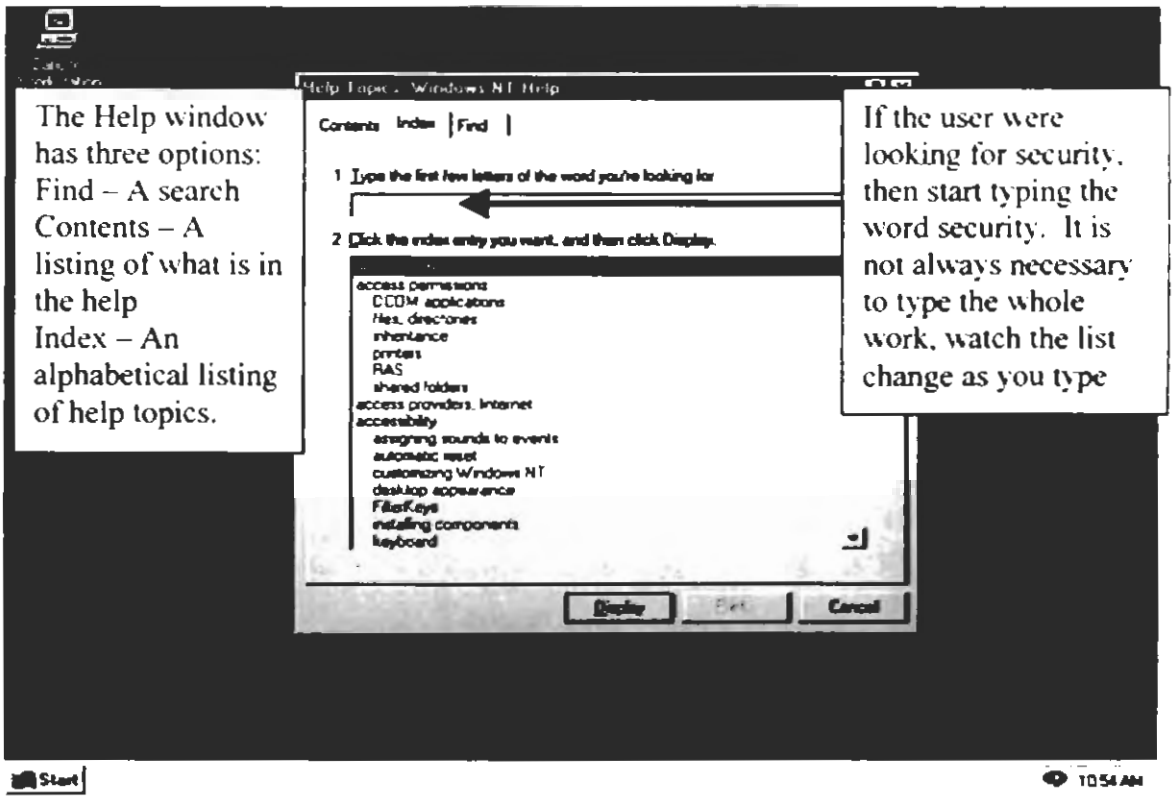
77

Help

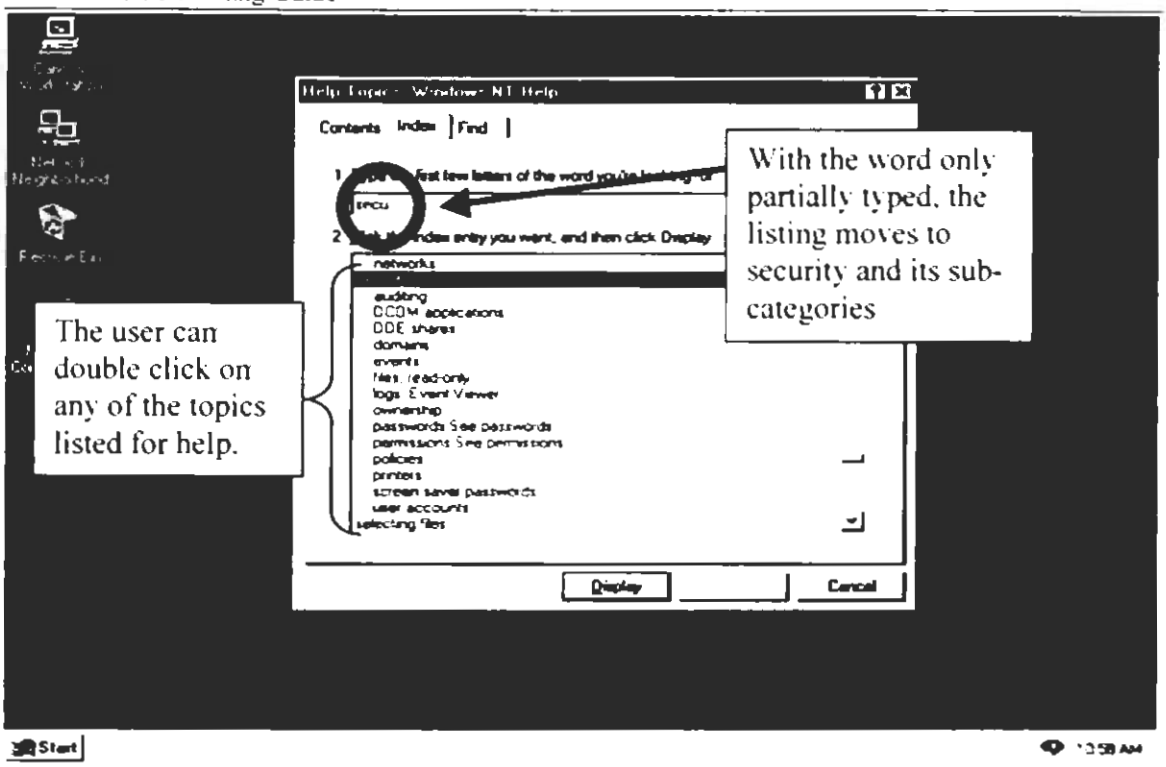
Windows Help is a very extensive option that the user can utilize to figure out problems or how another part of Windows works. To access the Help option, move the cursor over the Help option in the Start menu.



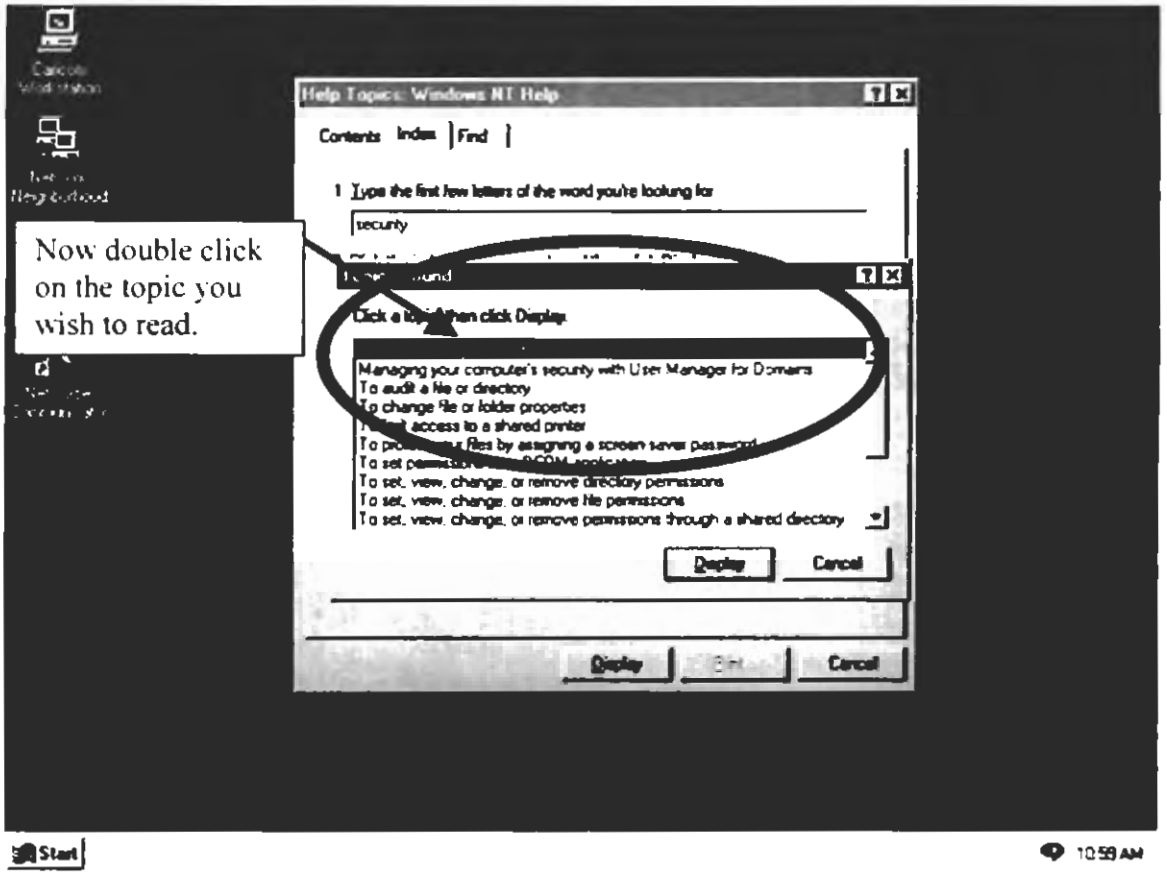
Click once on the Help option with the left mouse button.



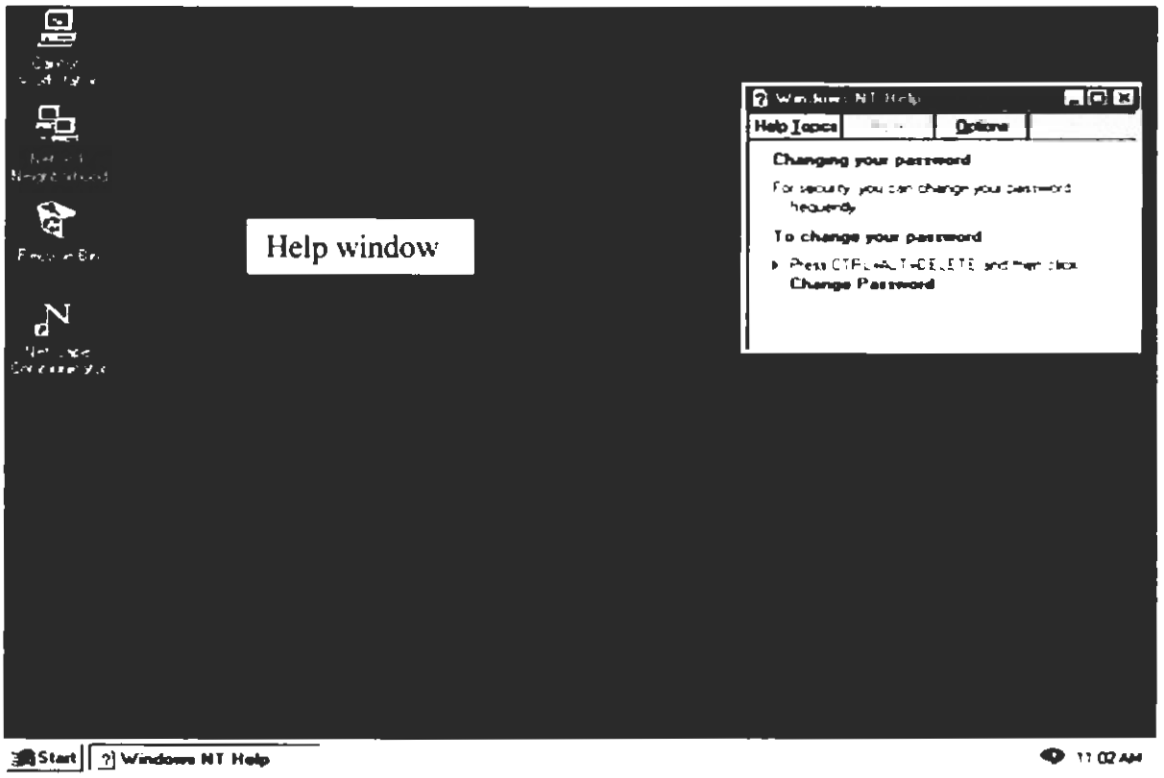
78



Double click on the Security option.

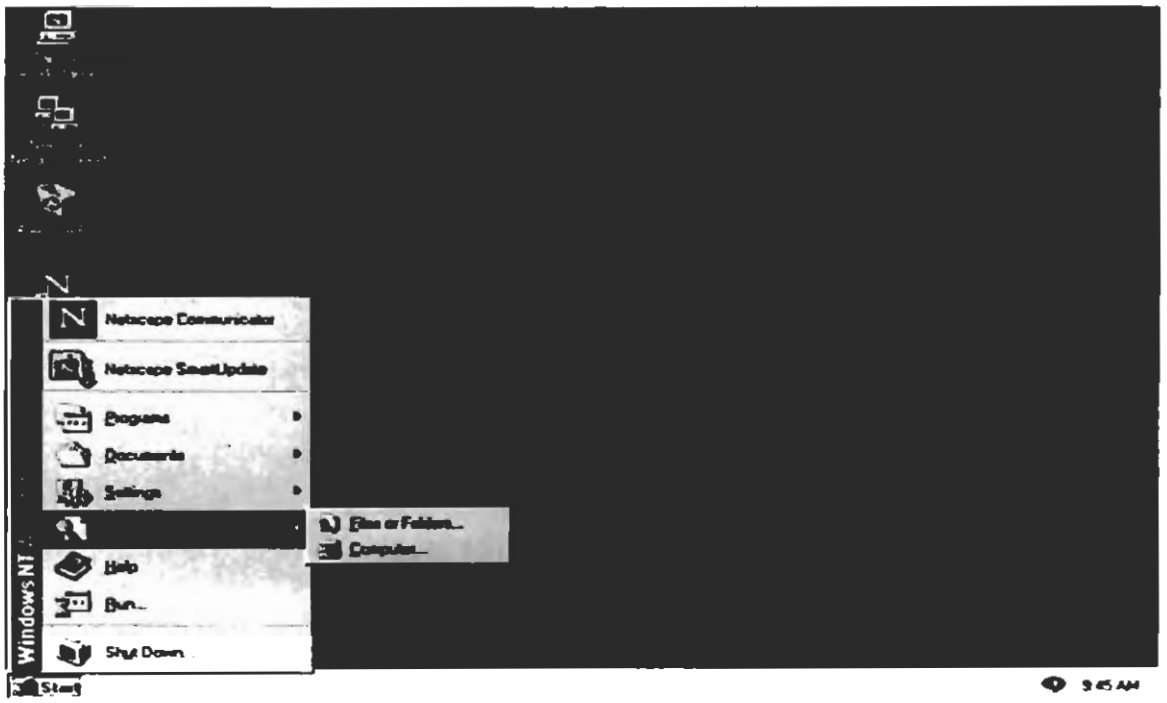


Double click on "Changing your password".



Find

The Find option will allow the user to search for files, programs, or other computers on the windows system. The user also can specify which drives or folders to be searched. To open the Find option, first open the start menu, and then click on the Find option. A menu will appear to the right.



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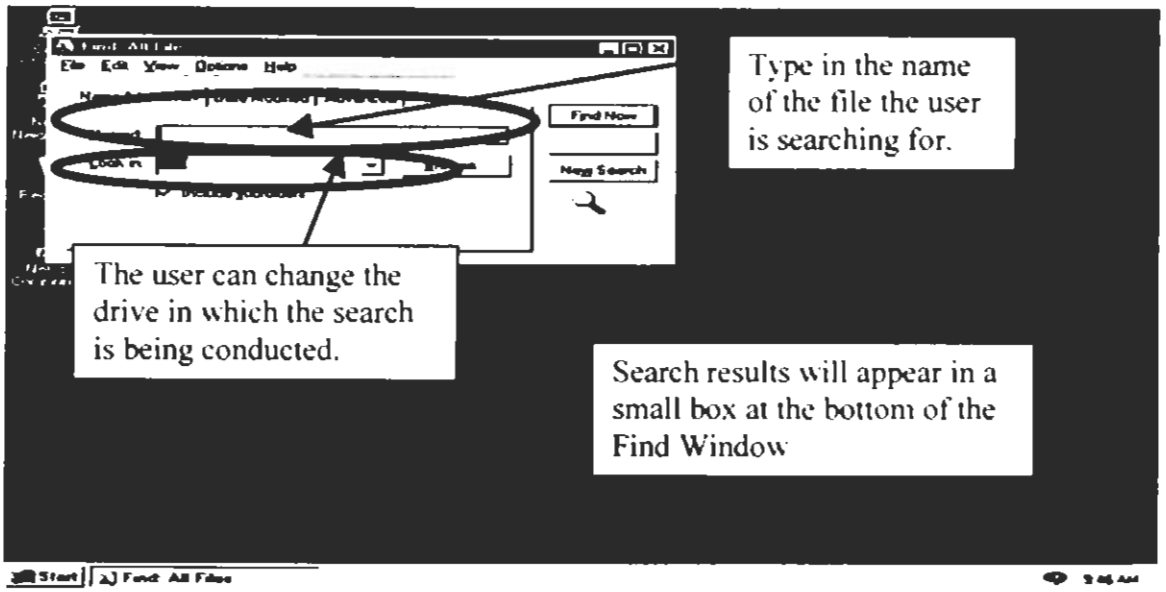
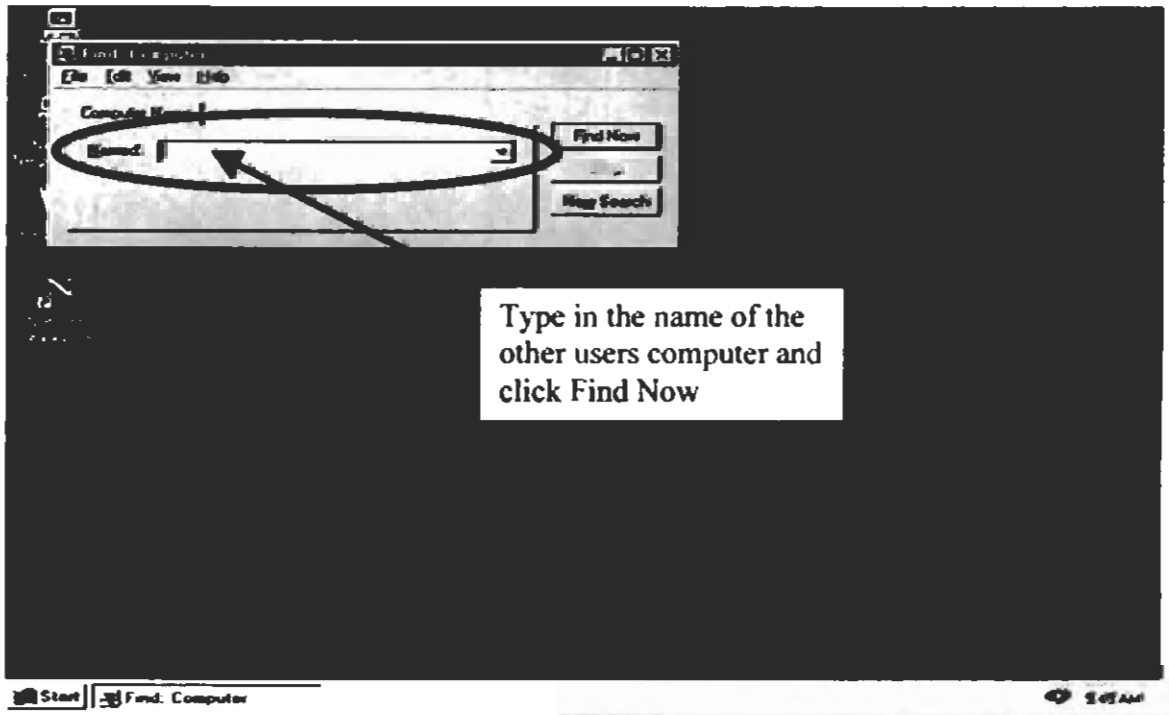
A pop up menu appears with two options for Find:

- Files or Folders
- Computers

Files or Folders will allow the user to search for specific files or programs within any particular drive of the computer. To access this option, click once on the Files or Folders option with the left mouse button.



Searching for computers will allow the user to find another user's computer on the network. This option is not always used very often and would require some setup to allow users access to other computers. (Consult your local Administrator for more information if necessary). To access the Find Computers option, click on Find and from the menu click on Computers.

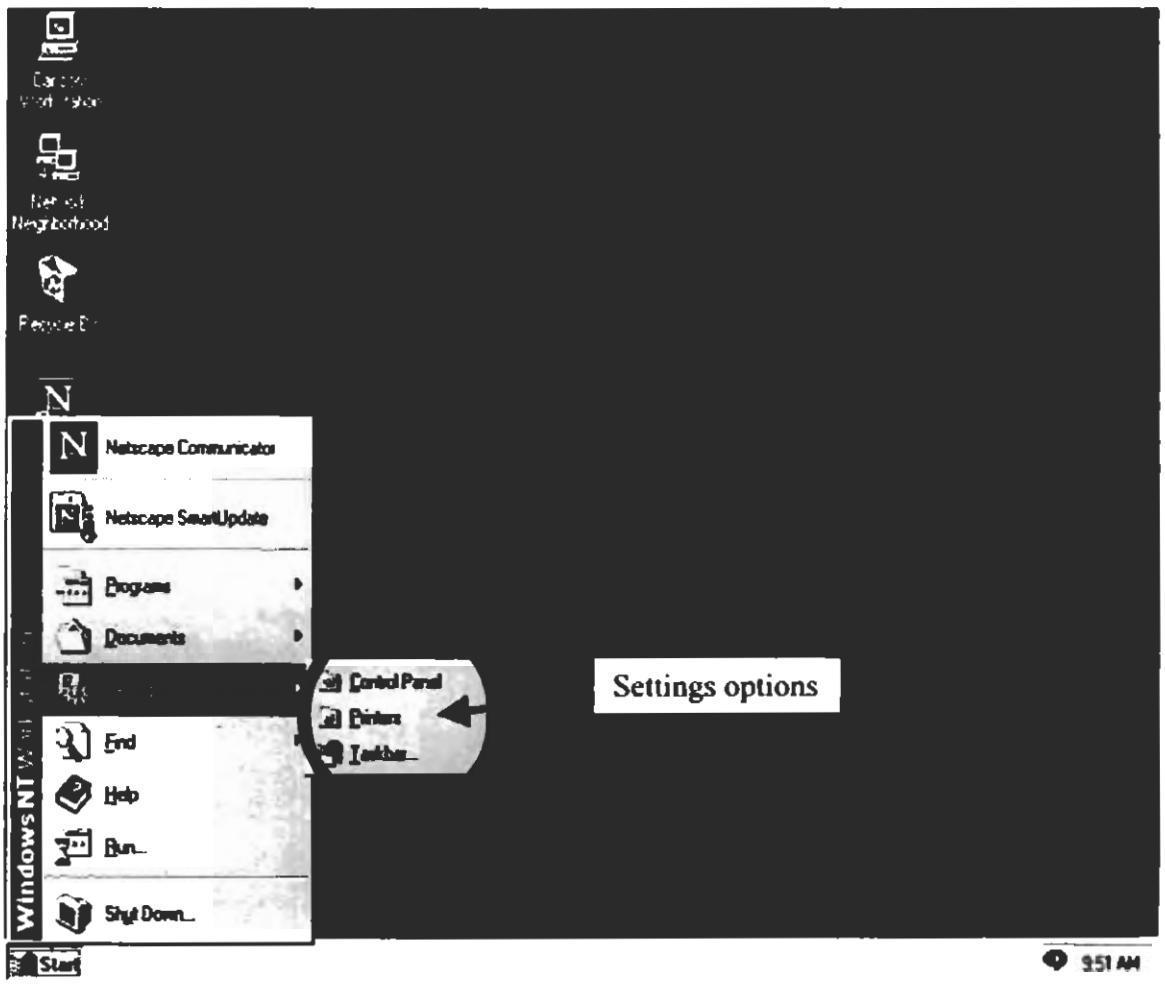


Settings

The Settings option will allow the user to access the computers settings. The Settings are split into three separate groups:

- Control Panel
- Printers
- Taskbar

Most users will not have to access this area very often, but it is important to know how to access this information. Users must be careful when changing information from the Settings files. If the user changes something, they may have difficulty changing it back without assistance. To access the Settings option, click on the start button. Then place the cursor over the Settings option on the menu.



The Control Panel option will open a window with many different options for the user to access information such as, Mouse options, Add/Remove Programs, Display options, Date and Time settings, and Regional Settings.

Click on Control Panel in the pop up menu.

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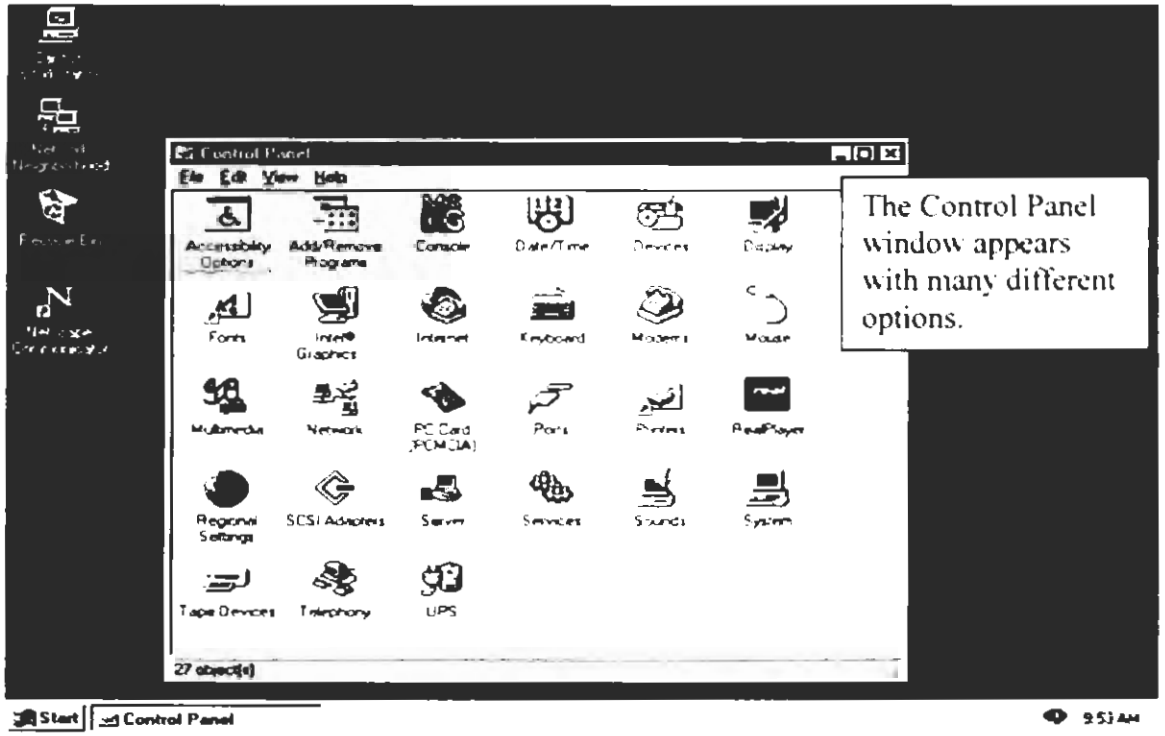
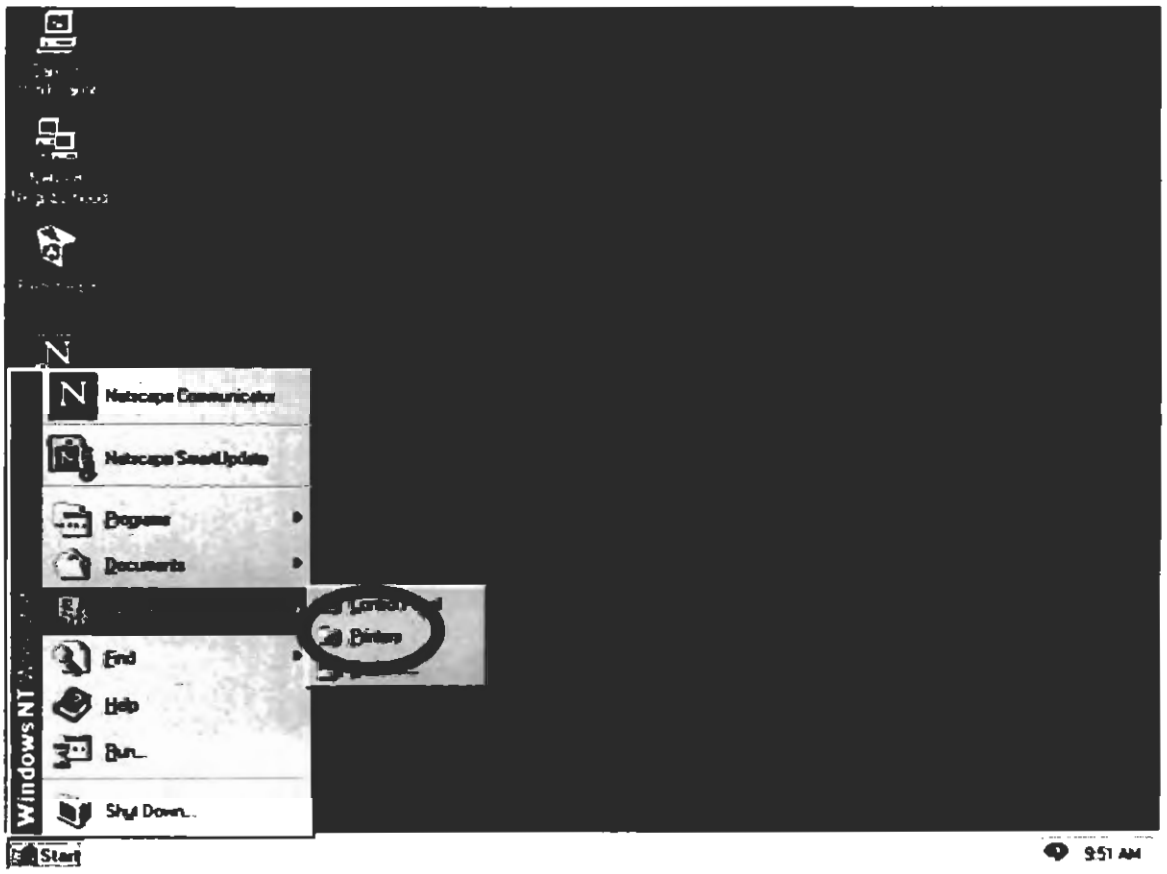
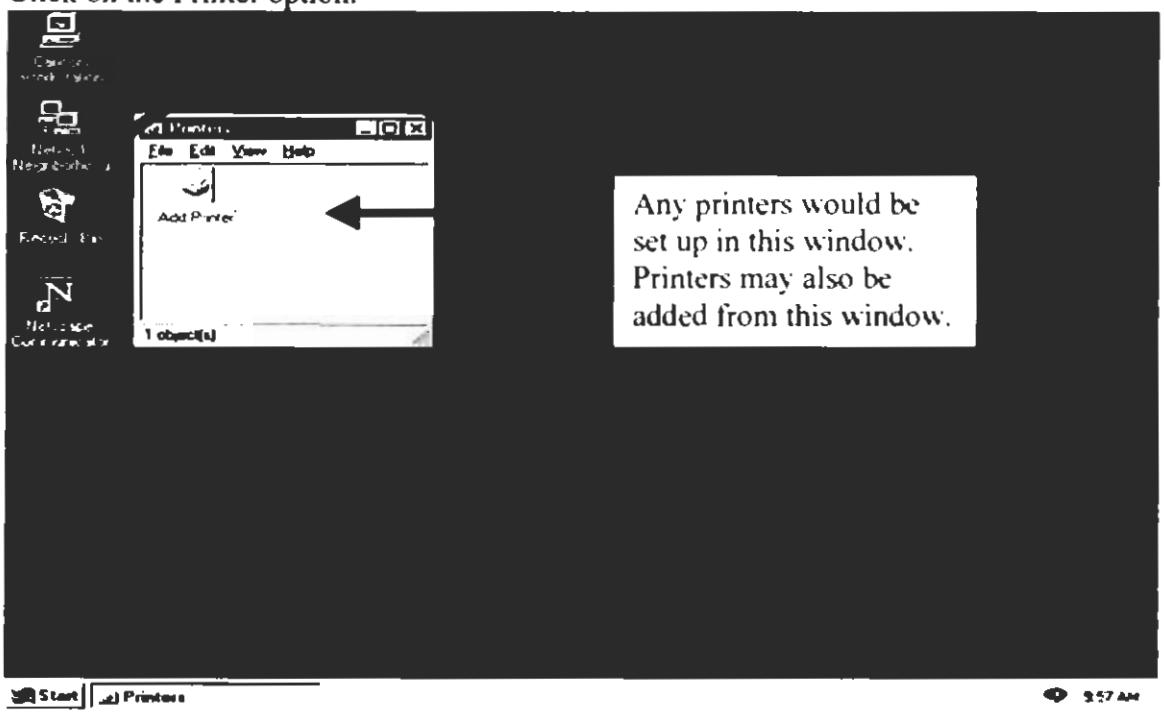


The Printer options are just below the Control Panel from the Settings menu. Click on the Start button, then place the cursor over the Settings option and a pop up menu appears. Printers is the second option.

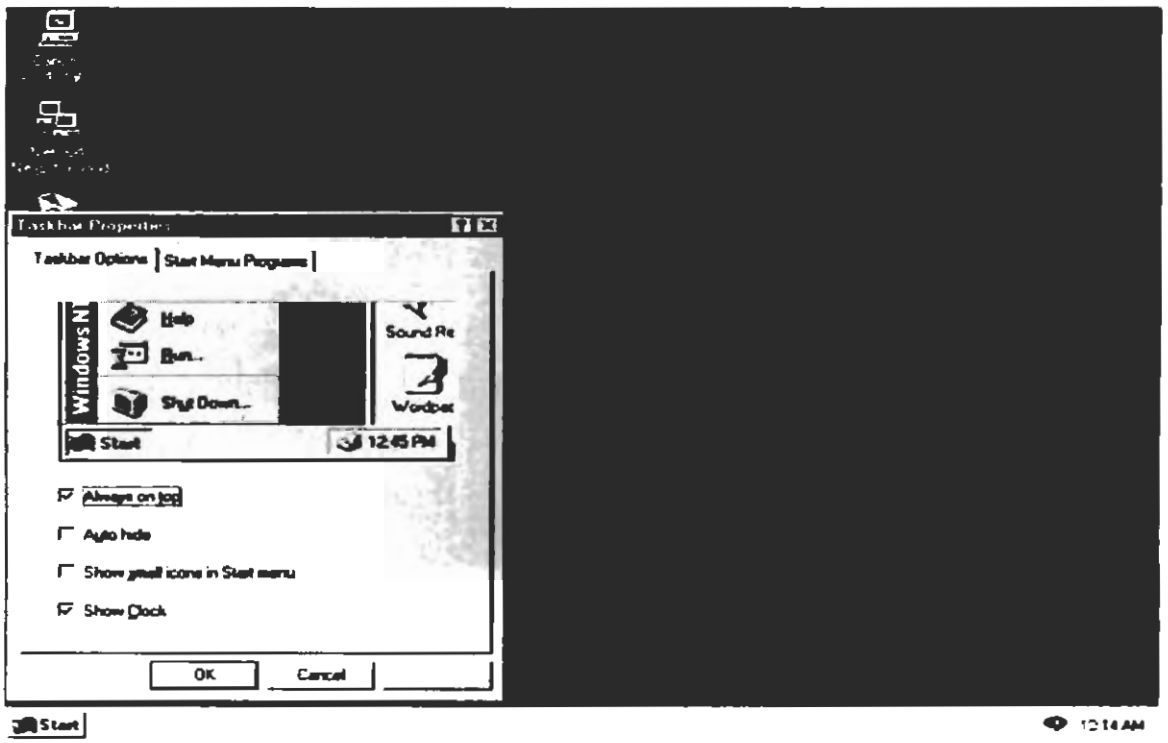


The user will have a default printer set up at the time of the computer's installation, but if there is more than one printer available for the user, then this is where another printer could be added or another computer set up as default.

Click on the Printer option.

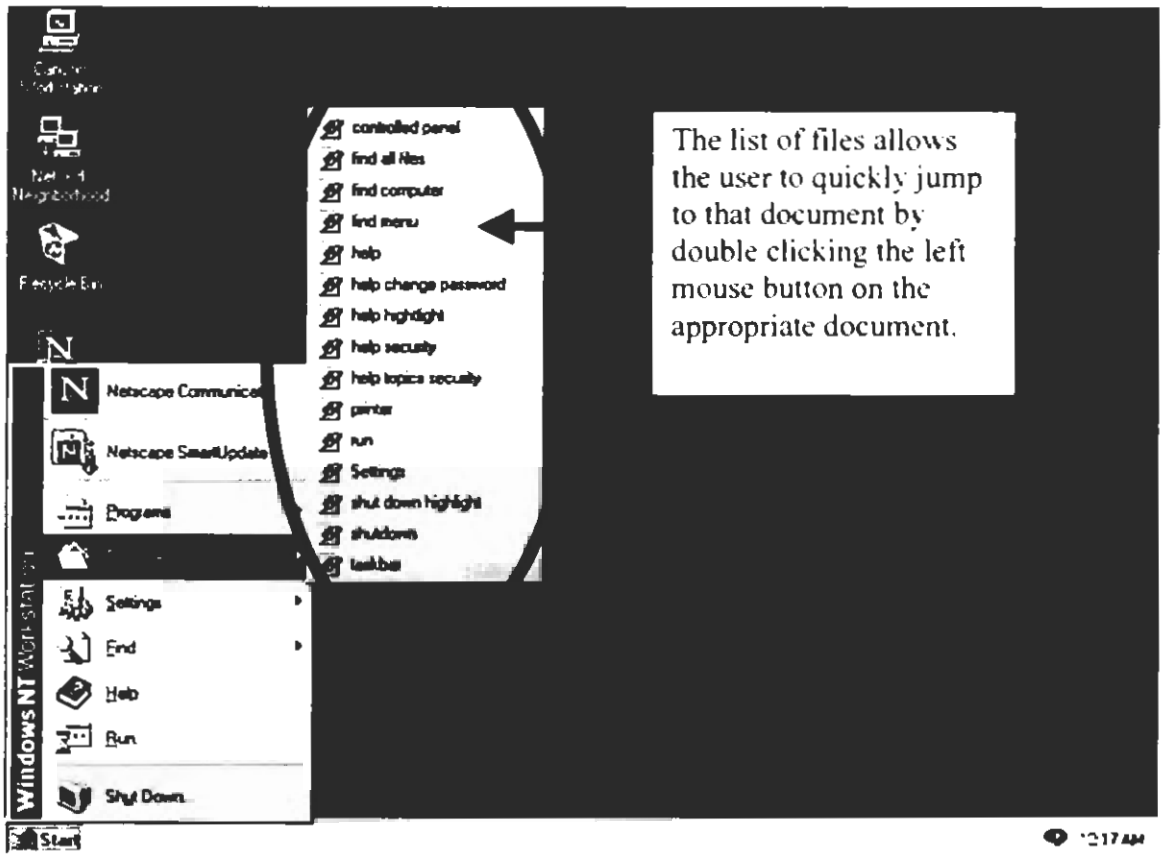


The last option on the Settings option is the Taskbar. If this option is chosen, then the user will see a box to manipulate the Taskbar. The taskbar is discussed above on page 1-19.



Documents

The Documents option lists the last documents the user had accessed for quick retrieval. Click on the Start button, and then place the cursor on the Documents option.

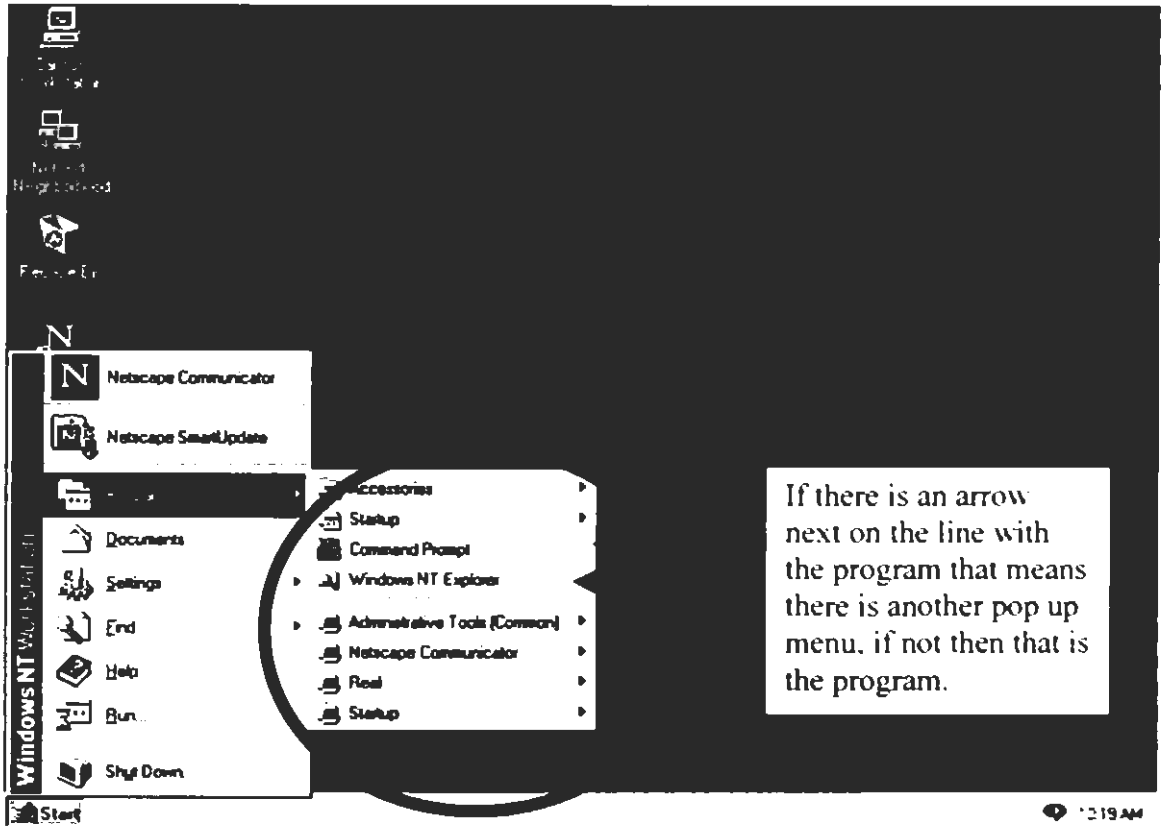


Programs

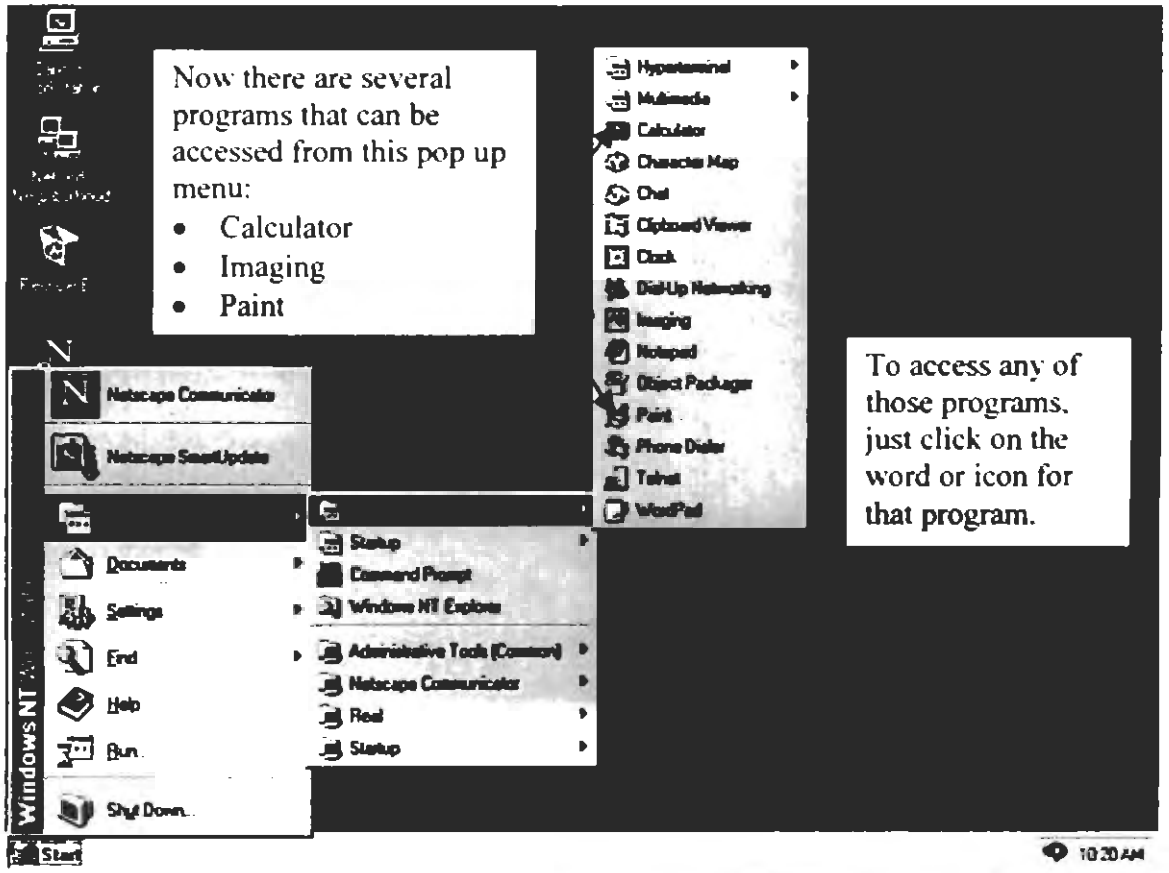
The program option will open up a pop up menu with a listing of the programs that the user will be able to access. This list usually consists of such programs as:

- Office programs
- Internet programs
- Instant Messaging
- Other programs specifically loaded on the user's computer

Click on the Start button and then place the cursor over the Programs option and a pop up menu will appear.

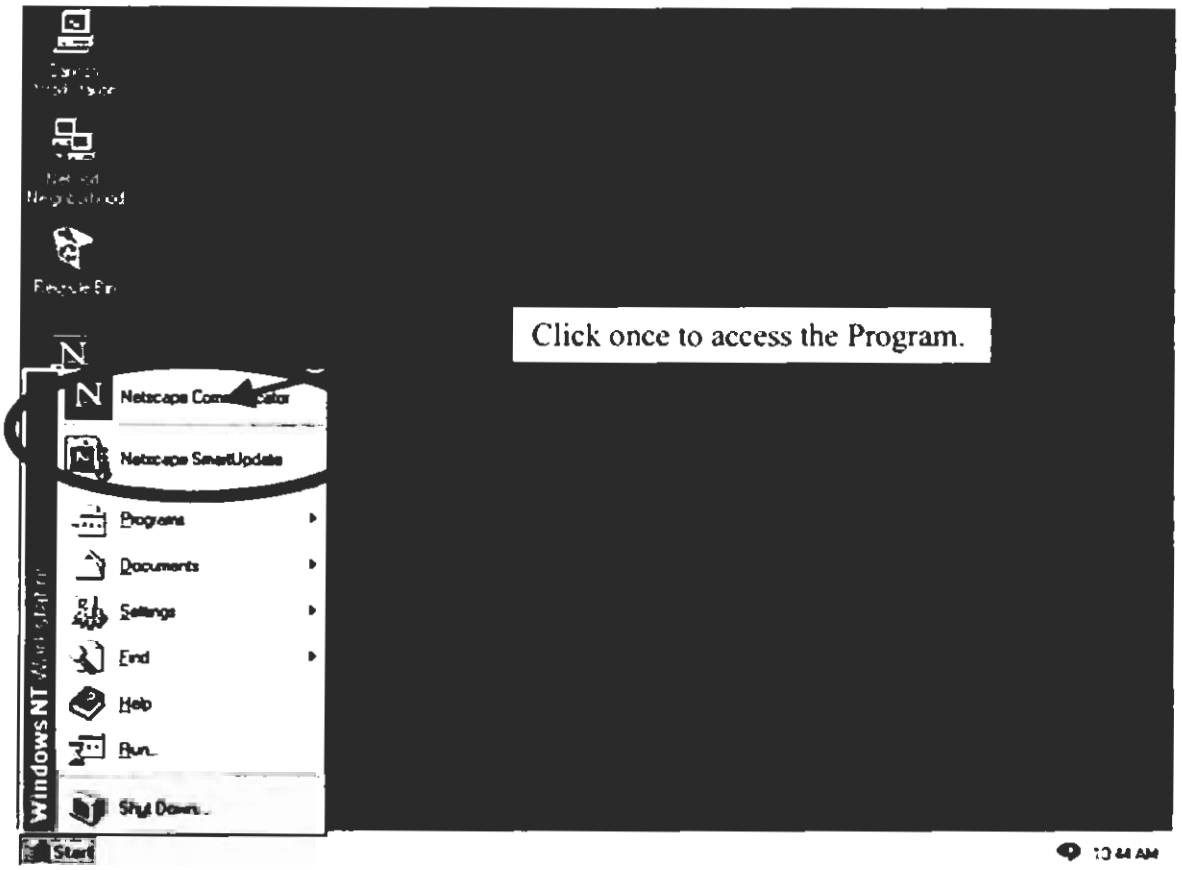


Place the cursor over the Accessories option.



Top of the Start Menu

At the top of the start menu, the user has some icons listed for quick access to those programs. In the example below there is an icon for Netscape and an icon for a Netscape update. To access these quick launch icons, click on the Start button.



Security

The Windows NT operating system (OS) was chosen because it is a proven OS and it is a secure OS. Each user will have a unique username and password to gain access to the system. There are several different options with the security, and we will look at:

- Logging On
- Logging Off
- Locking the workstation
- Changing passwords

When the user starts the computer (using the power button) A window will appear stating the last user who was on the system in the user box and a blank password box.

- Change the username to the correct username (if it is not already done)
- Hit the tab key or click once in the password box with the left mouse button.
- Type in the correct password
- Hit the Enter key

The user will be logged onto the system and access their email, calendar, and files.

If the user is stepping away from the computer, then there are two options instead of shutting down the computer and having to reboot the computer later in the day. The user can log off the computer.

To Log Off the computer:

- Press and hold down the Control (Ctrl) and Alternate (Alt) keys and then press down the Delete key.
- A window appears with several options
- Using the mouse, click on the Log Off button

The screen will then change to a blank screen with a window that states "Press Ctrl + Alt + Delete to log on".

The user may lock the workstation so that no other users would be able to use the workstation. This works much the same as logging off the computer.

To Lock the workstation:

- Press and hold down the Control (Ctrl) and Alternate (Alt) keys and then press down the Delete key
- A window appears with several options
- Using the mouse, click on the Lock Workstation button

Another way to make certain that the system is secure is to revolve passwords on a regular basis. However, sometime a user may feel that someone has seen their password as they were typing it on the keyboard. There is a simple way to change a Windows NT password.

To Change a Windows NT password

- Press and hold down the Control (Ctrl) and Alternate (Alt) keys and then press down the Delete key
- A window appears with several options
- Using the mouse, click on the Change Password button
- Type in the original password
- Then type in the new password
- Type in the new password a second time
- Then press the enter button

Password Rules

- Never write down your password (Especially at your desk)
- Never share your password with another user
- Never use a simple password like your name or your Date of Birth

Section II: Basic Internet

Overview

The Internet is a tool used to search web sites throughout the world for information and research. The Internet connects the user to people, places, and things around the world. The Internet allows the user to have real-time discussions with colleagues, pass information via email, and access documents or other information via a website. Some sites are accessible by anyone in the world with a connection while others are secure and need a username and password to gain entry.

In this section we will cover:

- How to access the internet
- Toolbar Functions
- Address Line
- Basic Navigation
- Links (to other sites)
- Bookmarks (or favorite sites)

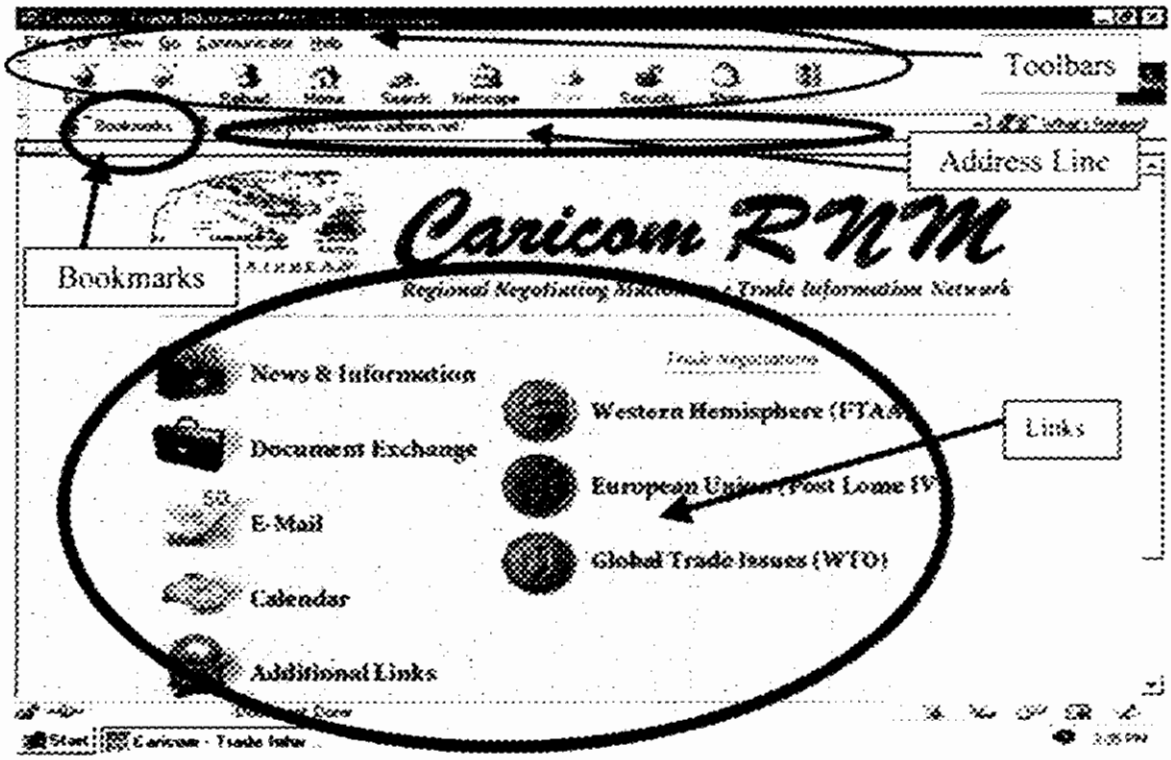
Objectives for this section:

- Open Netscape Communicator to the Caricom RNM website
- How to use the toolbar
- How to type in a website address
- How to navigate around the internet
- How to connect to different sites via a link
- How to bookmark a favorite site

Opening Netscape Communicator

To open Netscape Communicator, the user can either click on the icon on the Desktop or use the Start button as described in Section I page 1-30.

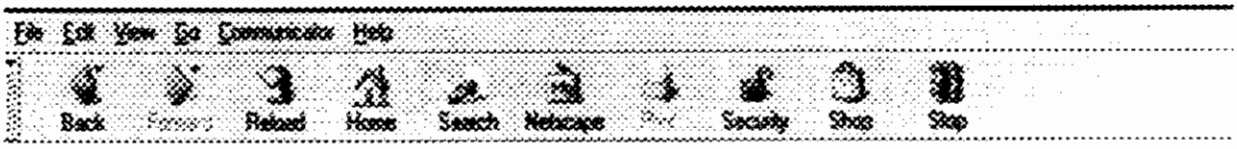
The first pop-up window that appears when opening an Internet browser is called a Home page. In the case of the Caricom RNM systems, when a user first opens up Netscape Communicator, the Caricom RNM web page appears. A Home page can also be used to describe the first page or main page of an organization or company's web site.



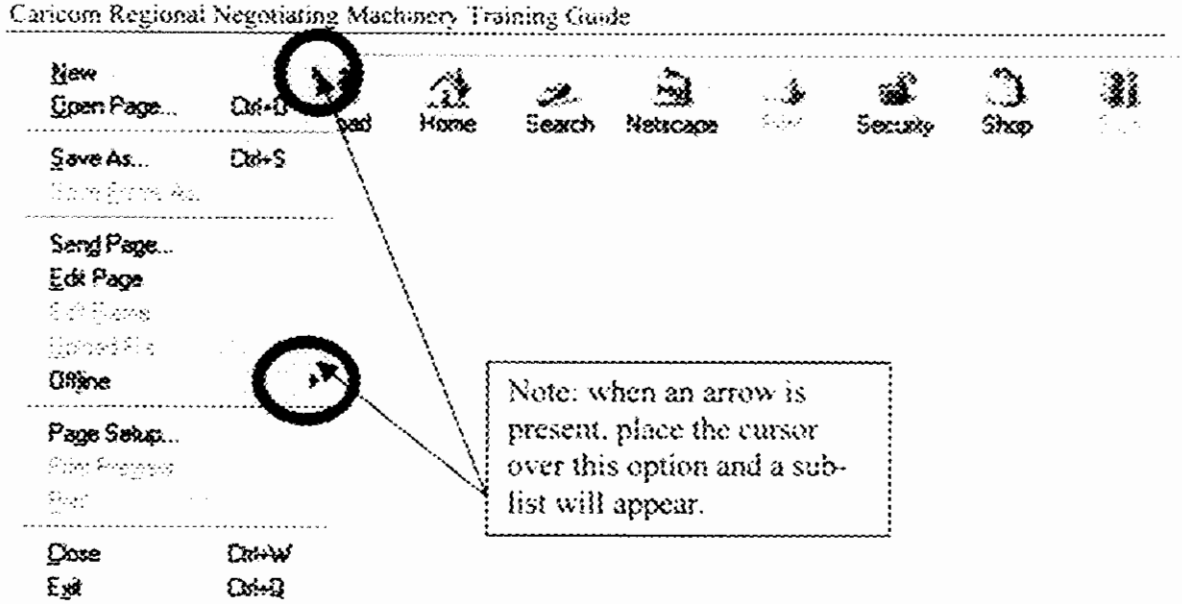
Once the user is on this page, they have accessed the Internet. Before the user starts moving around the Internet, there are a few things the user needs to know.

Toolbars

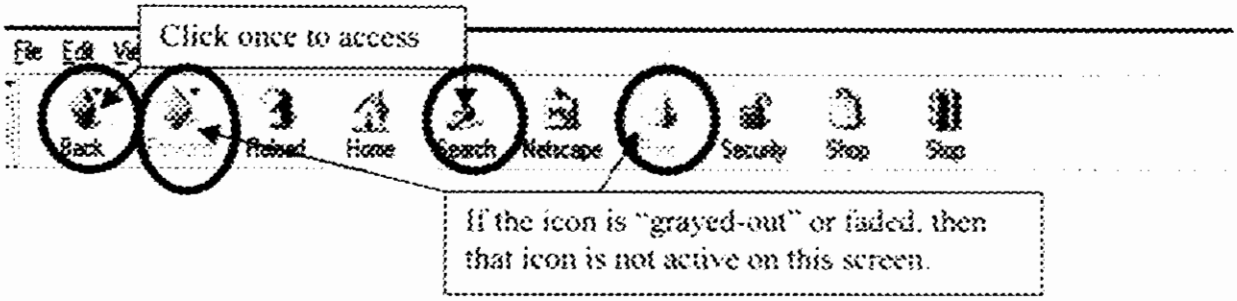
There are two standard toolbars with Netscape Communicator. The upper or top toolbar consists of words with drop down menus. The lower toolbar consists of icons or words and icons. As in other toolbars throughout windows, many of the items on the lower toolbar can be found in the upper toolbar as well.



To open an item on the upper or top toolbar, click the left mouse button on one of the words (i.e. click on File).

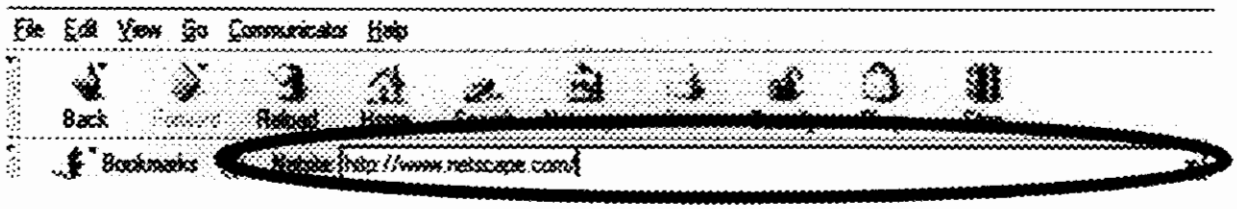


To access any of the commands/buttons on the lower toolbar, click once, with the left mouse button, on any of the icons.



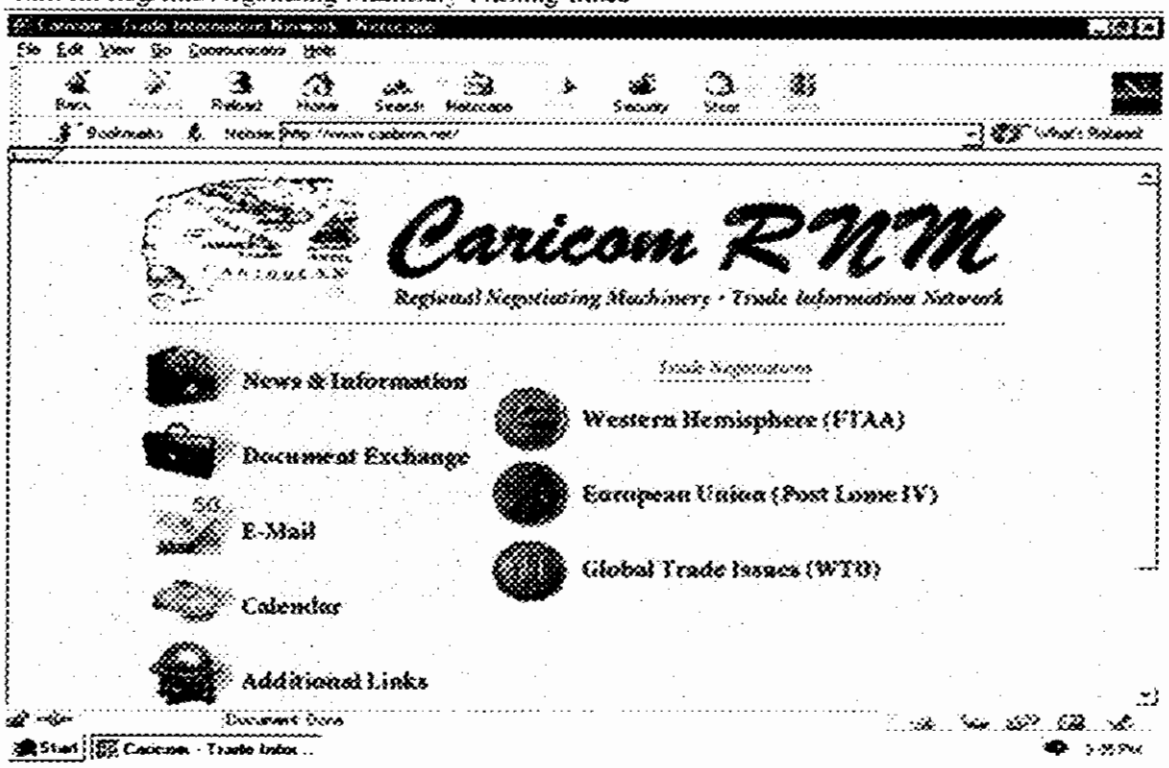
Address Line:

Just under the two toolbars there is a box that is labeled Netsite. This box shows the user the current Internet site.

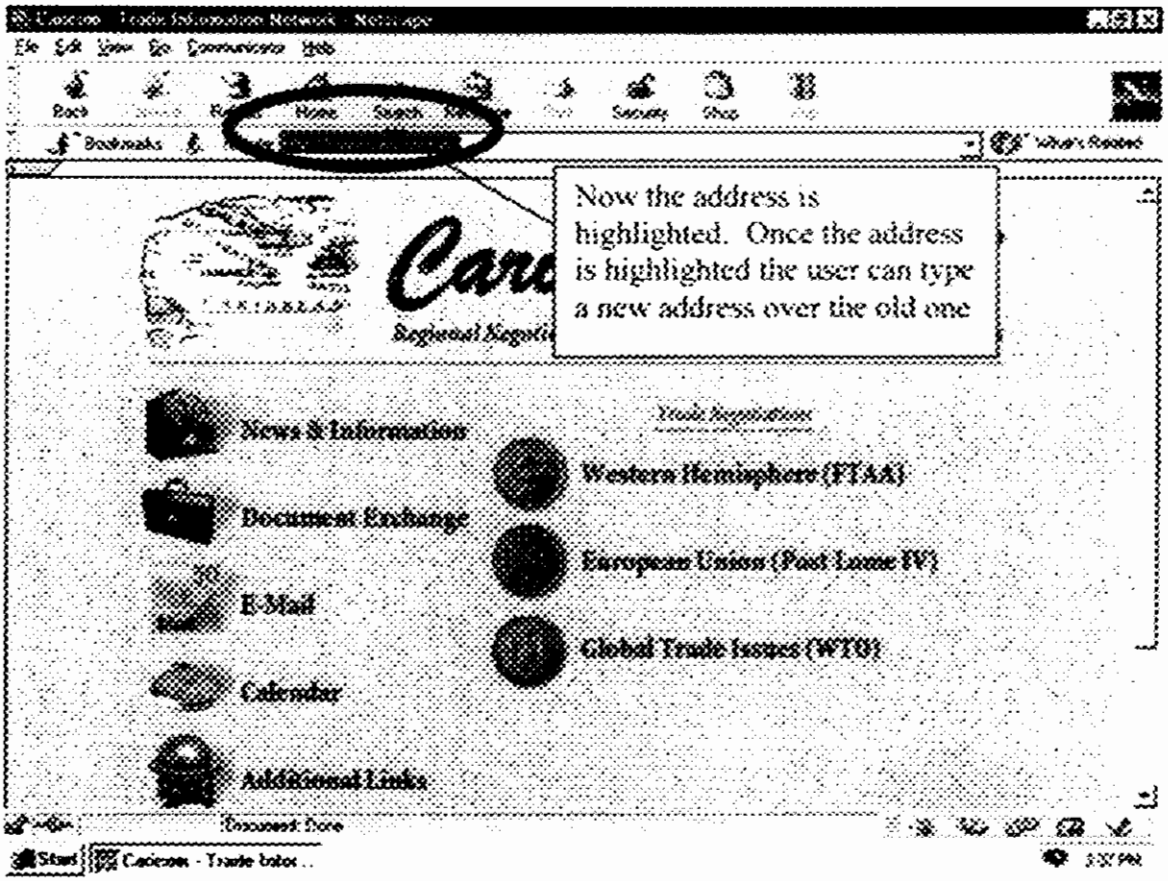


Addresses will change automatically when moving from one web page or site to another. However, the user can jump to a web page quickly if they know the name of the page they wish to jump to.

For example: the user starts out in their home page. In this case it is the Caricom RNM site.



Click once, using the left mouse button, in the Address box.



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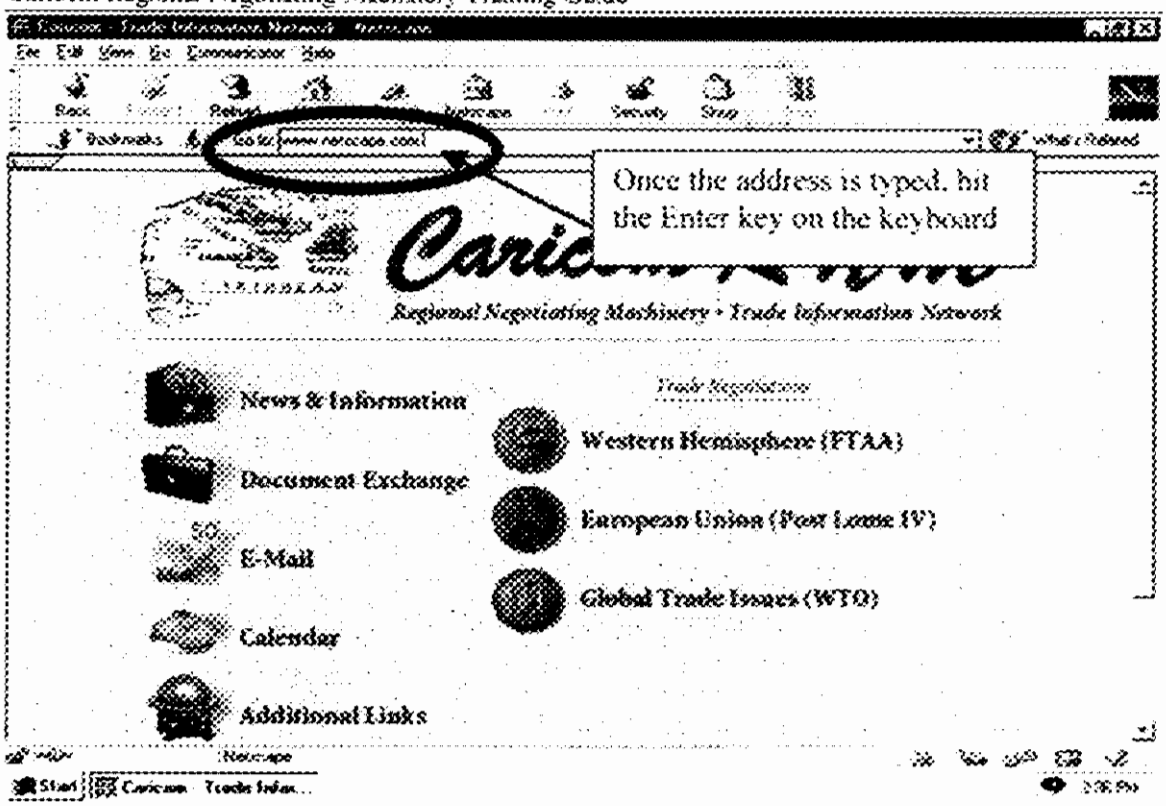
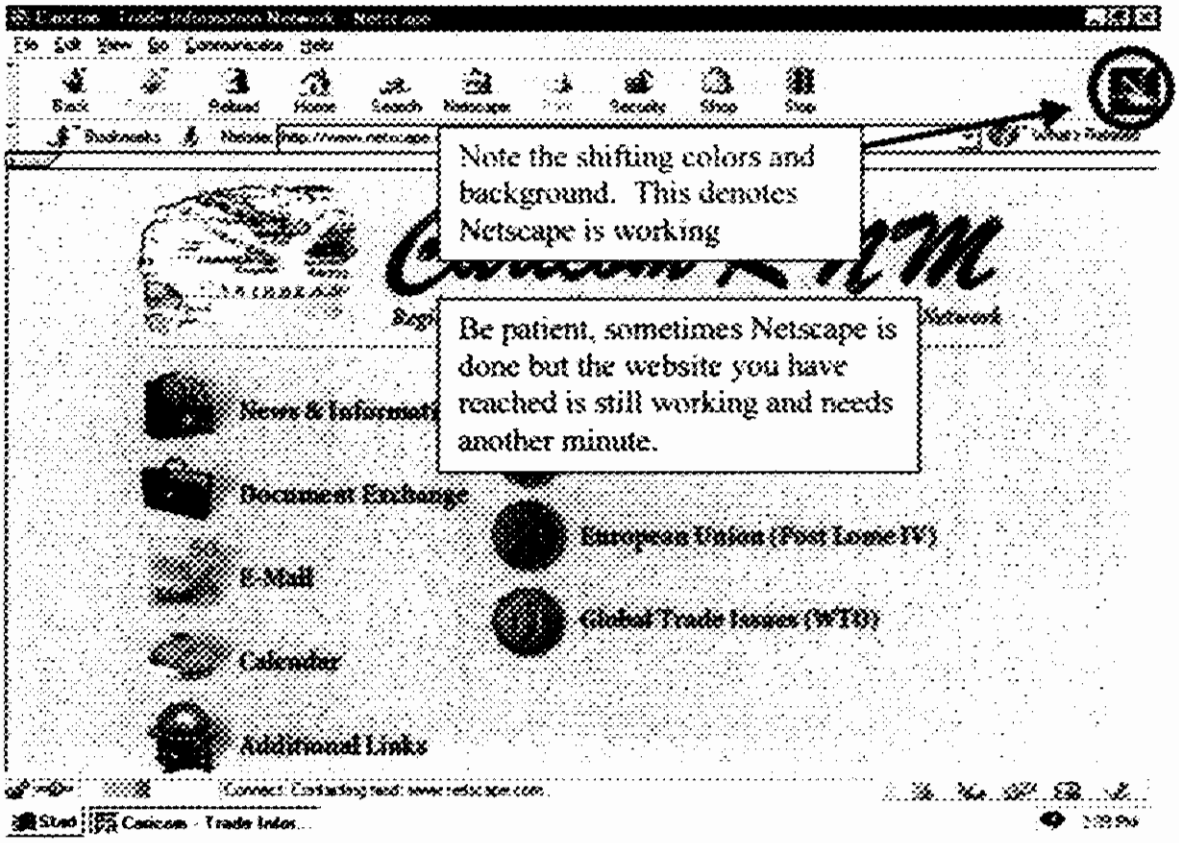
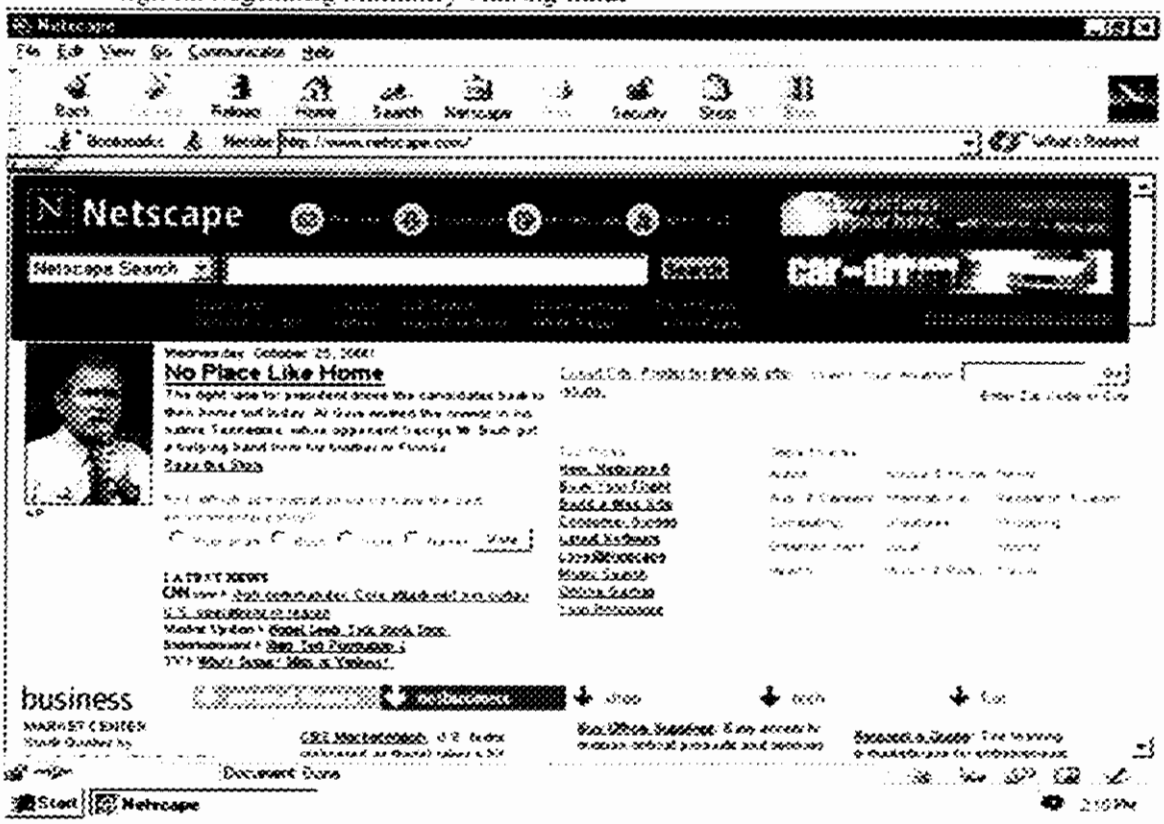


Once the Enter key is struck, the Netscape icon in the upper right corner will begin shifting to show that it is working.



The web page with shift to the new page.



Navigation

Navigation through web pages can be accomplished in several different ways. The three most common are:

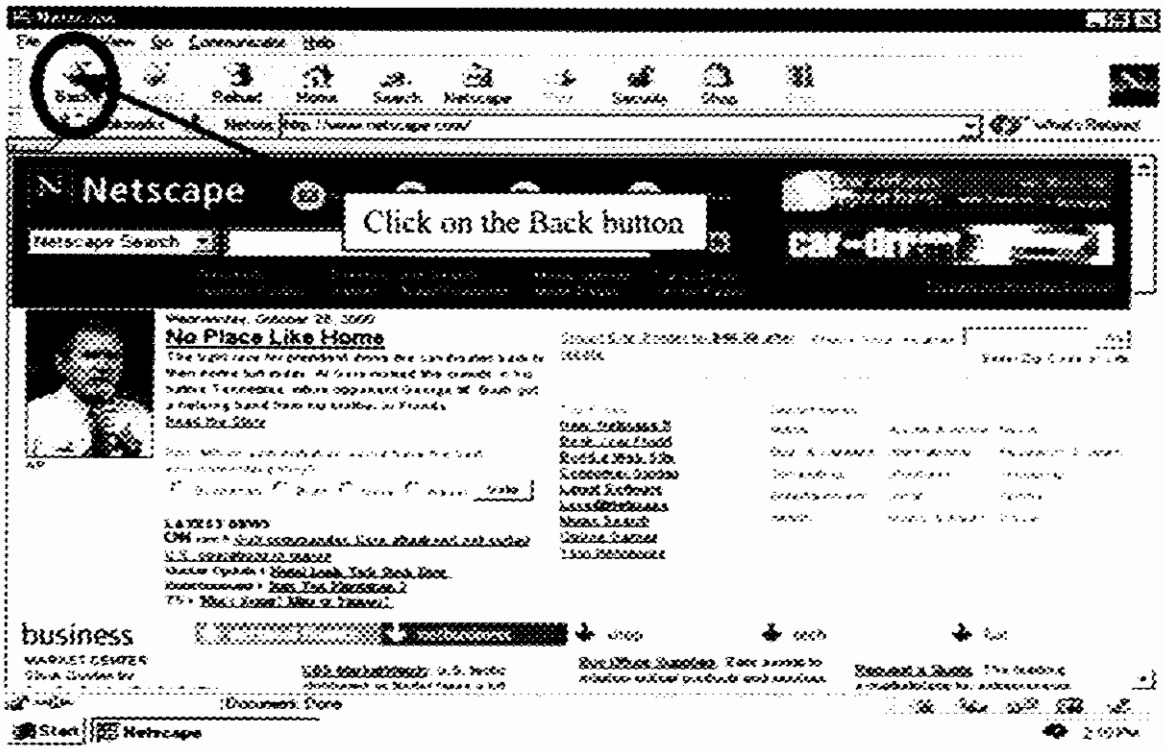
- Navigation buttons on toolbar
- Links
- Bookmarks

First we are going to discuss the Navigation buttons on the toolbar. The figure below shows the common buttons that will be covered in this guide.

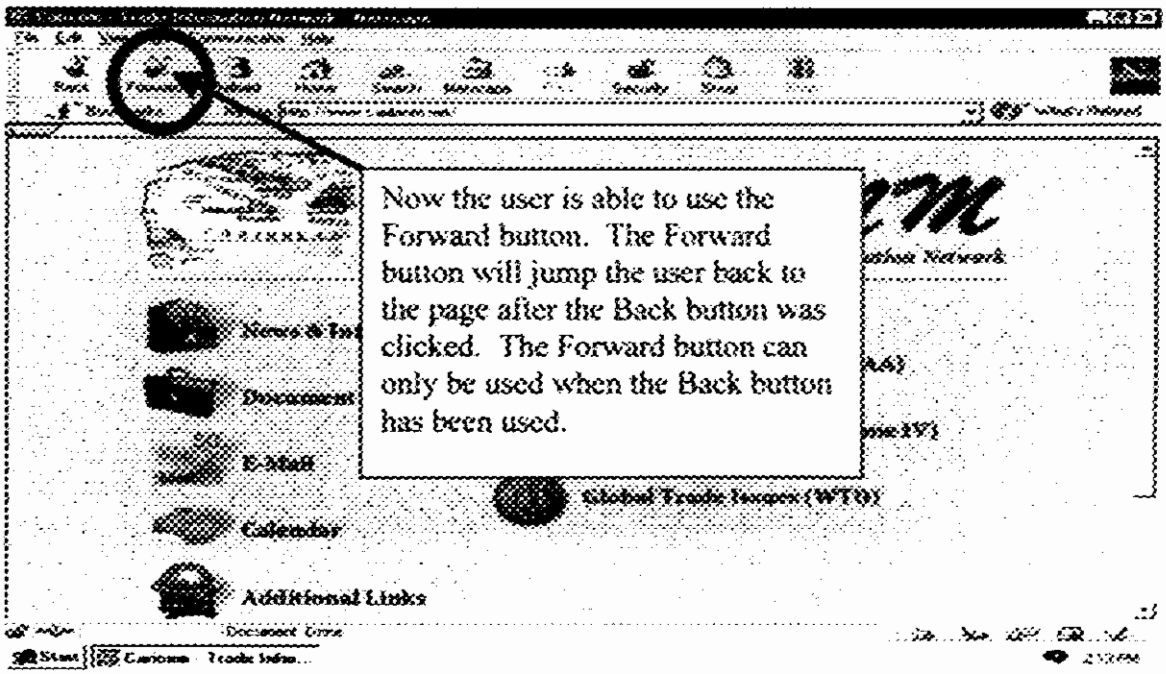
- Back
- Forward
- Reload
- Home
- Search
- Stop

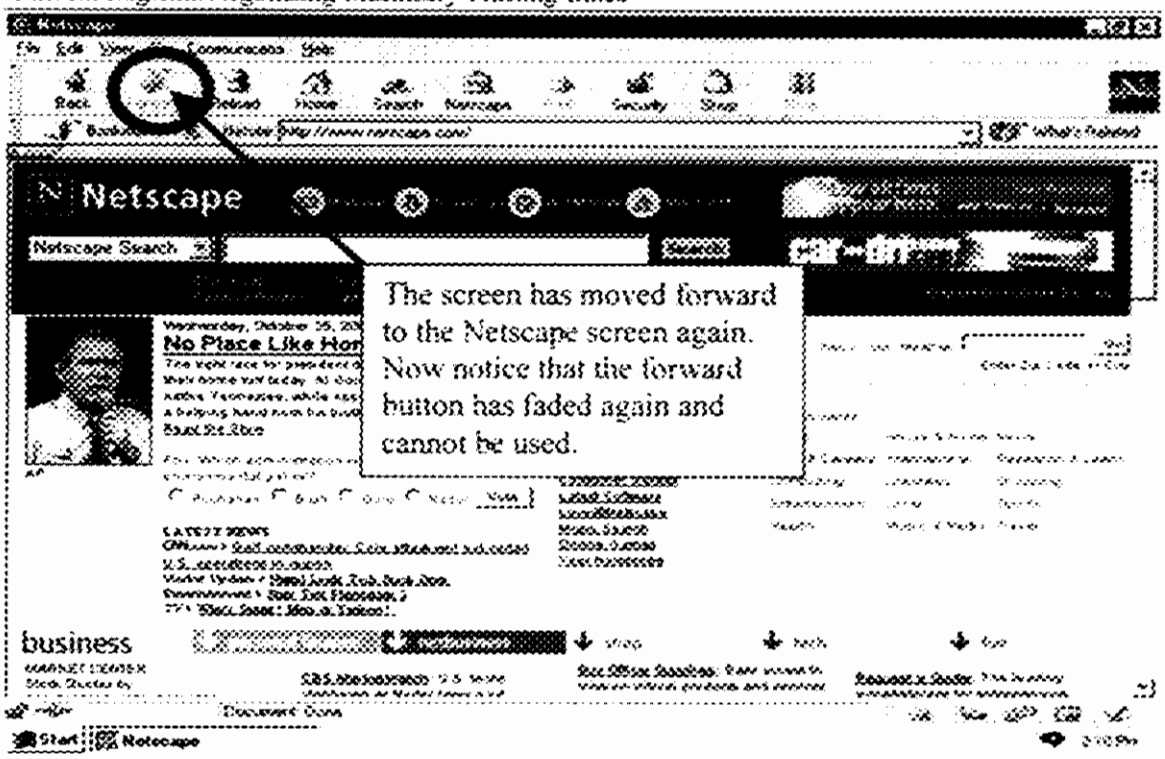
The Back button will allow the user to go back to the previous web page. If the user is on the first web page, then the back button will function.

Example: If the user was on the Netscape home page, but had started on the Caricom RNM home page, then to return to the Caricom RNM home page the user would click on the Back button.

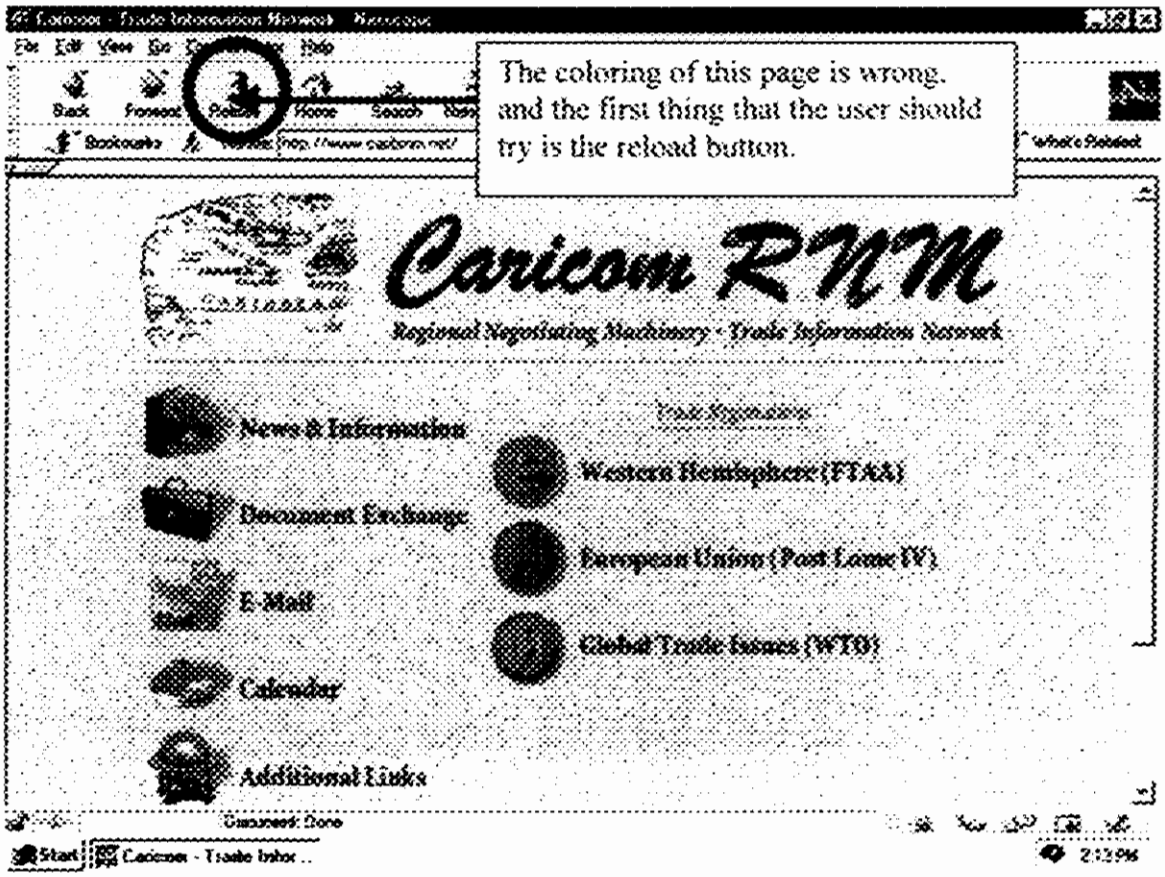


Netscape would then take several moments and the Caricom RNM (or previous page) would appear. The user can click on back multiple times to go back pt prior pages.





The Reload button is also often referred to as the Refresh button. This will refresh the page from the settings on the web page. For instance, if the coloring pops up wrong or the page is no viewing correctly, then click on the Reload button.



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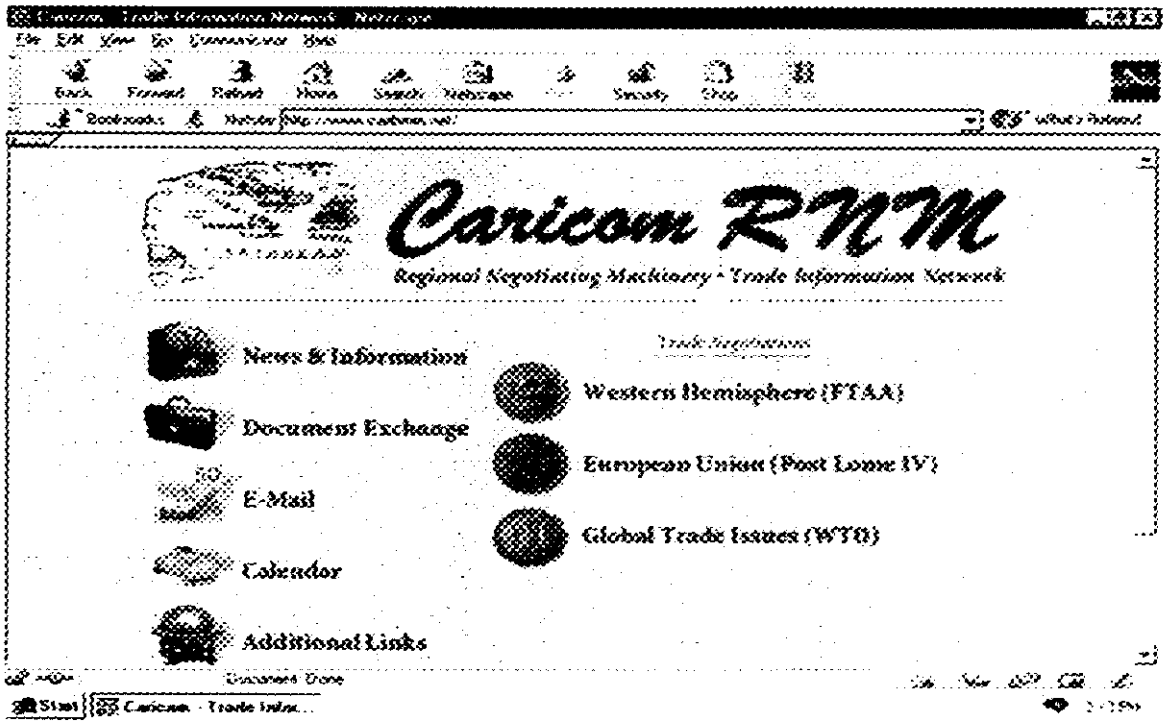
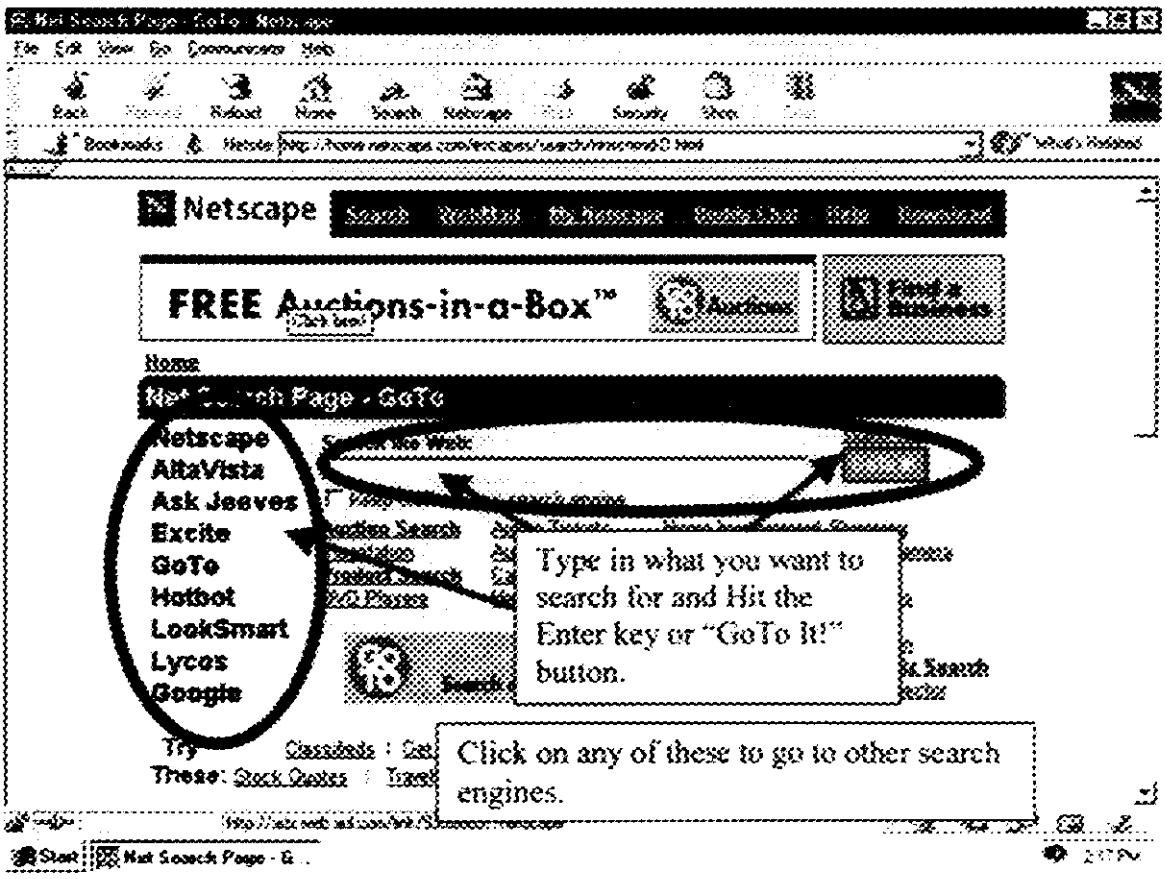
After clicking on the Reload button, wait and momentarily the screen will refresh.



The Search button will take the user directly to the Netscape search site.



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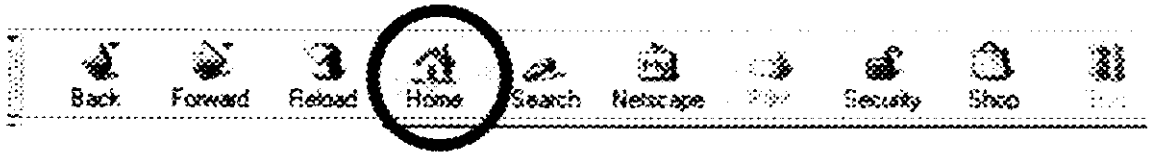
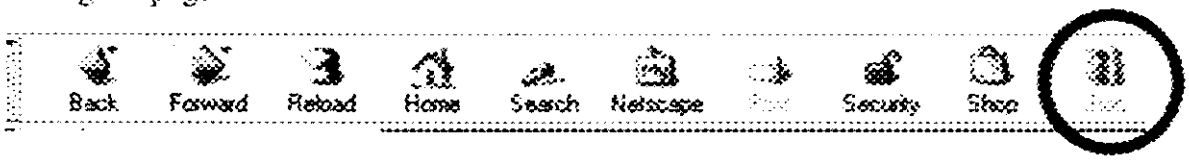
The Home button will return the user to the user's Home page. In the case of the Caricom, the user will return to the Caricom RNM web site.

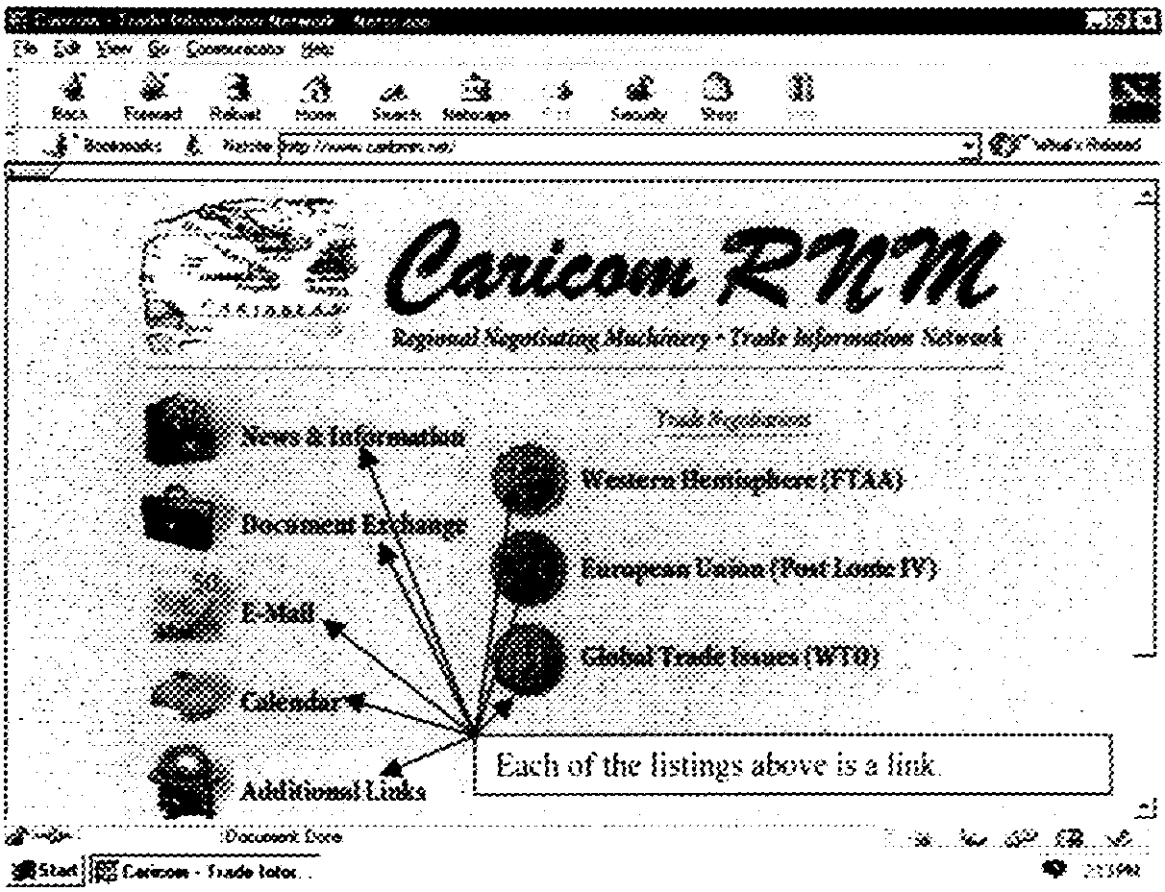


If the user accidentally clicks on the wrong Link (discussed below) or types in the wrong site address, there is a way of stopping before the new site fully develops on screen. The Stop Button will cease the activity and then the user can hit the Back button to return to the original page.

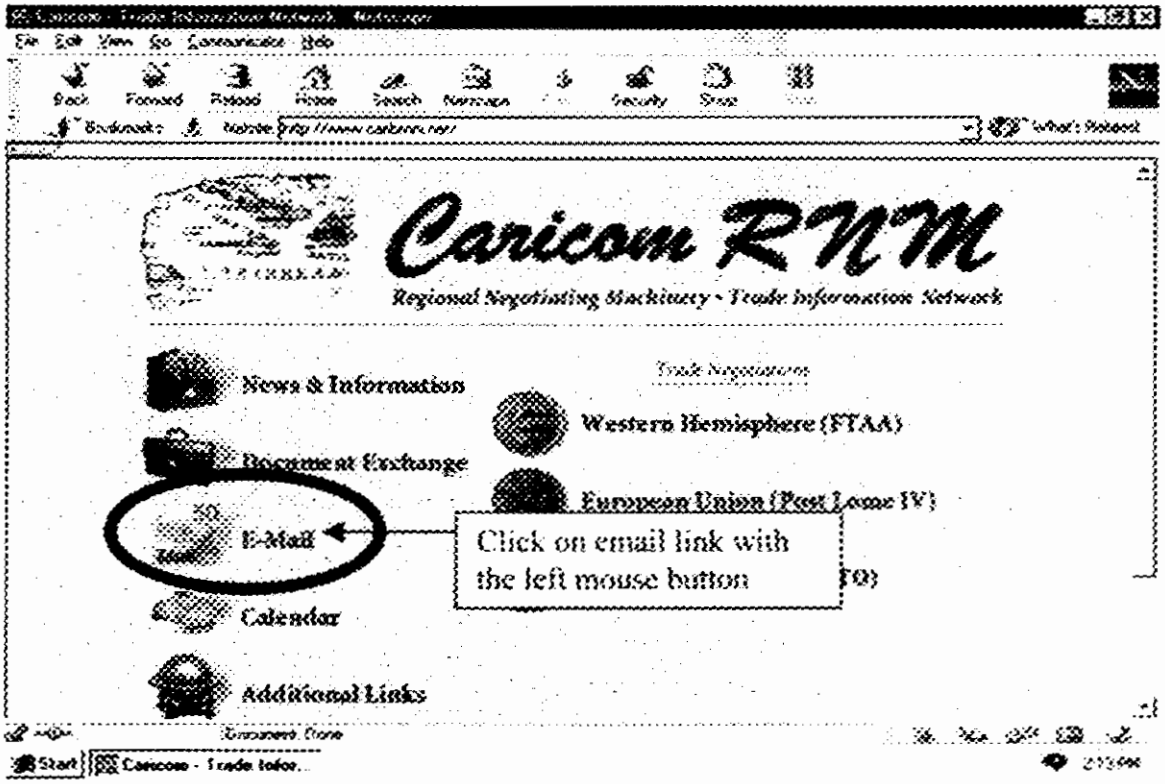


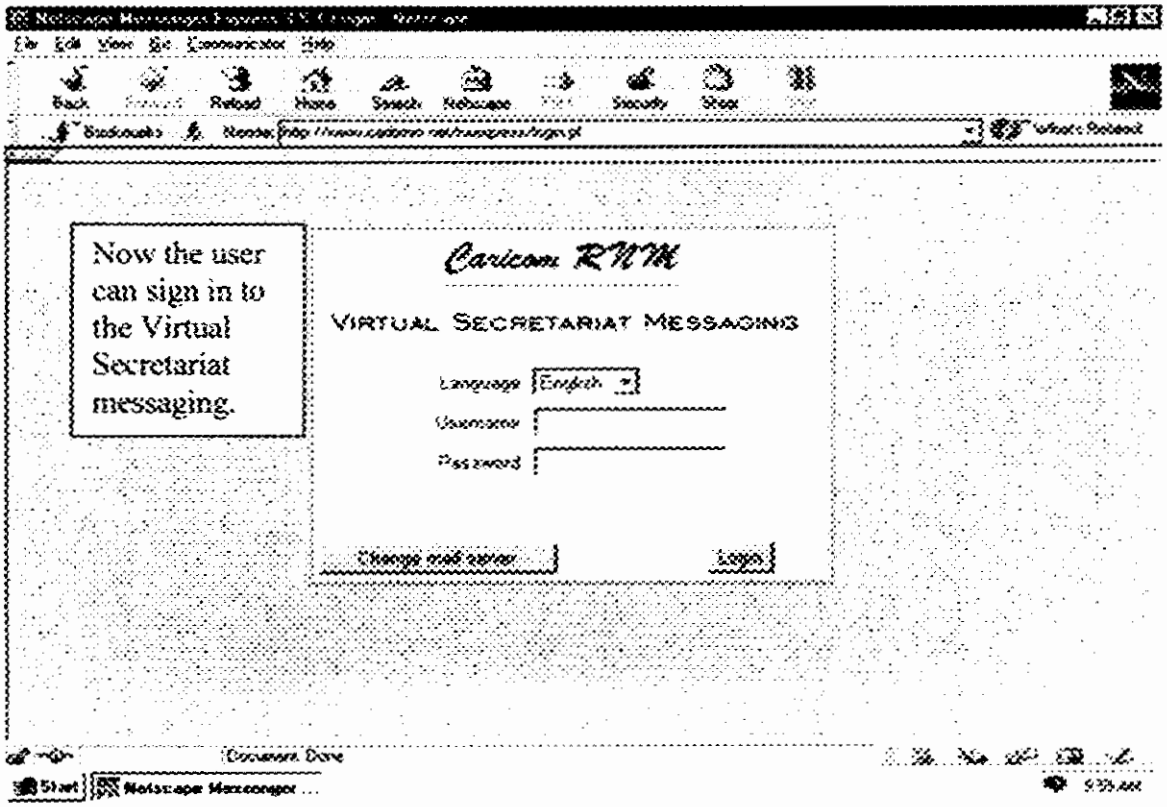
Links

A link is a picture, icon, word, or phrase that is set up by the website to join up with another page. This way, instead of typing out a new address to go to another page of the website, the user can jump there quickly. The Caricom RNM home page has several links on the page.

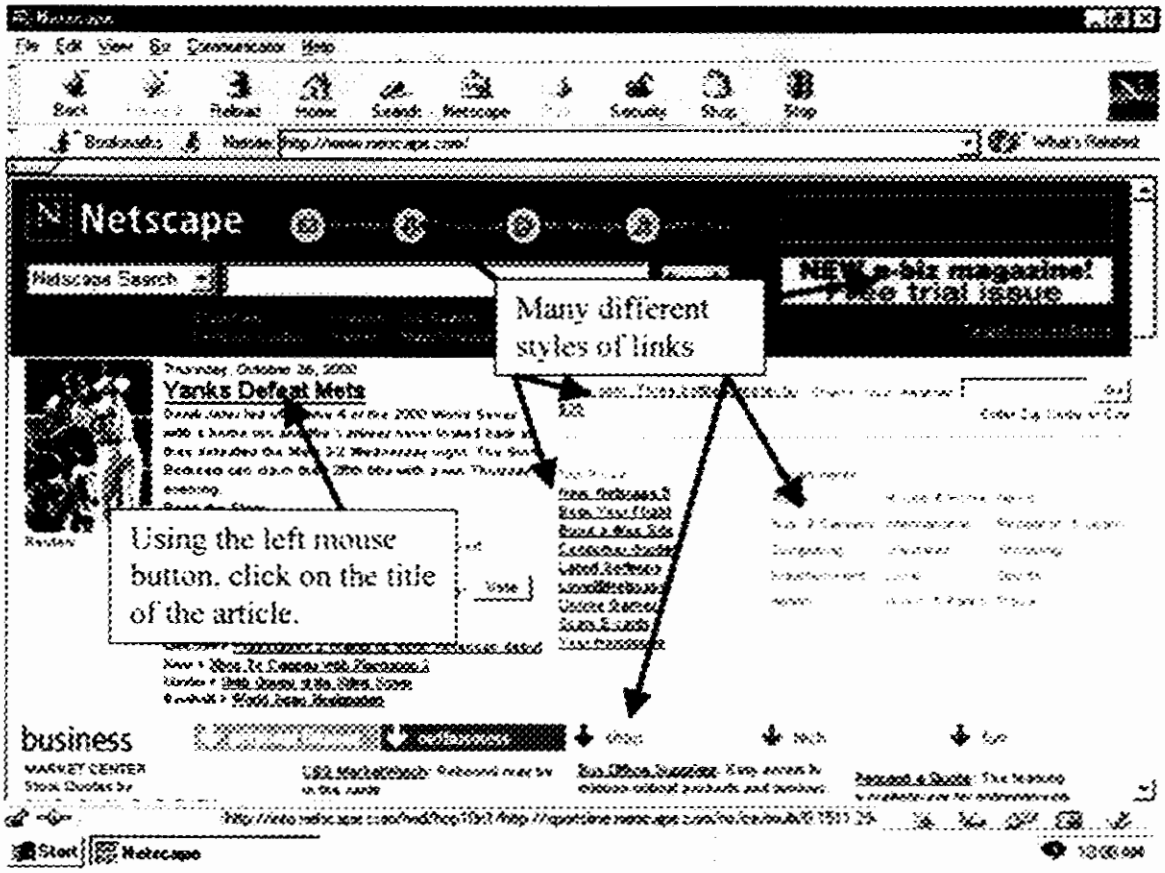


Click on the E-Mail link using the left mouse button. Note: usually when the cursor moved over a link it will change from the normal pointer to a hand. Depending on how the users computer is set up this may vary.

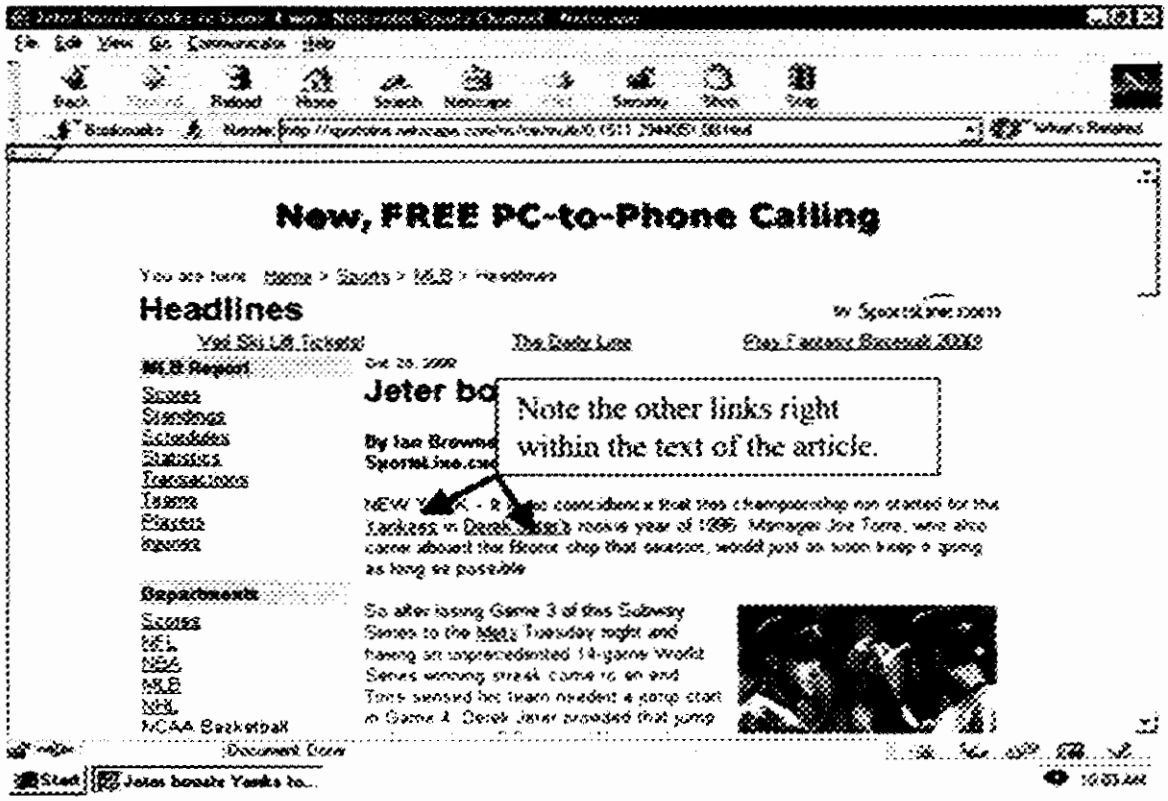




By looking at the Netscape home page, we can se many different types of links.

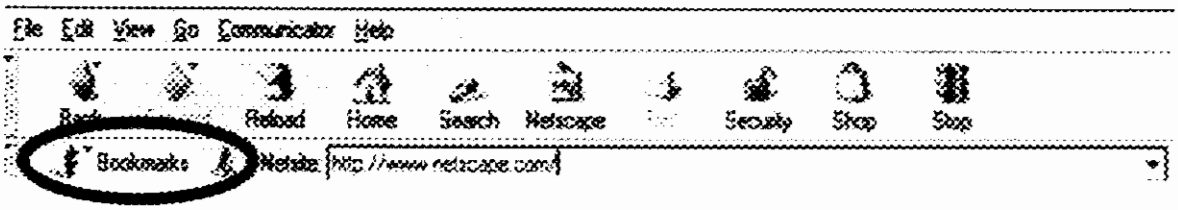


Now the linked page shows up below.

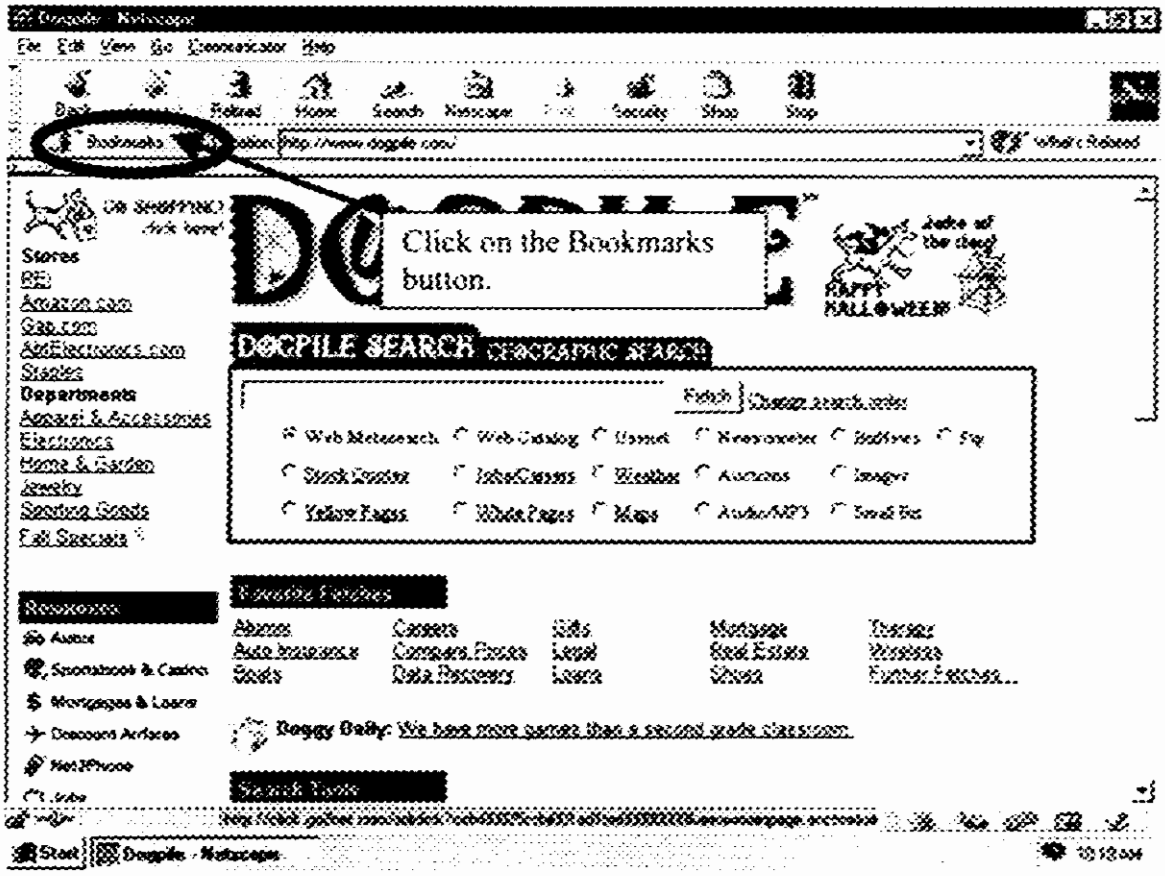


Bookmarks

Bookmarks are another type of navigational tool the user can utilize to jump to any particular web page. The user may find a useful web page, but forget all the jumps and links that it took to find that page, so Netscape will allow the user to save bookmarks in the system to jump back to that page at anytime. The only time a user will not be able to jump to a bookmark is if there is security page prior to the saved page. Then the user will have to log in before the saved page will appear. Bookmarks in Netscape are generally found to the left of the



To save a page first you need to be on a page that you want to save. Dogpile is a search engine that searches other search engines and is a very handy site. I am skipping ahead to www.dogpile.com.



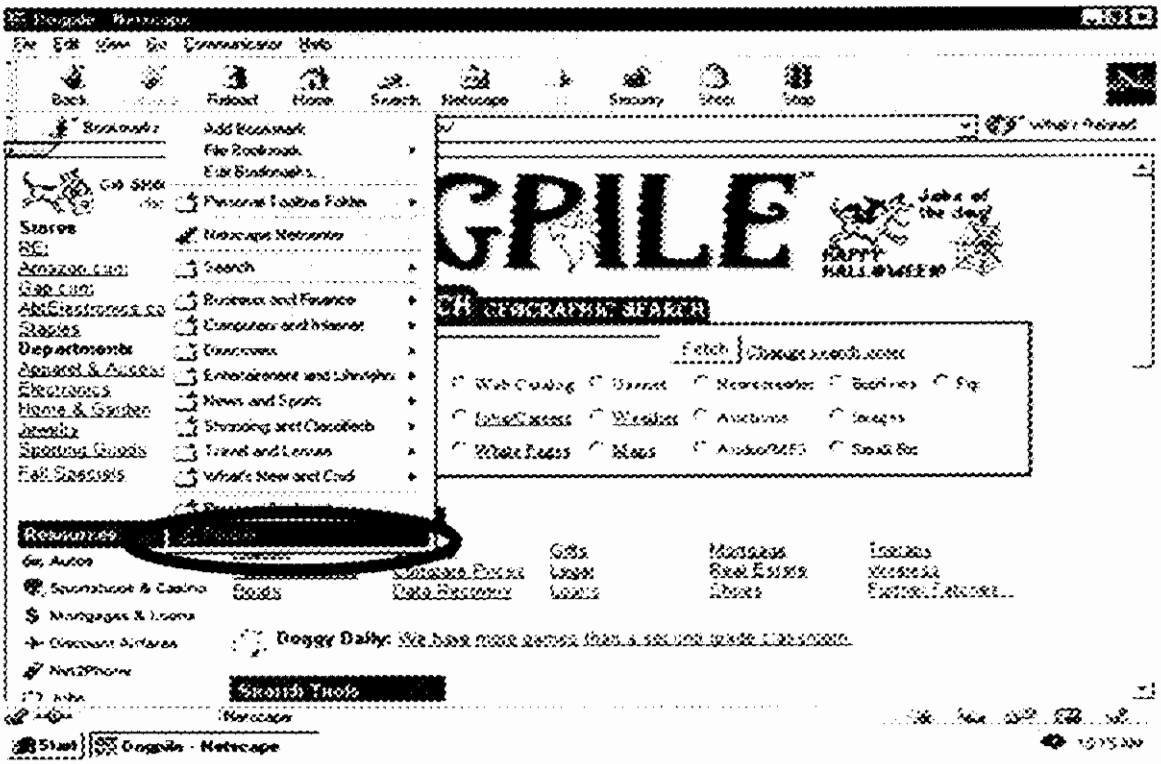
This will open up a pop up menu with several different choices. At this time we want to save the Dogpile page into our bookmarks.

To add the current web page to the bookmarks (which will mean the Personal Bookmarks) click on Add Bookmark

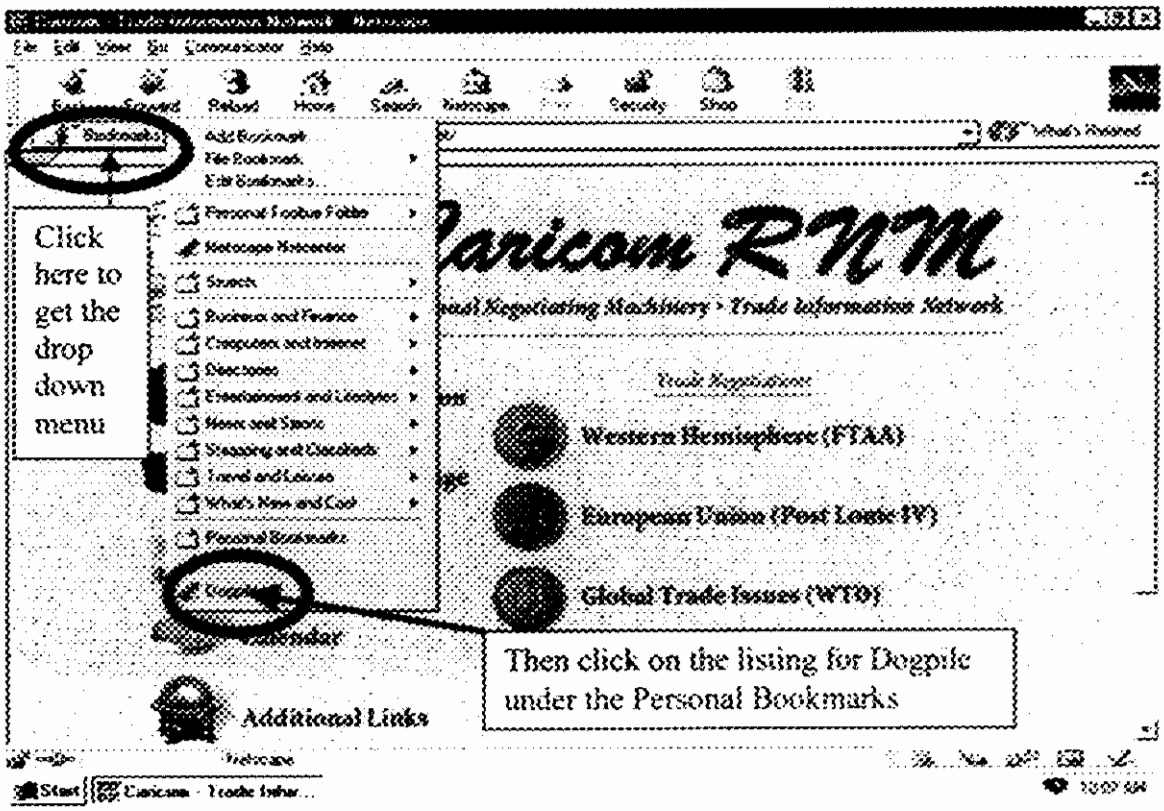
Personal Bookmarks

Once the Add Bookmarks is clicked, the drop down menu disappears.

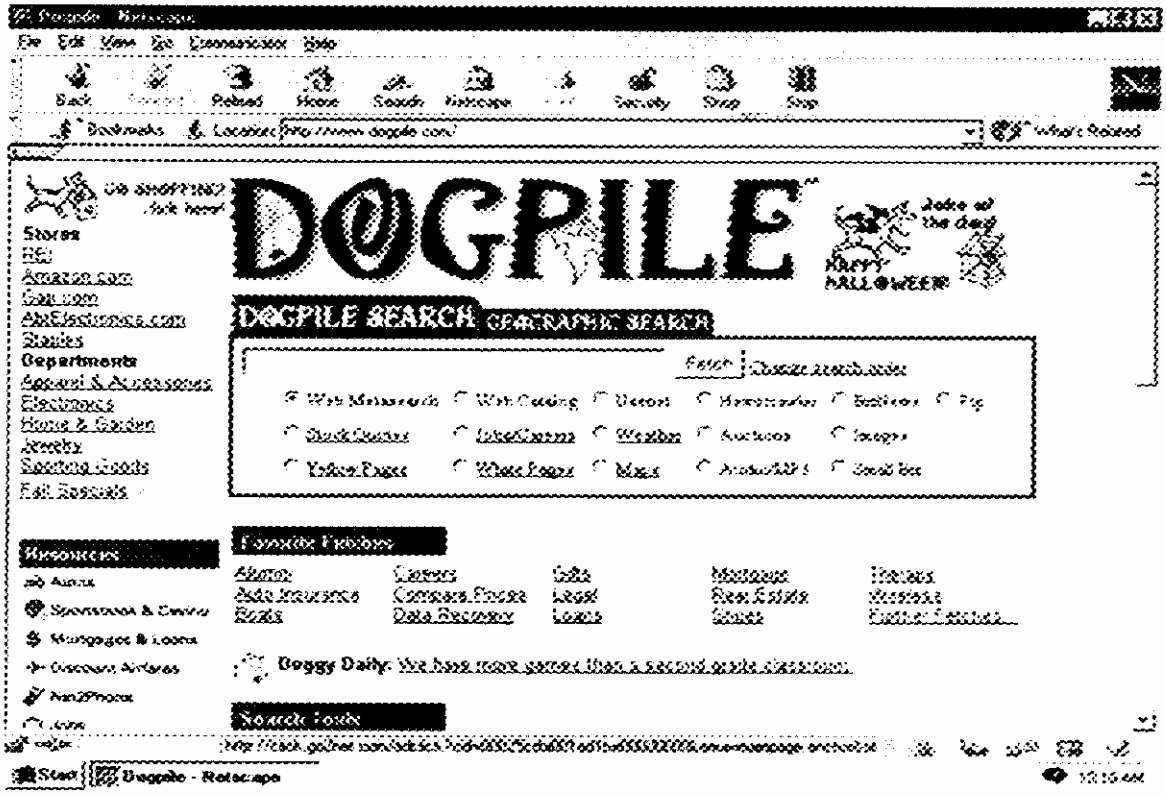
Now click on the Bookmark button again to see the saved page.



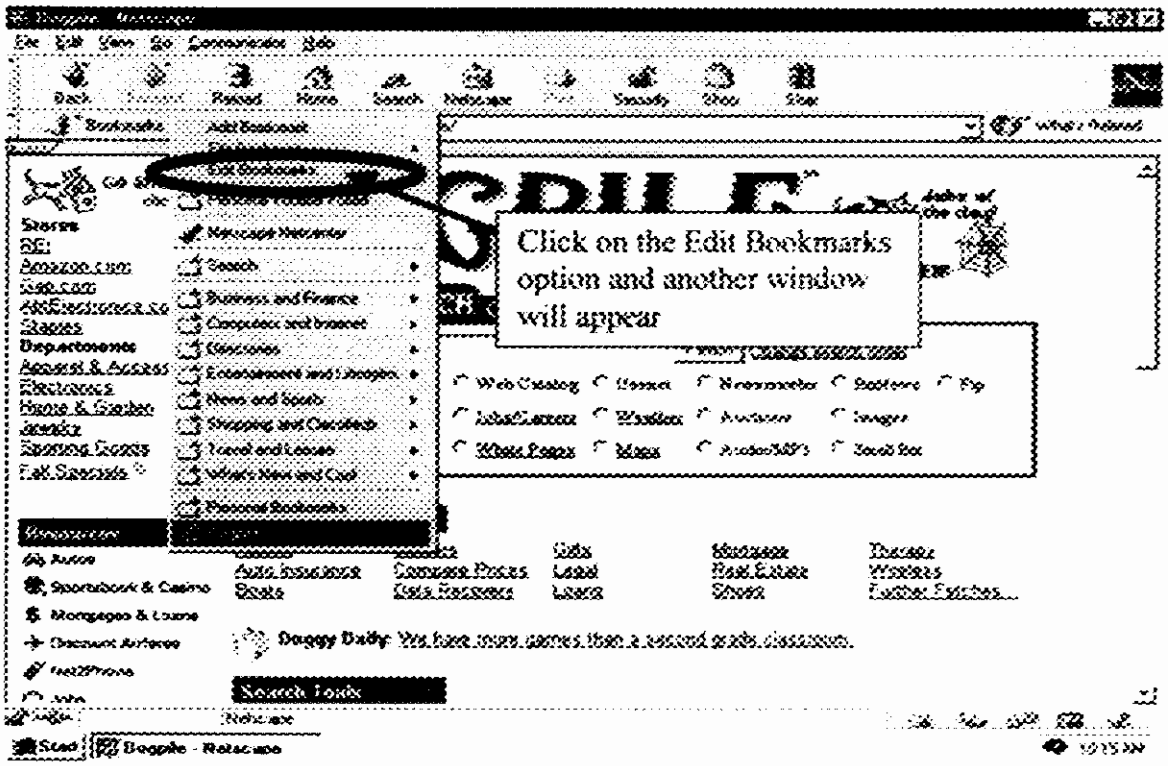
To jump to a "Bookmarked" page, the same button and drop down menu is used. So if the user wants to jump to the Dogpile site, from the Caricom RNM site, then they would start by clicking on the Bookmark button.



The page then jumps to the Dogpile site.



When a user is done with a Bookmark, or decides that they no longer need a particular one, then they should delete the Bookmark from the list. To delete a Bookmark, click on the Bookmark button and open up the pop up menu.



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To see the personal bookmarks where the user's bookmarks will be located, scroll to the bottom of the window.

To delete a bookmark, the user can click once and highlight the Bookmark and then strike the Delete key, or use the right mouse button to click on the Bookmark. (See next page.)

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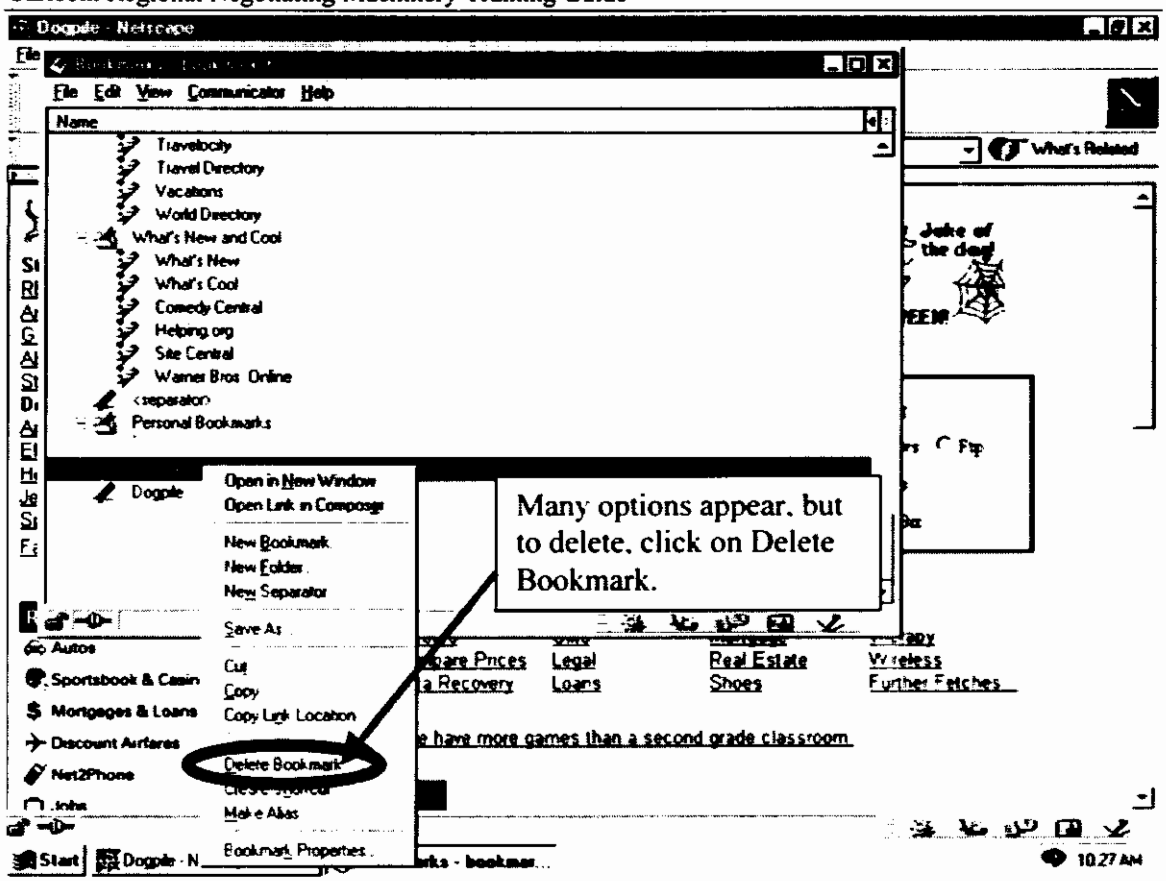
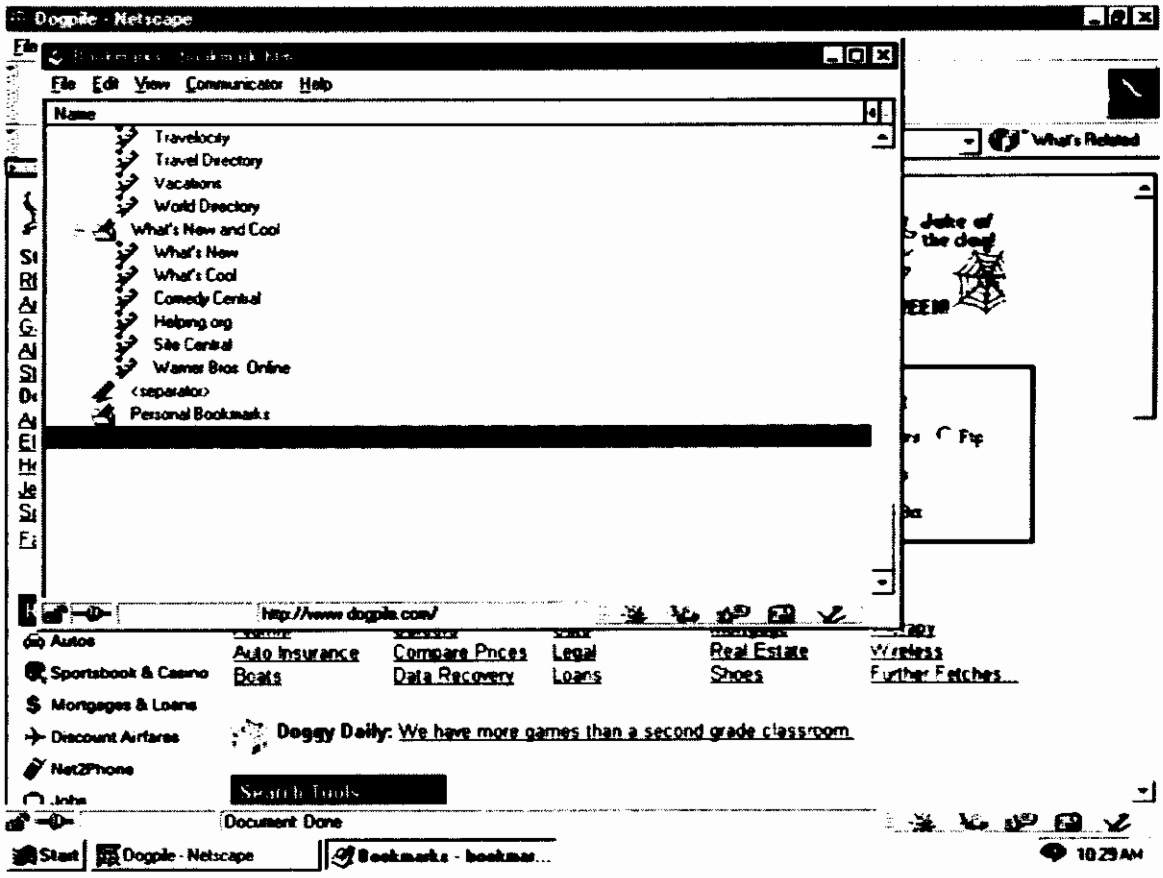


To see that the bookmark is gone, click on the Bookmark button again.



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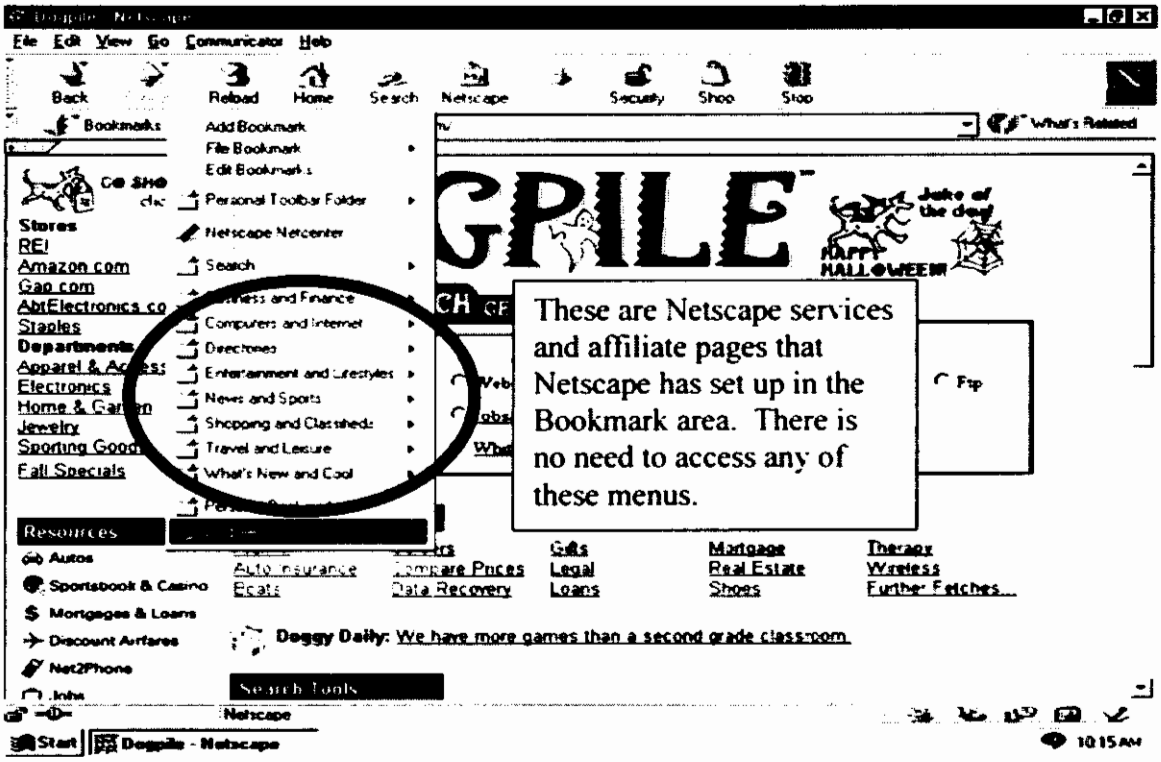
The other items shown on the Bookmarks pop up menu are bookmarks already selected by Netscape for the user. These are items that Netscape wants users to use.



These are Netscape services and affiliate pages that Netscape has set up in the Bookmark area. There is no need to access any of these menus.

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Section III: iPlanet Functions and Microsoft Office

Overview:

The purpose of this section is to familiarize the user with the Microsoft Office products and iPlanet functions. In this section we will cover:

- Microsoft Office Overview
- Email (Outlook)
- Calendar (Outlook)
- Instant Messenger (AIM)
- Email Express (iPlanet)
- Calendar Express (iPlanet)
- Collabra

The objectives of this section:

- Send and receive email from the workstation
- Send and receive email from the internet
- Set appointments and view calendar from the workstation
- Set appointments and view calendar from the internet
- Post and read messages following or starting a threaded discussion
- Chat with a buddy online using the Instant Messenger
- Chat with a group of people using the Instant Messenger

Microsoft (MS) Office overview

Microsoft Office integrates word processing, spreadsheet, database, email, calendar, and presentation functionality to the desktop office environment. There are 5 major applications that make up MS Office:

- Outlook
- Word
- Excel
- PowerPoint
- Access

Outlook is an office desktop application. Outlook incorporates email, calendar, contacts, and task list (to do list). In this section we will go into outlook to discuss email and calendar functions.

Word is a word processor application. This is a very versatile word processing application widely used throughout the business community.

Excel is a spreadsheet application. This spreadsheet has many functions allowing the user to perform simple and complex spreadsheet functions.

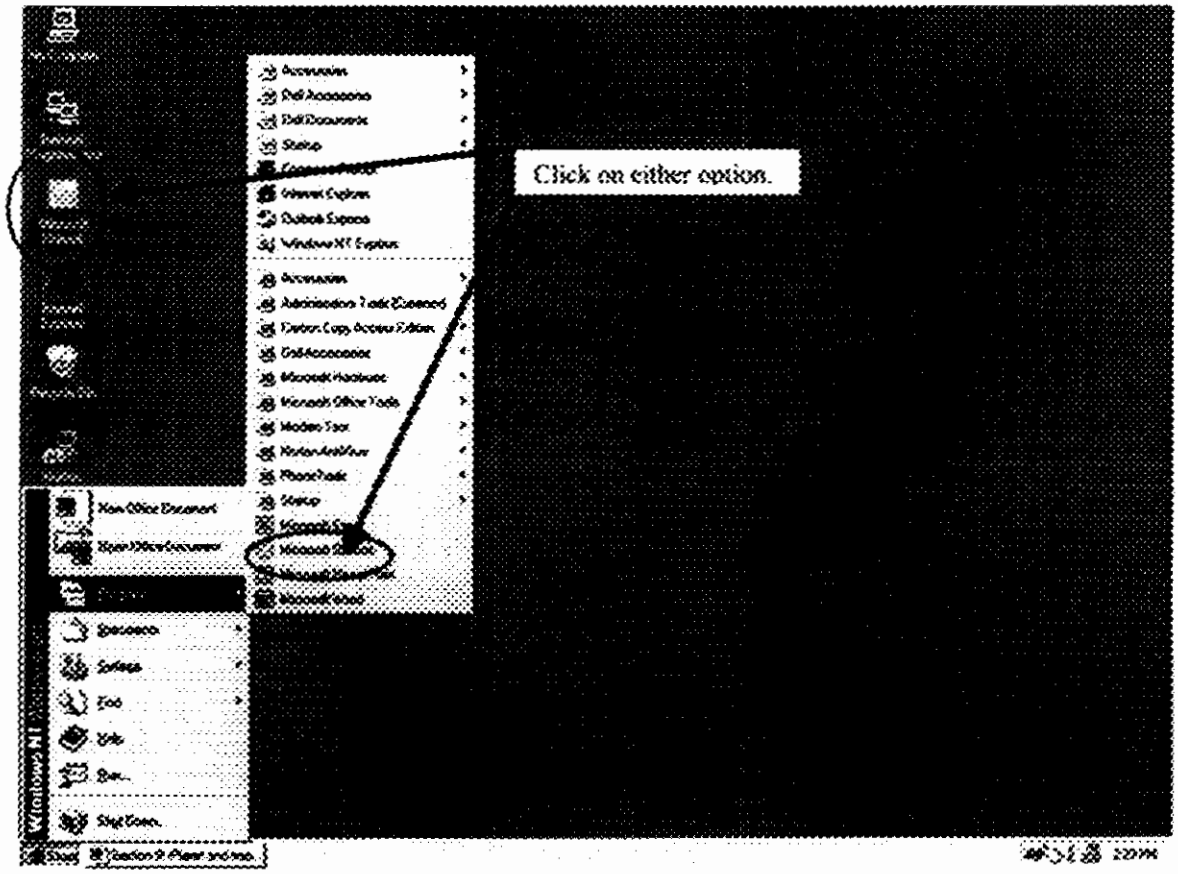
PowerPoint is a presentation application. This will allow the user to create a variety of presentations, incorporating graphics, graphs, charts pictures, and animation.

Access is a database application. This will allow the user to create and maintain databases, producing reports and queries on the information contained therein.

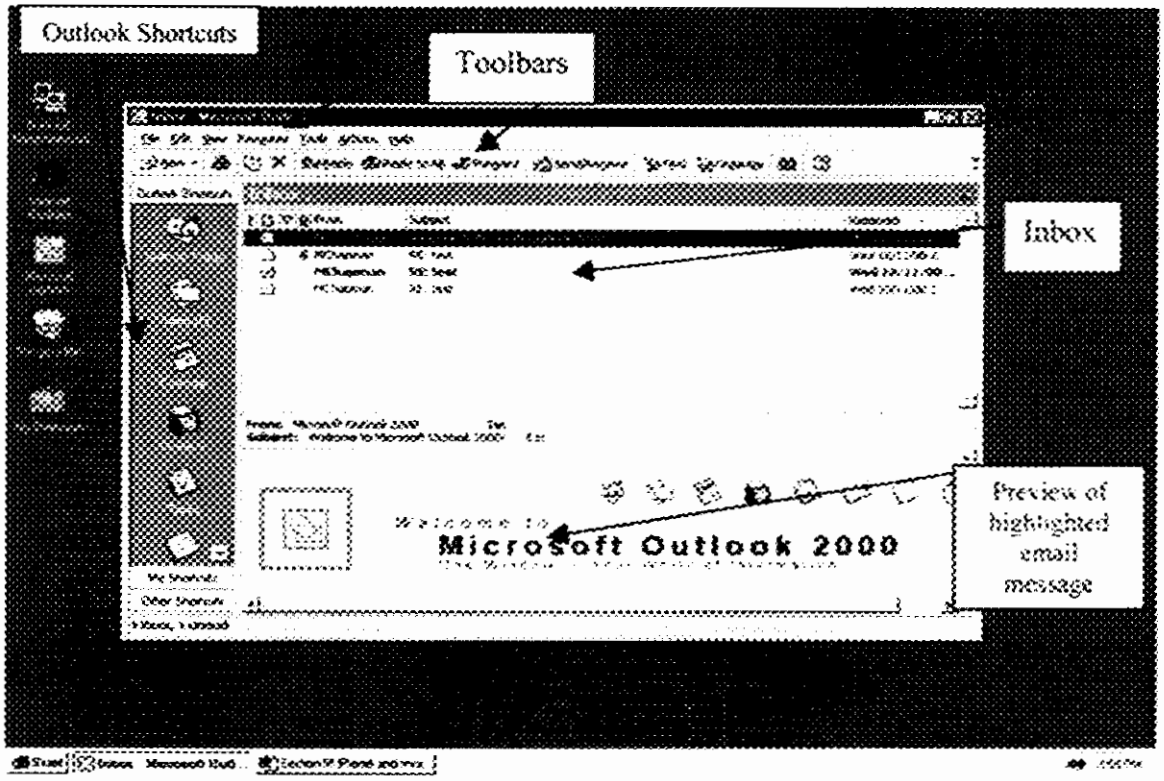
Email (Outlook)

Email stands for Electronic Mail. Email allows a user to send messages via a Local Area Network (LAN) to co-workers or over the Internet to people around the world. In most cases, users can not only send messages, but they can send attachments, such as documents, images, spreadsheets, and other files.

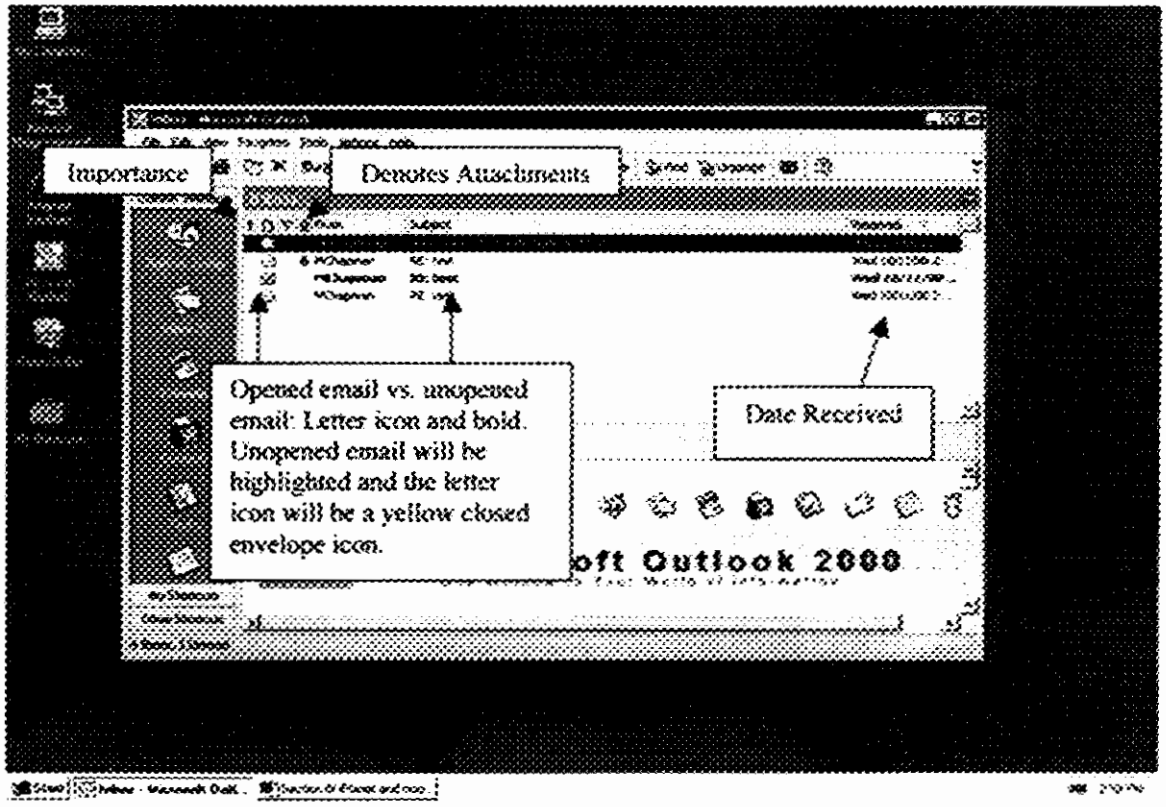
First lets take a look at how to open Outlook. Outlook can be opened from the icon on the desktop or from Programs under the start button.



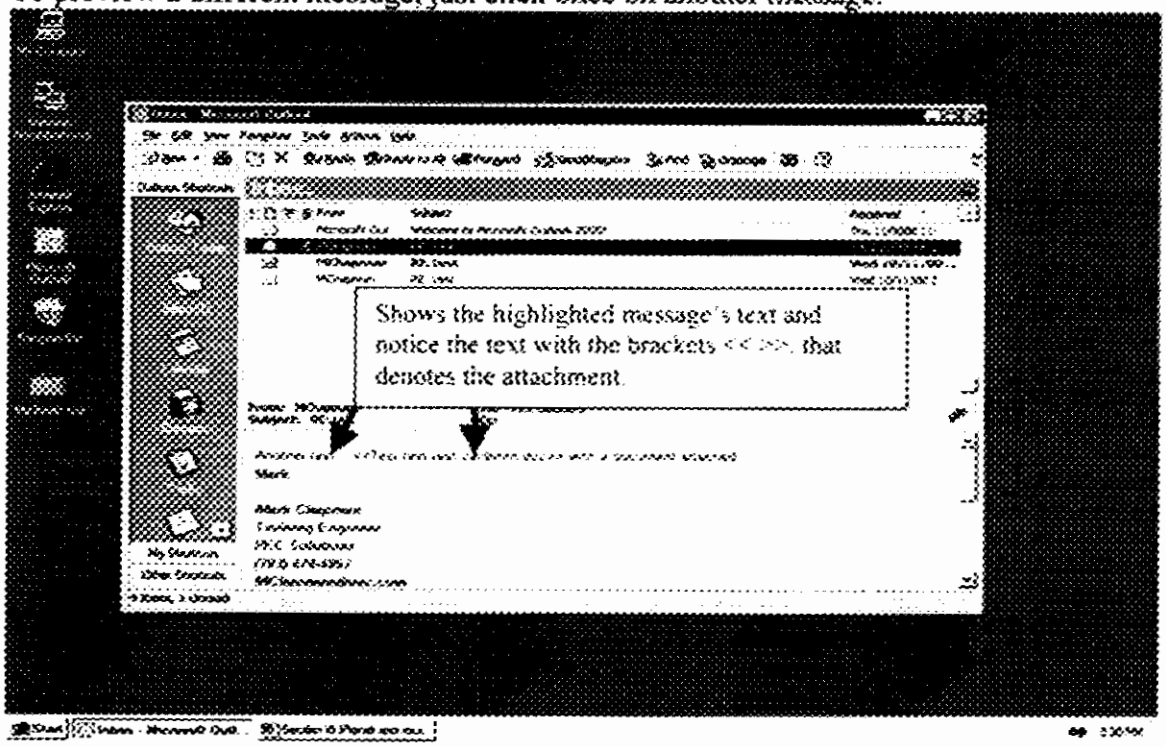
This will open the Microsoft Outlook window.



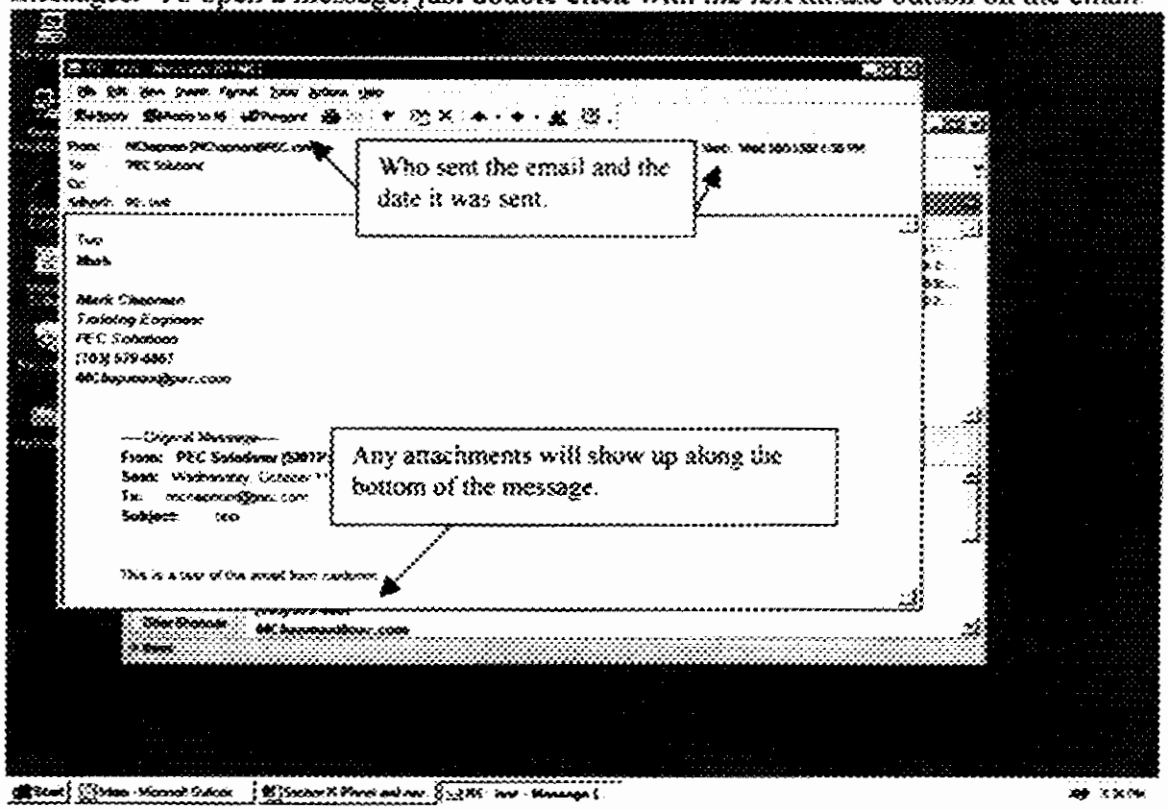
First is the inbox. The inbox is where the user's incoming mail will be deposited either automatically in a LAN environment or after clicking Send/Receive for dial-up network.



To preview a different message, just click once on another message.

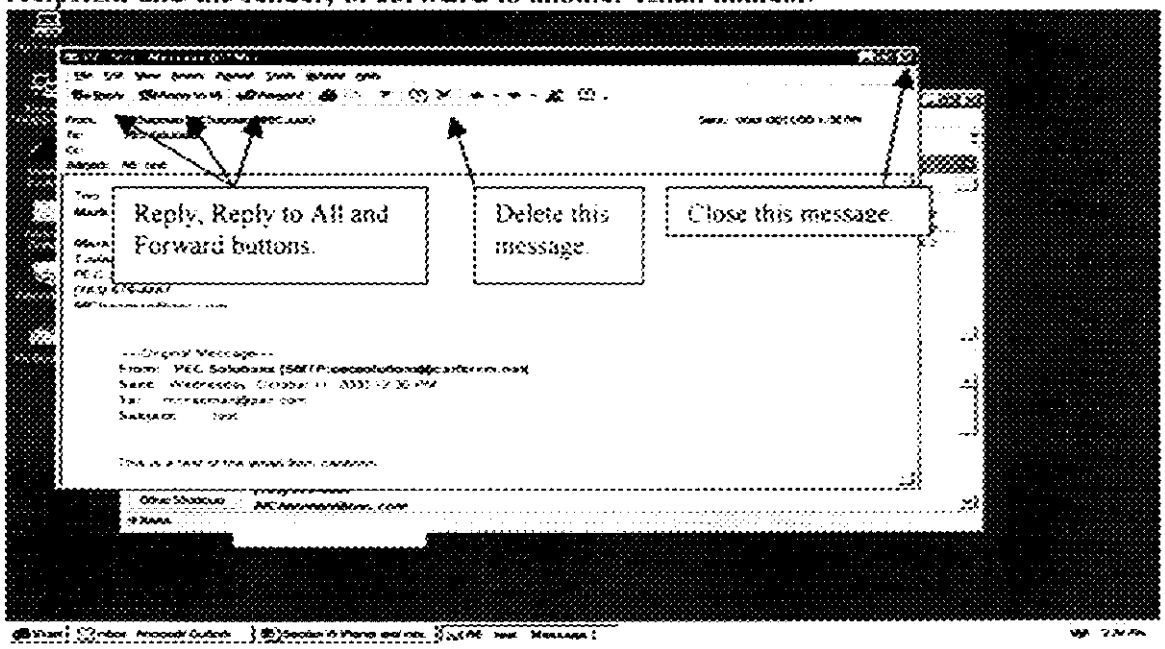


In this mode, the user could actually read all their documents without opening the messages. To open a message, just double click with the left mouse button on the email.

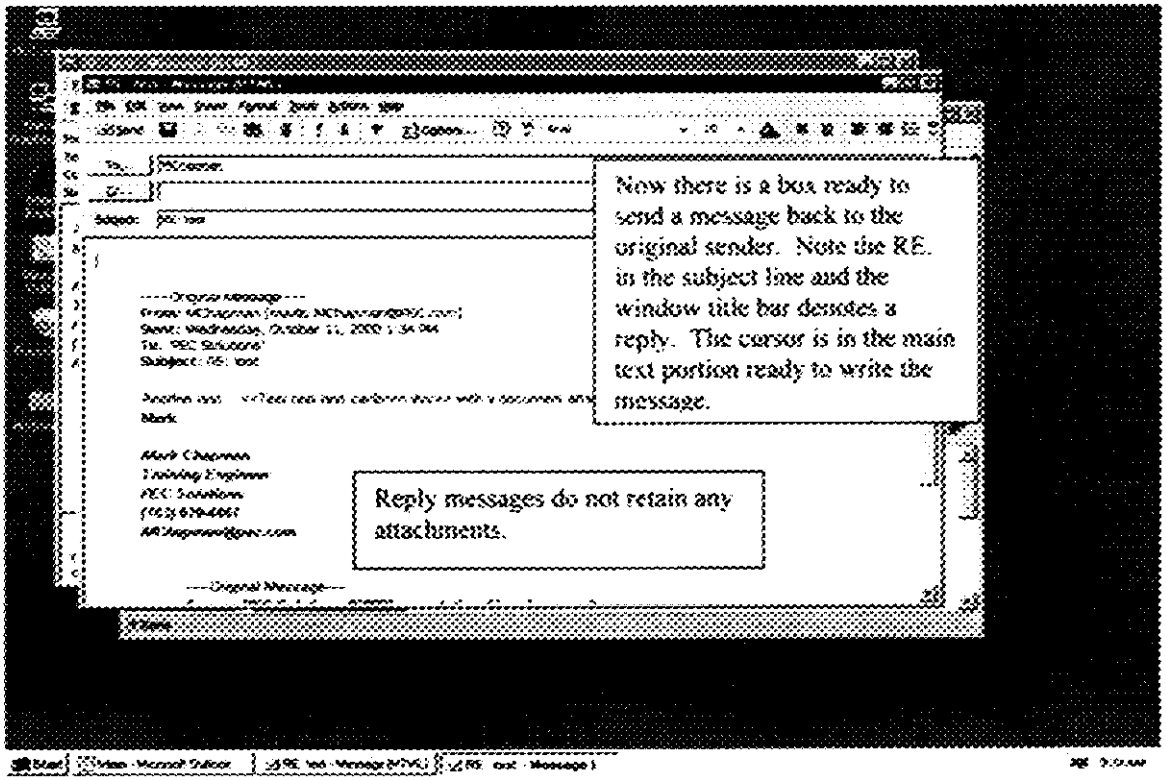


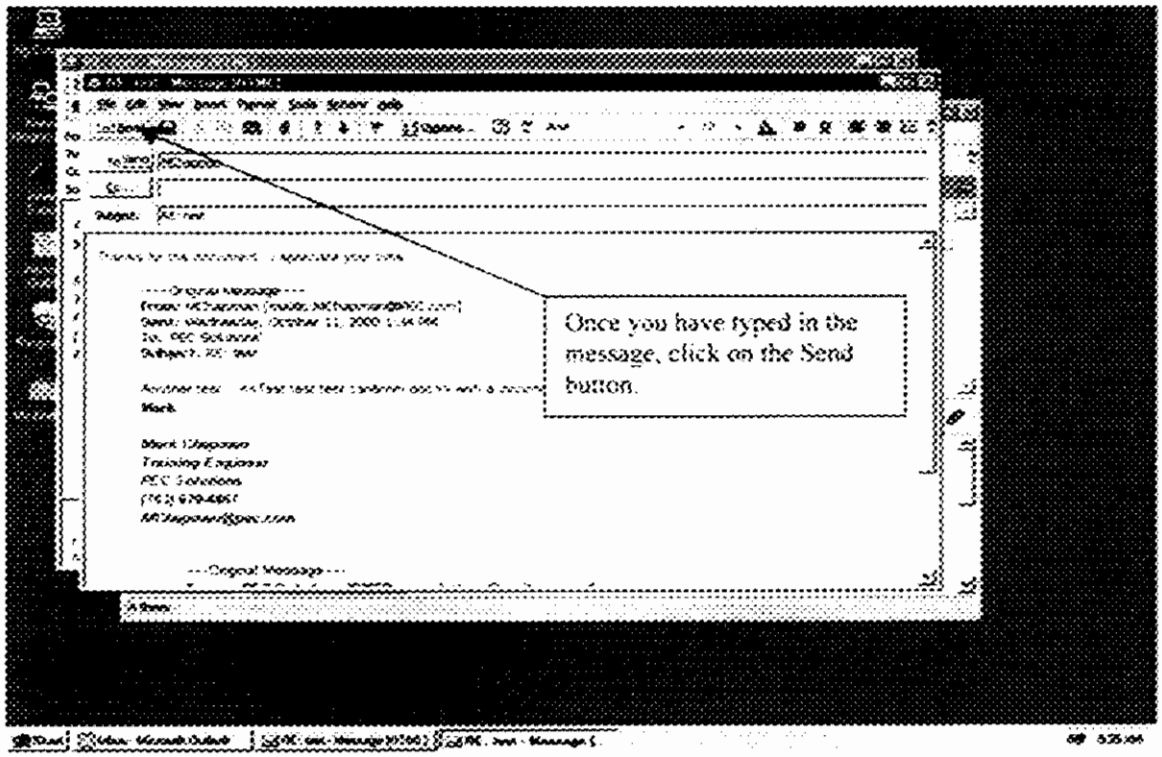
Reply, Reply to All, Forward

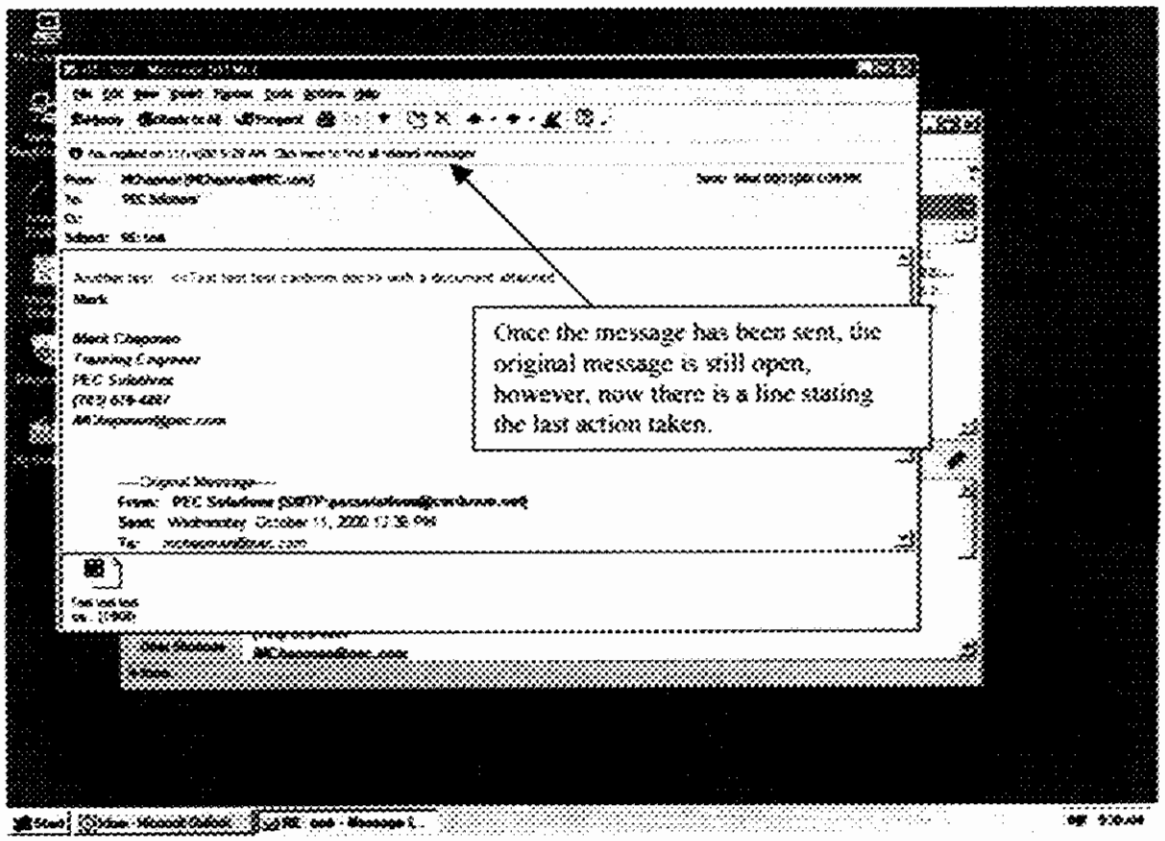
The once the user has read the email, they can choose from several options. They can close the message, delete the message, they can **reply** to the sender, **reply to all** recipients and the sender, or **forward** to another email address.



Click on the **Reply** button.

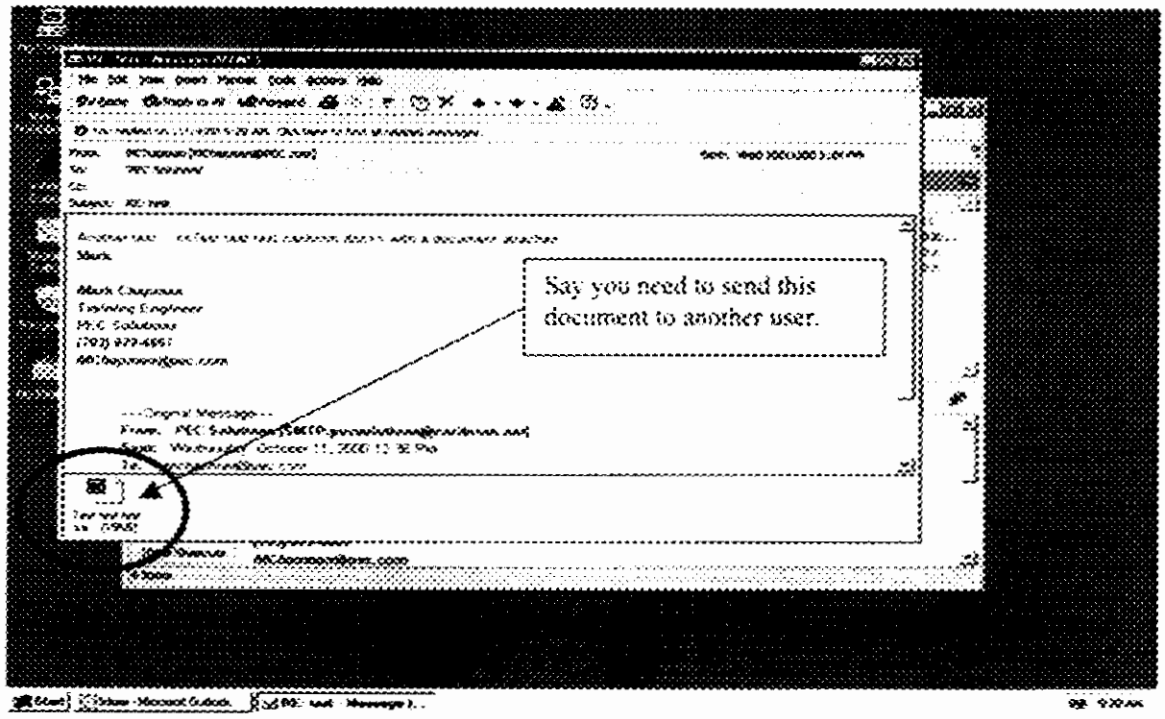




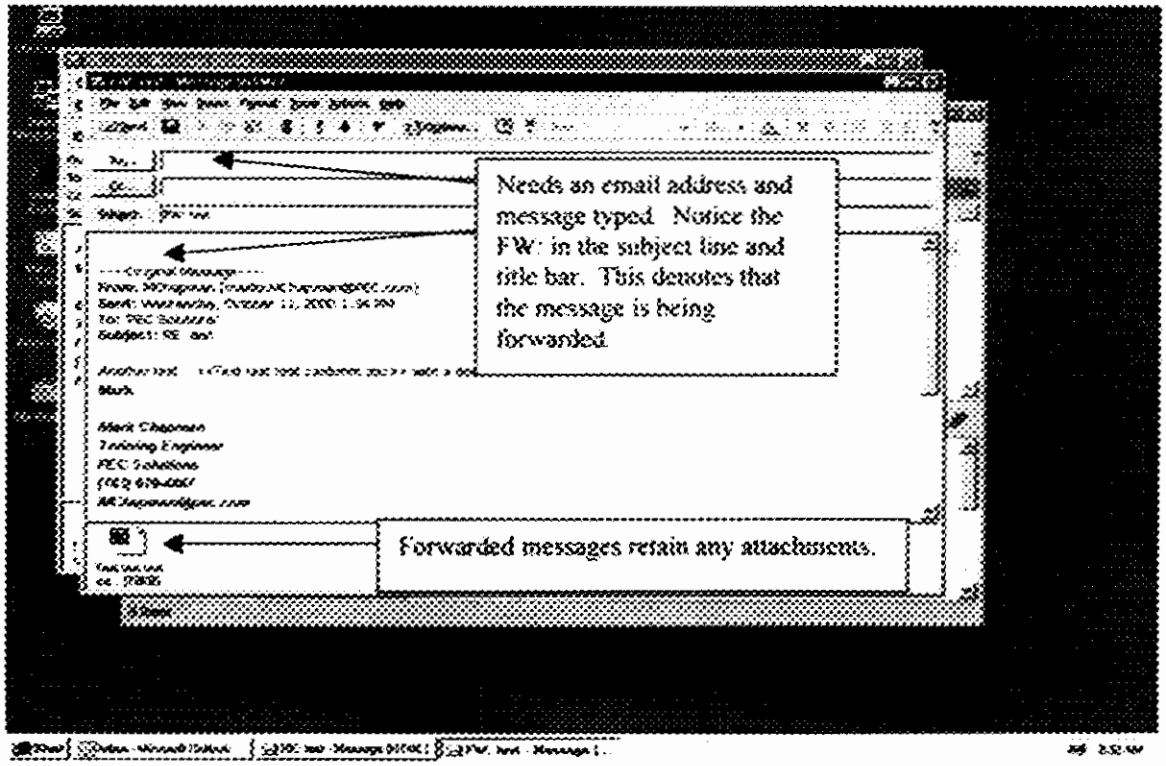


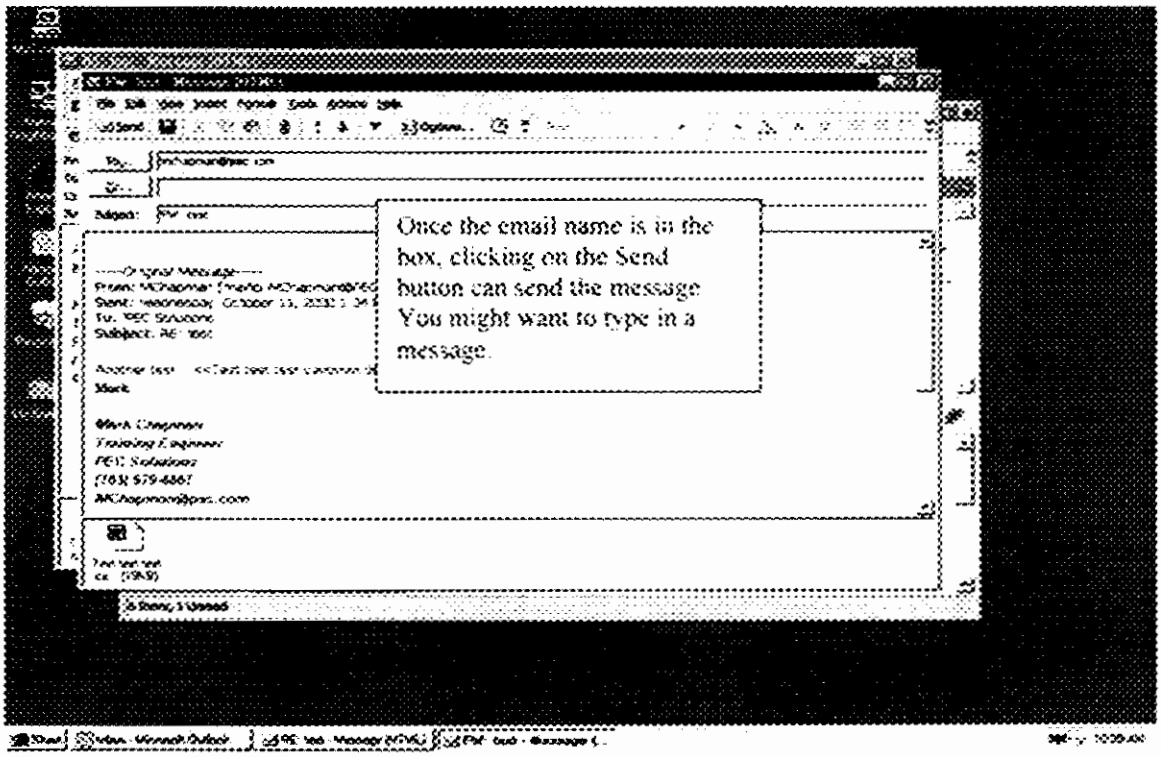
Reply to all works the same way, however it will reply to all those attached to the original email message.

Forward actually takes the email and sends it on to another recipient that you choose. For instance, say below that the email with the attachment needs to go to another person.

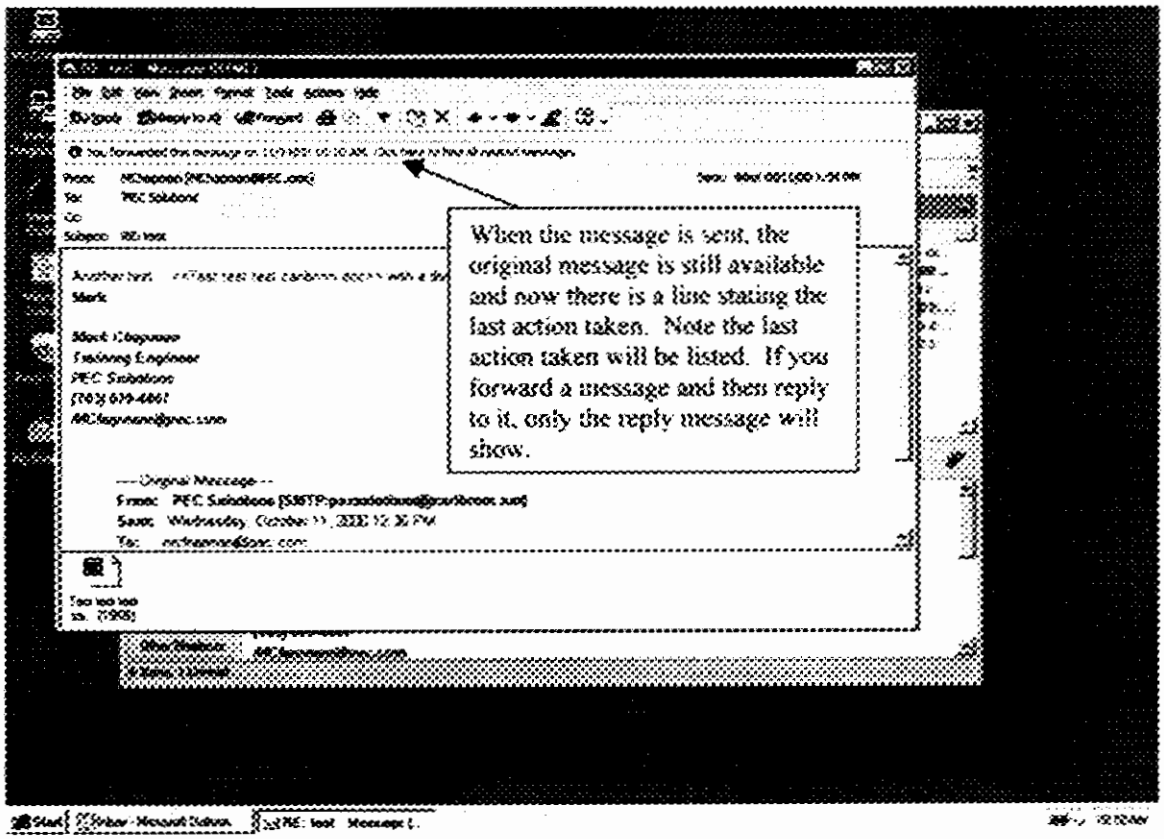


Click on the **Forward** button.



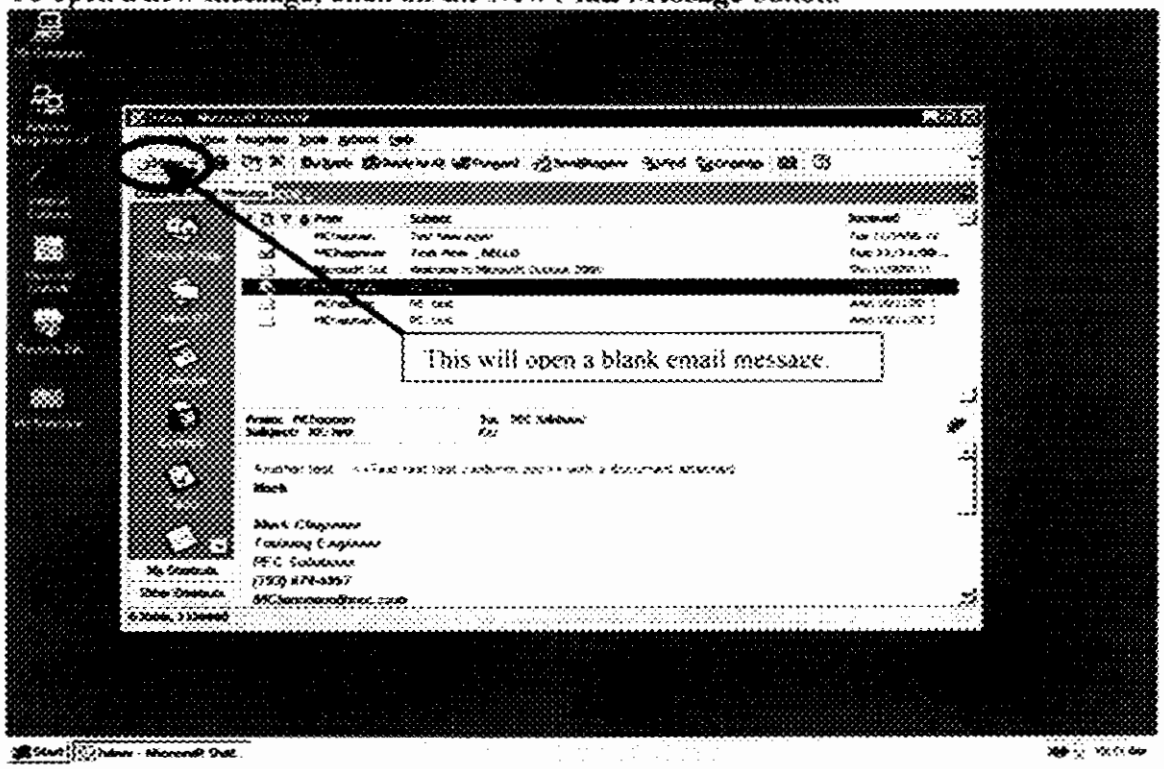


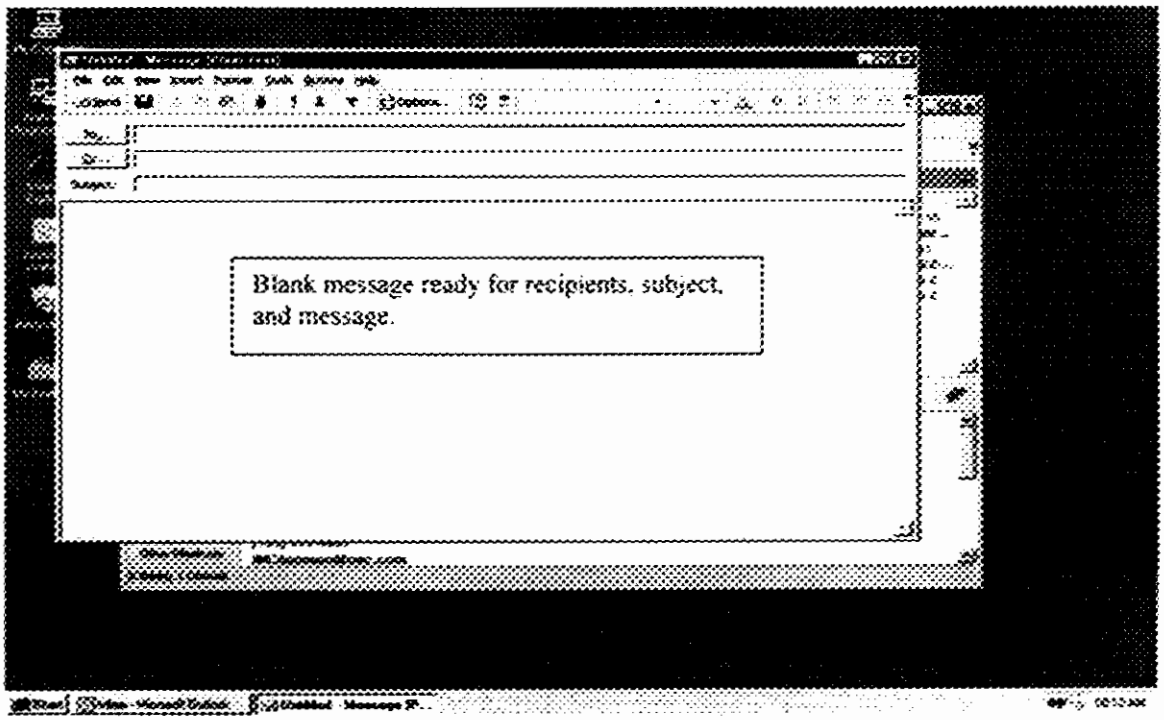
Click the Send button.



Send a New Message

To open a new message, click on the **New Mail Message** button.





Type in an email address, subject, and message. Use tab to move the cursor from field to field.

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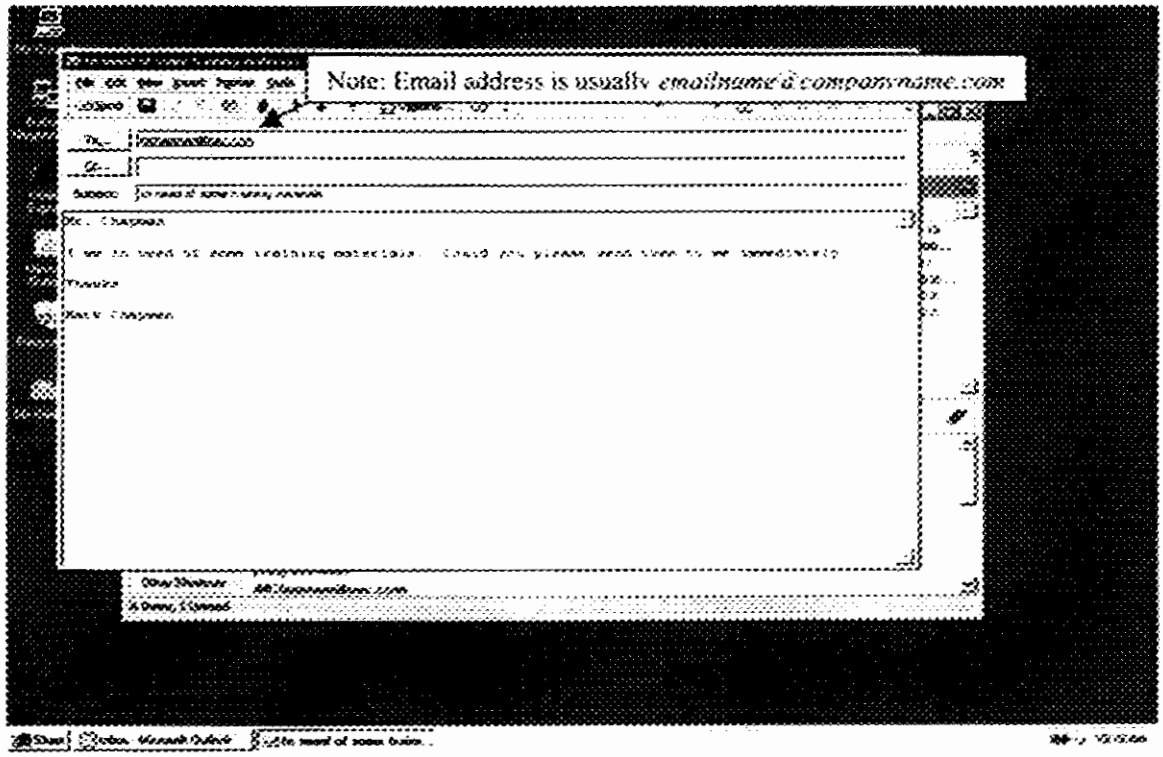
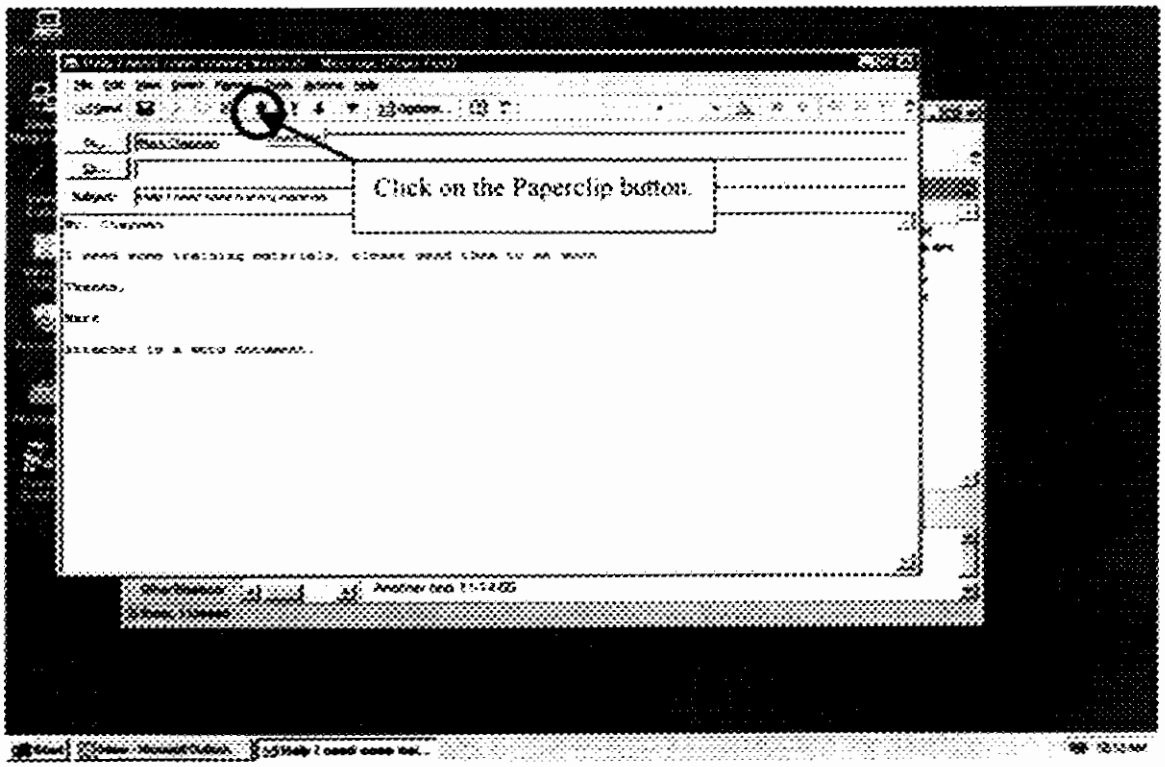
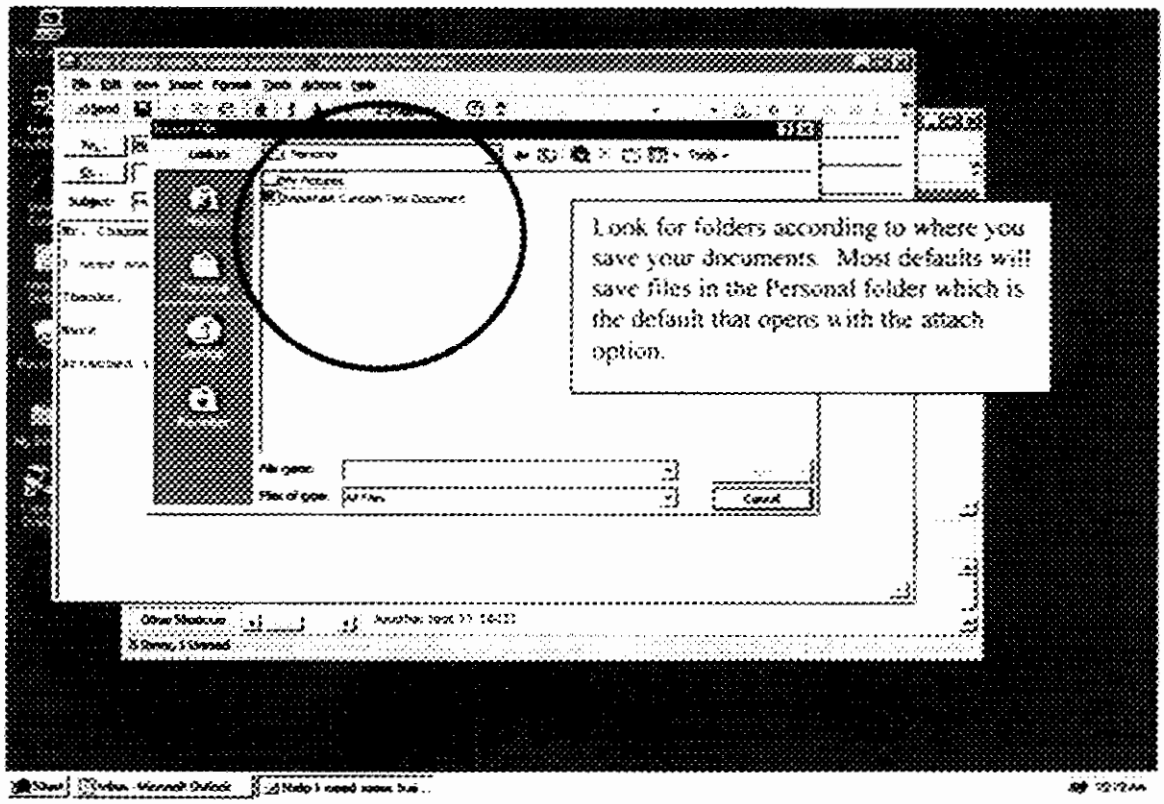
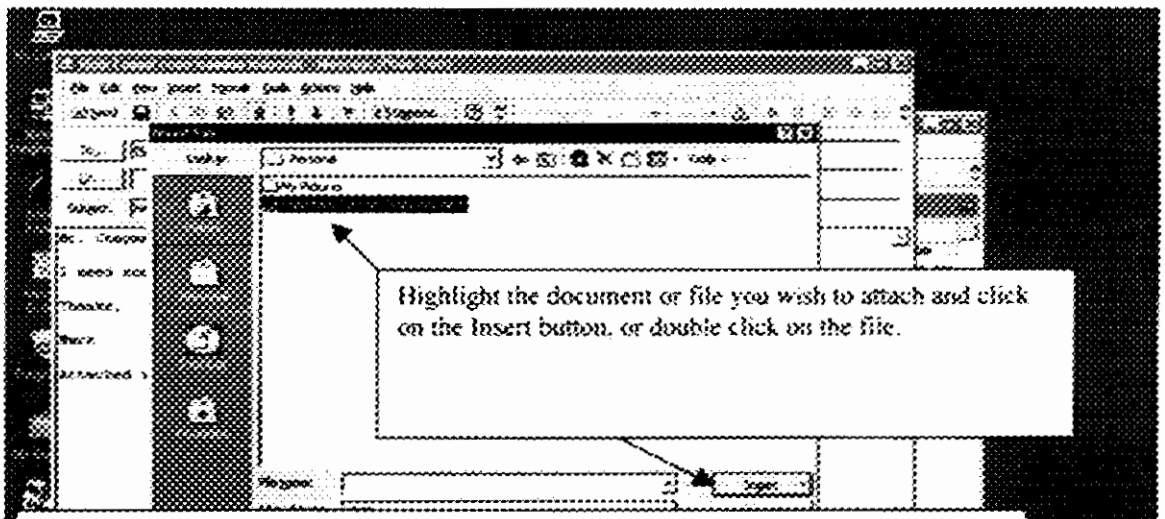


To attach a document to the email message, click on the **Paperclip** button.



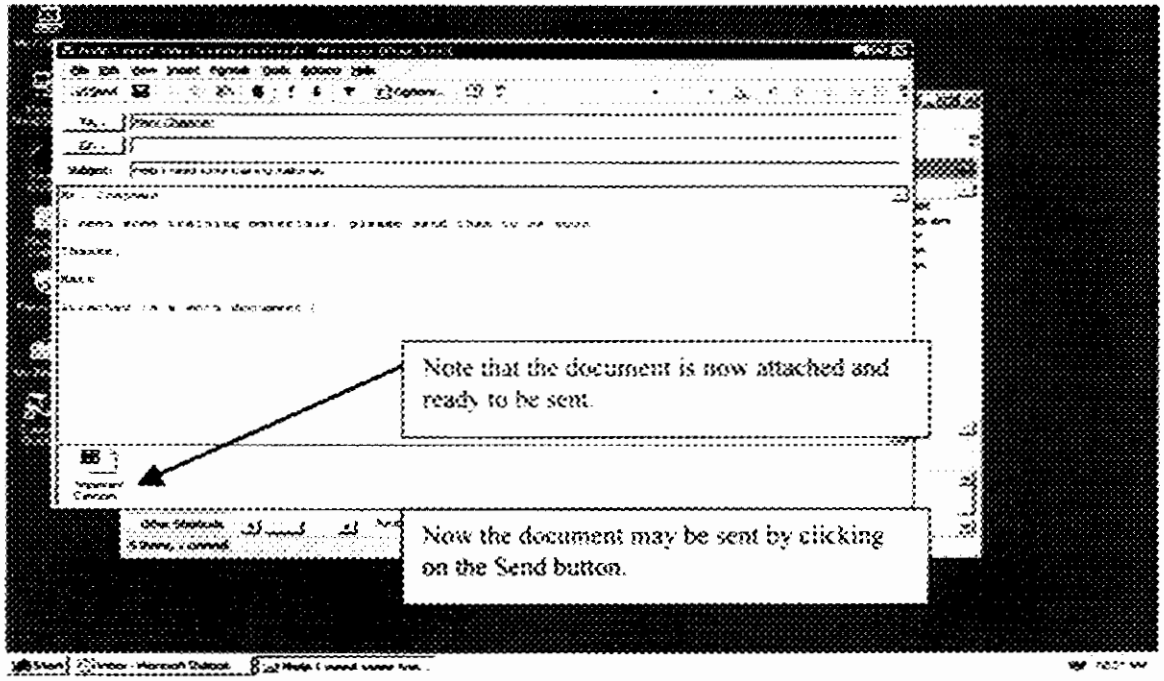
Search your documents folder or Personal folder for the document you wish to send. Double click on the document.





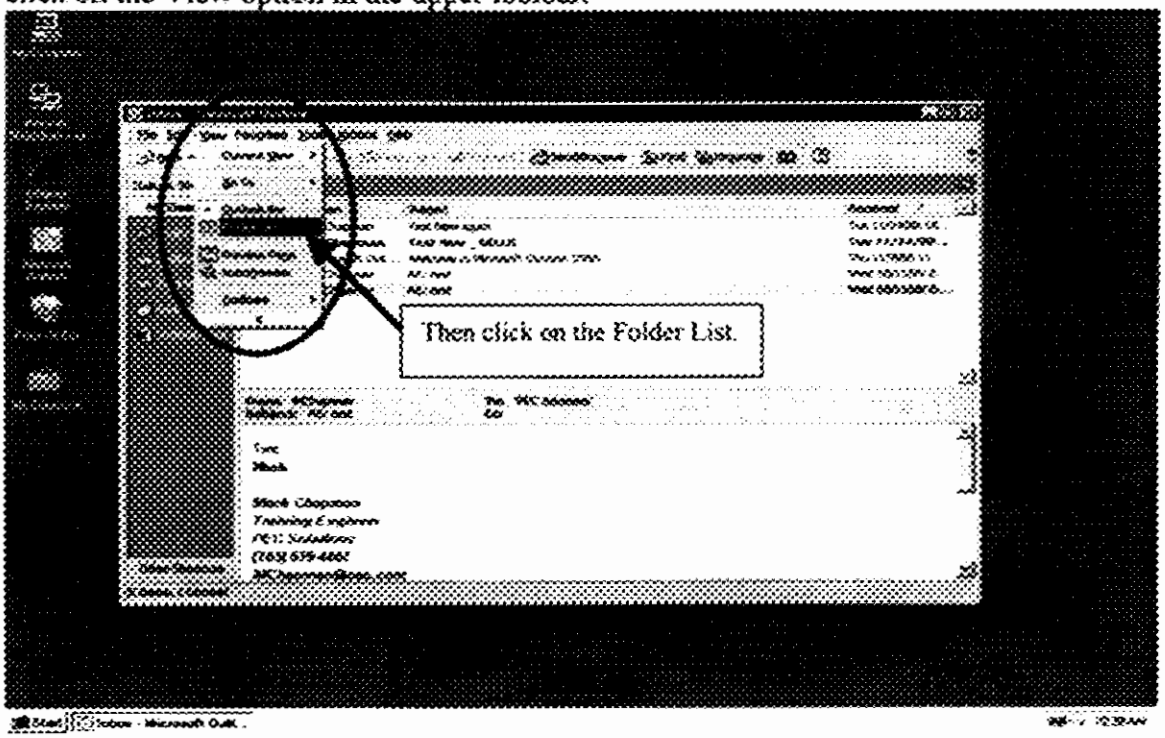
Note: the user could also send other files such as:
Picture files (.jpg or .bmp)
Executable files (.exe)
Documents (.doc or .pdf)
Excel (.xls)
PowerPoint (.ppt)
Access Databases (.mdb)
There are many others. Almost any type of file can be attached and sent.

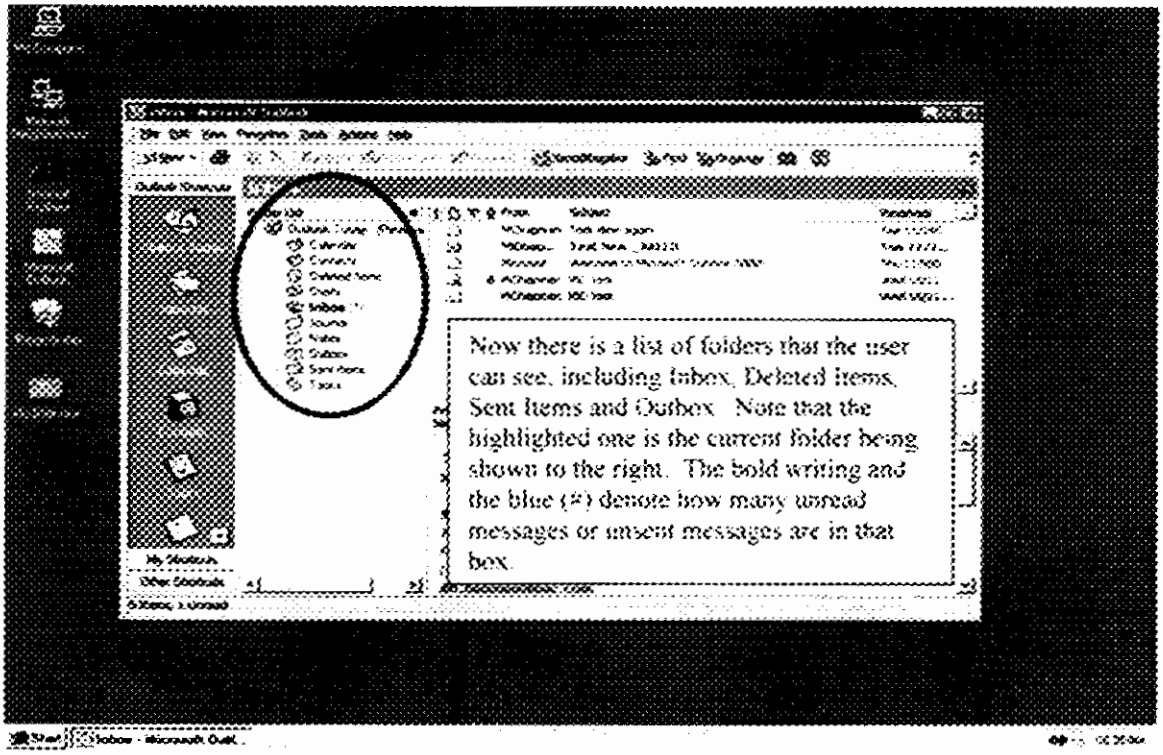
Once the Insert button is clicked or the file double clicked, then the document will be attached to the file.



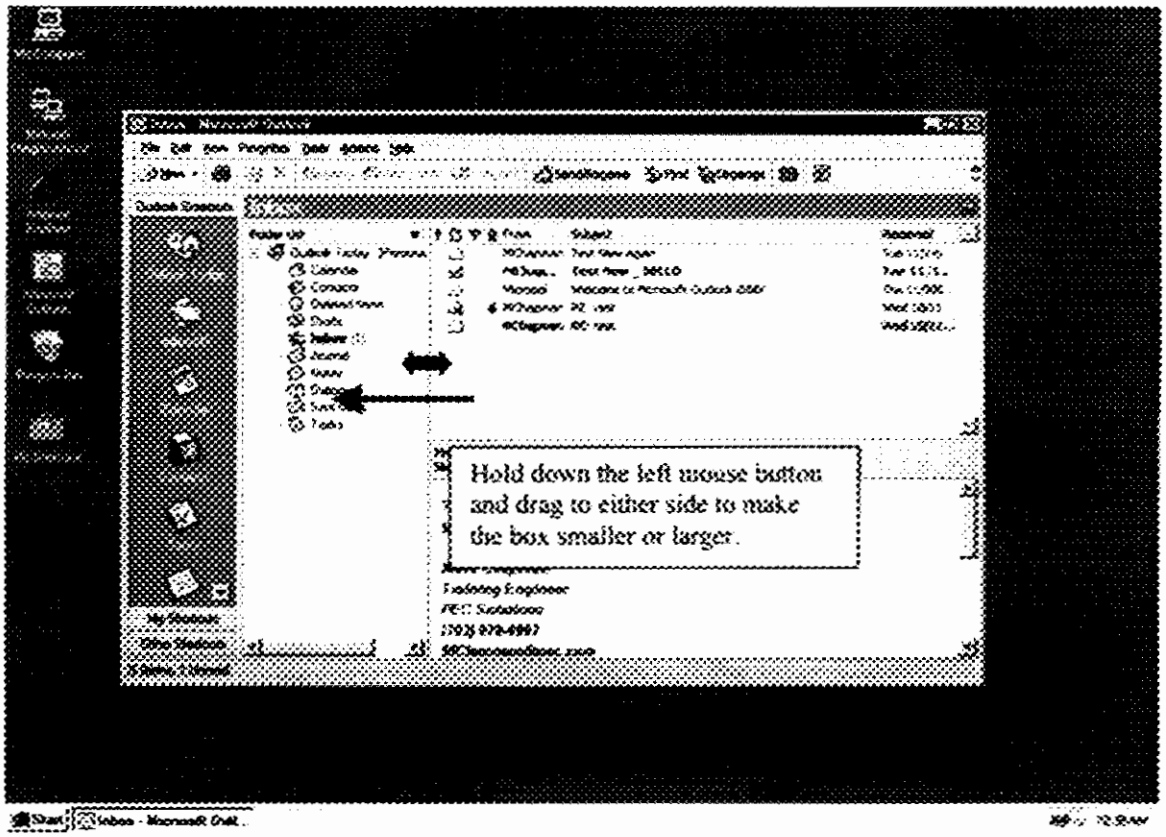
Formatting the Outlook Page

Outlook will keep track of all emails that the user sends in a folder called **Sent Items** There are other folders as well that the user may find necessary to view as well. There is a simple way to format the Outlook page to see all the folders. The best way to do this is click on the View option in the upper toolbar.

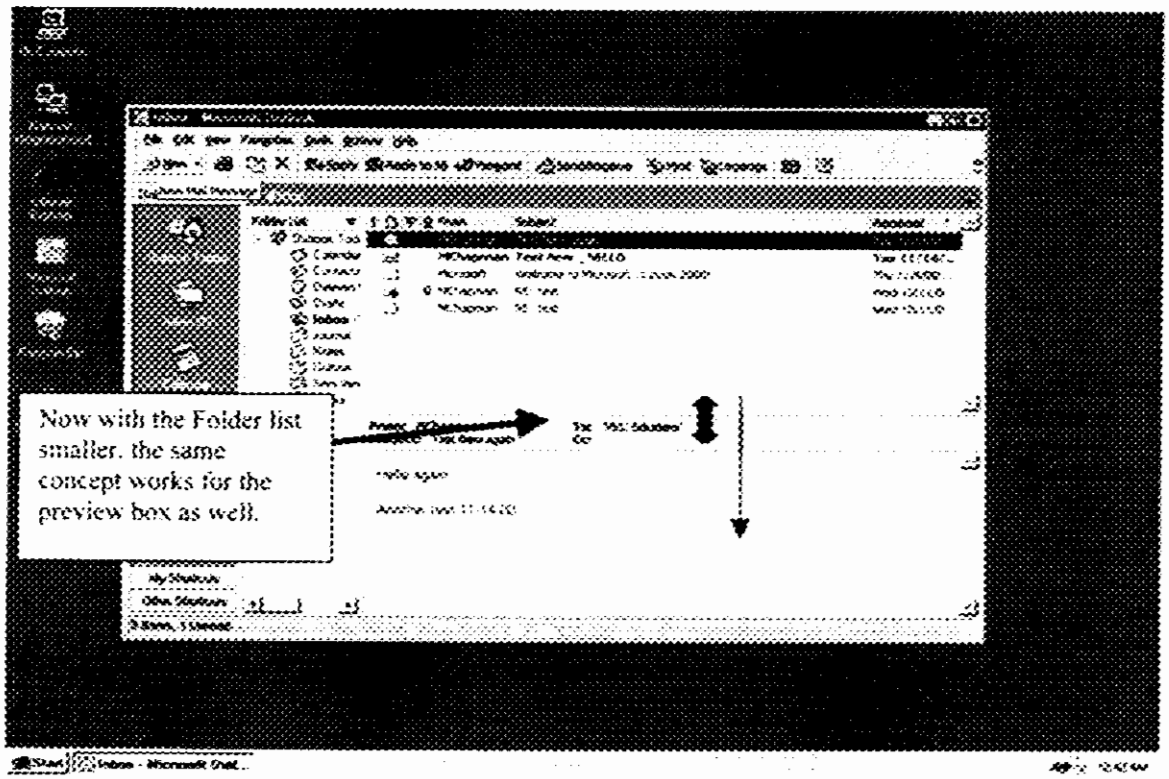


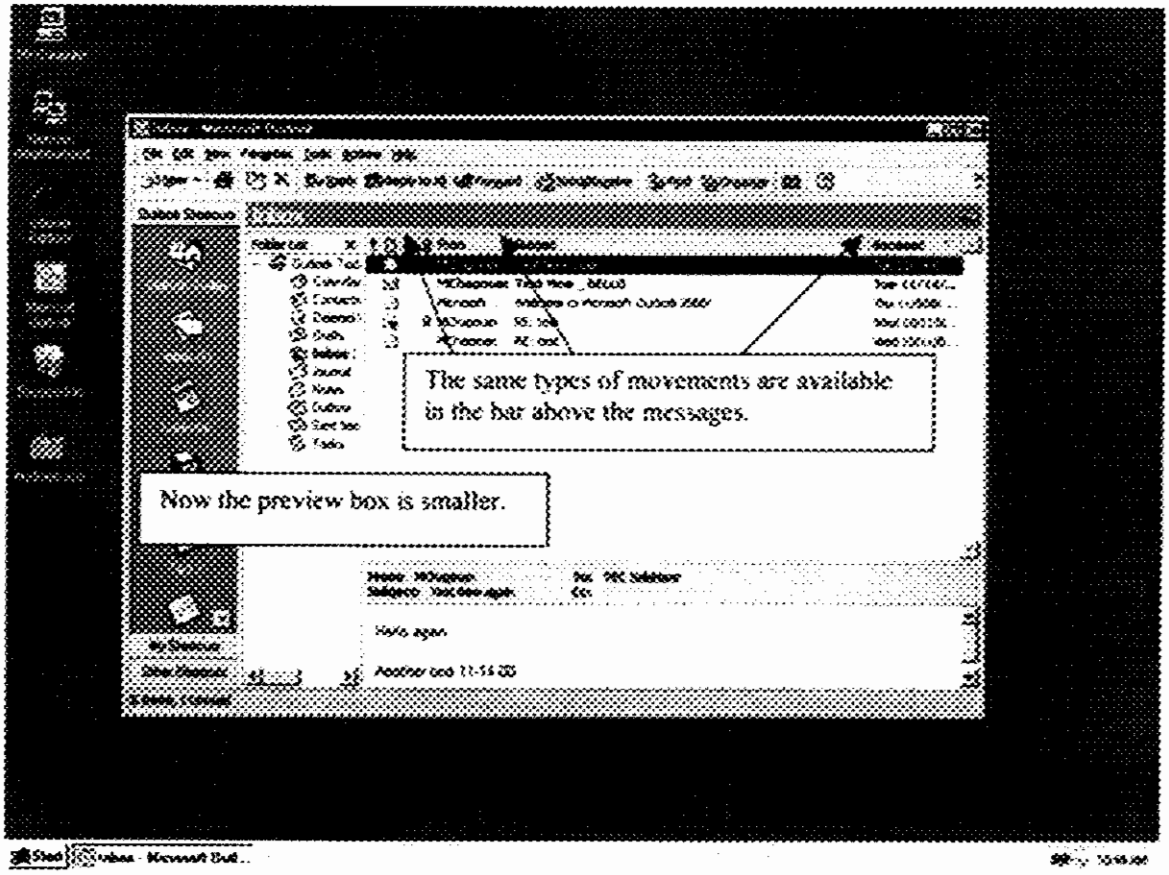


If the Folder list takes up too much space the user can drag the wall of the folder list to make it smaller. Just place the cursor over the right side wall until there is a double arrow.

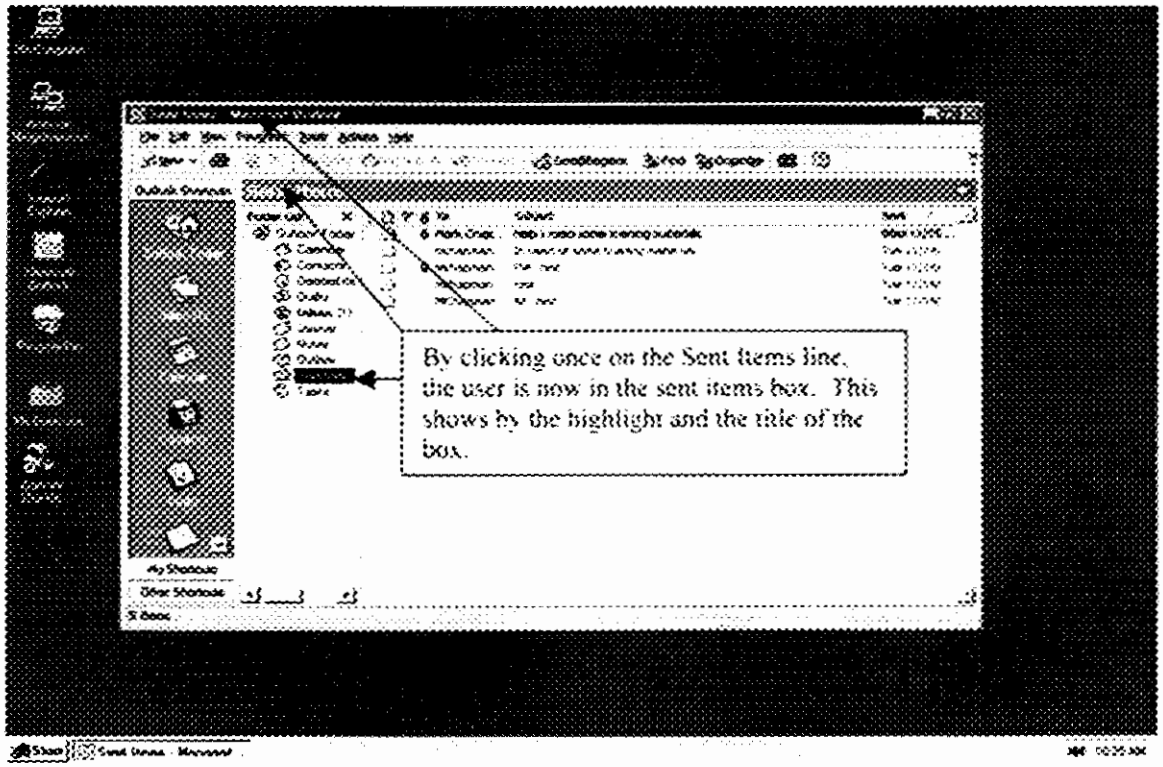


Then the Folder list will be smaller.





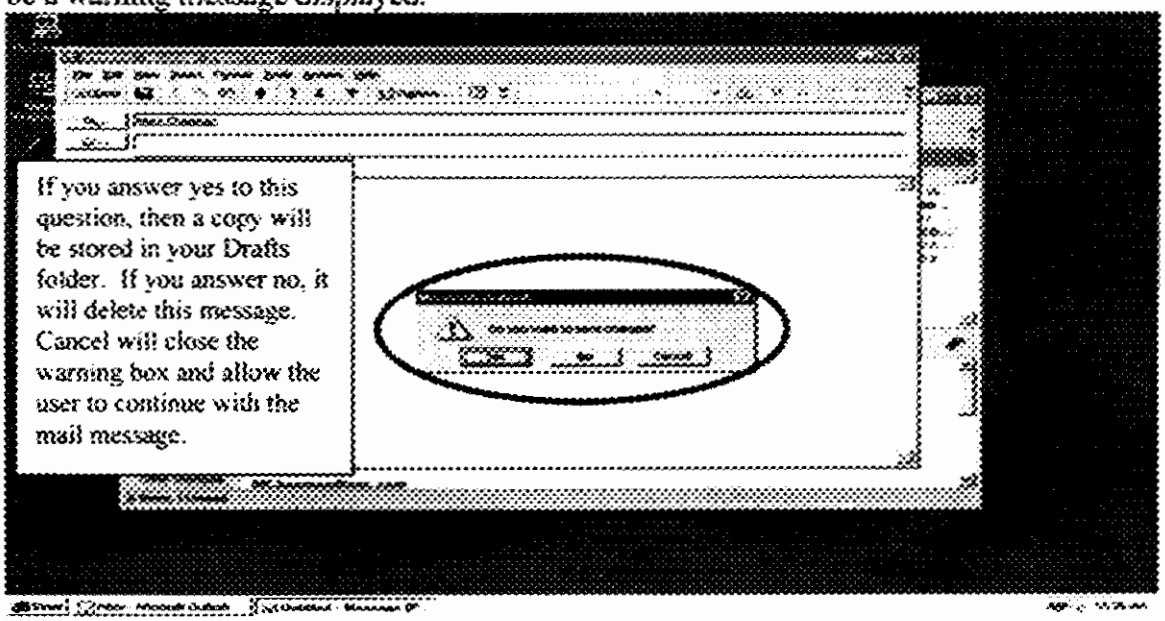
Now lets look at a different folder: the **Sent Items** folder.



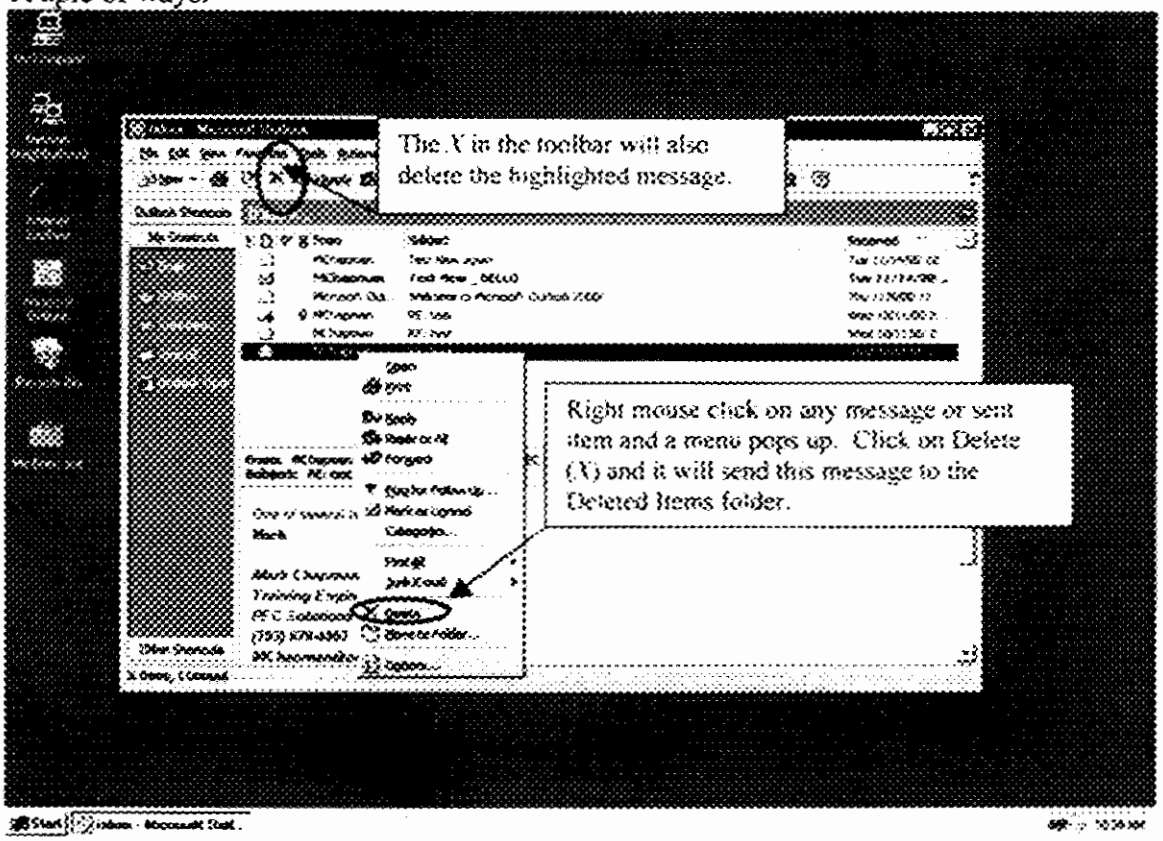
Sent Items box is a great way of tracking what messages you sent to different people and when. However, this will take up a significant amount of space on the users computer so sooner or later, messages stored here should be deleted if no longer needed.

Deleting Messages and the Deleted Items folder

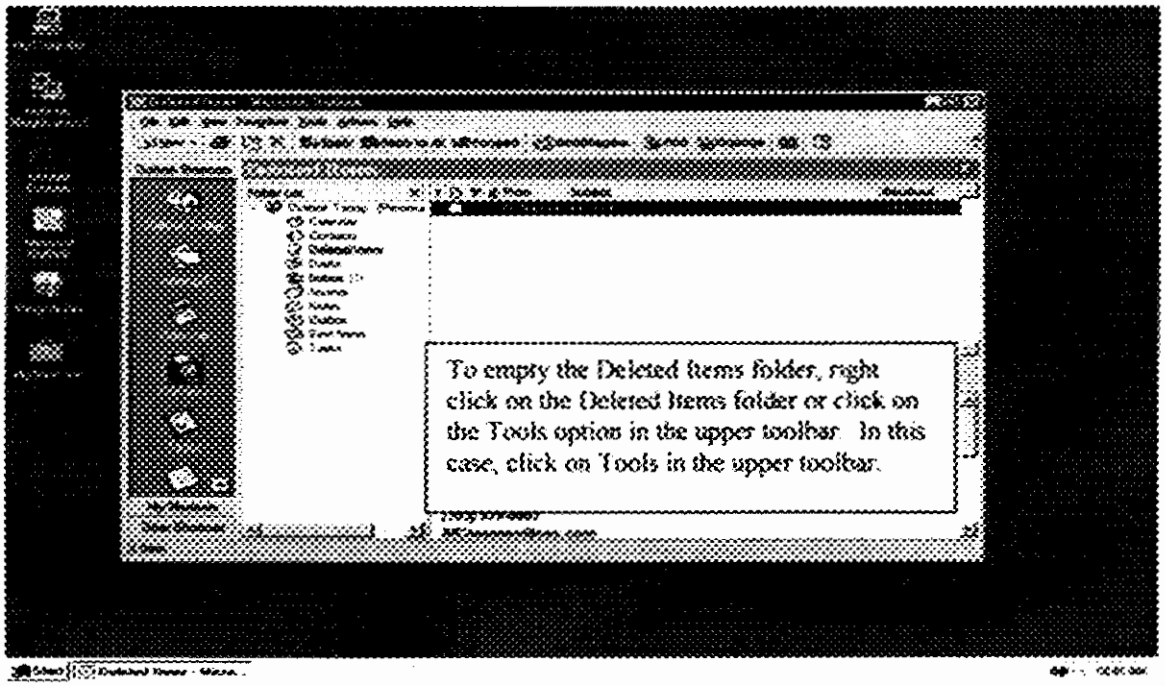
If you start a new message or a reply or forward message that you now longer need, then you only have to click the control box with the X in the upper right hand corner. If you have typed anything into the message, an email address, a subject, or text, then there will be a warning message displayed.

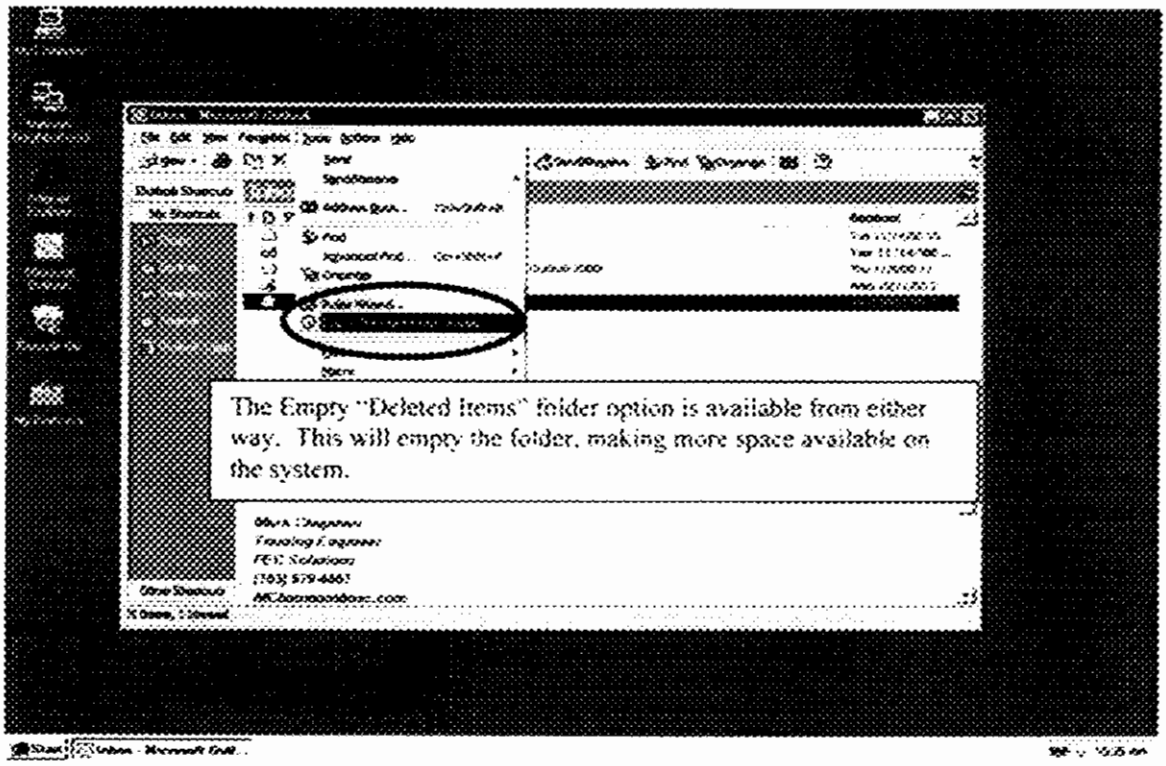


If a message is deleted in this manor, then it is gone for good, and the user is unable to retrieve it. Messages sent by other users or items from your sent box can be deleted in a couple of ways.



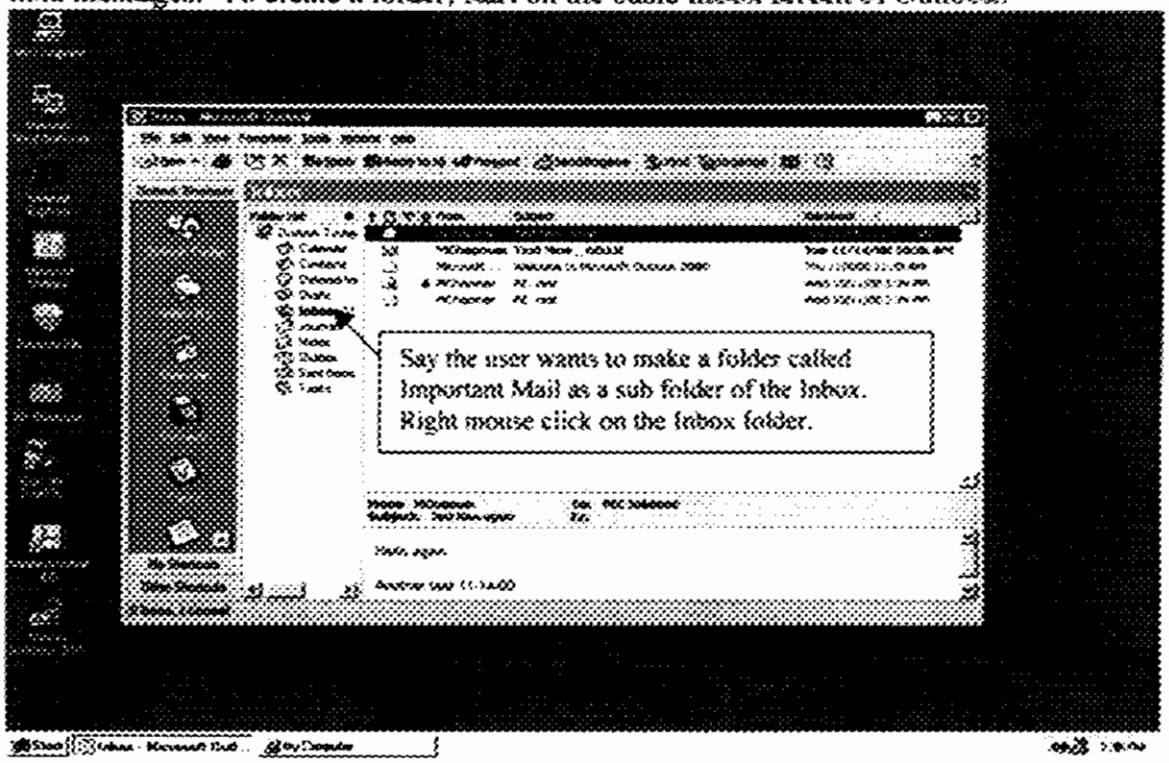
Then click on Deleted Items in the Folder list.

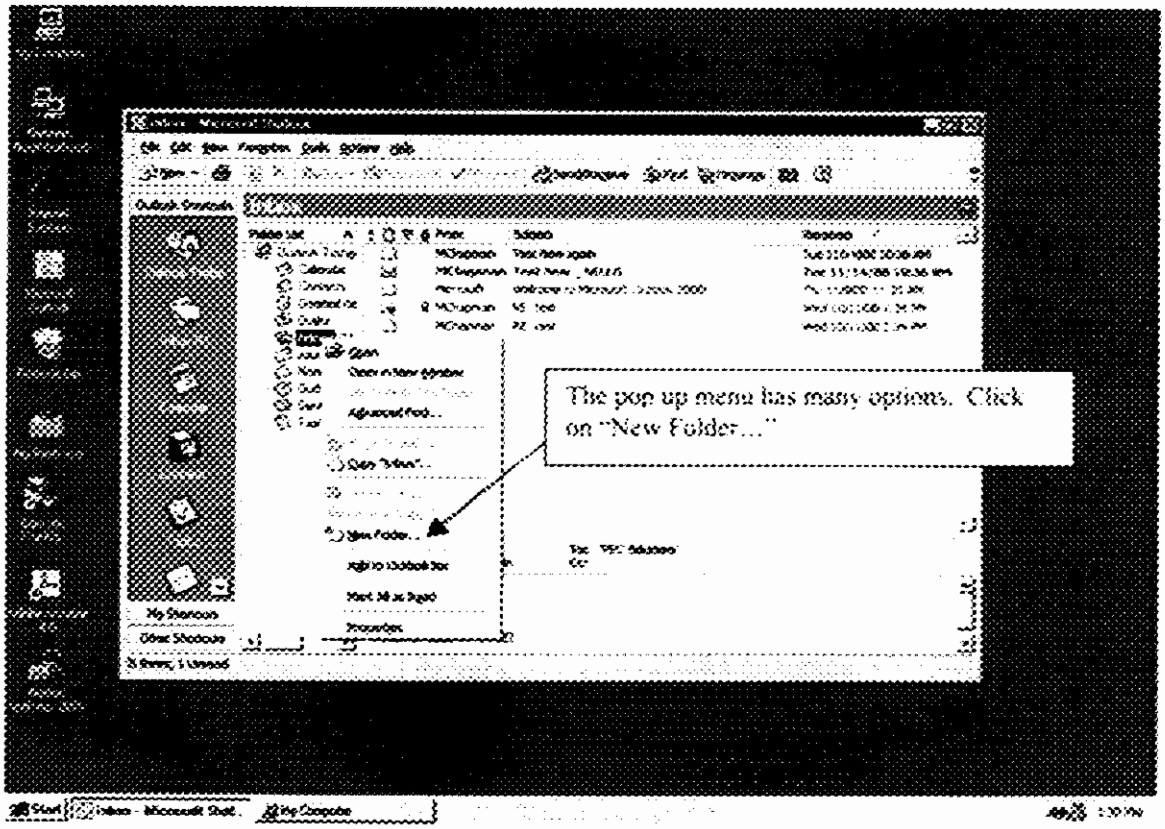


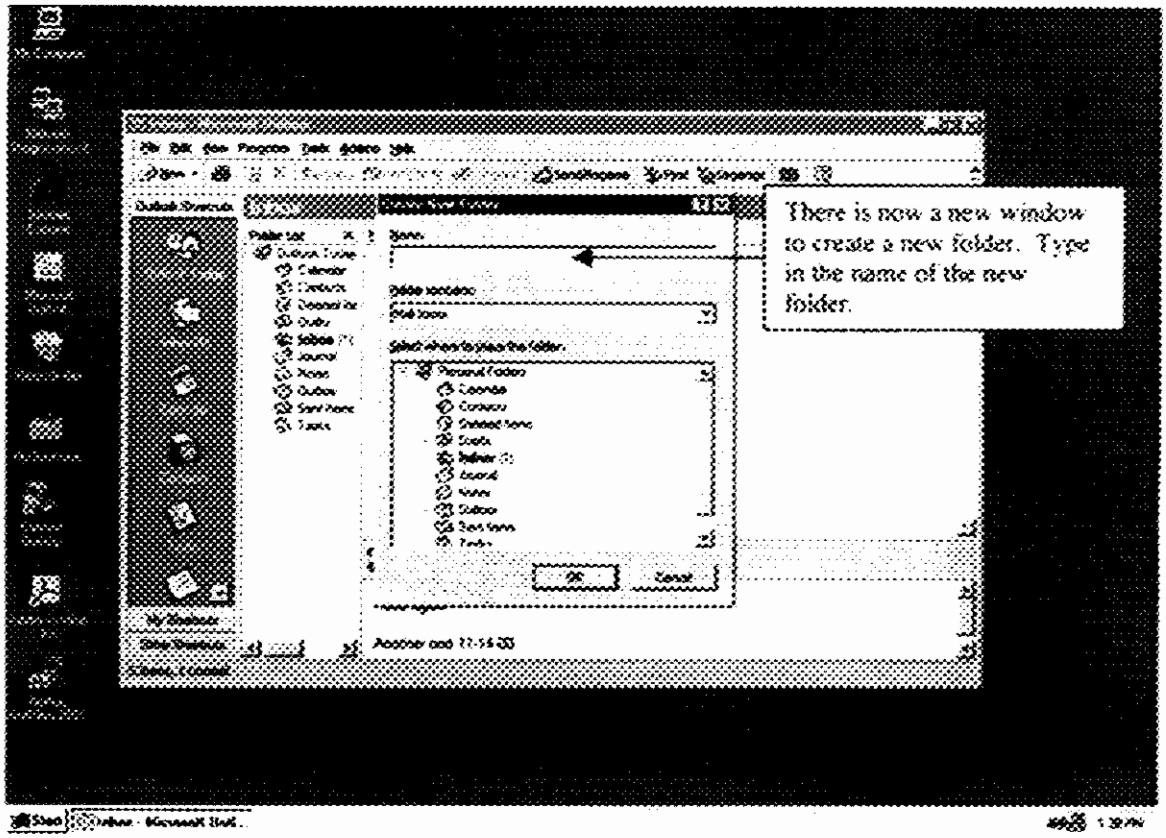


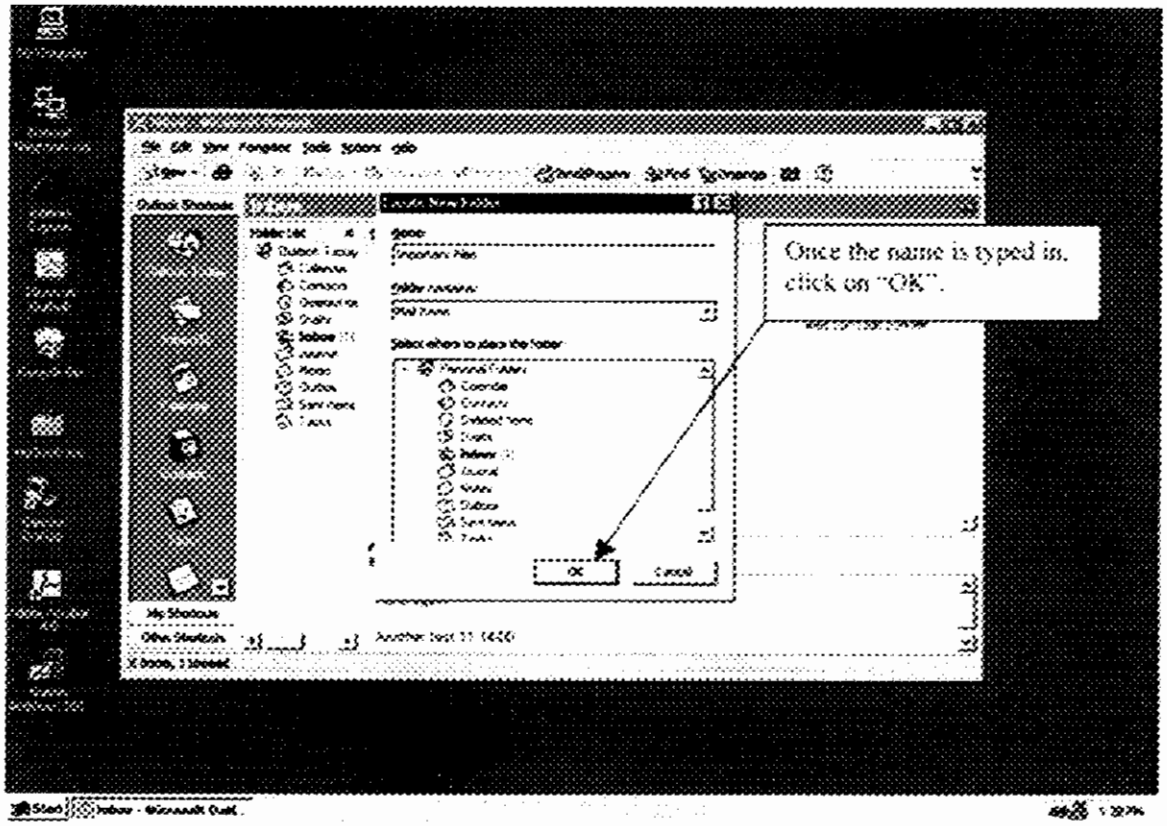
Creating Folders to Store Messages

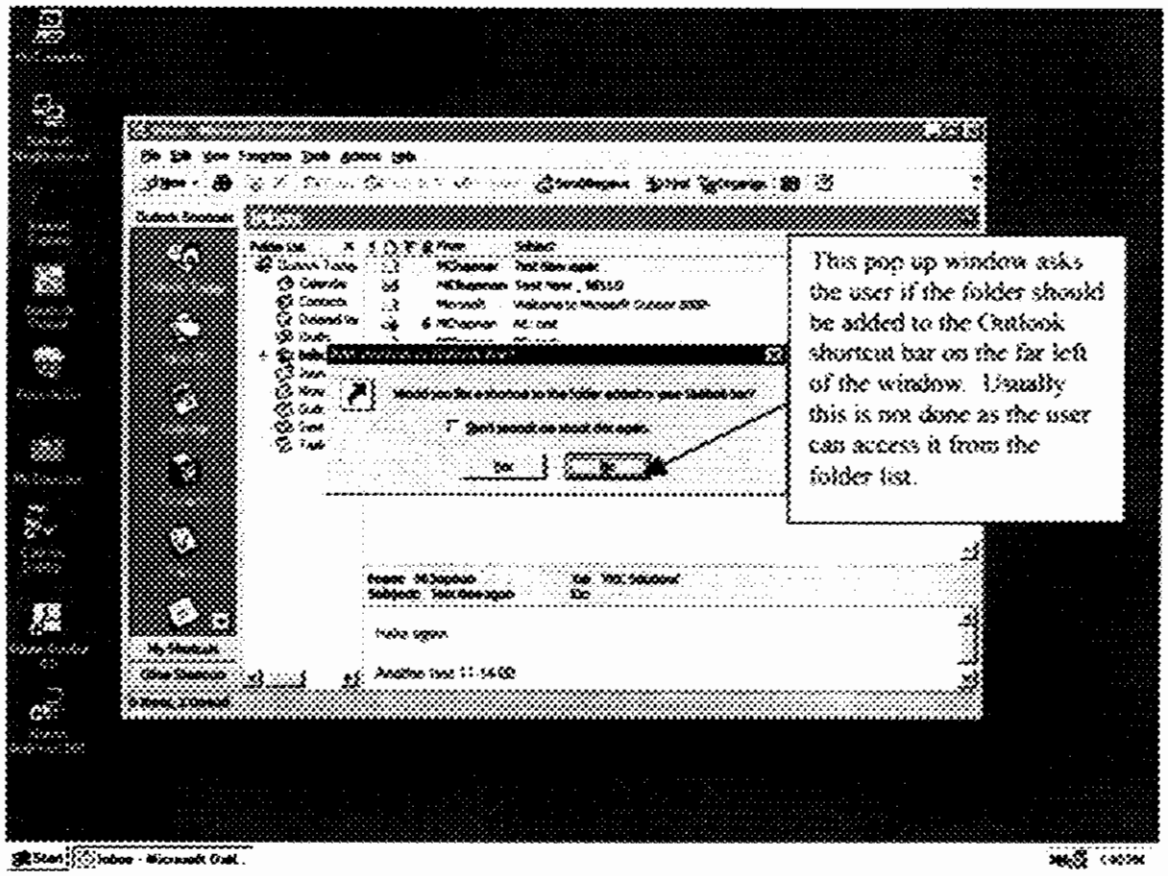
The Inbox tends to start filling up quickly with messages, so the user can create folders to hold messages. To create a folder, start on the basic Inbox screen of Outlook.

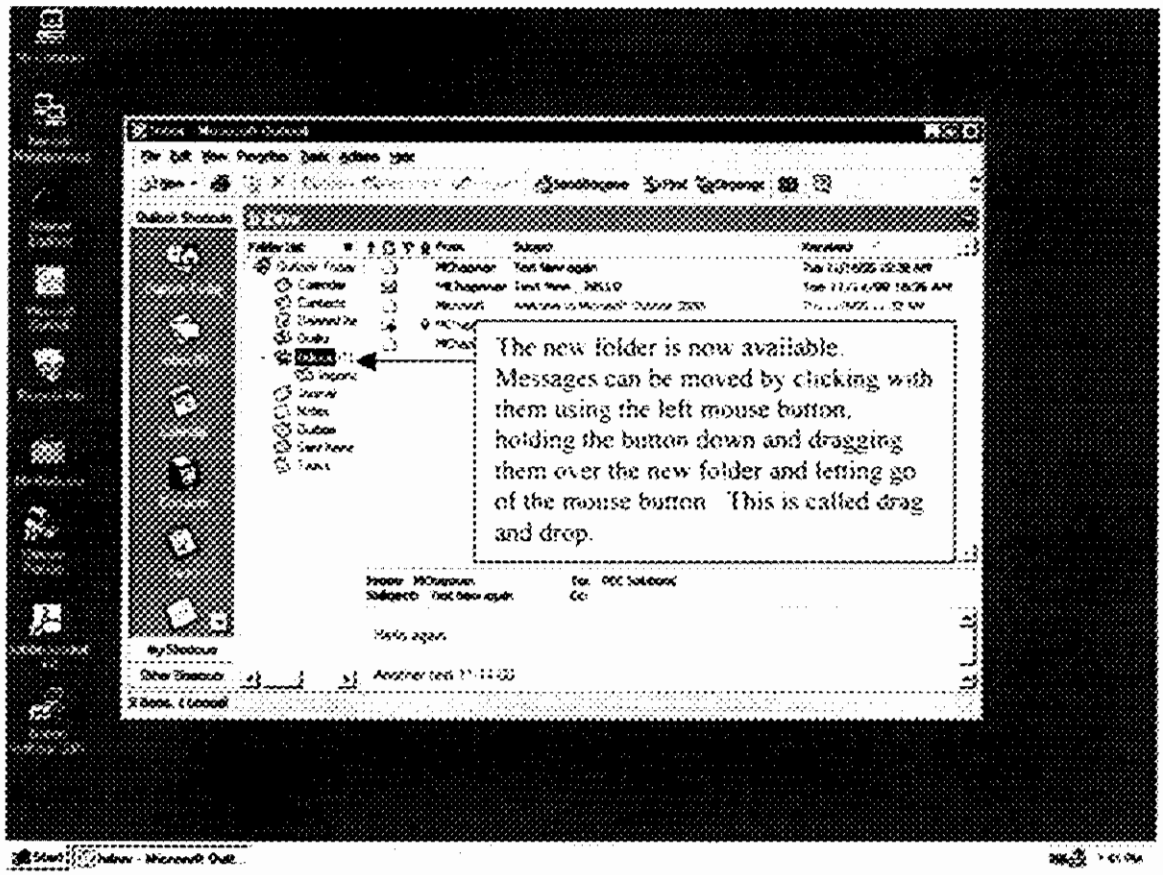



The pop up menu has many options. Click on "New Folder..."


There is now a new window to create a new folder. Type in the name of the new folder.


Once the name is typed in, click on "OK".


This pop up window asks the user if the folder should be added to the Outlook shortcut bar on the far left of the window. Usually this is not done as the user can access it from the folder list.



Creating Contacts (Personal Address Book)

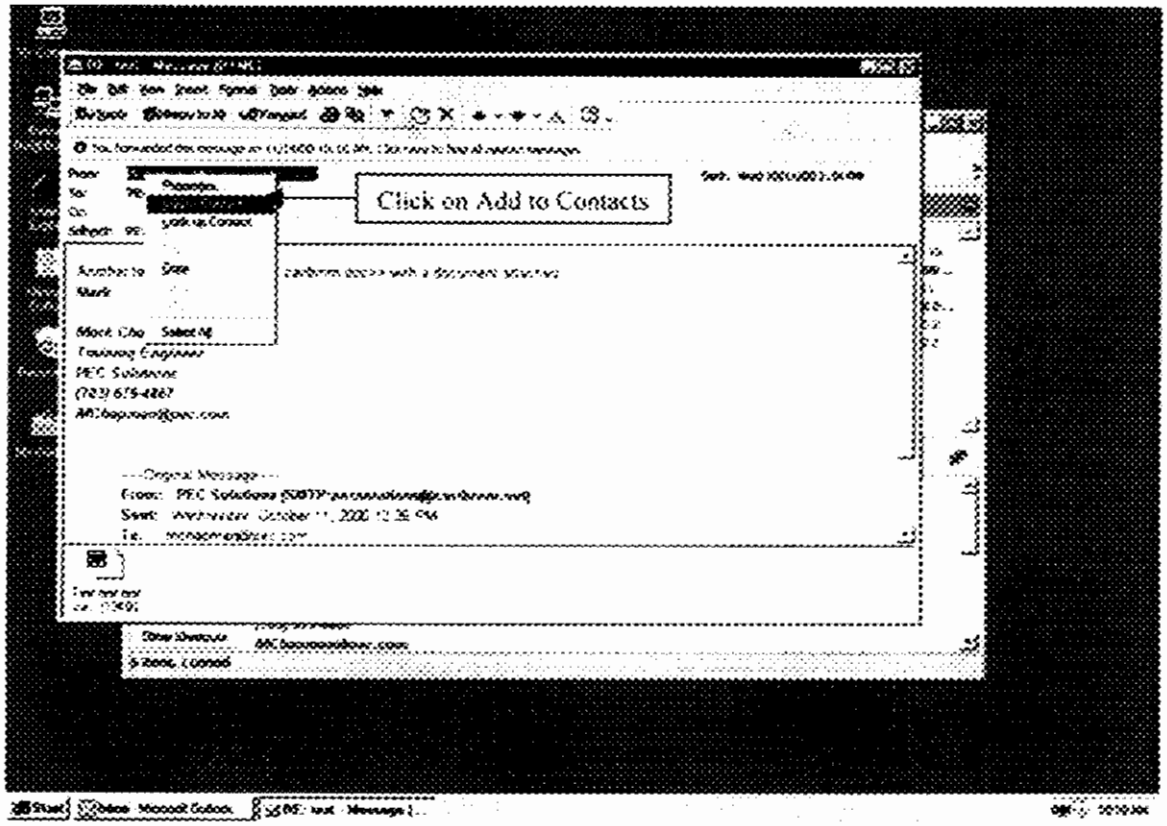
Most email systems allow for the user to create a personal address book. Using Outlook 2000 the personal address book is called Contacts. Anyone who is used to older versions of Outlook knows that there used to be a separate contacts section and separate Personal Address Book.

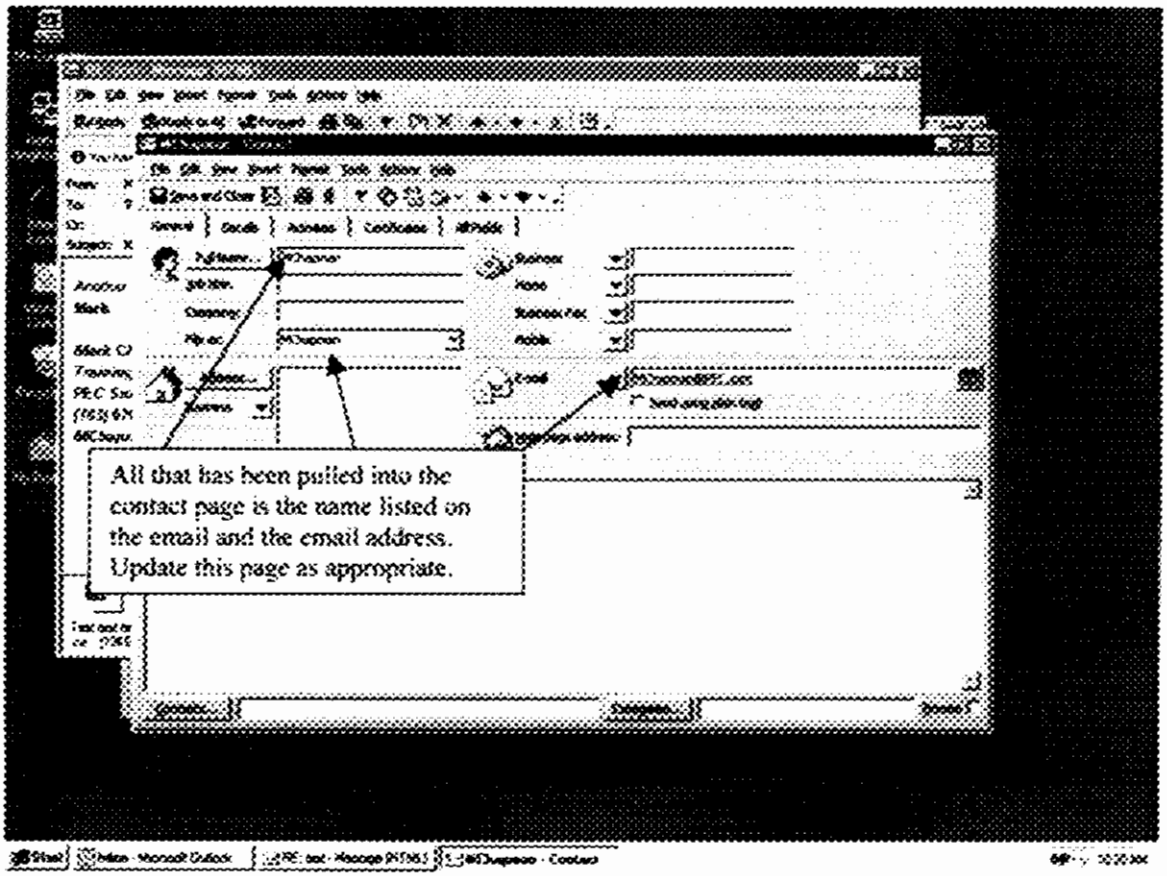
There are two ways to create contacts:

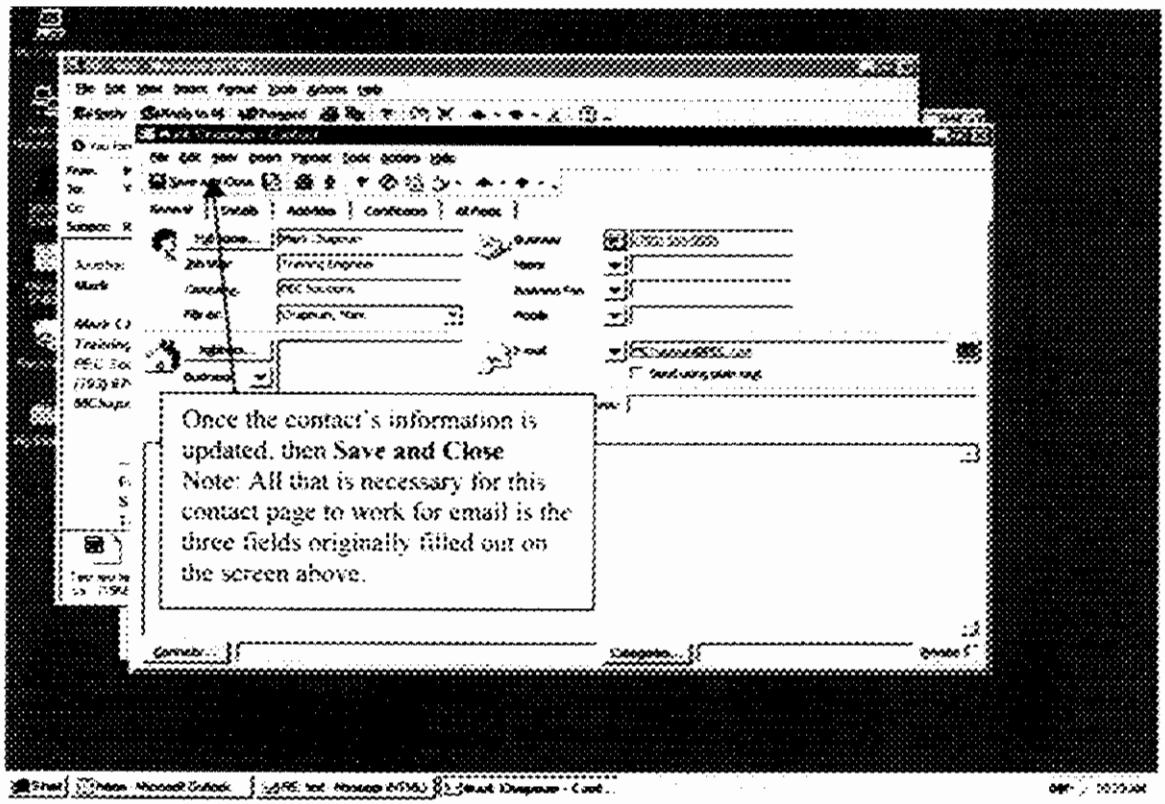
- From the Email
- From the Contacts page

First we will start with the email. Open up an email message.

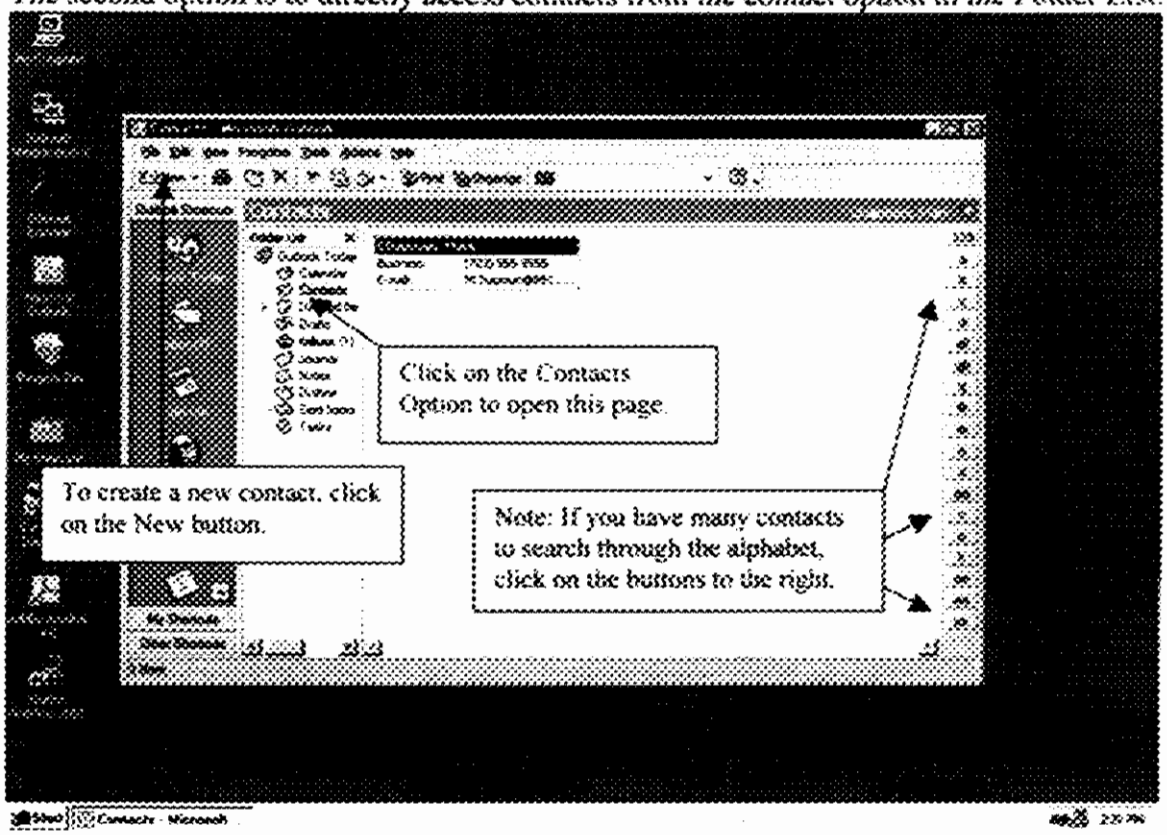
The example below, there is already an email open up to be read displayed. The user needs to right mouse click on the From sections name.

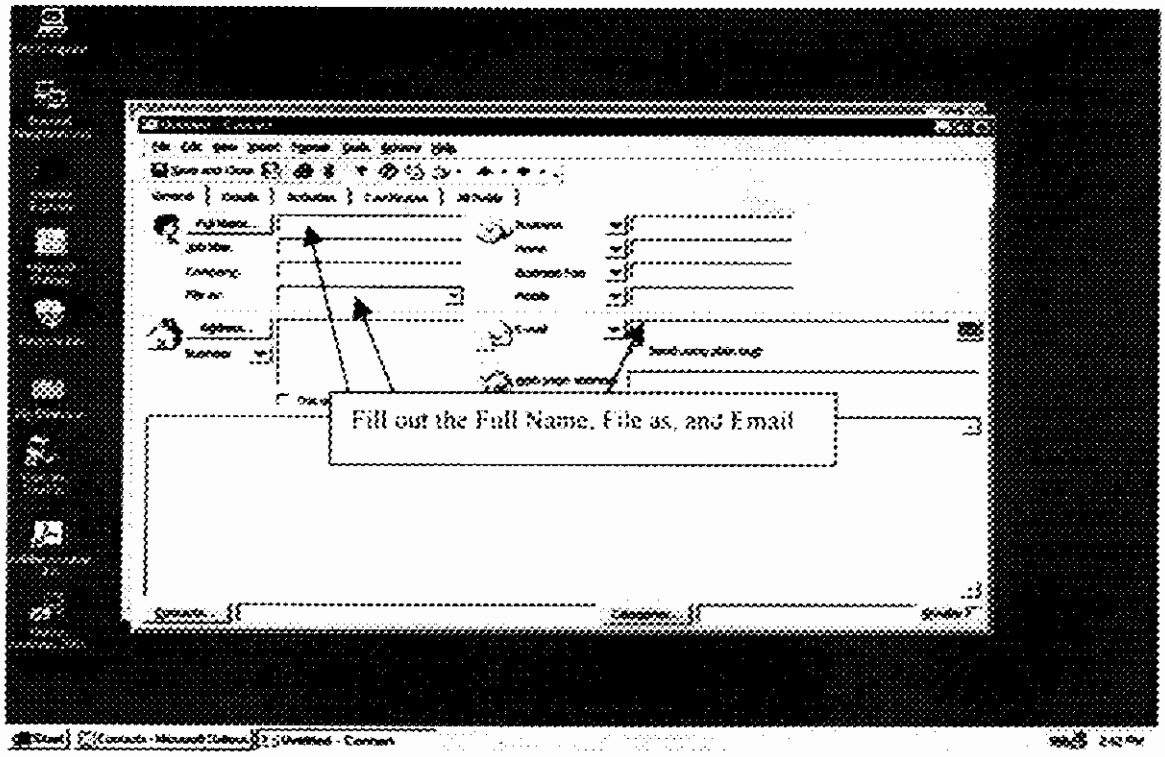

Click on Add to Contacts

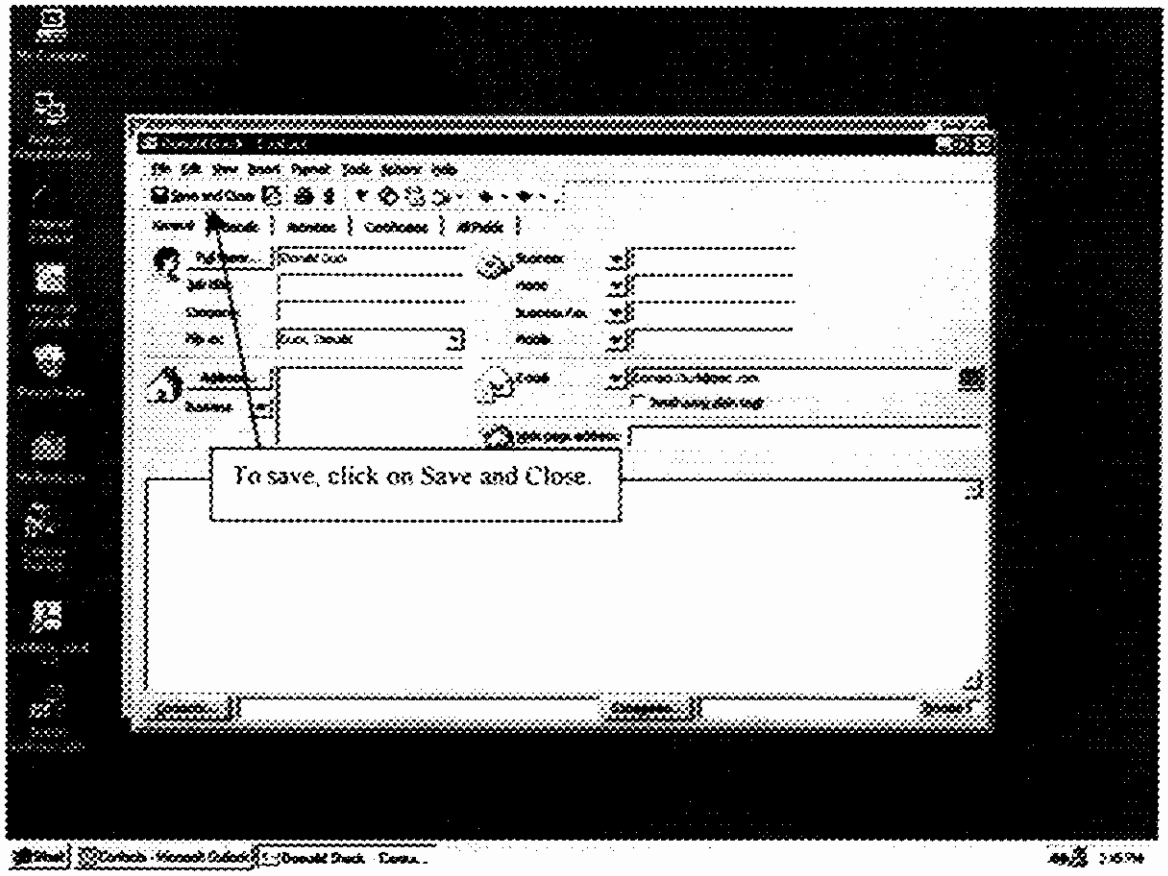

All that has been pulled into the contact page is the name listed on the email and the email address. Update this page as appropriate.

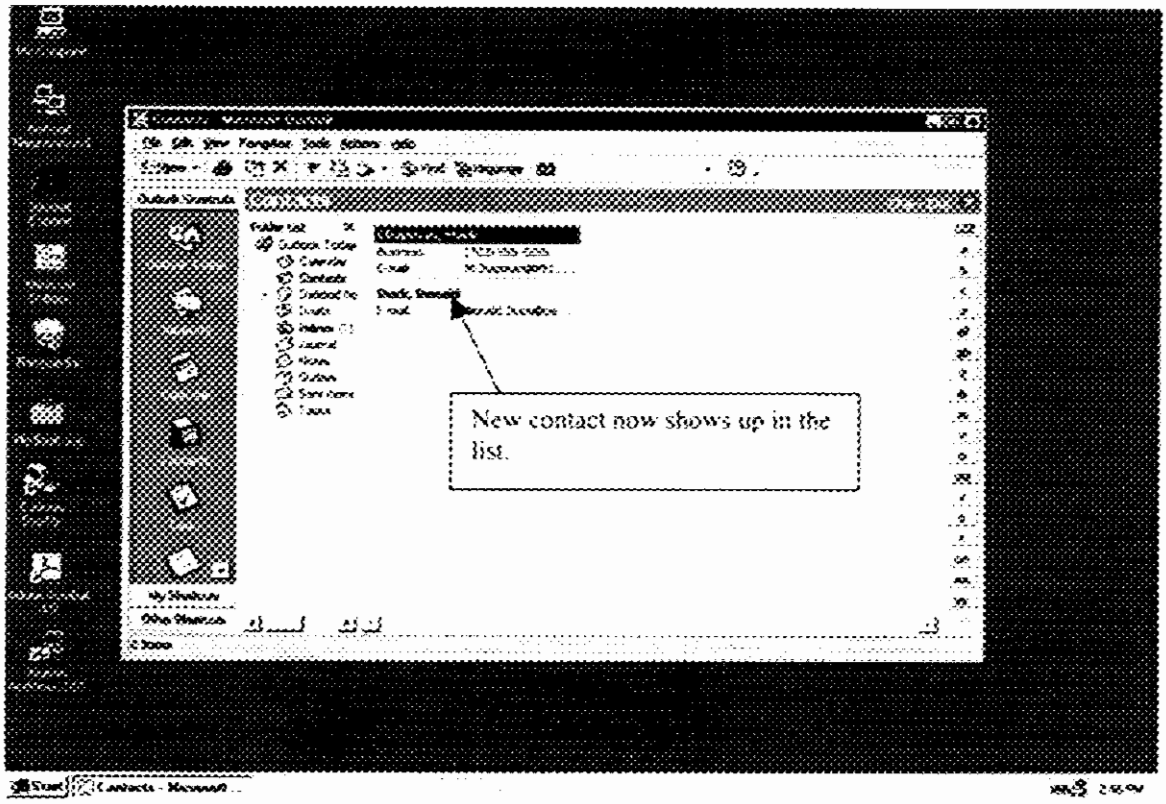


The second option is to directly access contacts from the contact option in the Folder List.

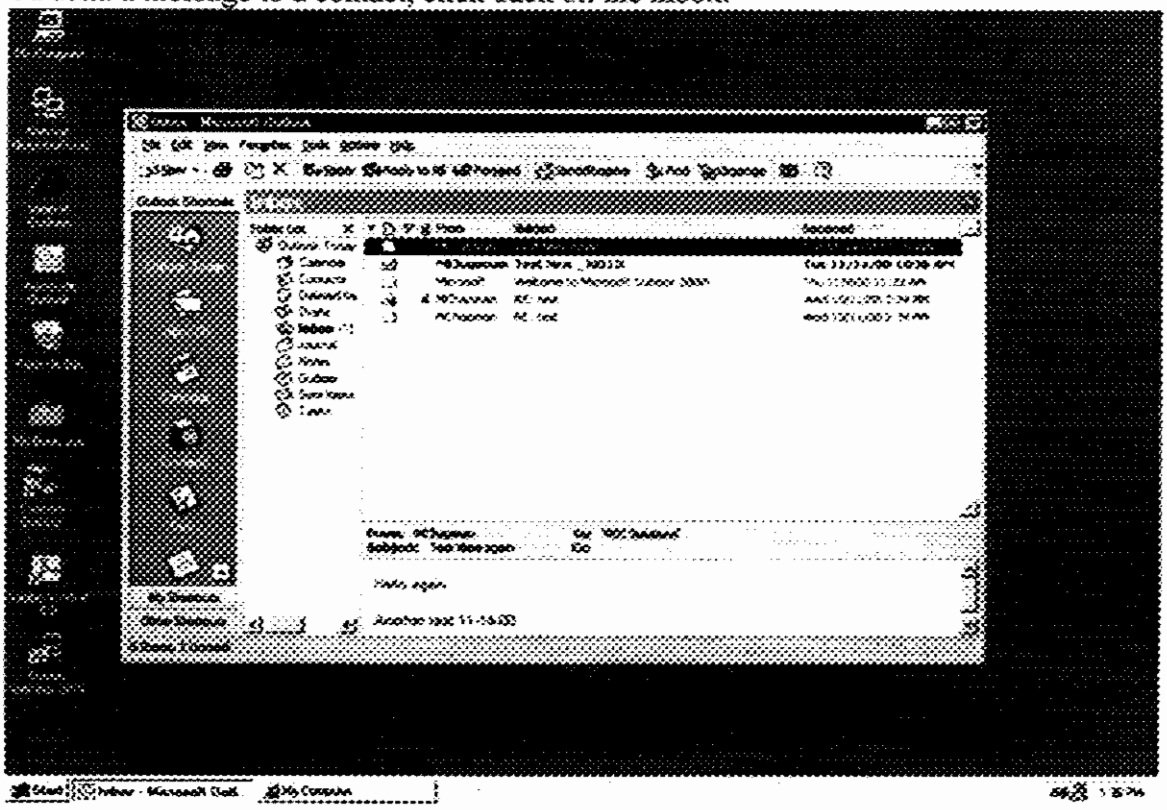



Fill out the Full Name, File as, and Email

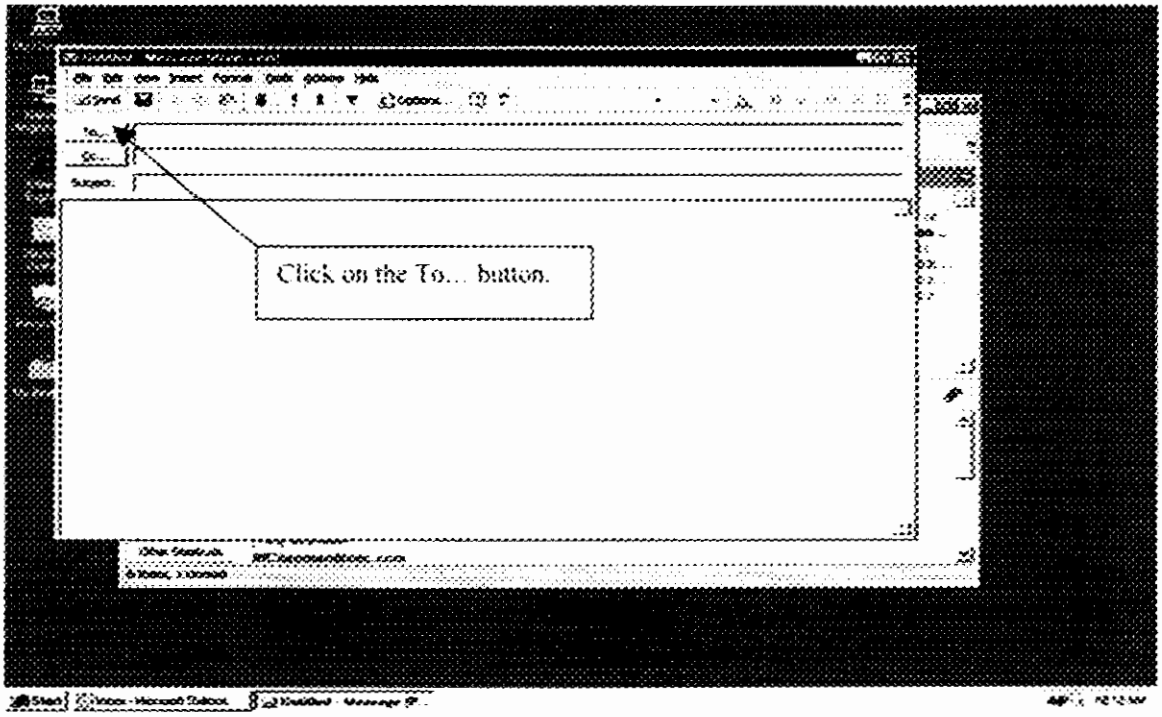

To save, click on Save and Close.

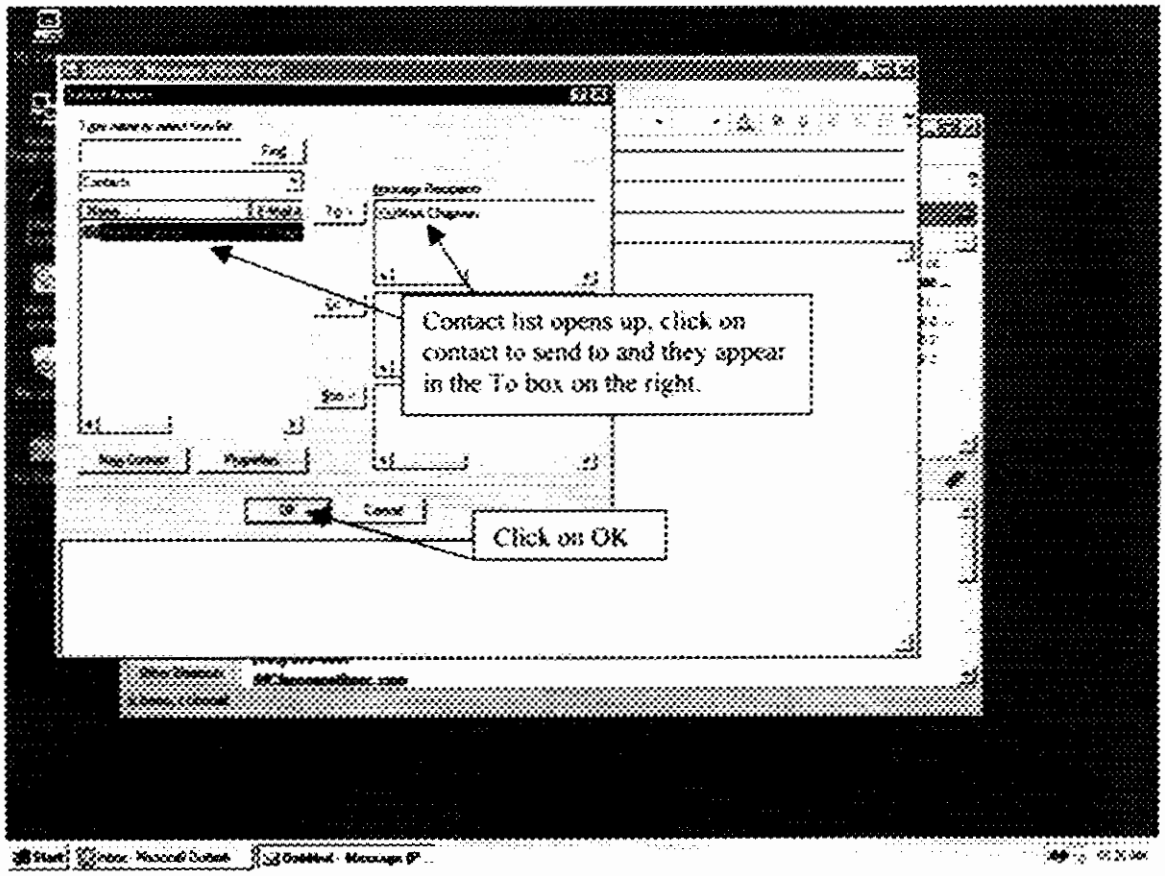


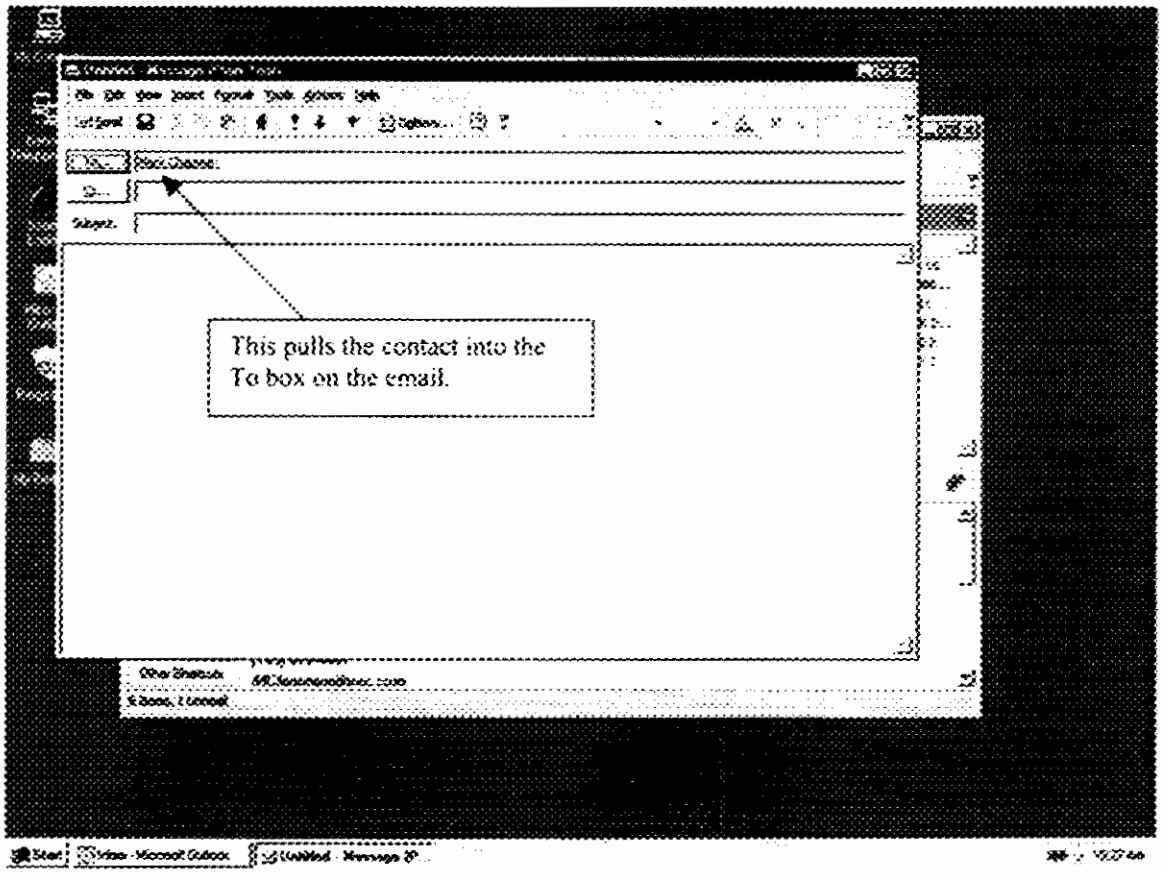
To send a message to a contact, click back on the inbox.



Click on New message.


Click on the To... button.


Contact list opens up, click on contact to send to and they appear in the To box on the right.
Click on OK



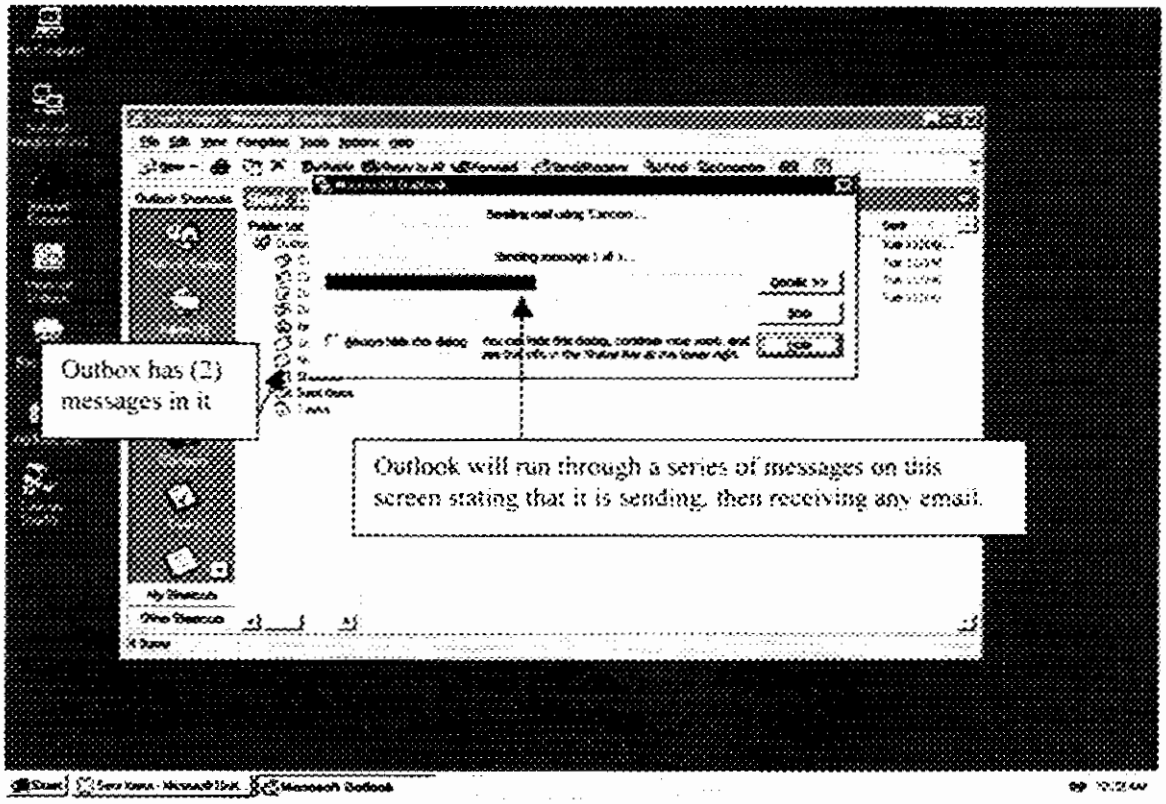
Send Receive vs. LAN Access

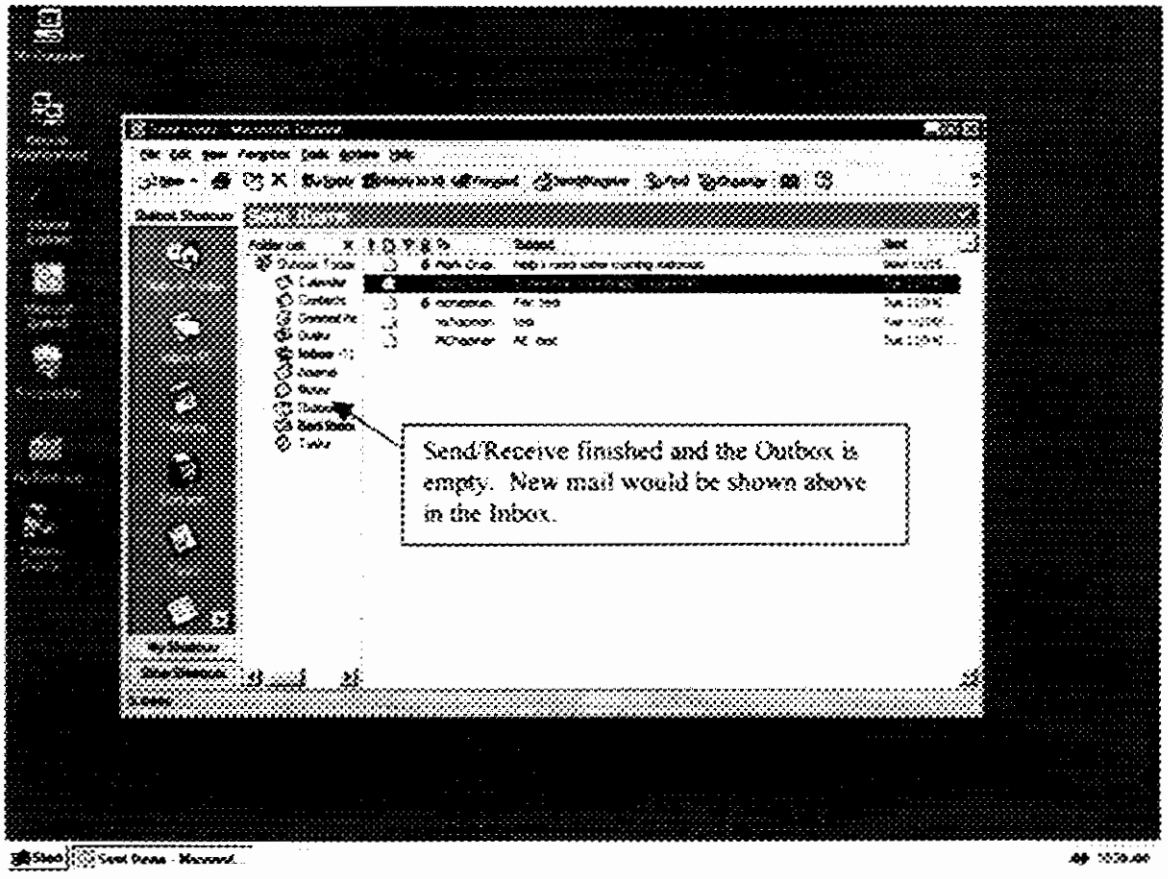
Some of the offices throughout the Caricom Regional Negotiation Machinery are connected to a Local Area Network (LAN) while others have access to dial-up capability. This all depends on what is available to the local site.

A LAN is a network hooked up within an office (or several offices) and it has constant connectivity to the Internet. This will allow users to send and receive mail without thinking if they are connected or not. When they hit the Send button on an email, it will automatically be sent.

All those areas that are connected through dial-up access need to take an extra step to check for new email and to send current email. There is a Send/Receive button that will need to be used to both send and receive mail.

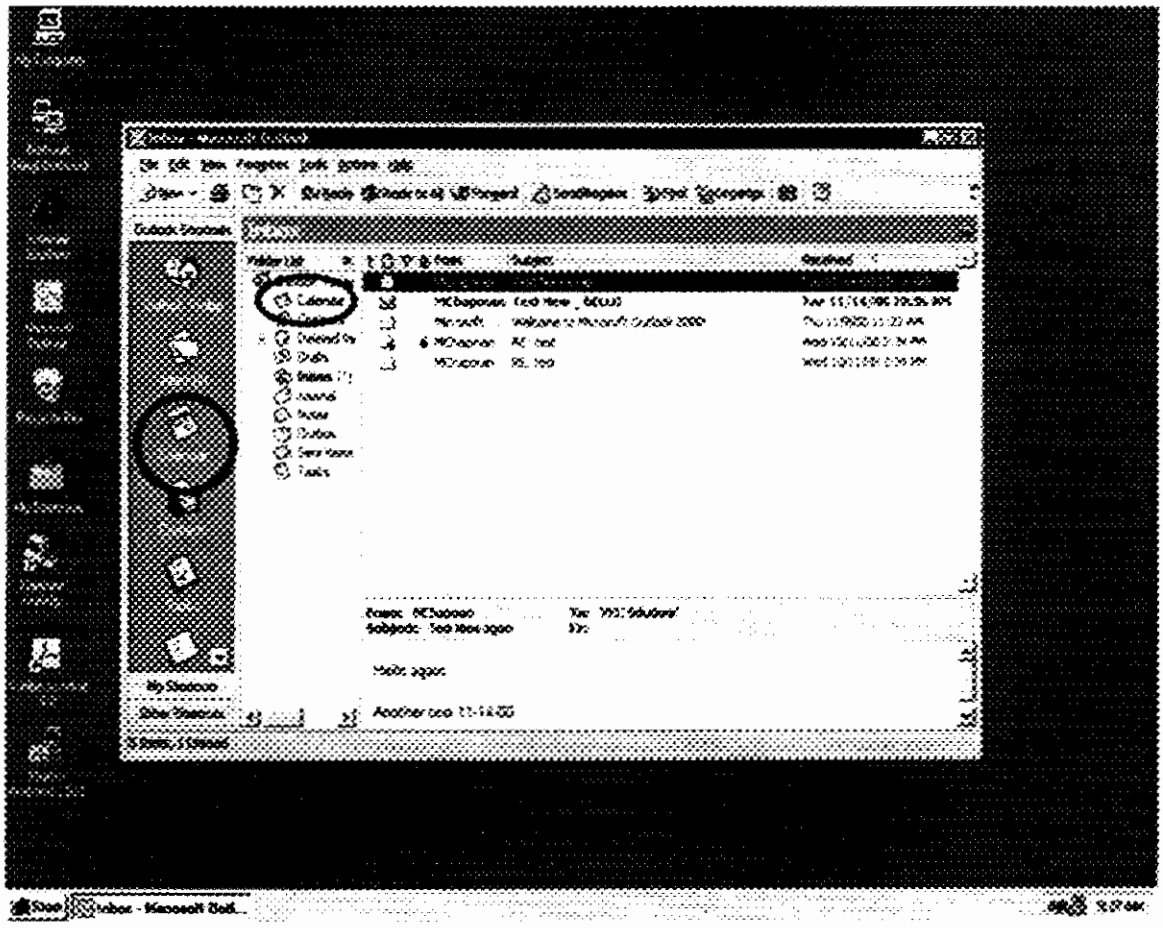
When a user sits down for the first time of the day, they should type up any emails they want to send at that time (and by pressing the Send button on the message, they will be placed in the outbox). Then they need to click the Send/Receive button.


Outbox has (2) messages in it
Outlook will run through a series of messages on this screen stating that it is sending, then receiving any email.


Send/Receive finished and the Outbox is empty. New mail would be shown above in the Inbox.

Calendar (Outlook)

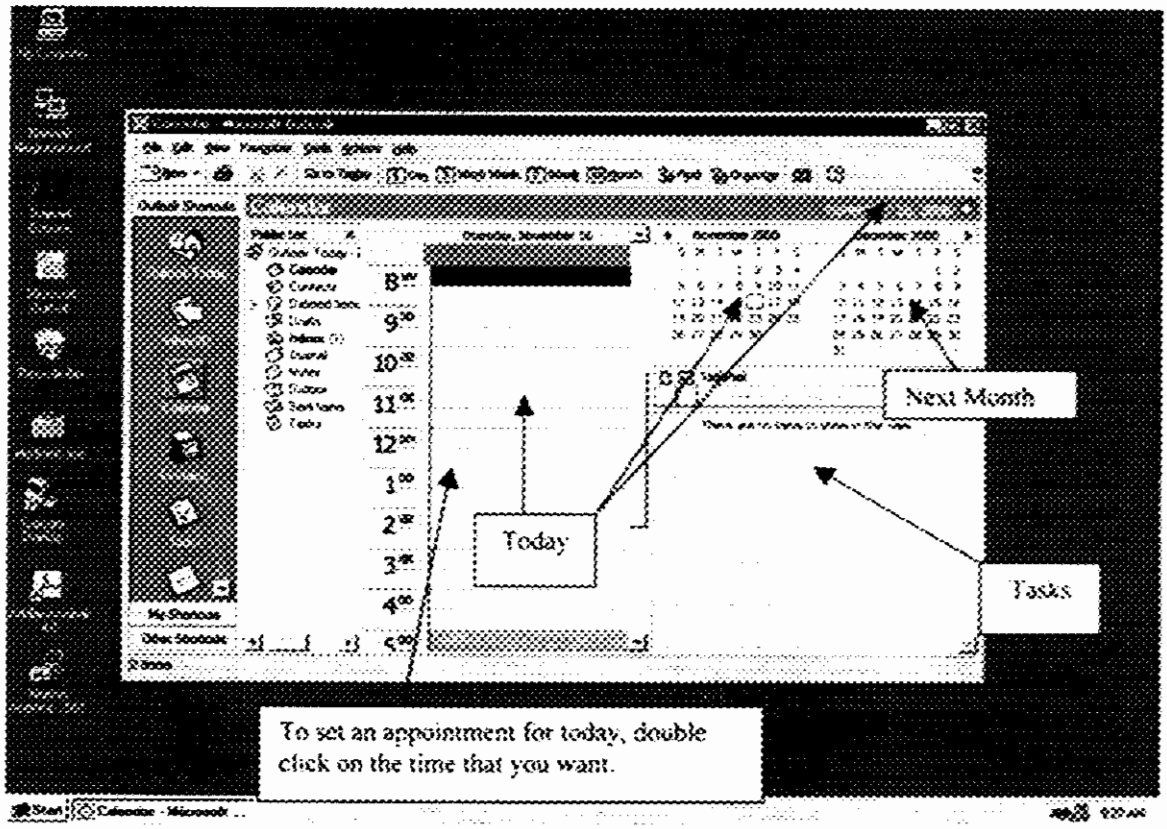
Another function of Outlook is the calendar portion. This will allow the user to set and view their appointments and send and receive invitations to other outlook users for meetings. When opening Outlook the screen that is shown will be the screen that the user last used. Thus if the user was working on email and then shut down Outlook and came back to it later, Outlook would show up on the email page.

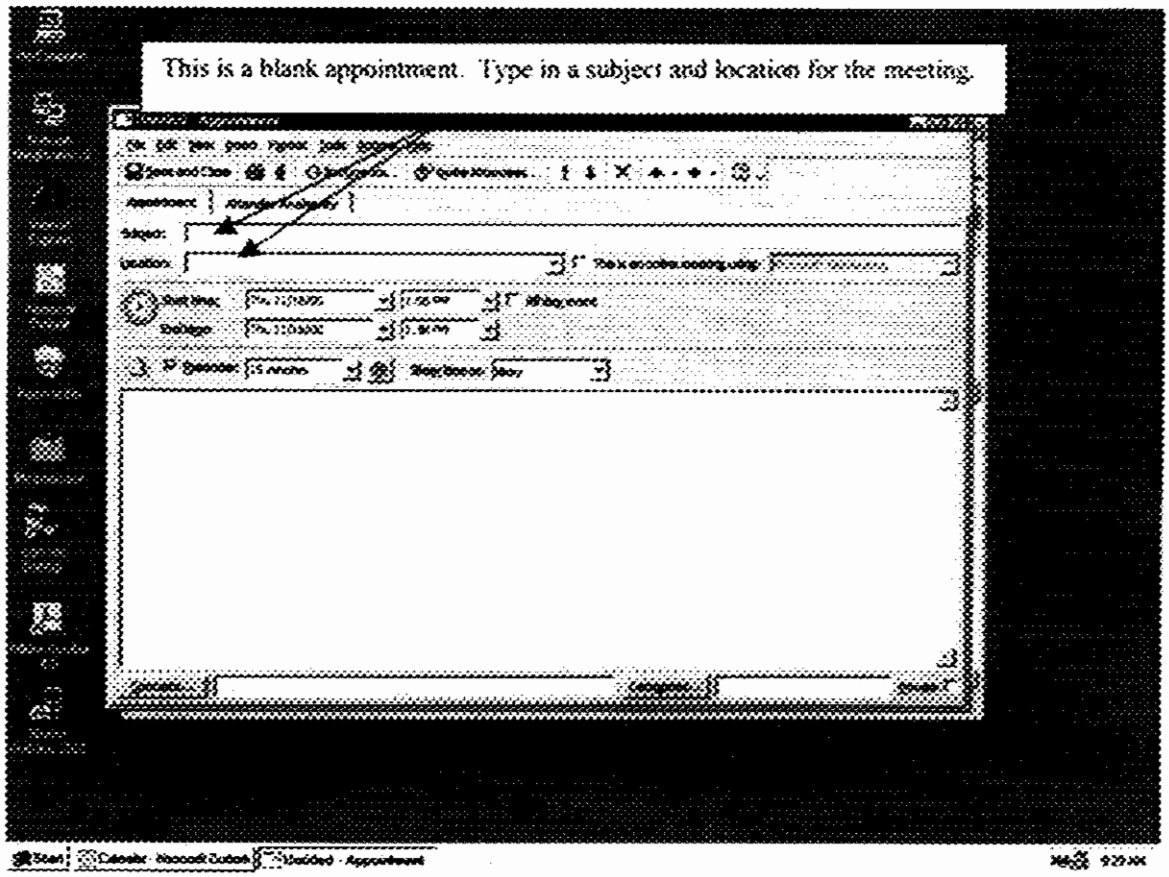


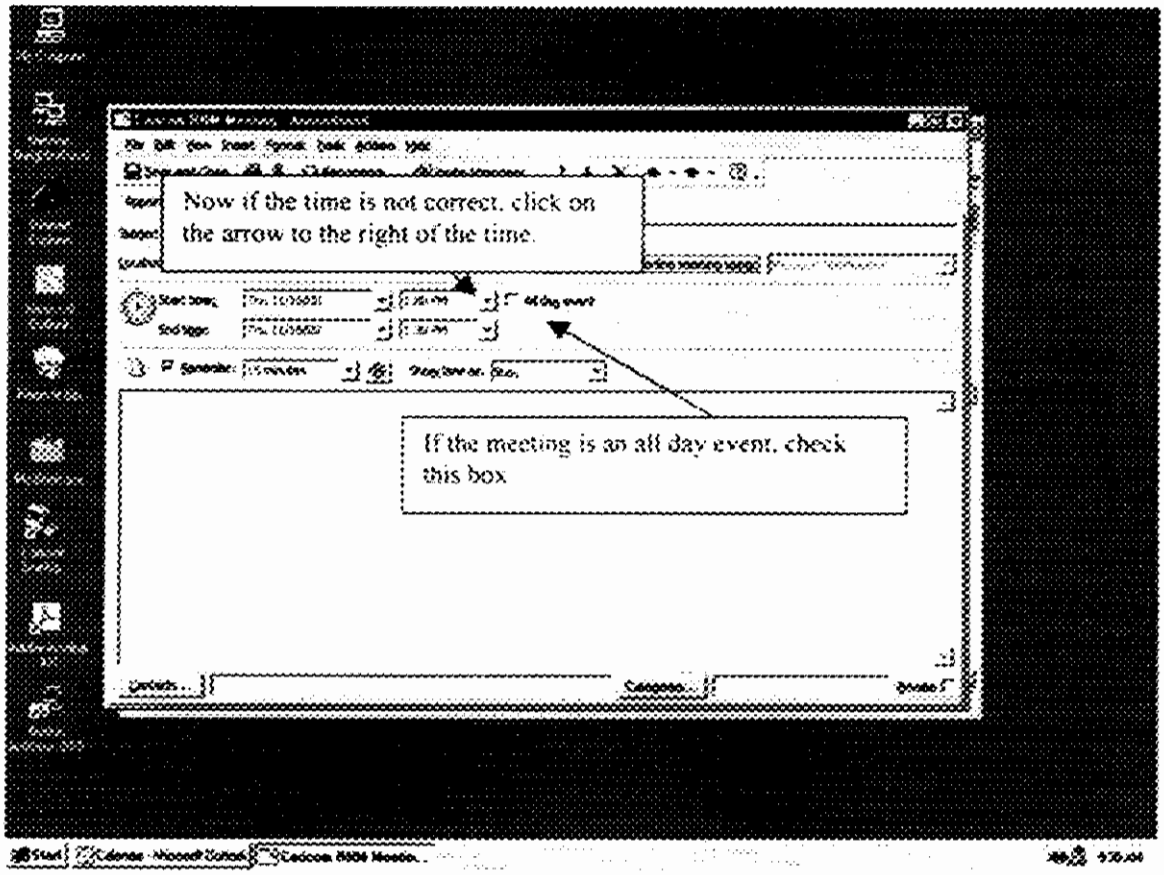
From Email, there are two ways the user can access the Calendar:

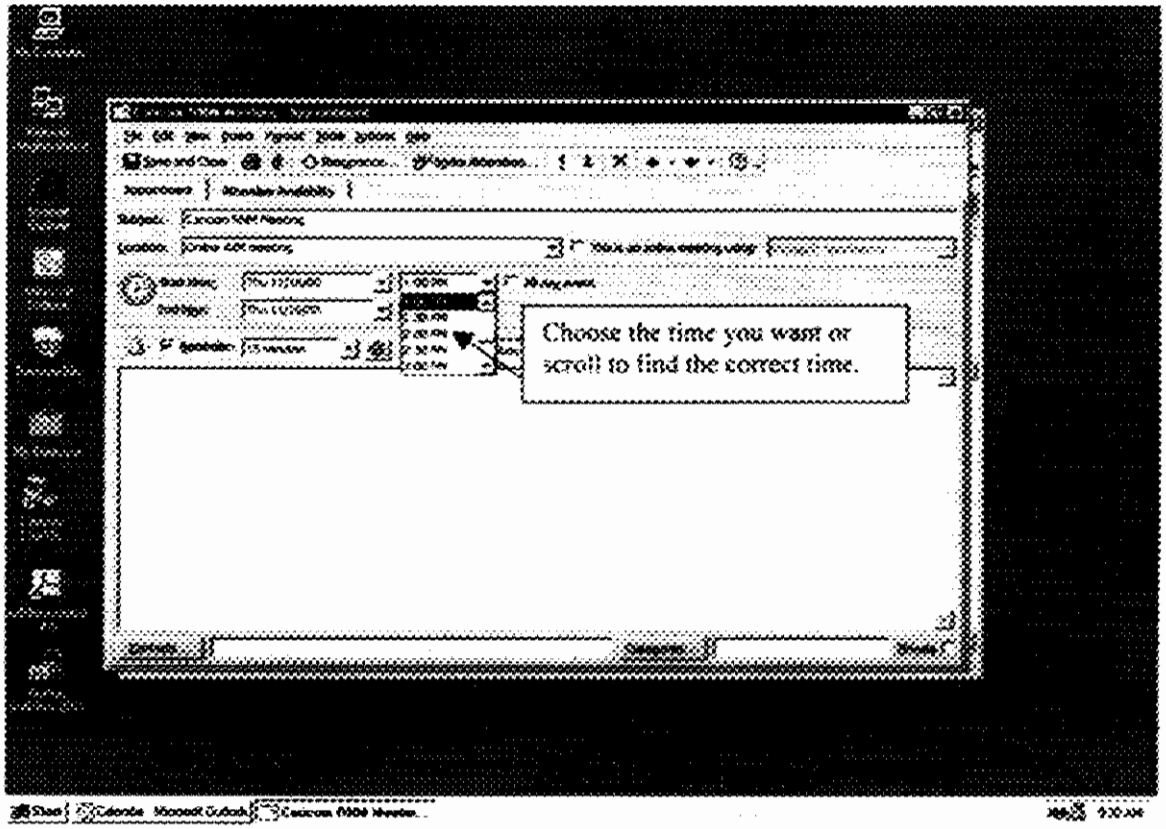
- Outlook Shortcut bar
- Folder List

Each of the two options has a calendar icon with the word Calendar. Click on either option marked in the page above to access the Calendar.


Next Month
Today
Tasks
To set an appointment for today, double click on the time that you want.


This is a blank appointment. Type in a subject and location for the meeting.


Now if the time is not correct, click on the arrow to the right of the time.
If the meeting is an all day event, check this box


Choose the time you want or scroll to find the correct time.

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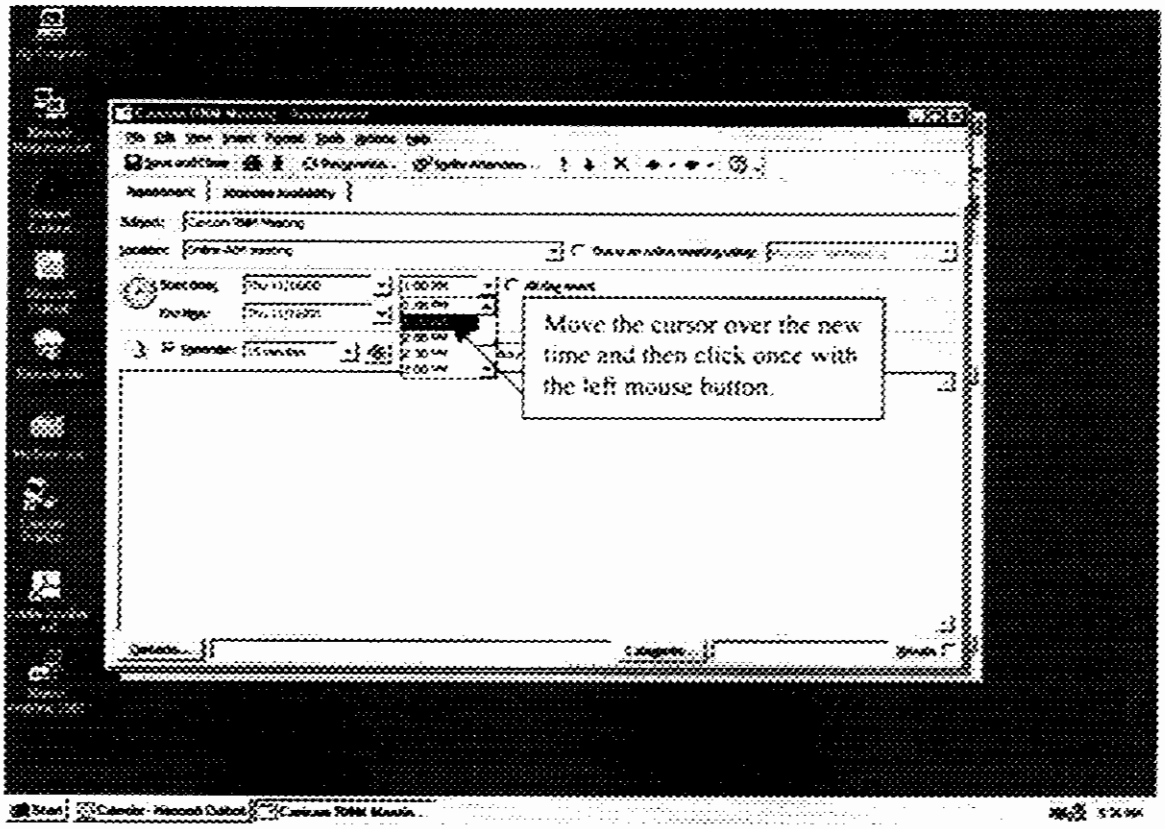
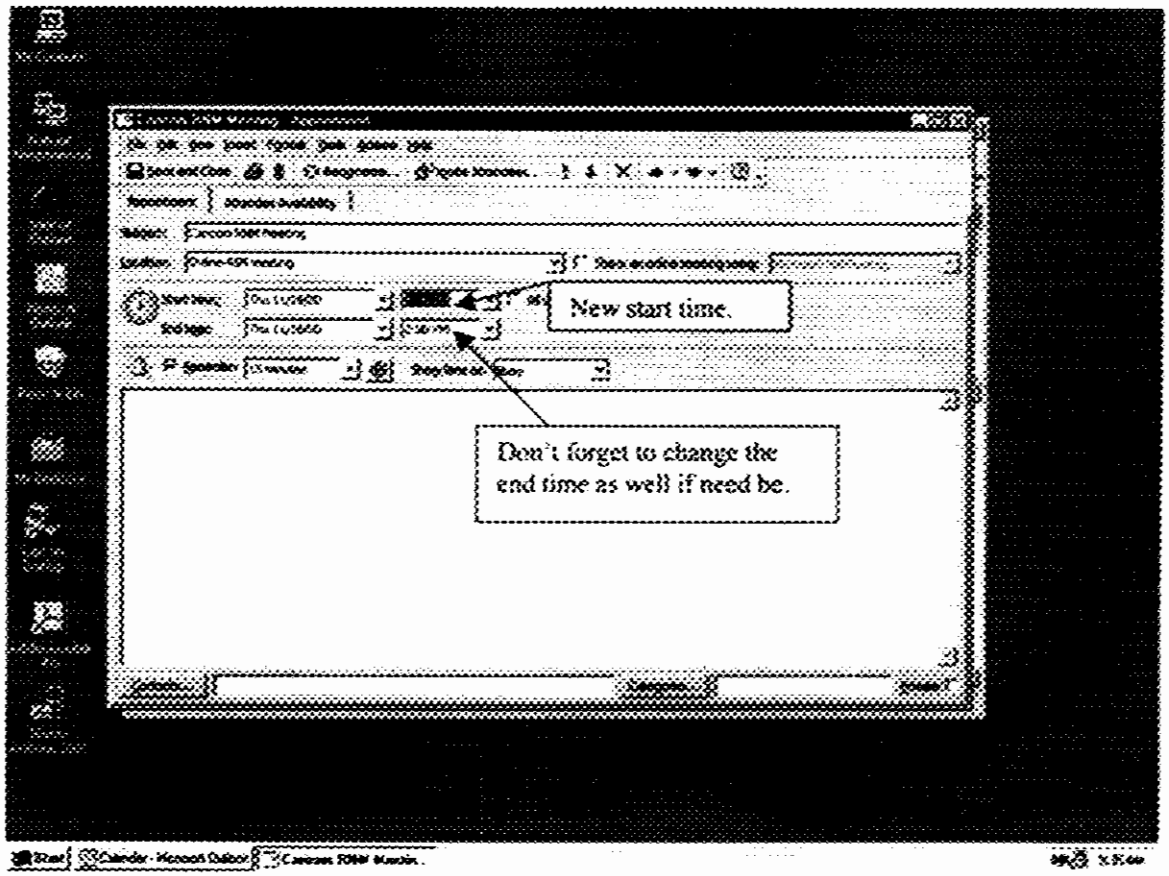

Move the cursor over the new time and then click once with the left mouse button.


New start time.
Don't forget to change the end time as well if need be.

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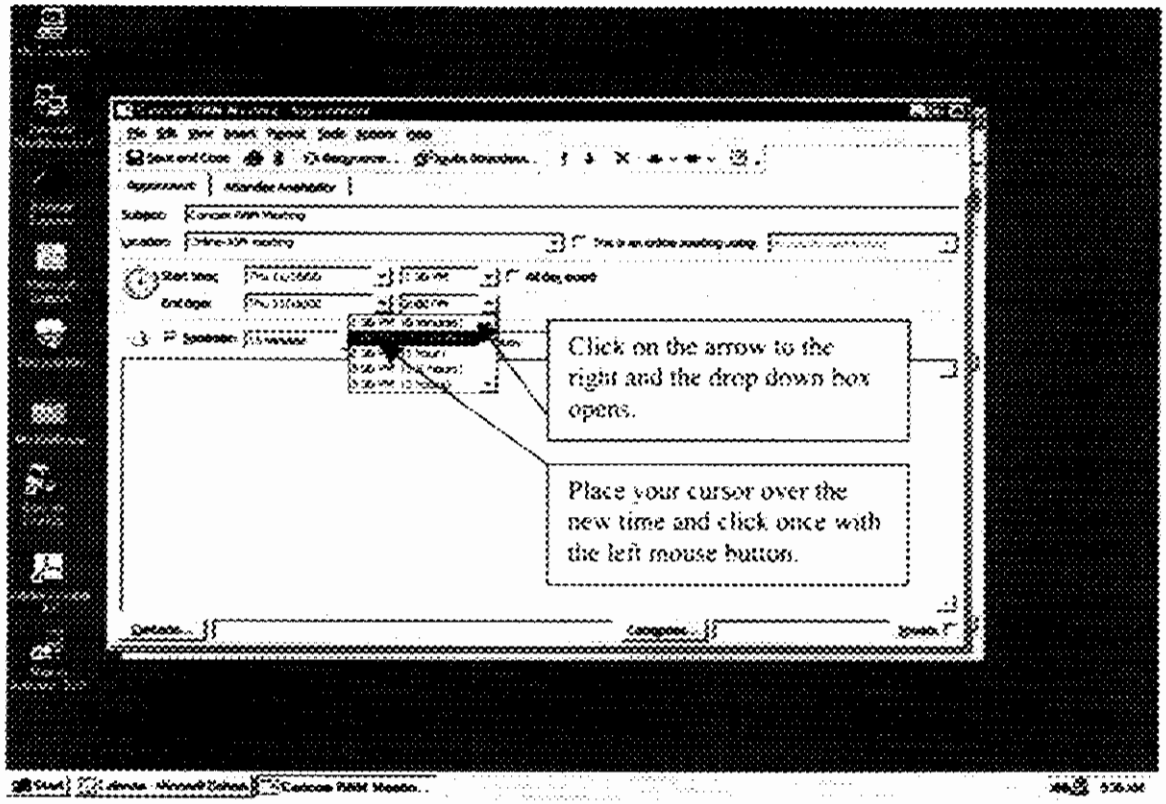
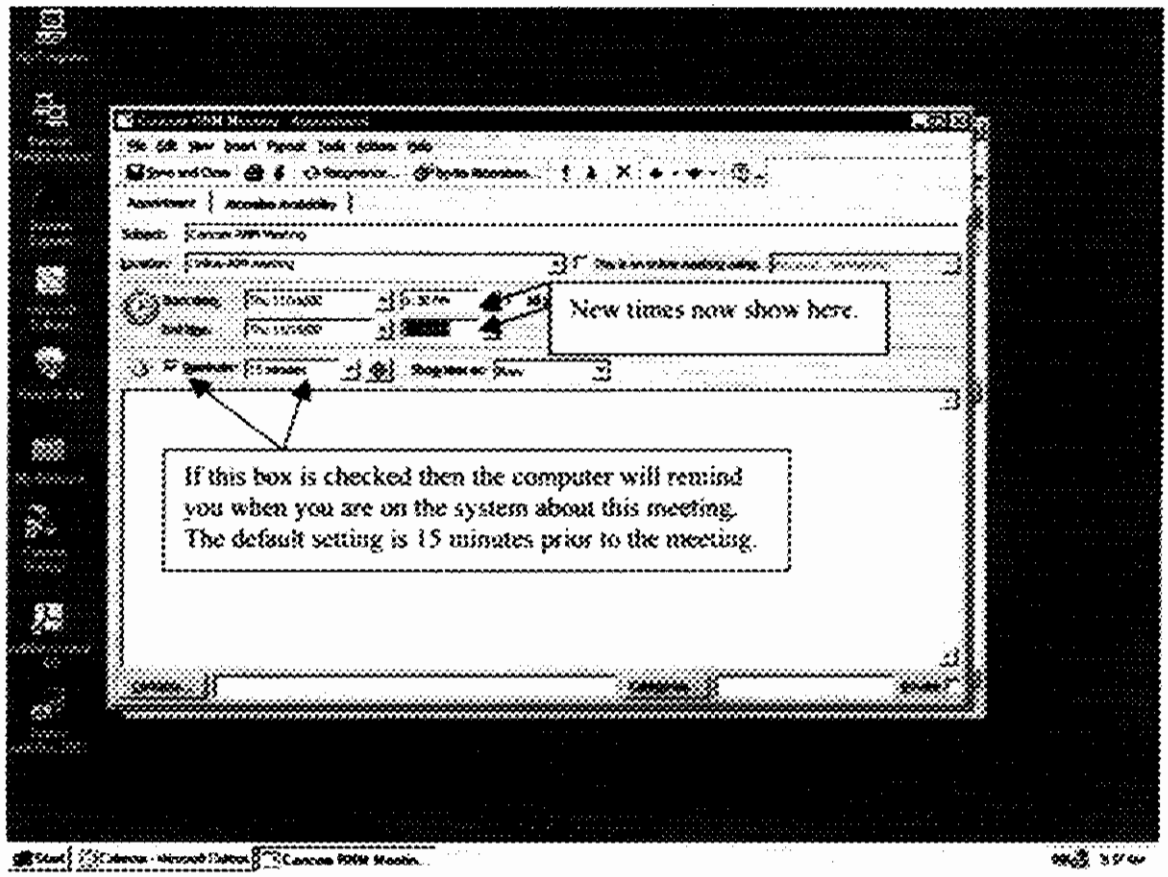
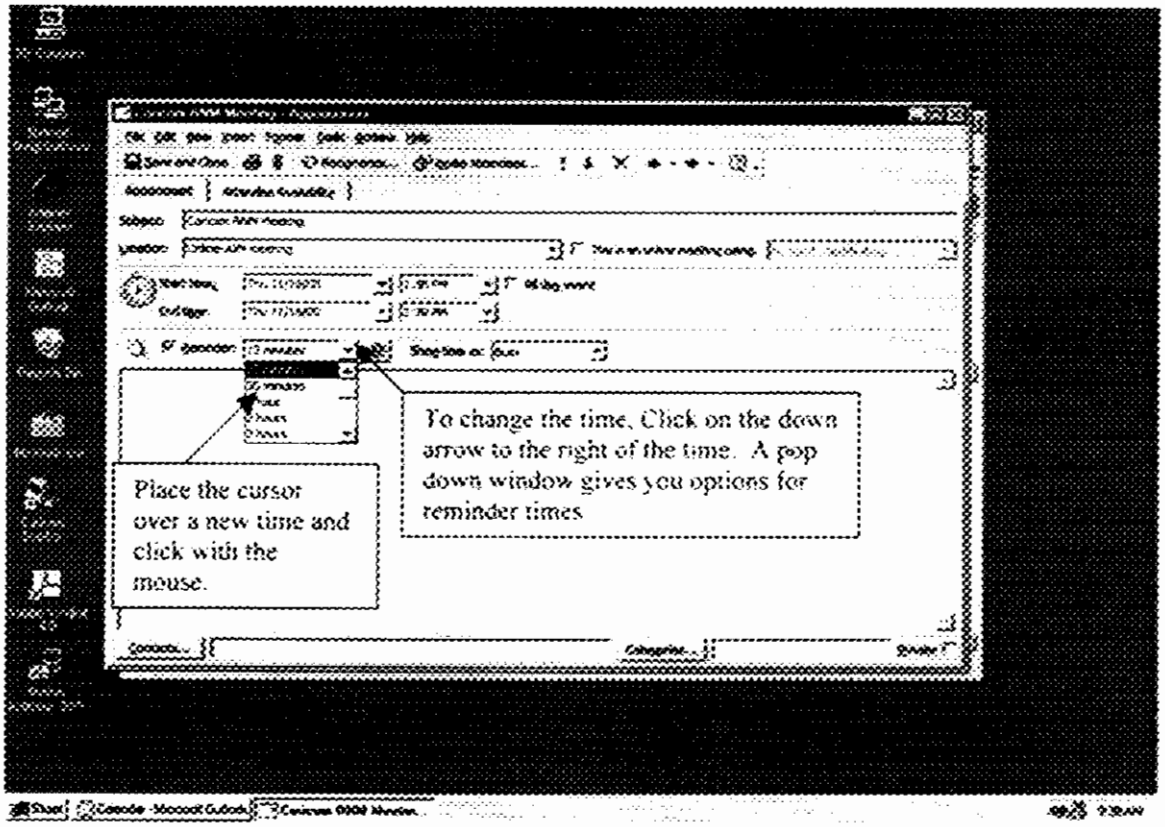
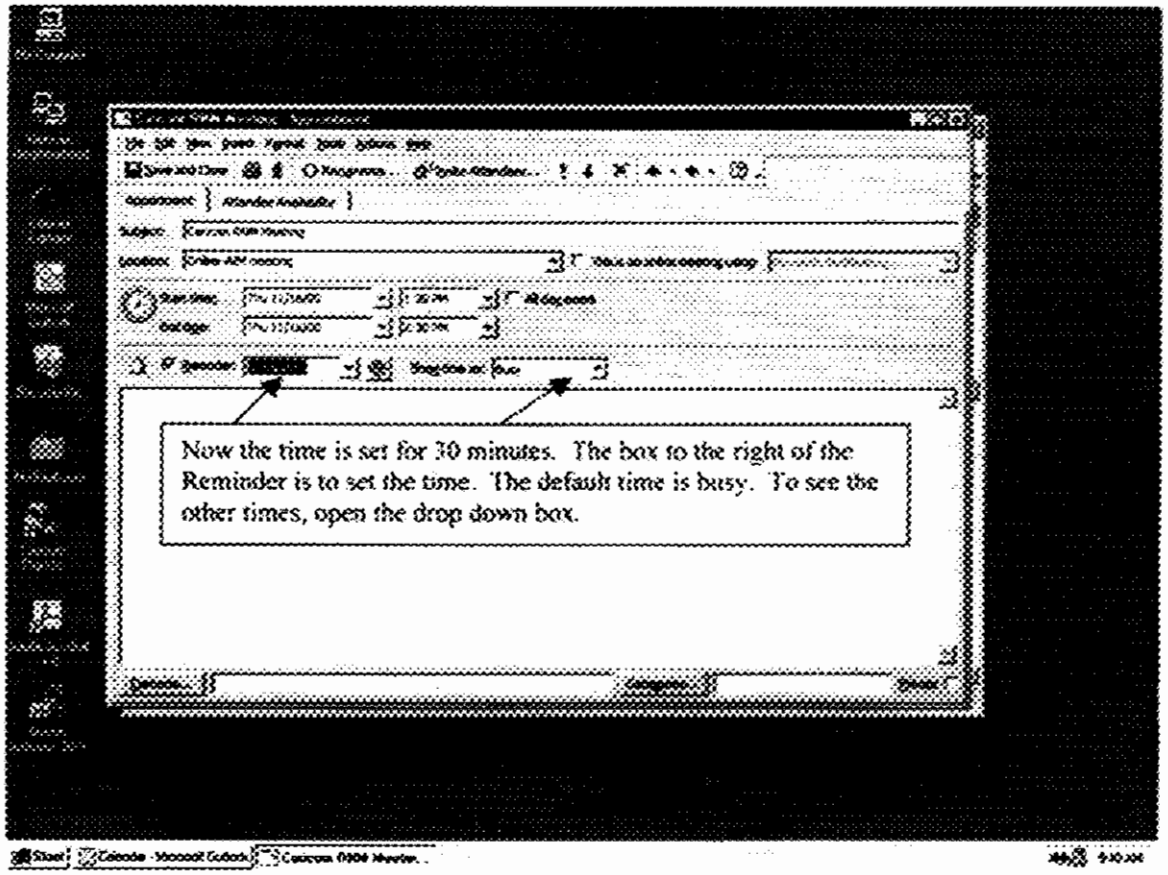

Click on the arrow to the right and the drop down box opens.
Place your cursor over the new time and click once with the left mouse button.


New times now show here.
If this box is checked then the computer will remind you when you are on the system about this meeting. The default setting is 15 minutes prior to the meeting.


To change the time, Click on the down arrow to the right of the time. A pop down window gives you options for reminder times
Place the cursor over a new time and click with the mouse.


Now the time is set for 30 minutes. The box to the right of the Reminder is to set the time. The default time is busy. To see the other times, open the drop down box.

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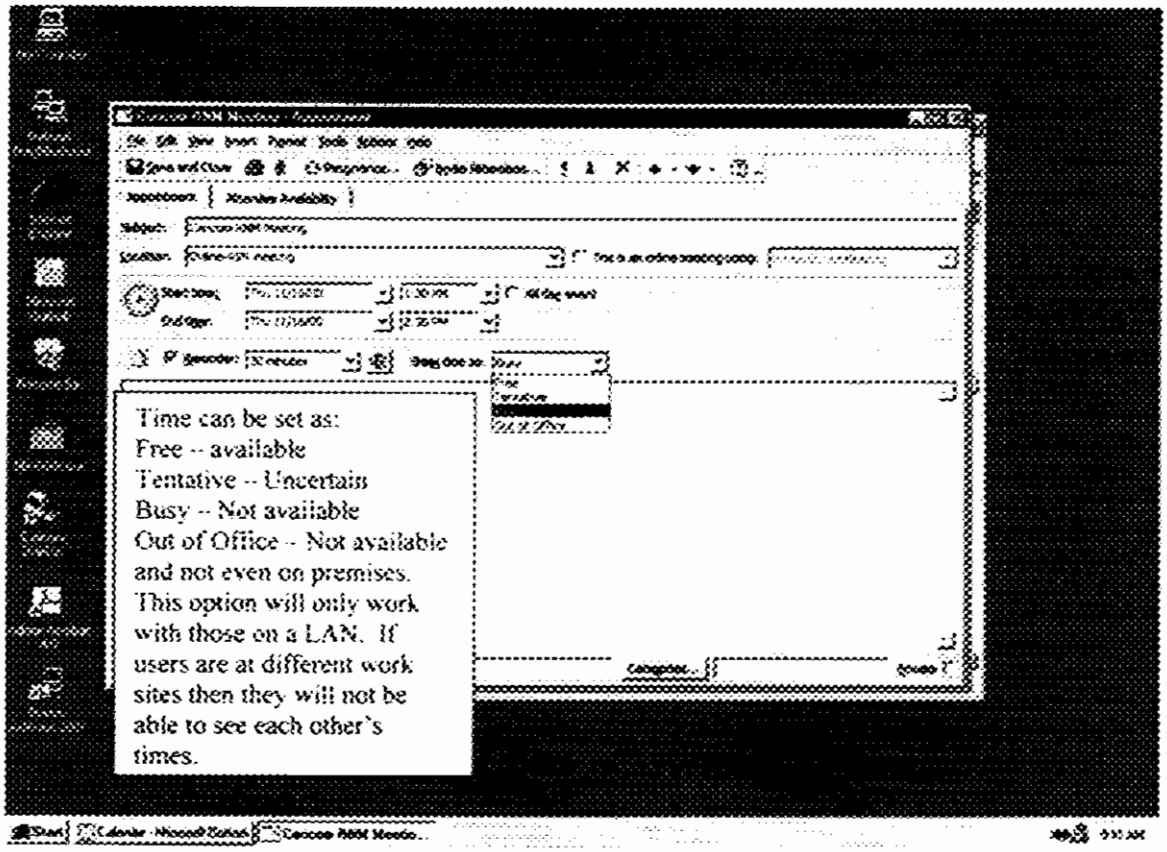
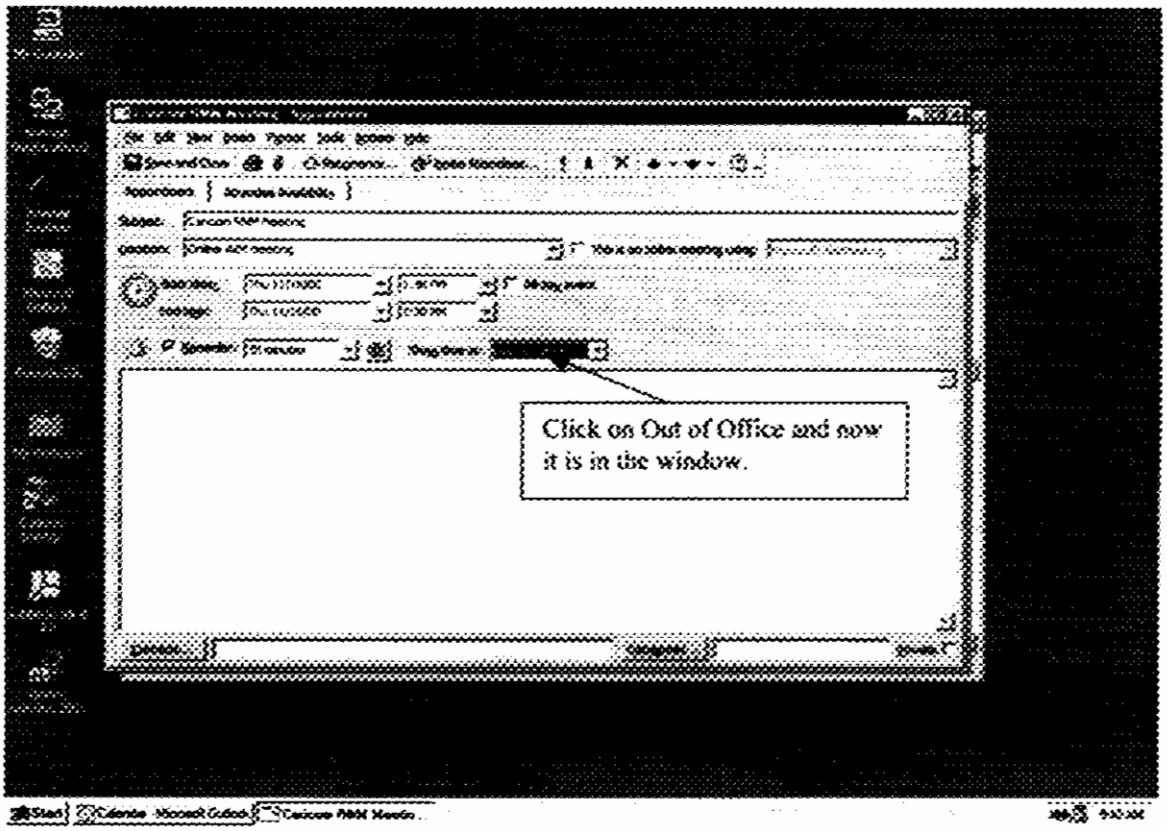
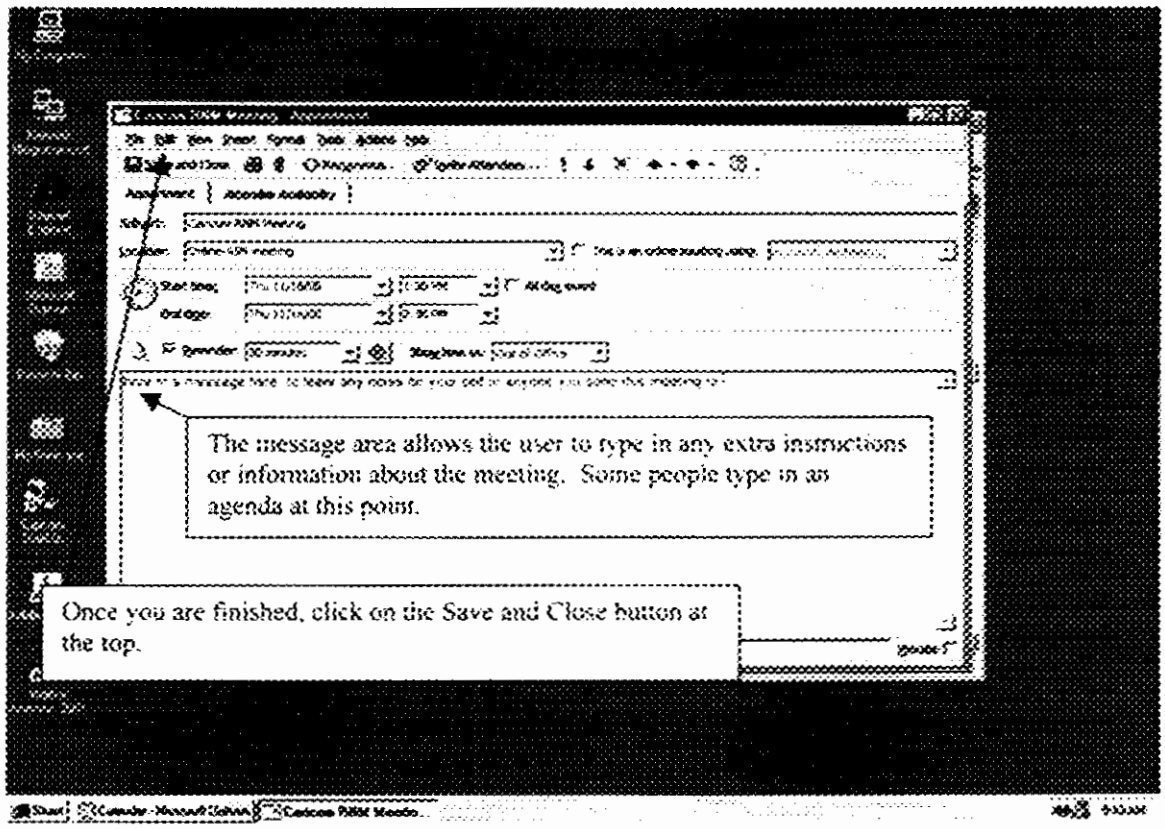
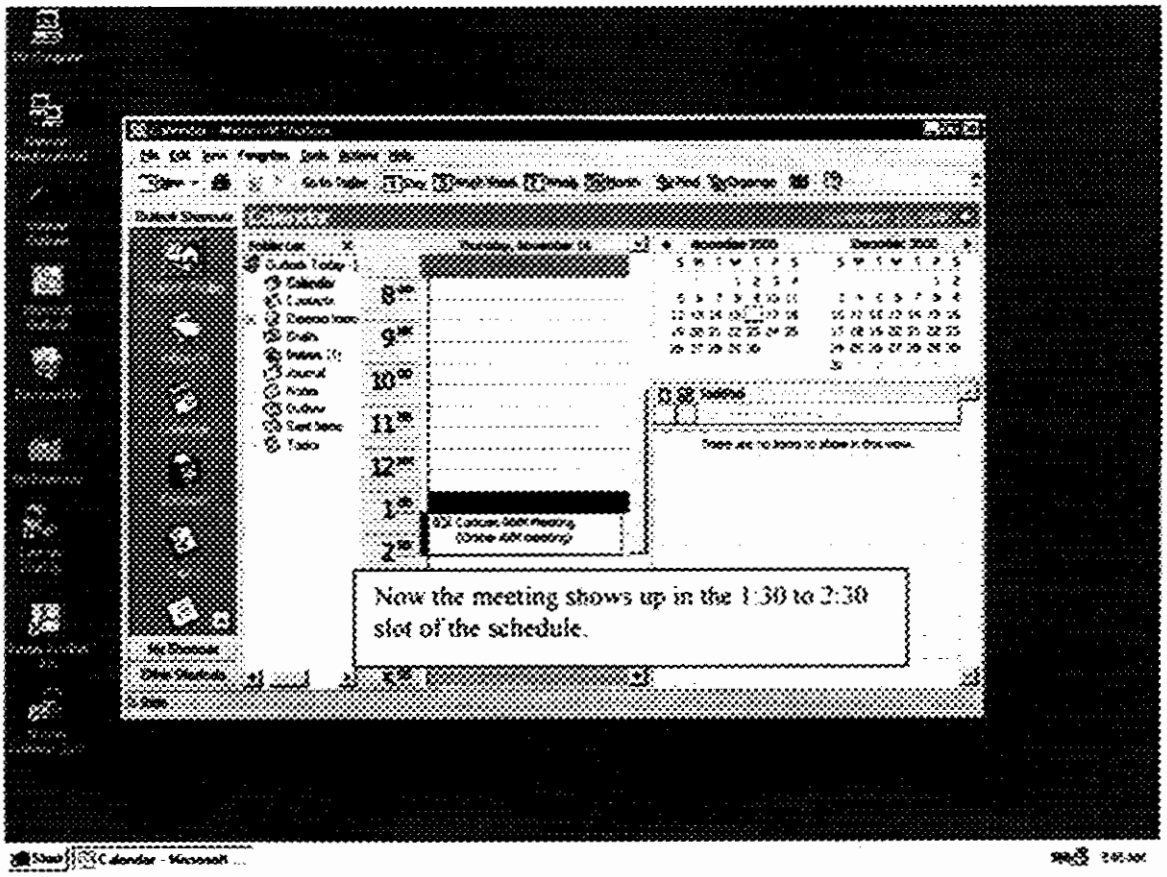
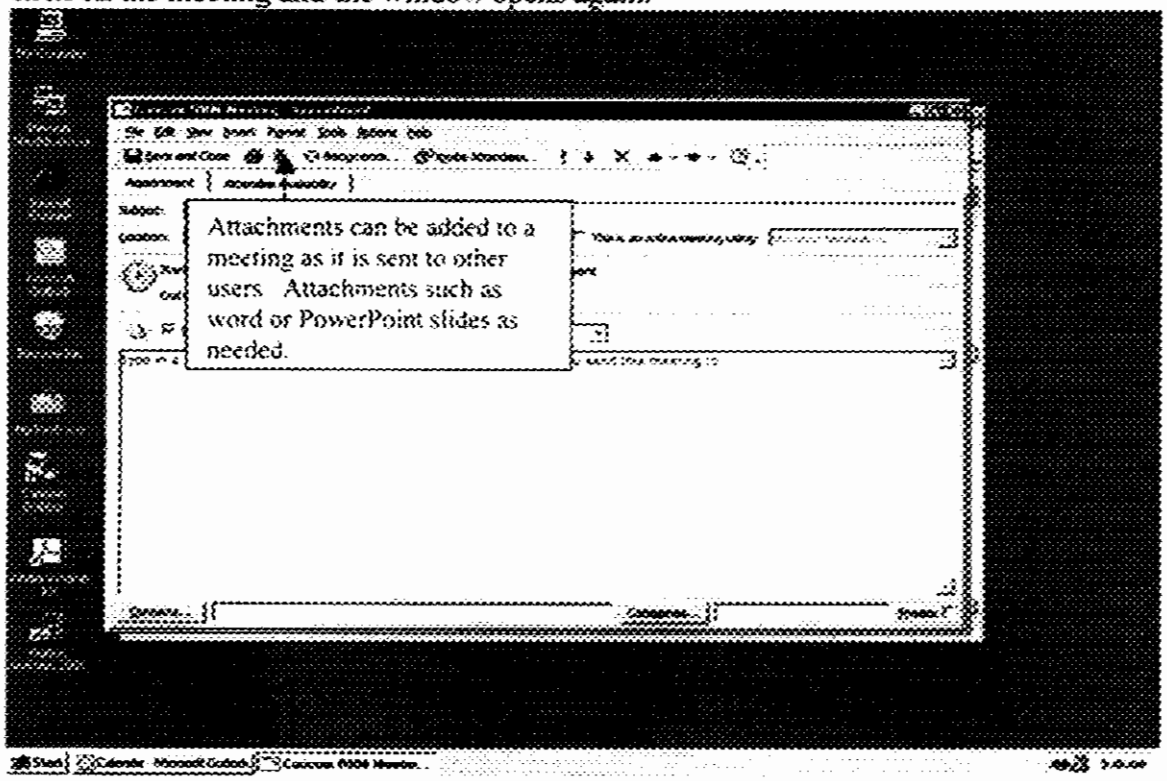

Time can be set as:
Free -- available
Tentative -- Uncertain
Busy -- Not available
Out of Office -- Not available and not even on premises.
This option will only work with those on a LAN. If users are at different work sites then they will not be able to see each other's times.

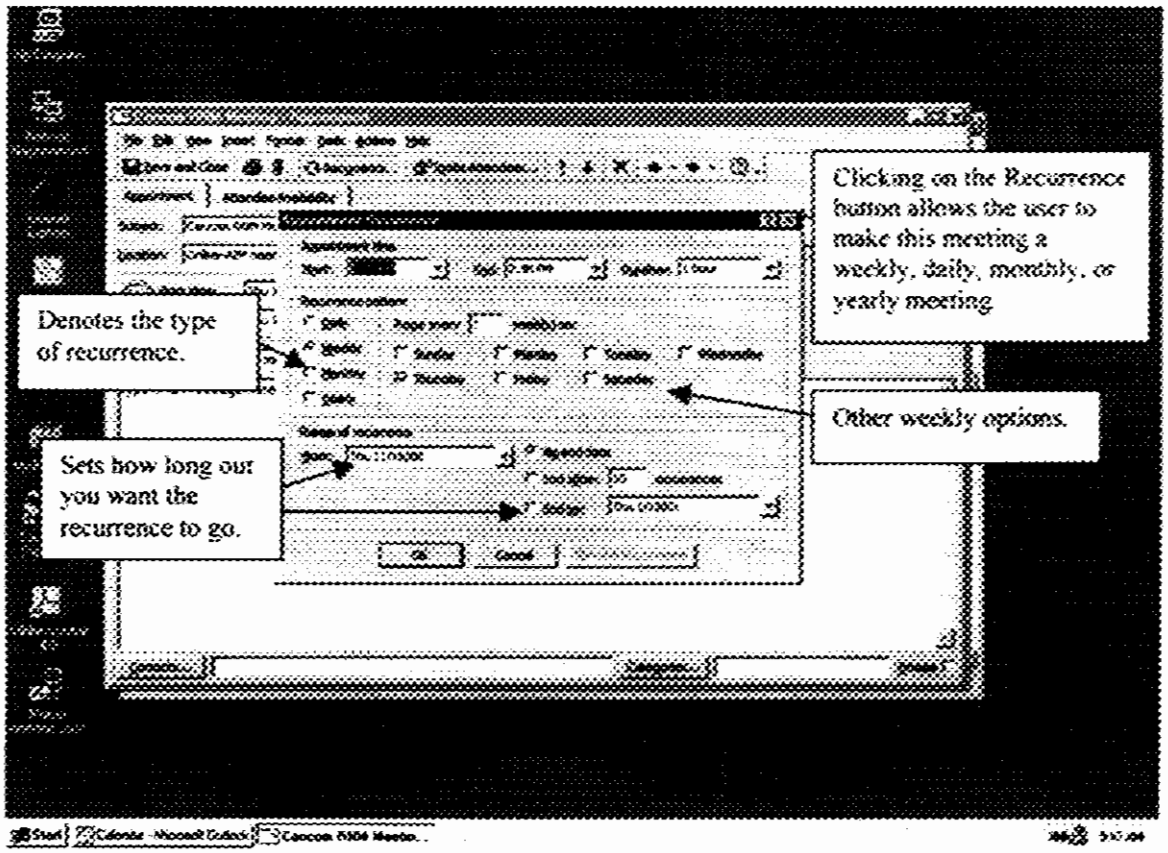

Click on Out of Office and now it is in the window.

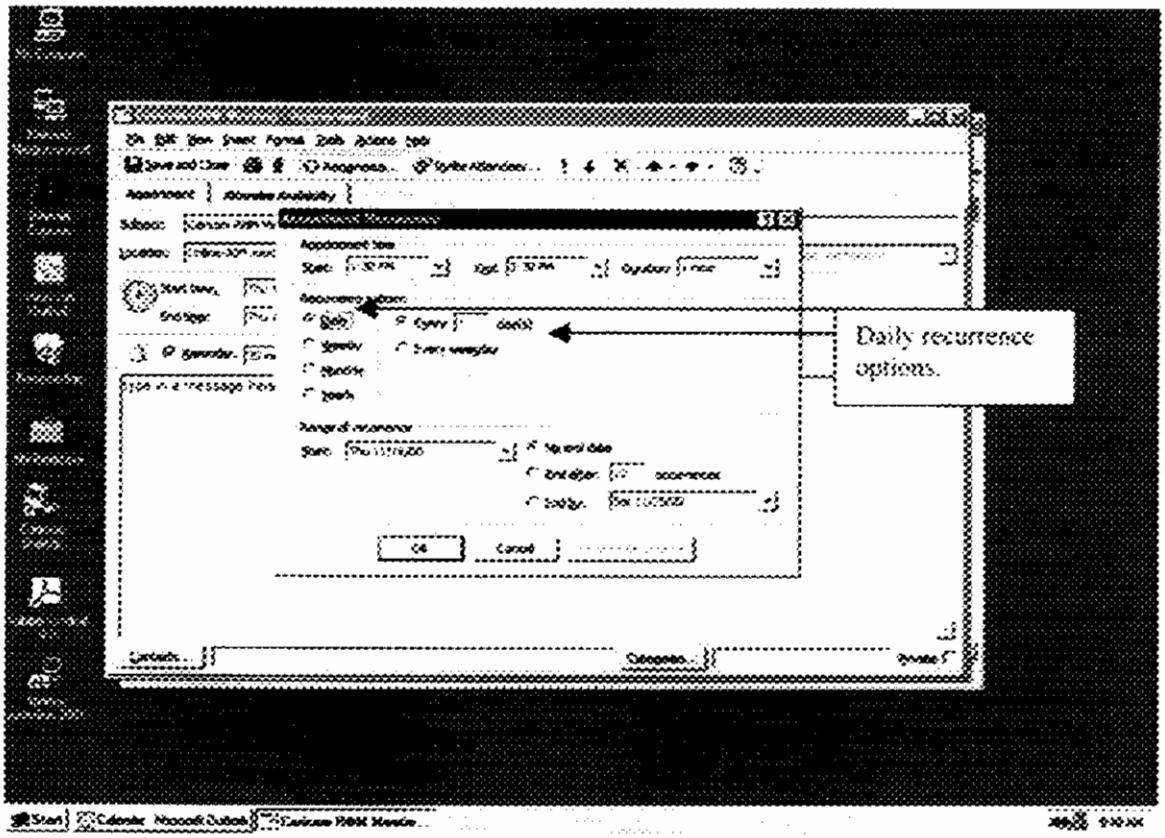

The message area allows the user to type in any extra instructions or information about the meeting. Some people type in an agenda at this point.
Once you are finished, click on the Save and Close button at the top.

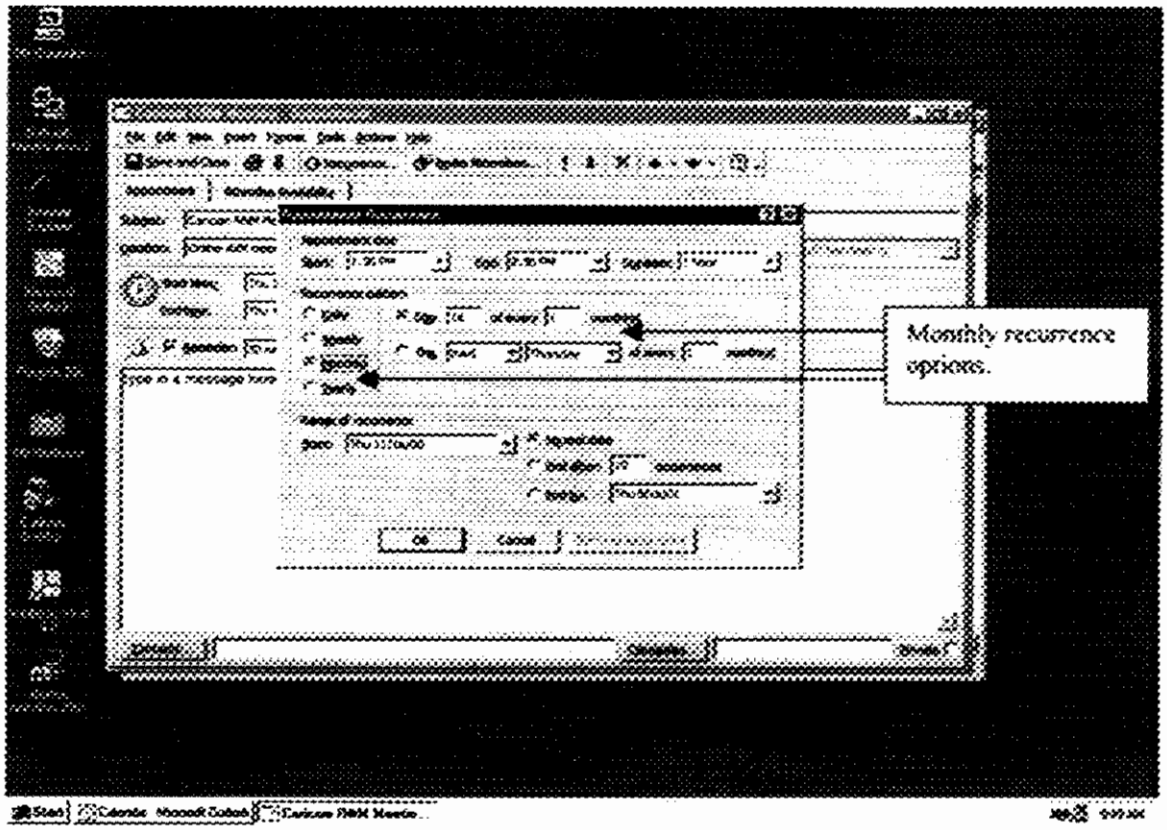

Now the meeting shows up in the 1:30 to 2:30 slot of the schedule.

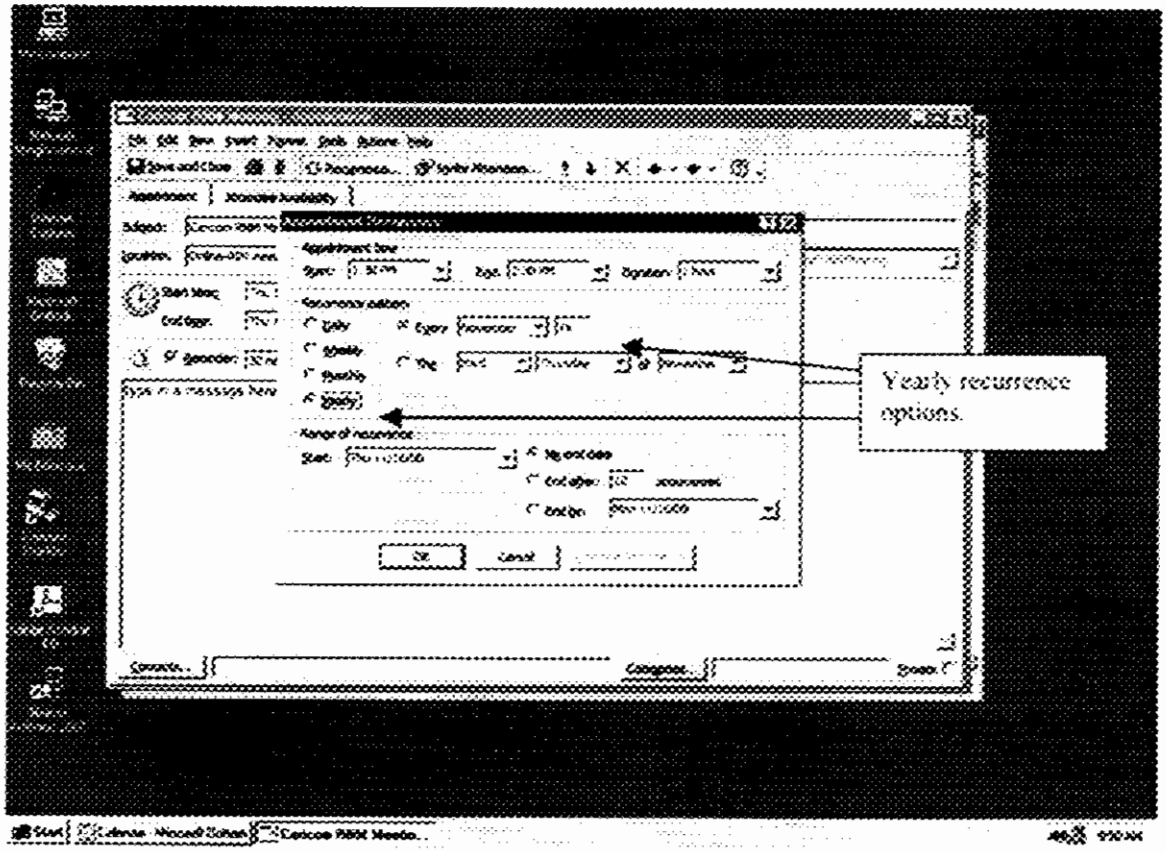
There are many other options we can choose to modify the meeting in Outlook. Double-click on the meeting and the window opens again.

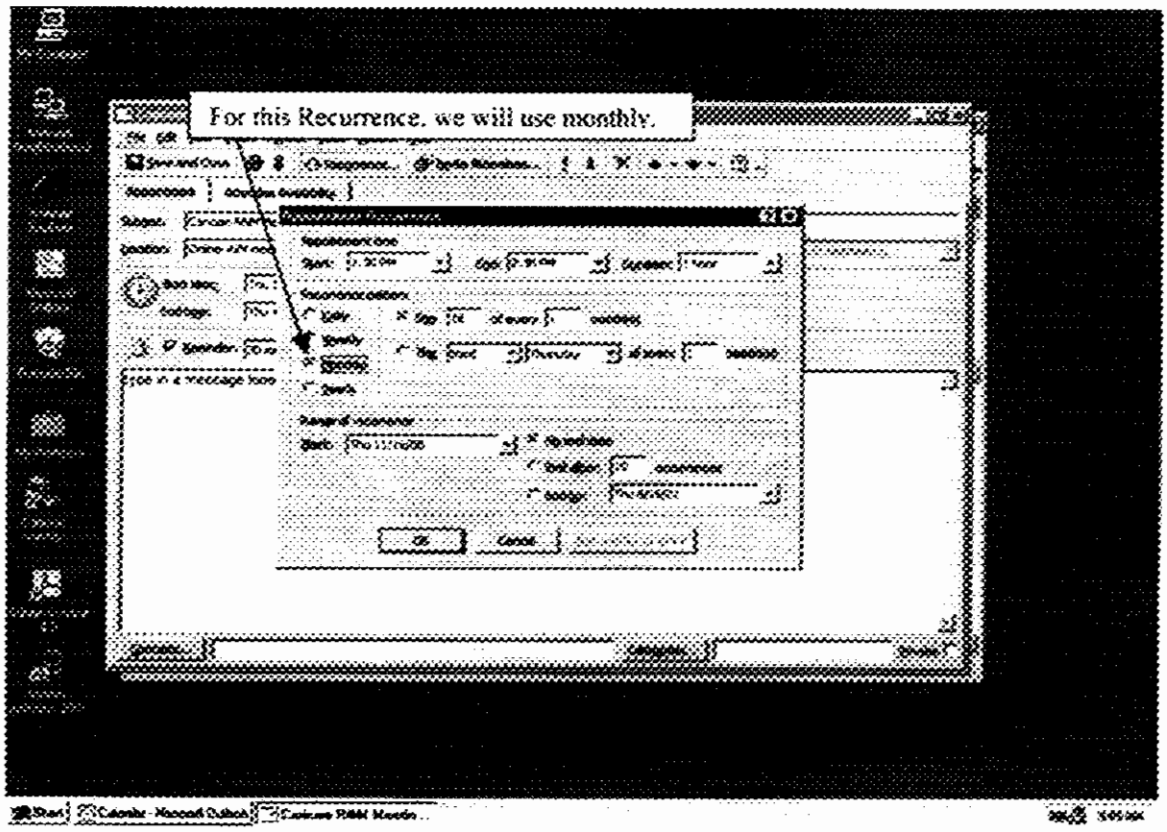





Daily recurrence options.


Monthly recurrence options.


Yearly recurrence options.


For this Recurrence, we will use monthly.

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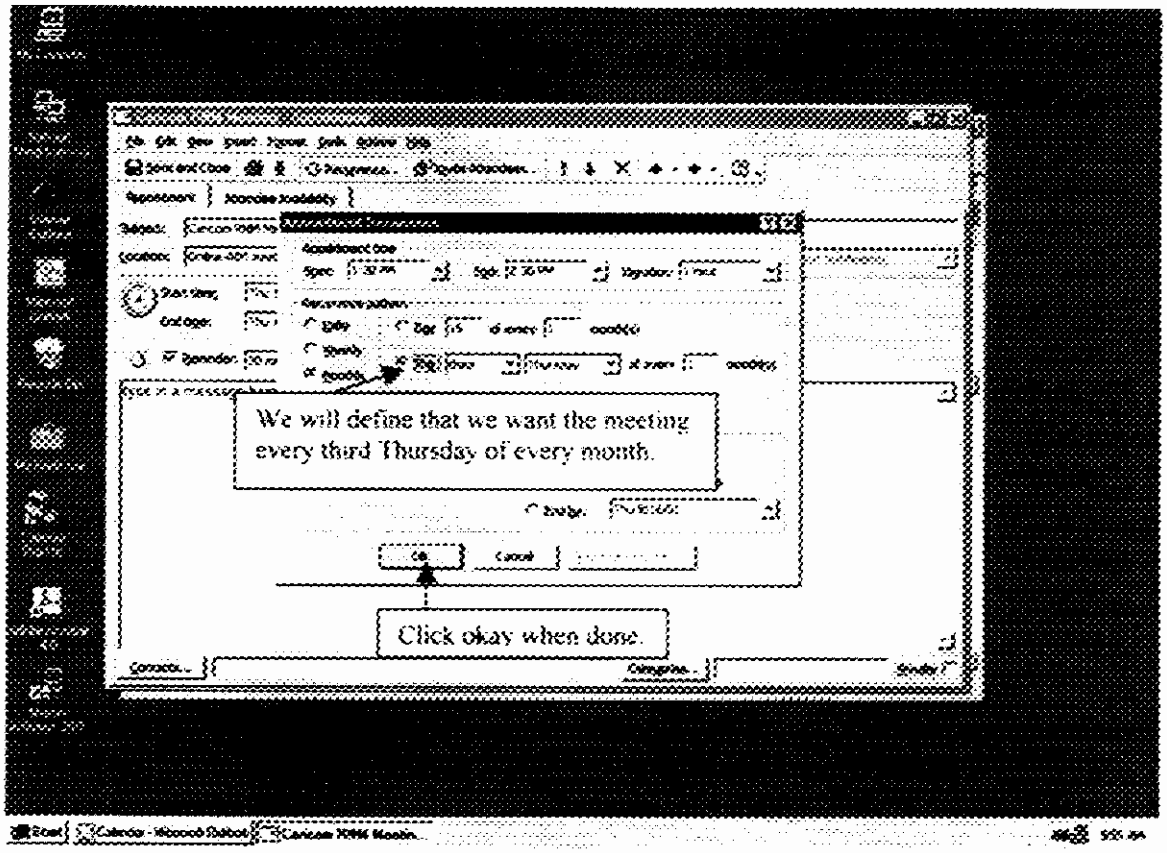
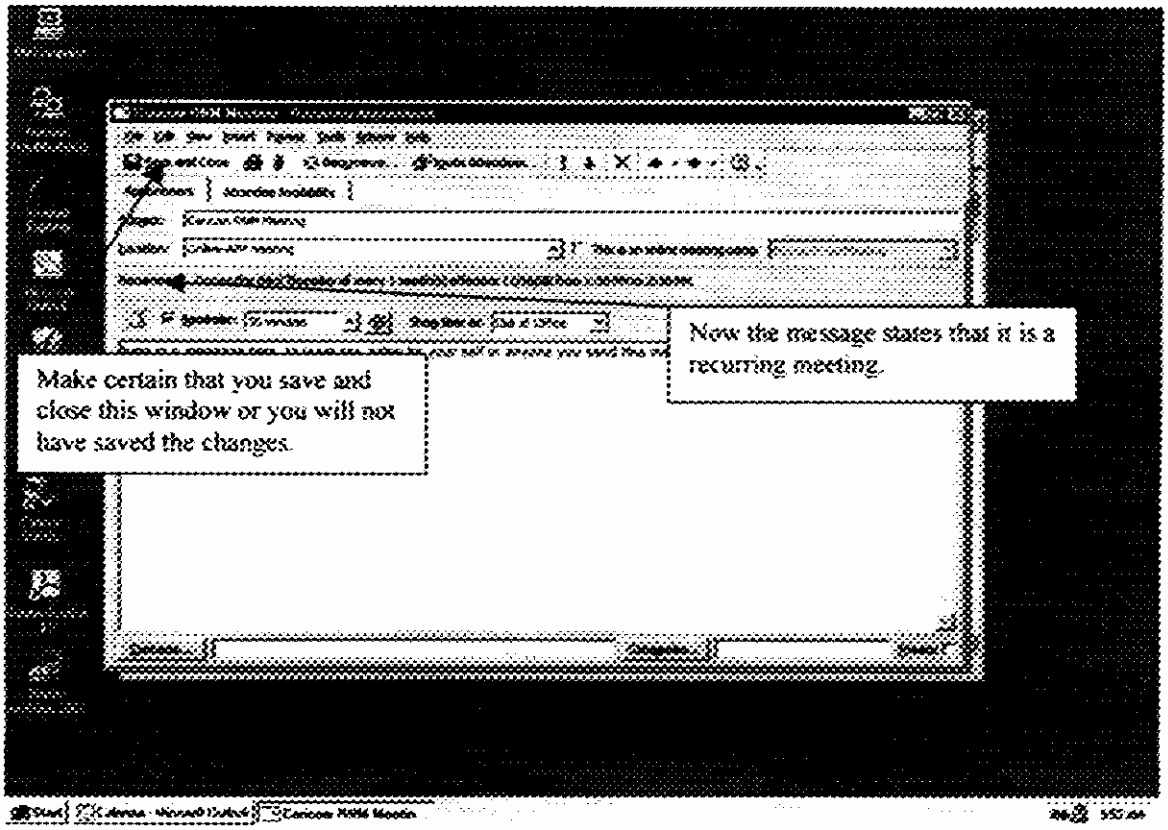

We will define that we want the meeting every third Thursday of every month.
Click okay when done.


Make certain that you save and close this window or you will not have saved the changes.
Now the message states that it is a recurring meeting.

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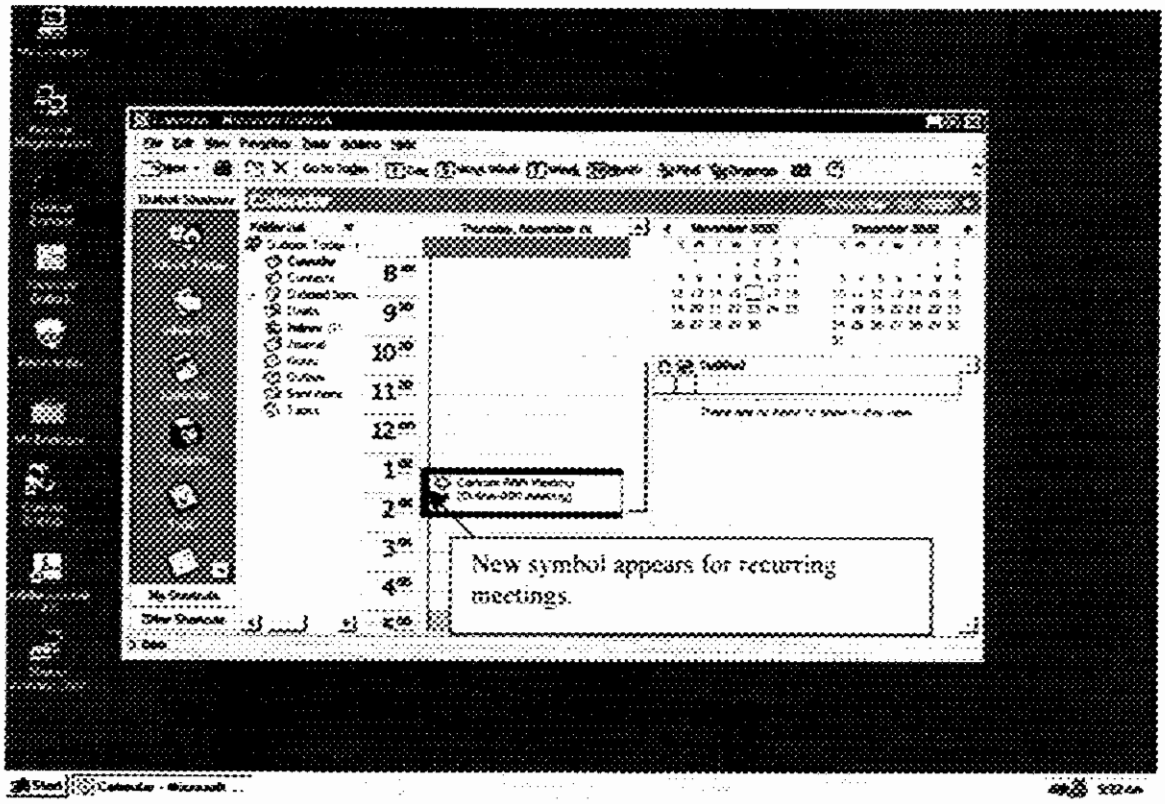
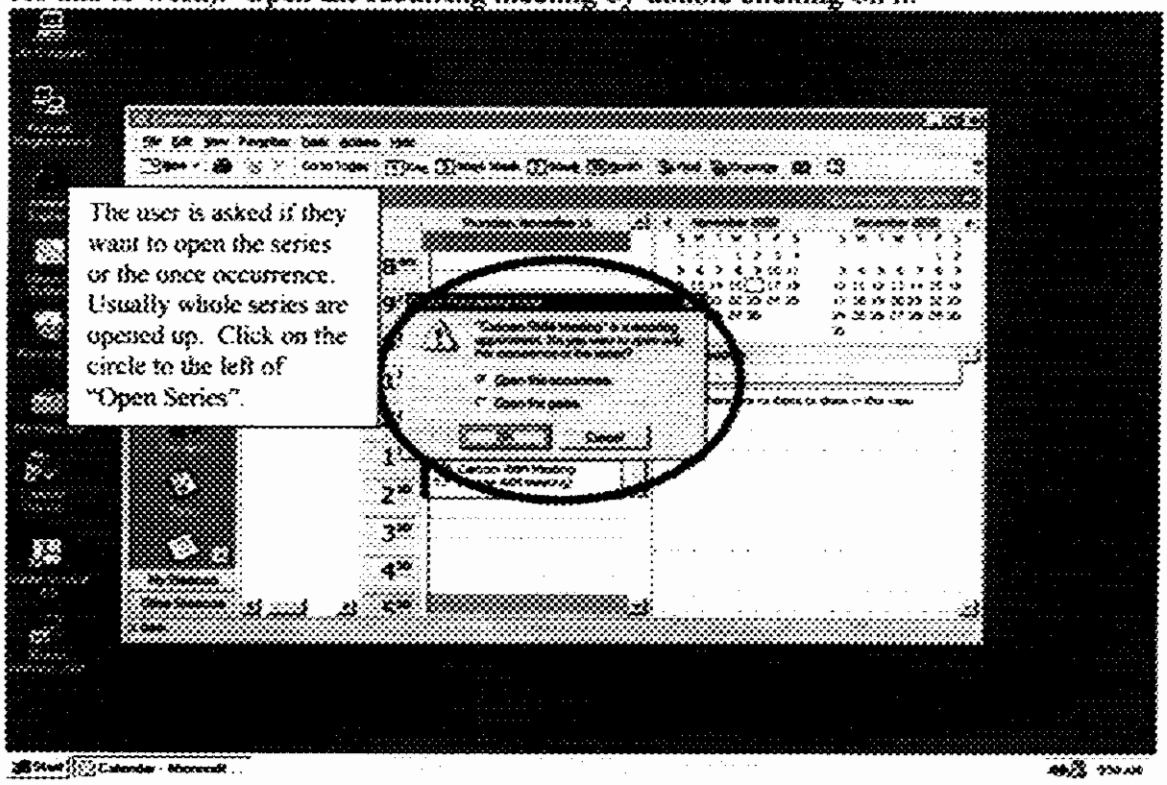
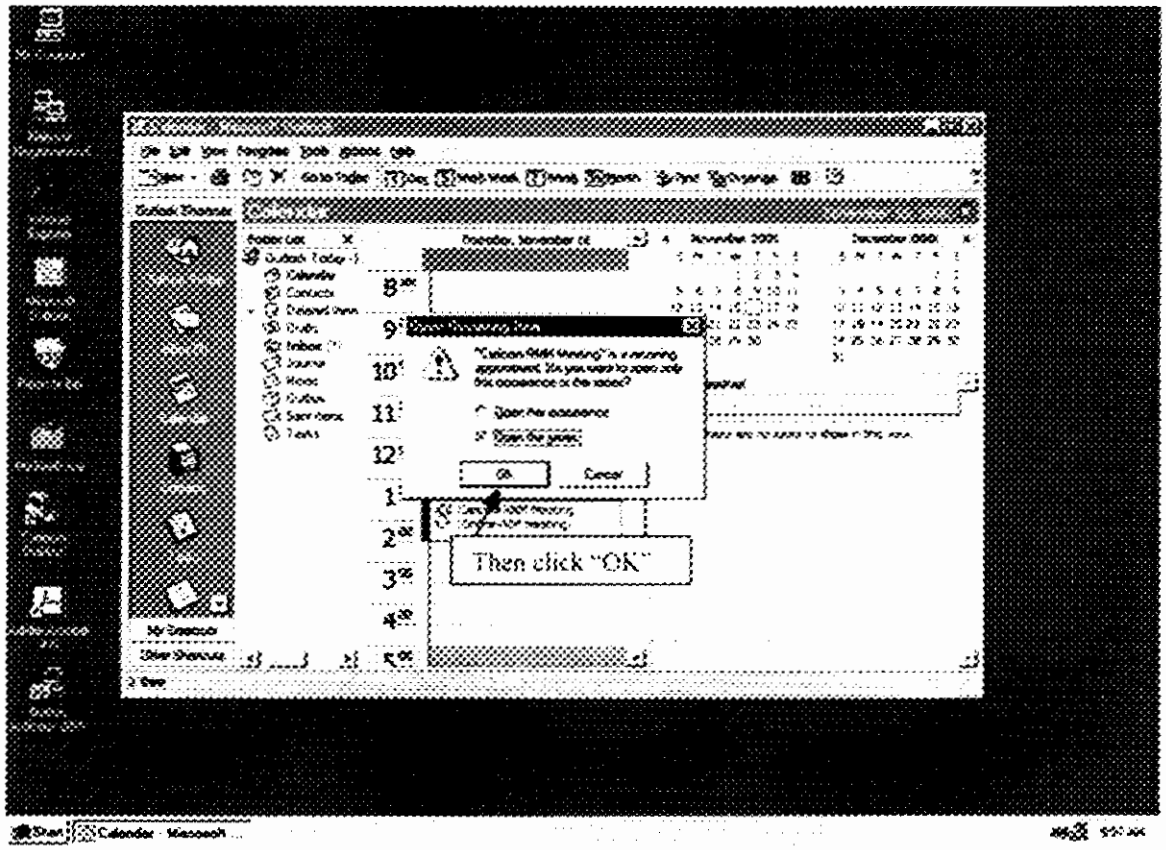
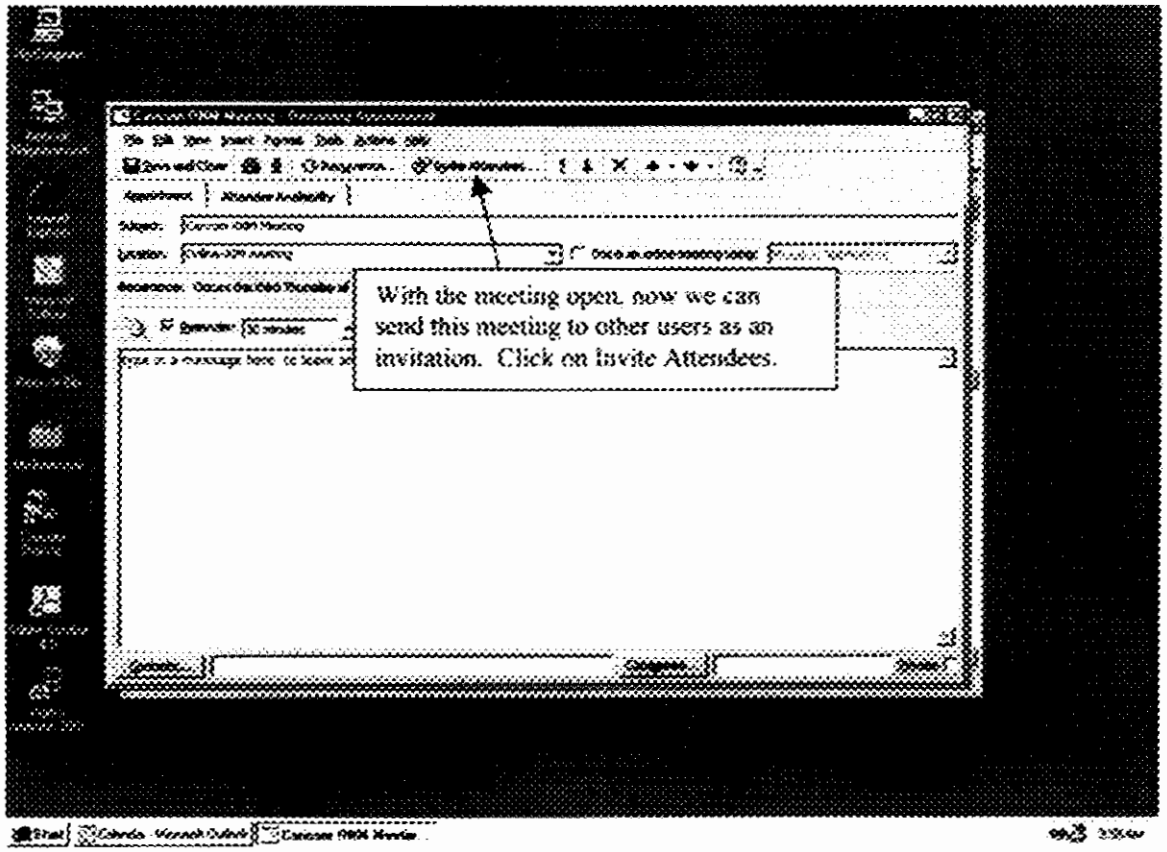
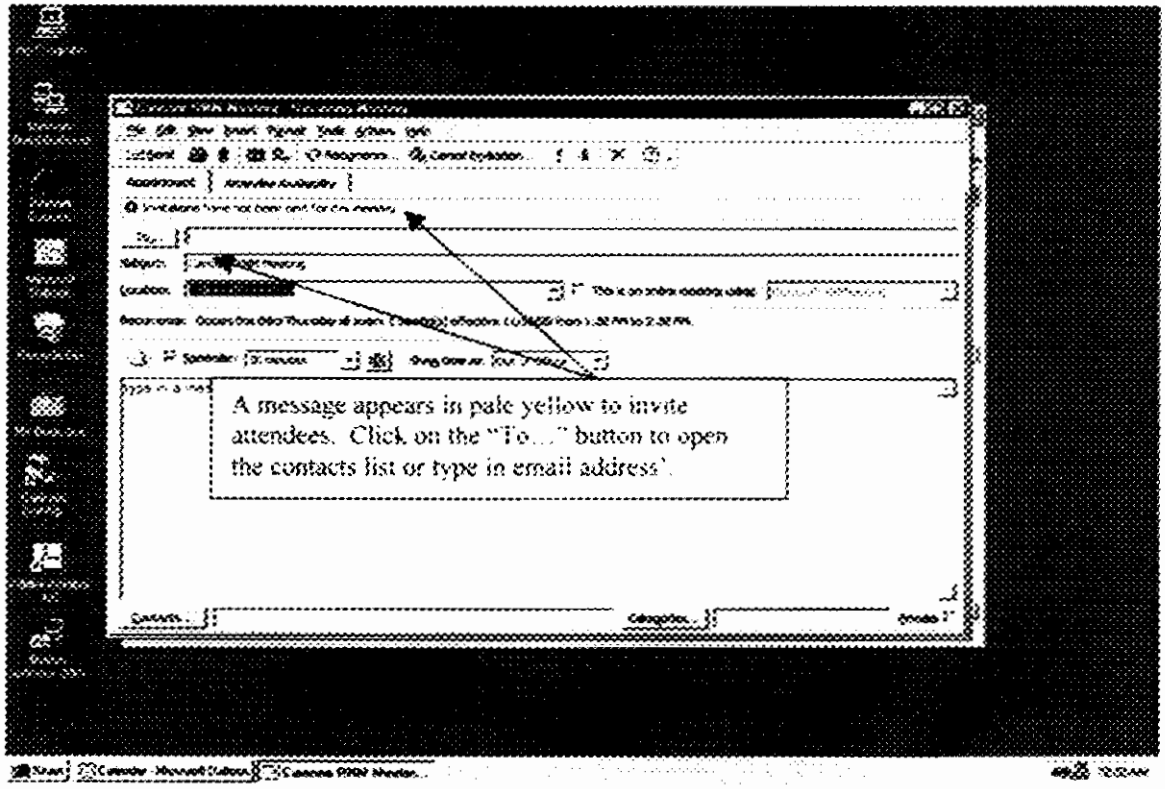


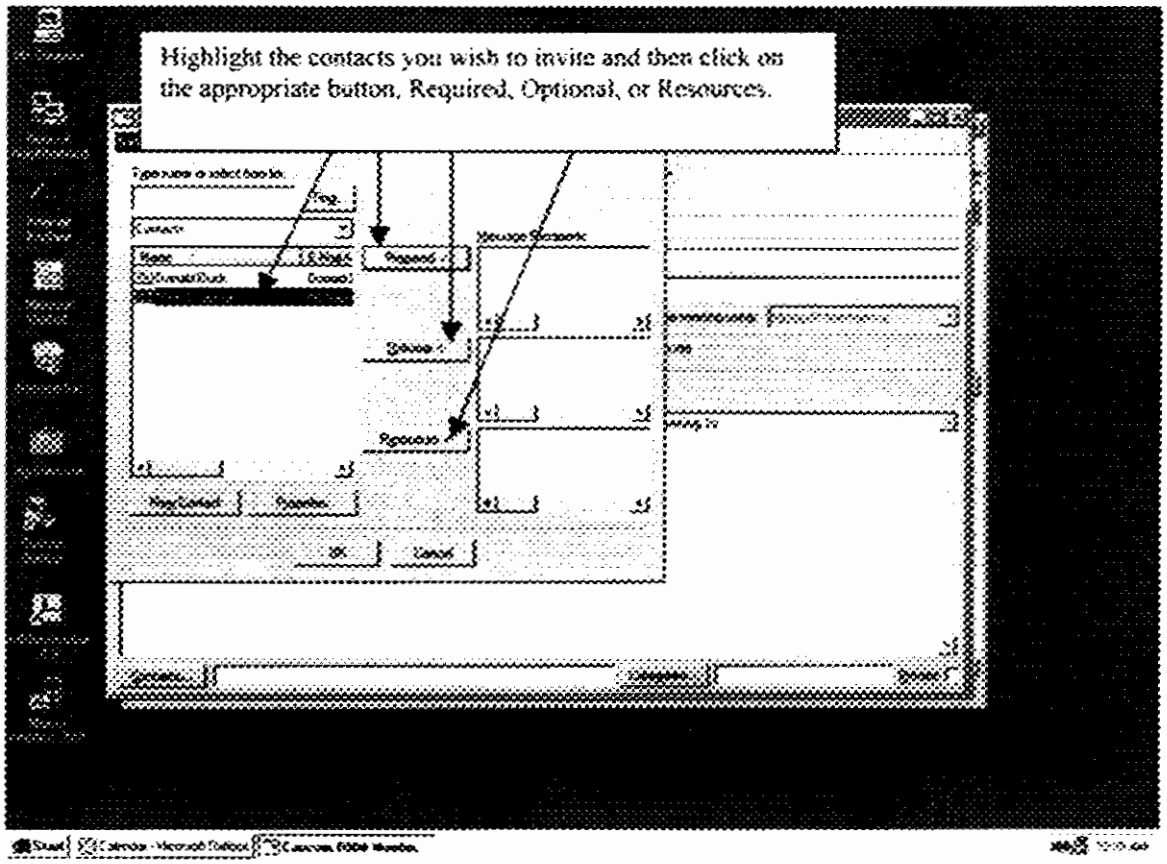
Now lets send the meeting to some other users (note any other users must have Outlook for this to work). Open the recurring meeting by double clicking on it.

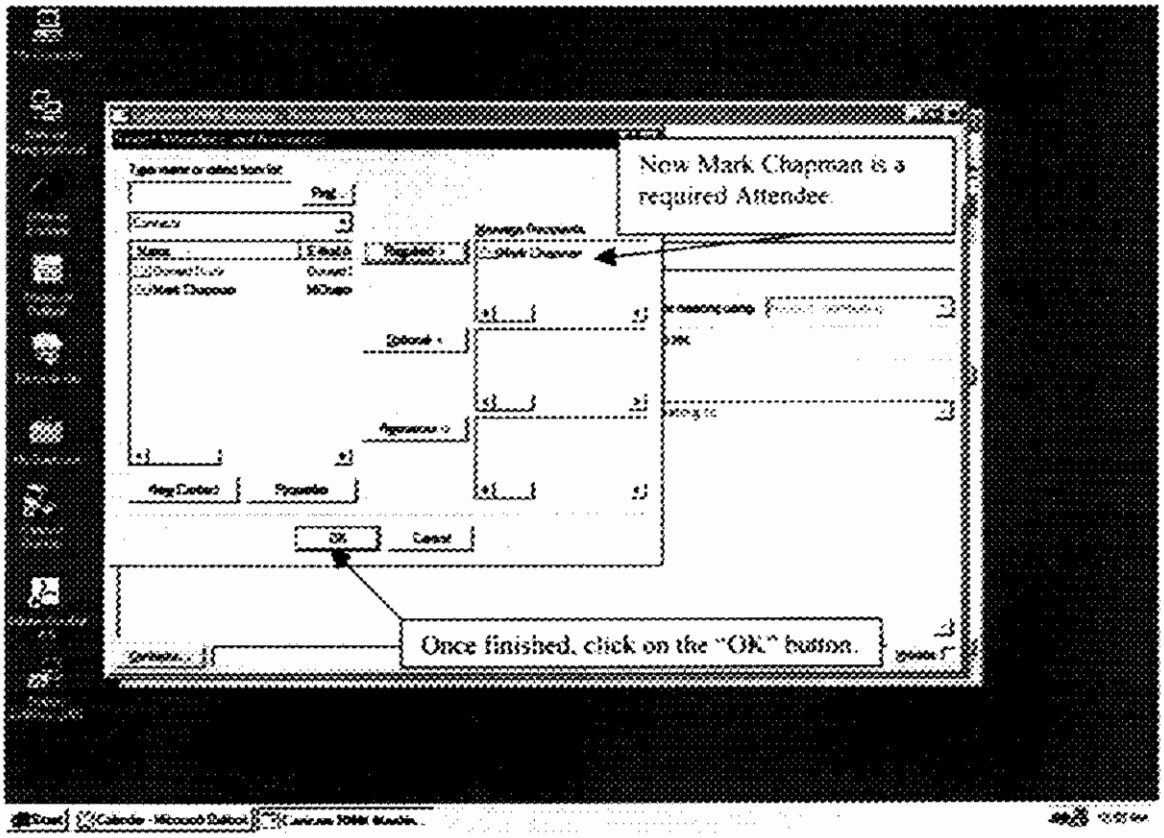


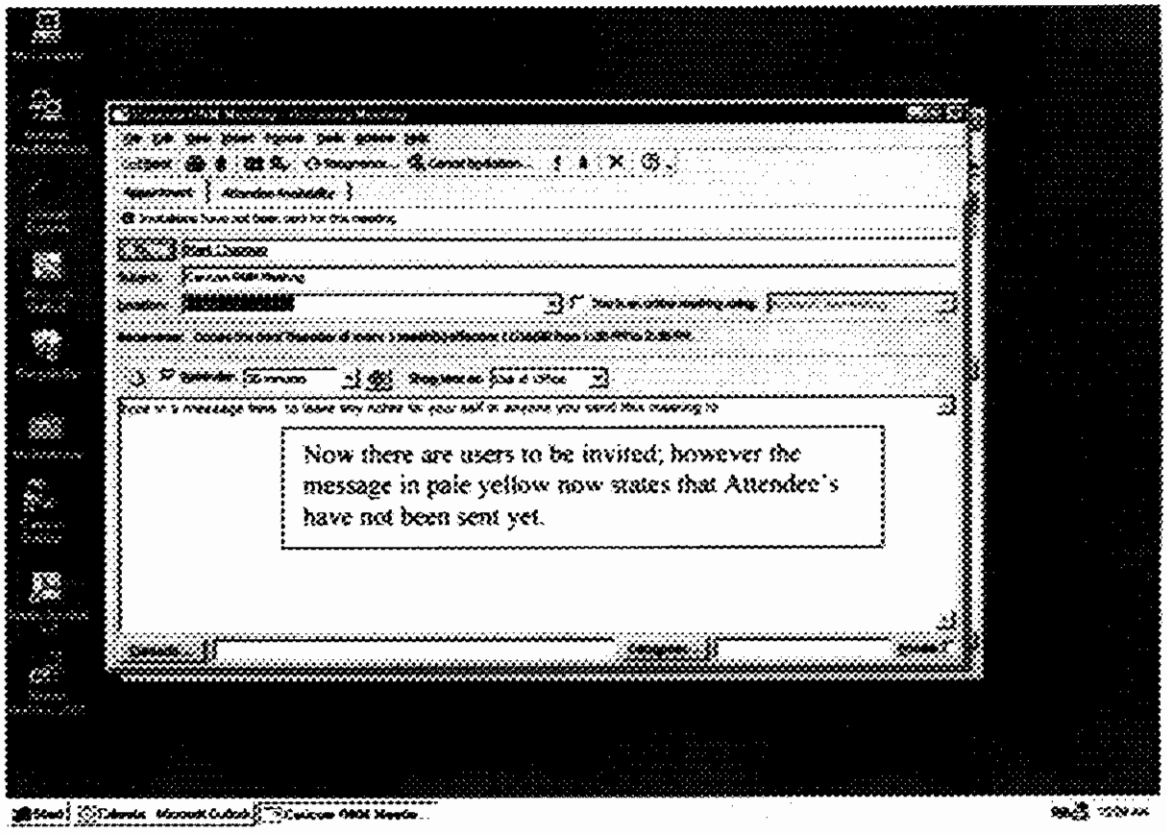

Then click "OK"

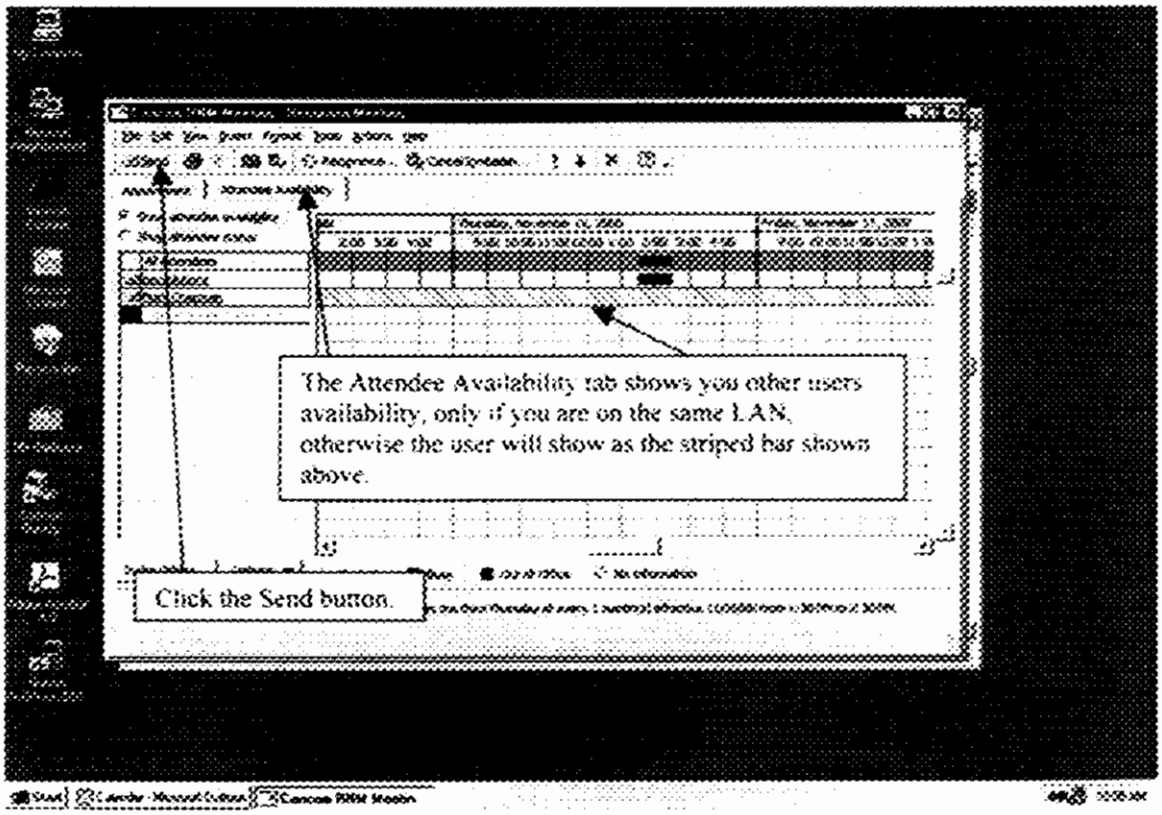

With the meeting open, now we can send this meeting to other users as an invitation. Click on Invite Attendees.

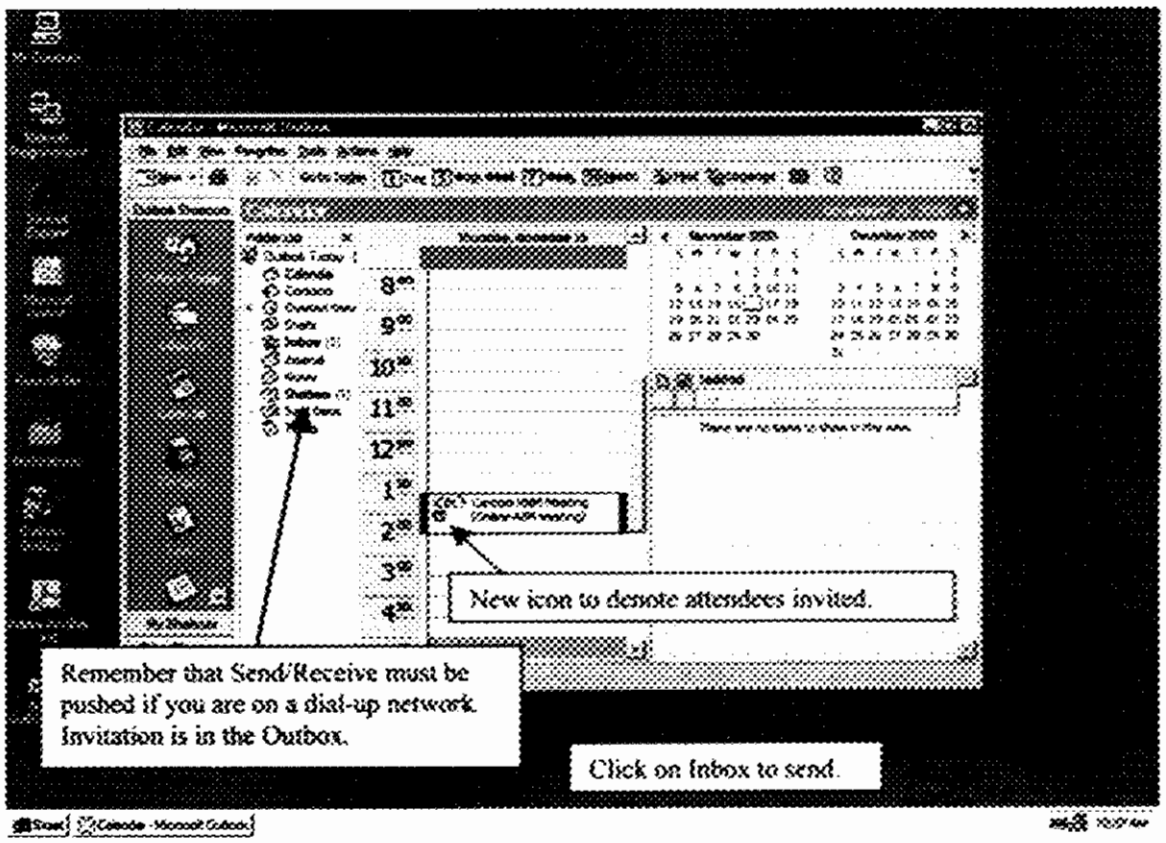

A message appears in pale yellow to invite attendees. Click on the "To..." button to open the contacts list or type in email address'.


Highlight the contacts you wish to invite and then click on the appropriate button, Required, Optional, or Resources.


Now Mark Chapman is a required Attendee.
Once finished, click on the "OK" button.


Now there are users to be invited; however the message in pale yellow now states that Attendee's have not been sent yet.


The Attendee Availability tab shows you other users availability, only if you are on the same LAN, otherwise the user will show as the striped bar shown above.
Click the Send button.


New icon to denote attendees invited.
Remember that Send/Receive must be pushed if you are on a dial-up network. Invitation is in the Outbox.
Click on Inbox to send.

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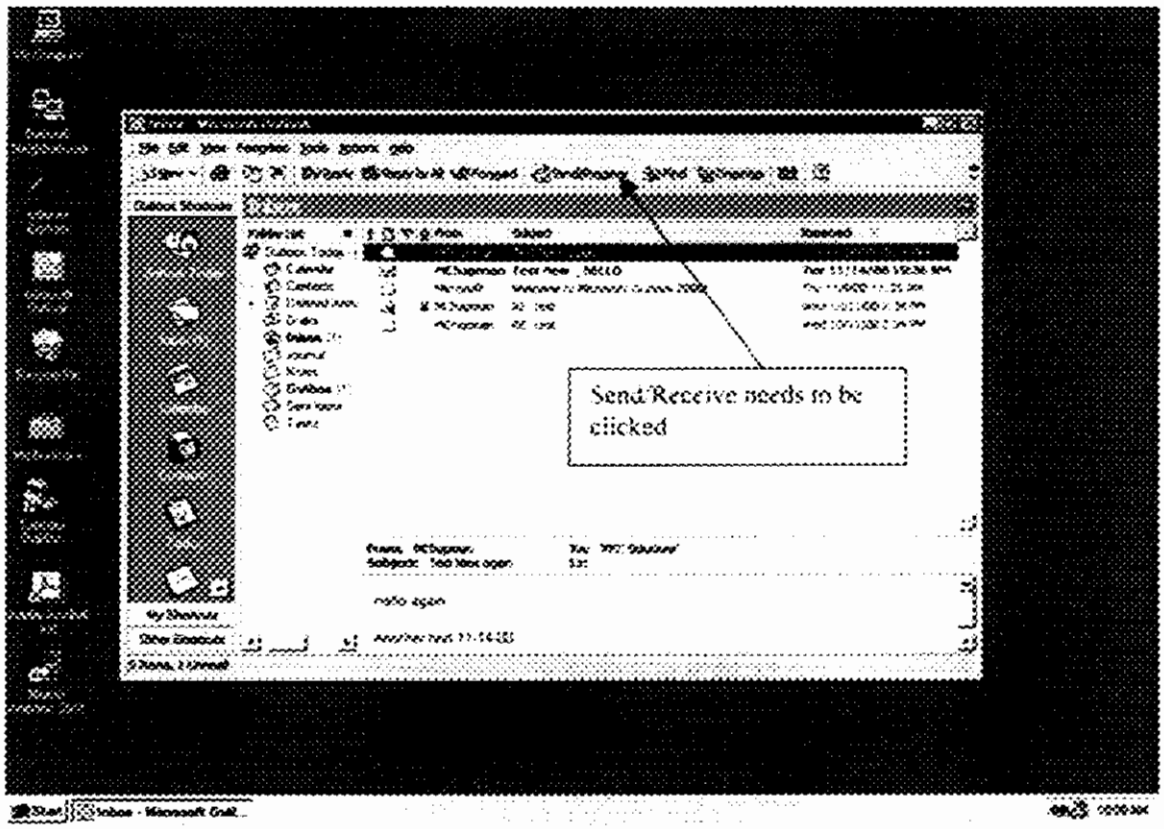
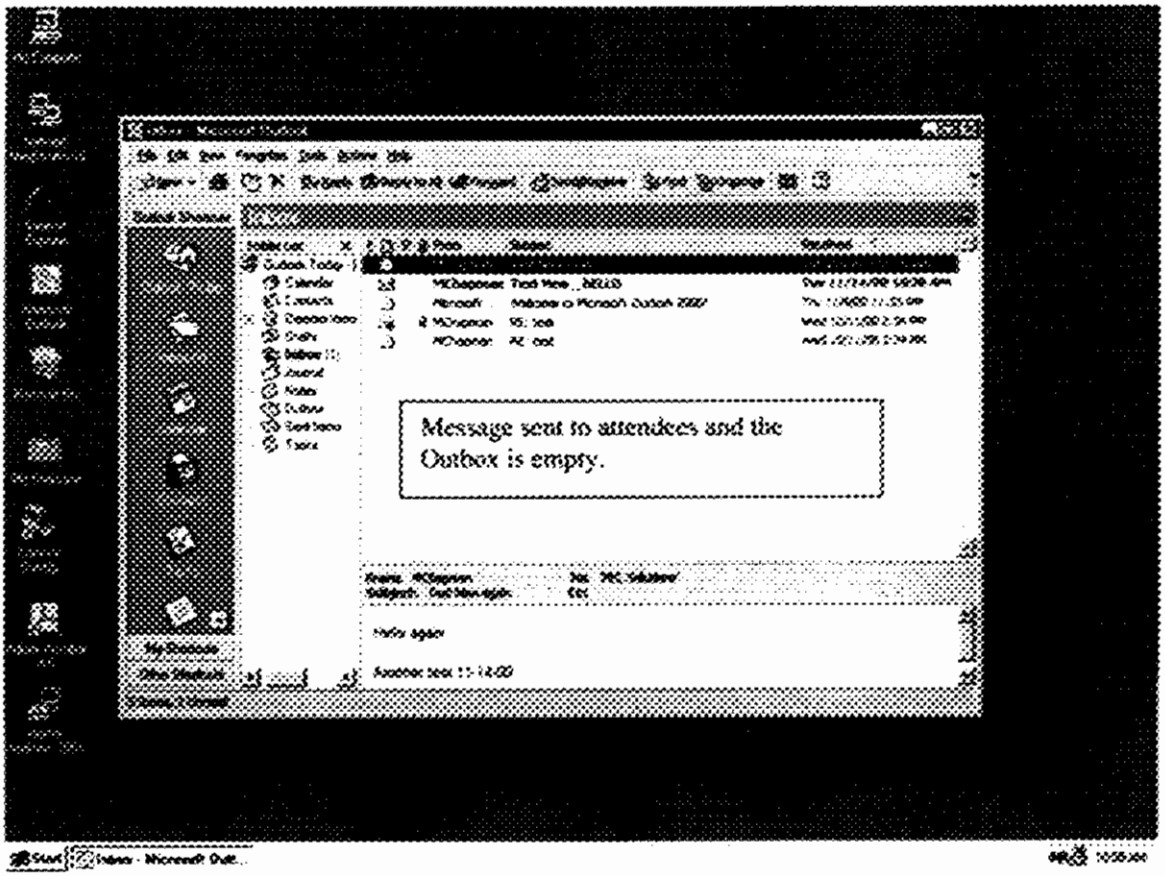

Send/Receive needs to be clicked


Message sent to attendees and the Outbox is empty.

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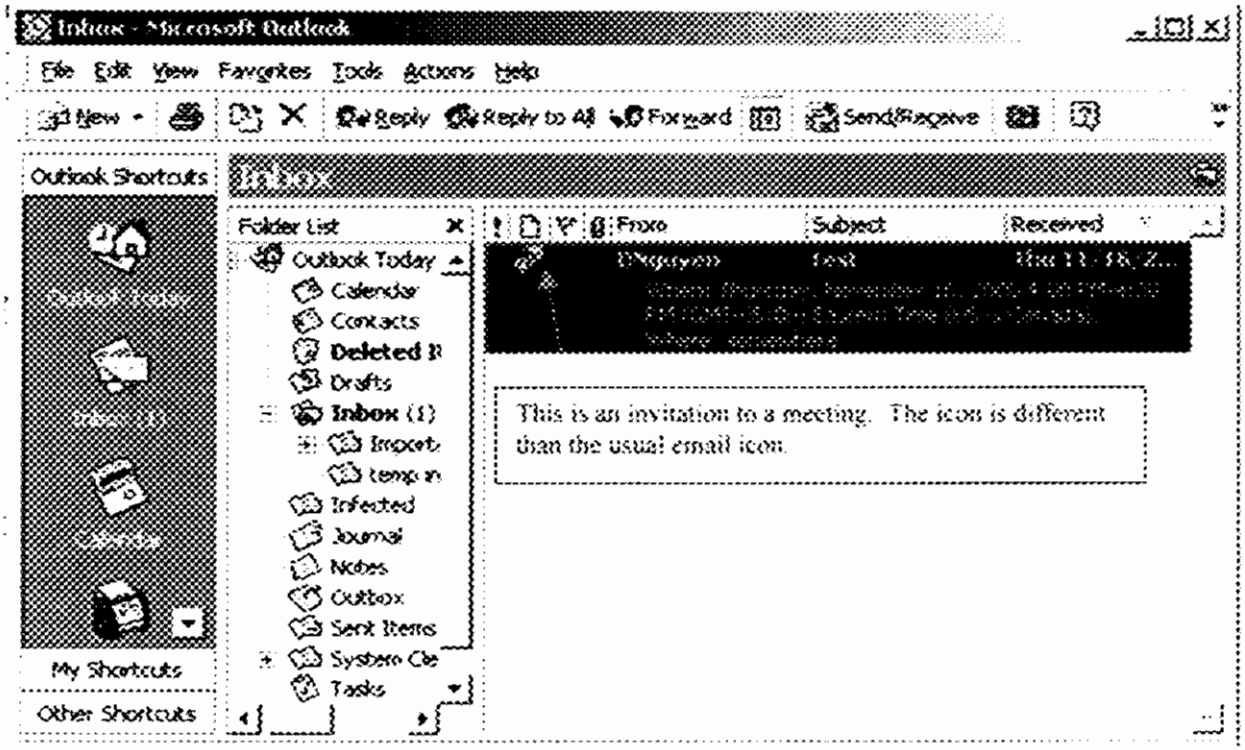
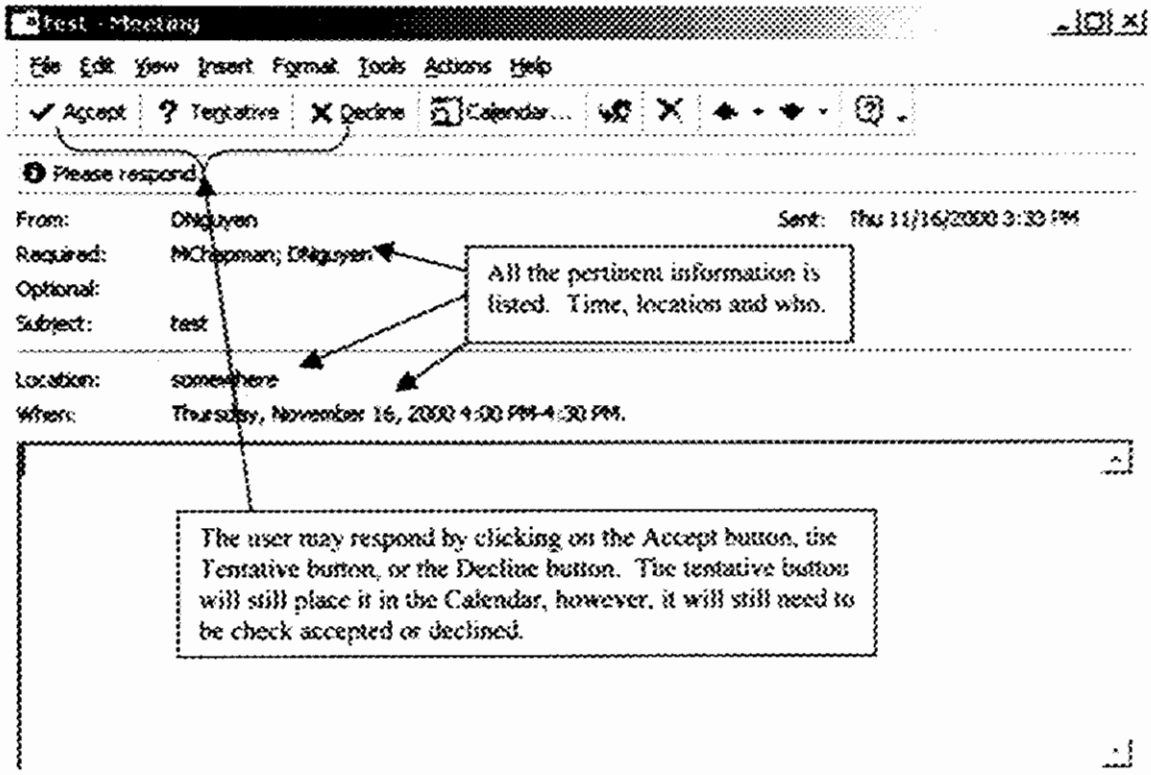
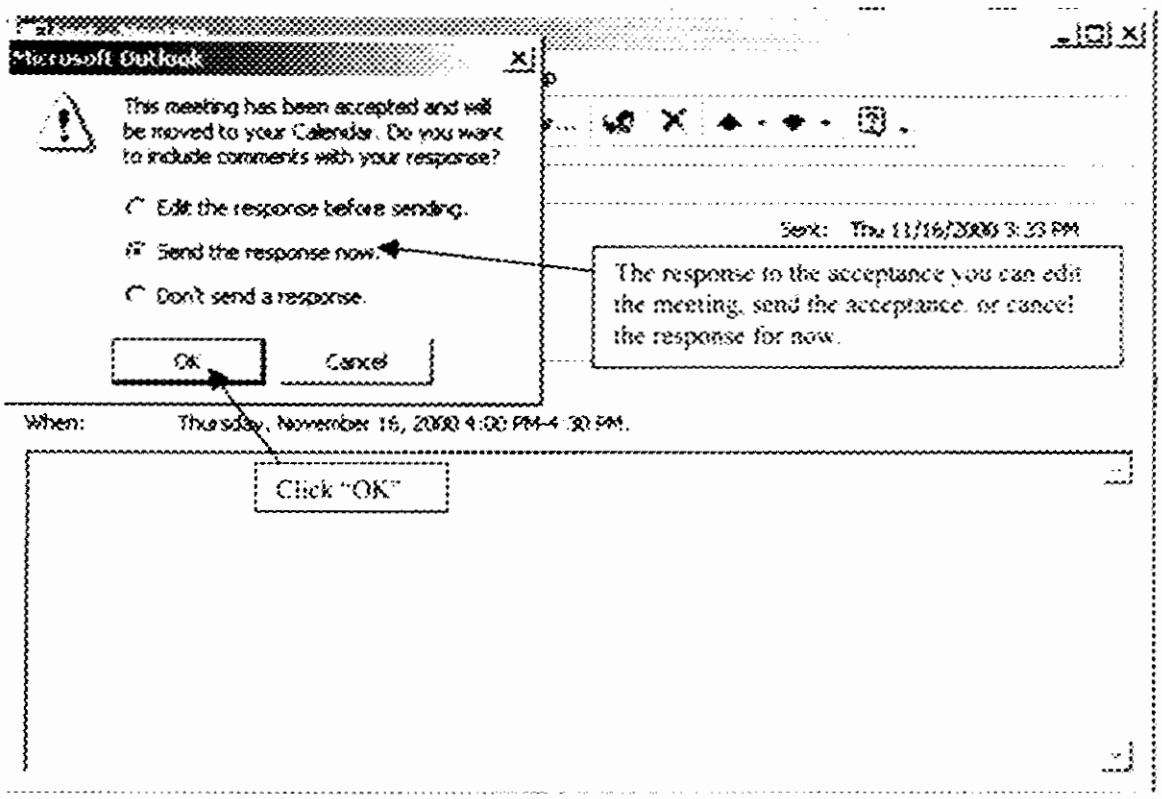
What does the Attendee see? Well the invitation comes across as an email.



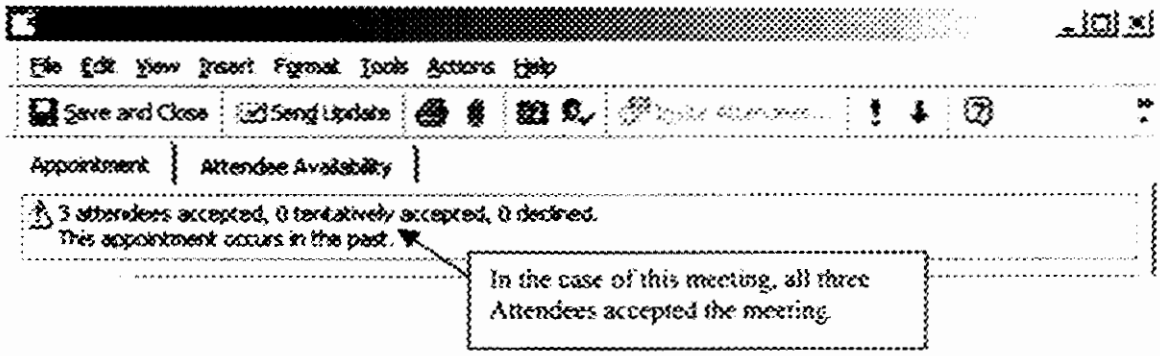
To open, double click on the message.



If Accept is chosen the message will then give you another window.

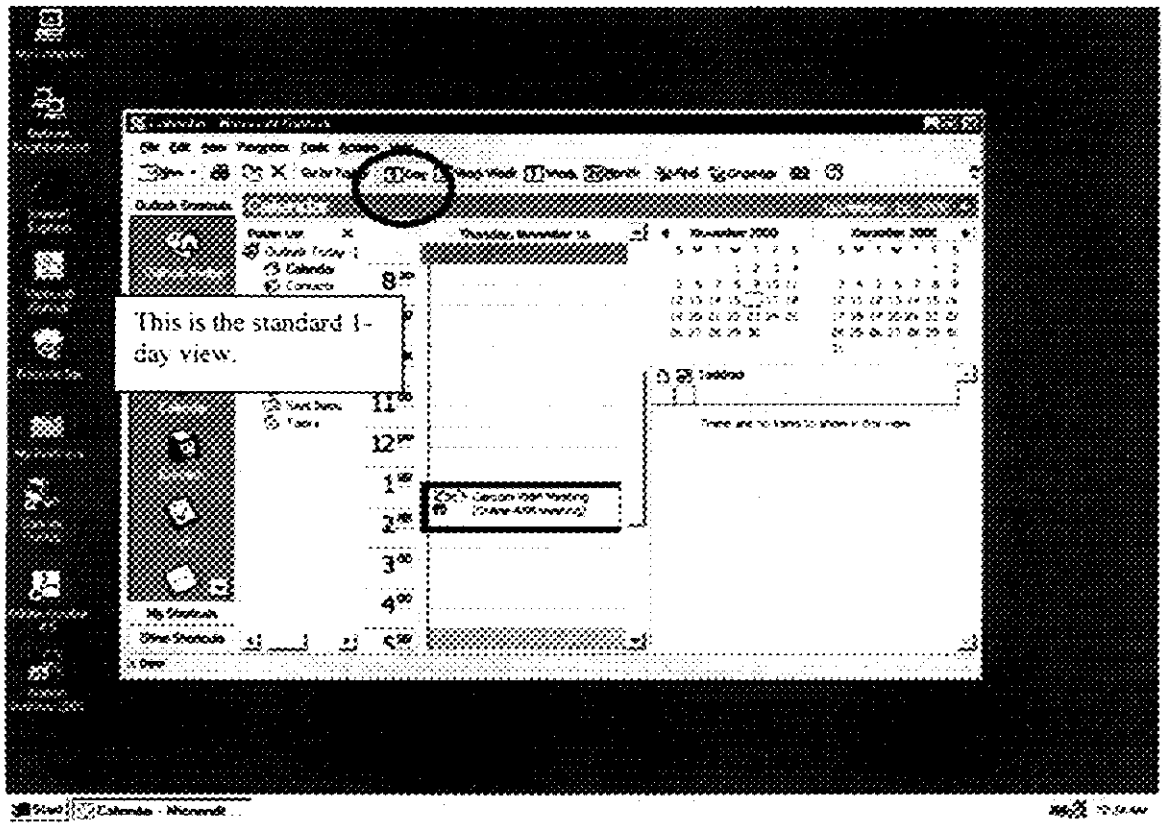


The response will automatically be placed in your Calendar and then the Sender will receive an email stating that you accepted. The meeting will show acceptances, tentative and declined numbers in the pale yellow message box.

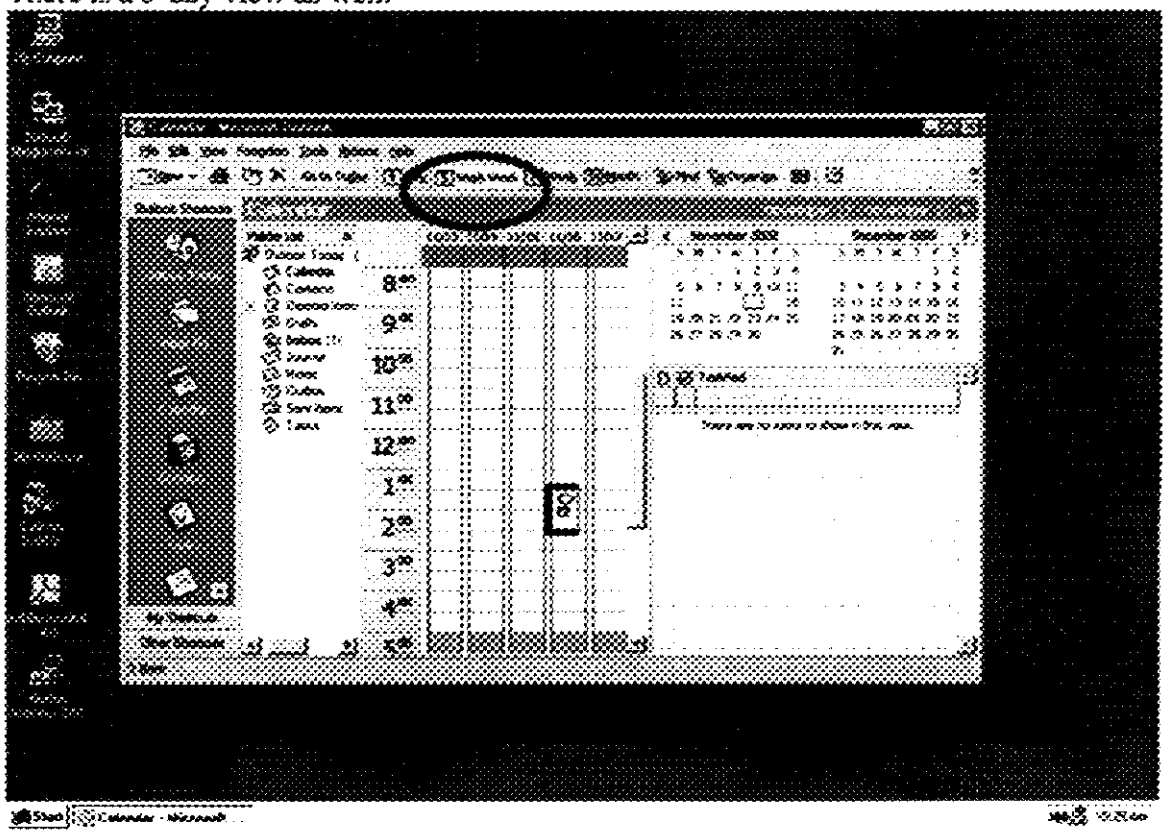


Editing the main Calendar page

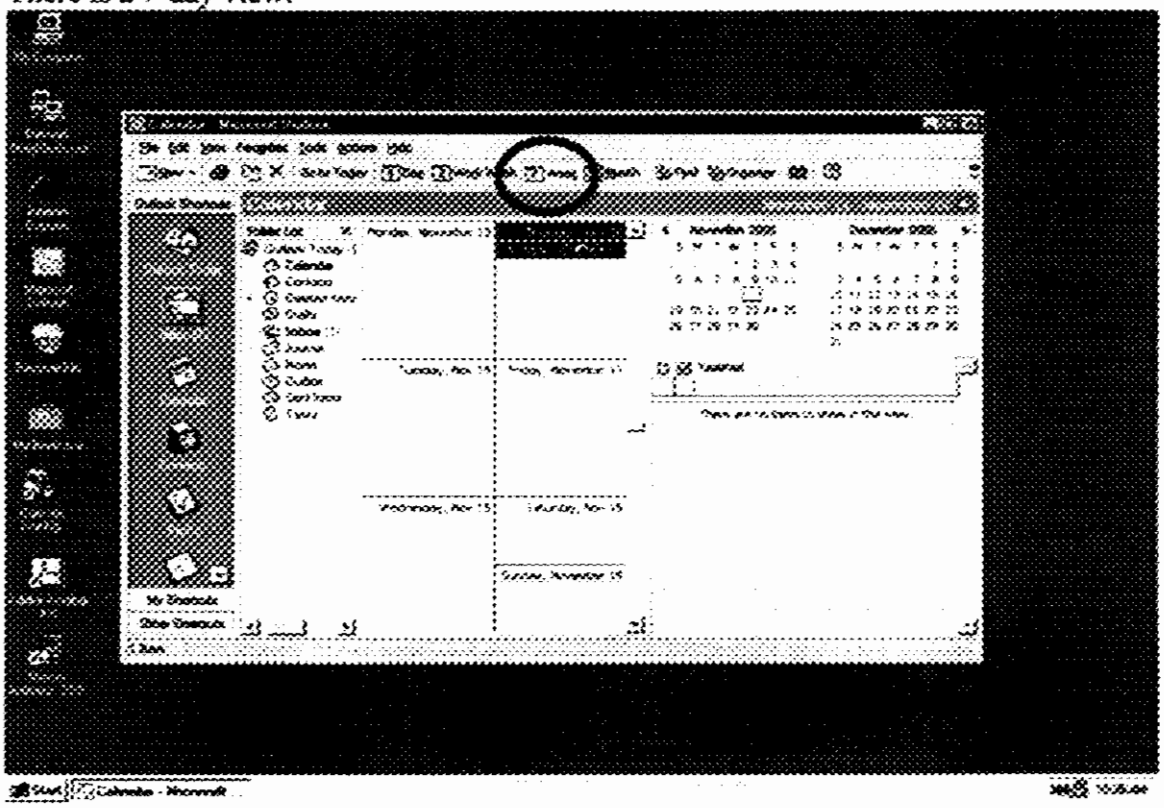
The main Calendar page for outlook has several different "views" the user may opt to choose depending on their needs for the calendar. The default option is a 1-day view.



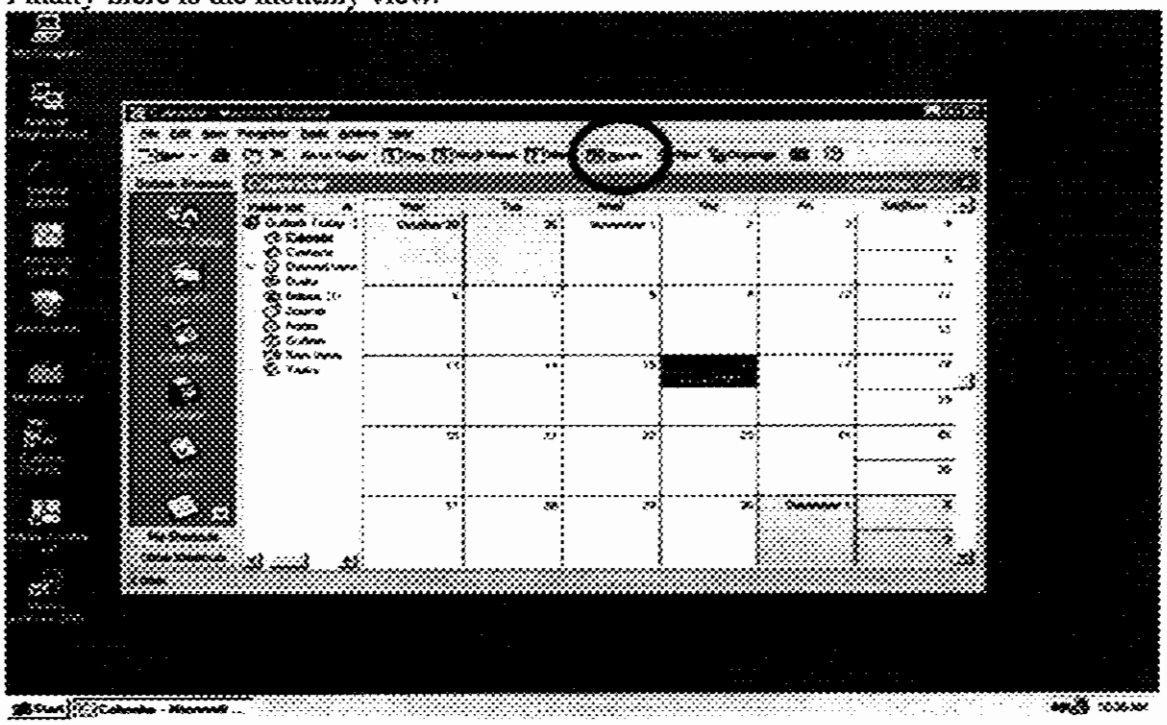
There is a 5-day view as well.



There is a 7-day view.



Finally there is the monthly view.



Every user will find a different view that suits their needs

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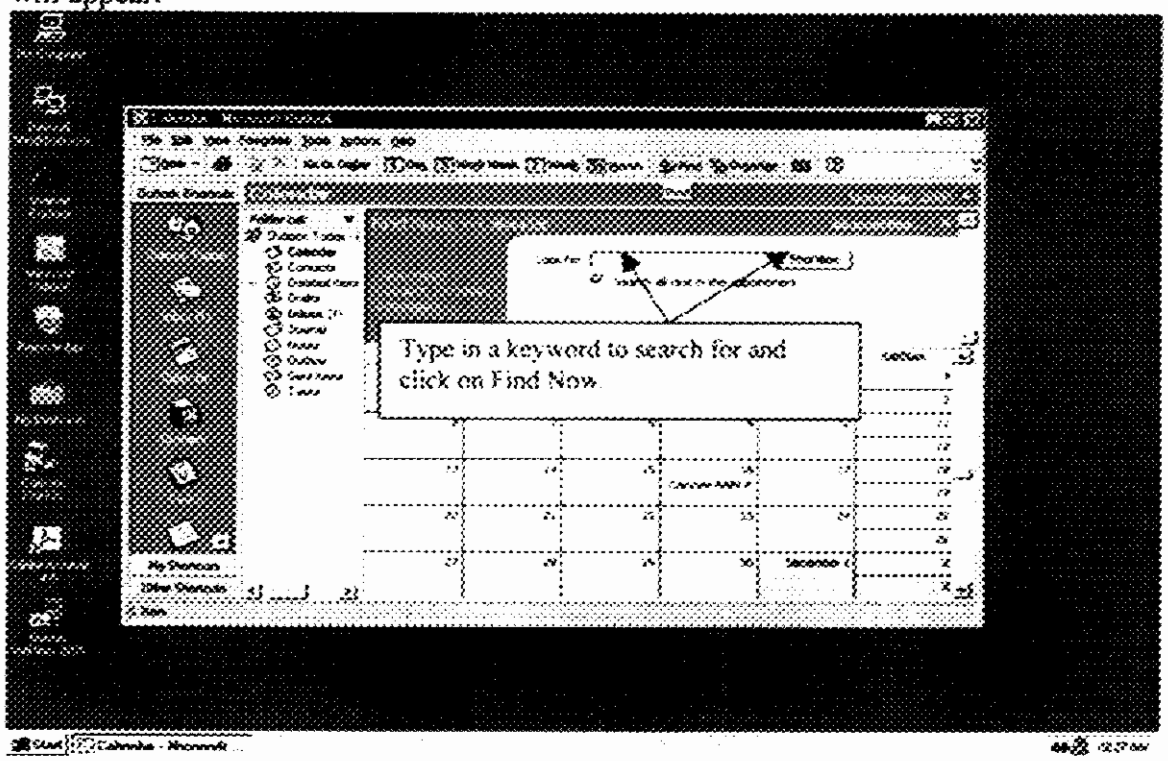
There is one final note on the Calendar function. If you cannot find a meeting, there is a find option in the toolbar that might help. Click once on the Find button and a window will appear.



AOL Instant Messenger (AIM)

Instant Messenger (IM) is a very strong tool to communicate with other IM users around the world in real-time, typed conversations. This can save on communication costs, depending on the LAN or dial-up costs for your system.

Another strong point of the AIM program is the fact that the user can have a one-on-one conversation using the instant message function or they can invite many users into a "Buddy Chat" session. Being able pull several people into a buddy chat would allow the users to have a "meeting" via the AIM and not long distance bills. (Again, this depends on the cost of dial-up access as well.)

AIM is already loaded into the computer and comes as part of the Netscape suite of tools. To access AIM, click on the Start button, and then place the cursor over the Programs option. Place the cursor over the Netscape Communicator option and another list will appear. This is where AOL Instant Messenger appears.

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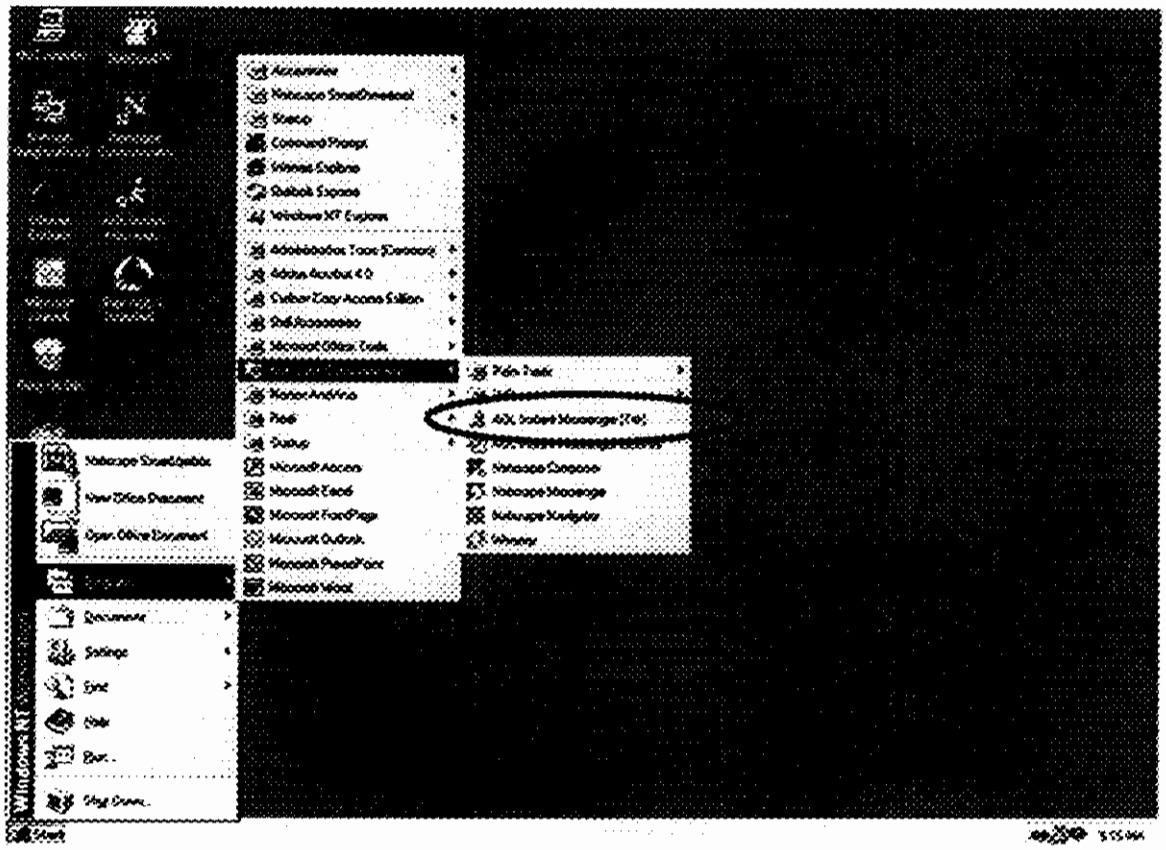
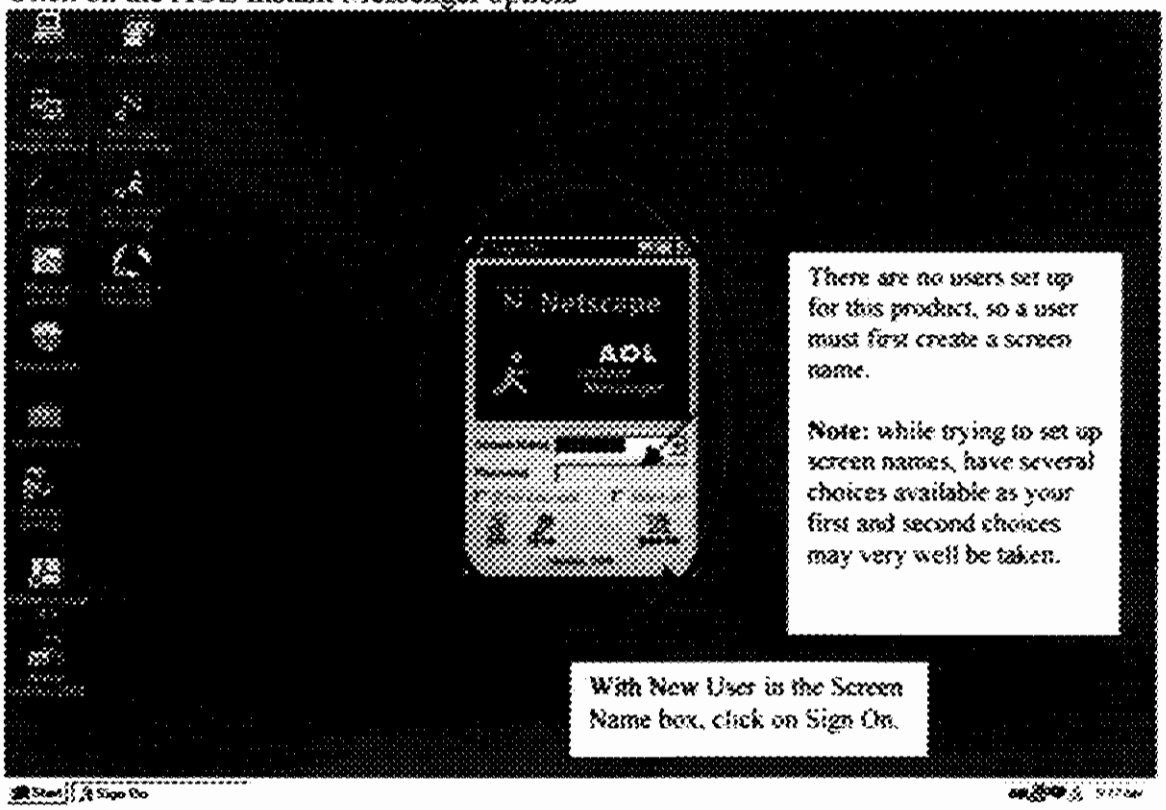
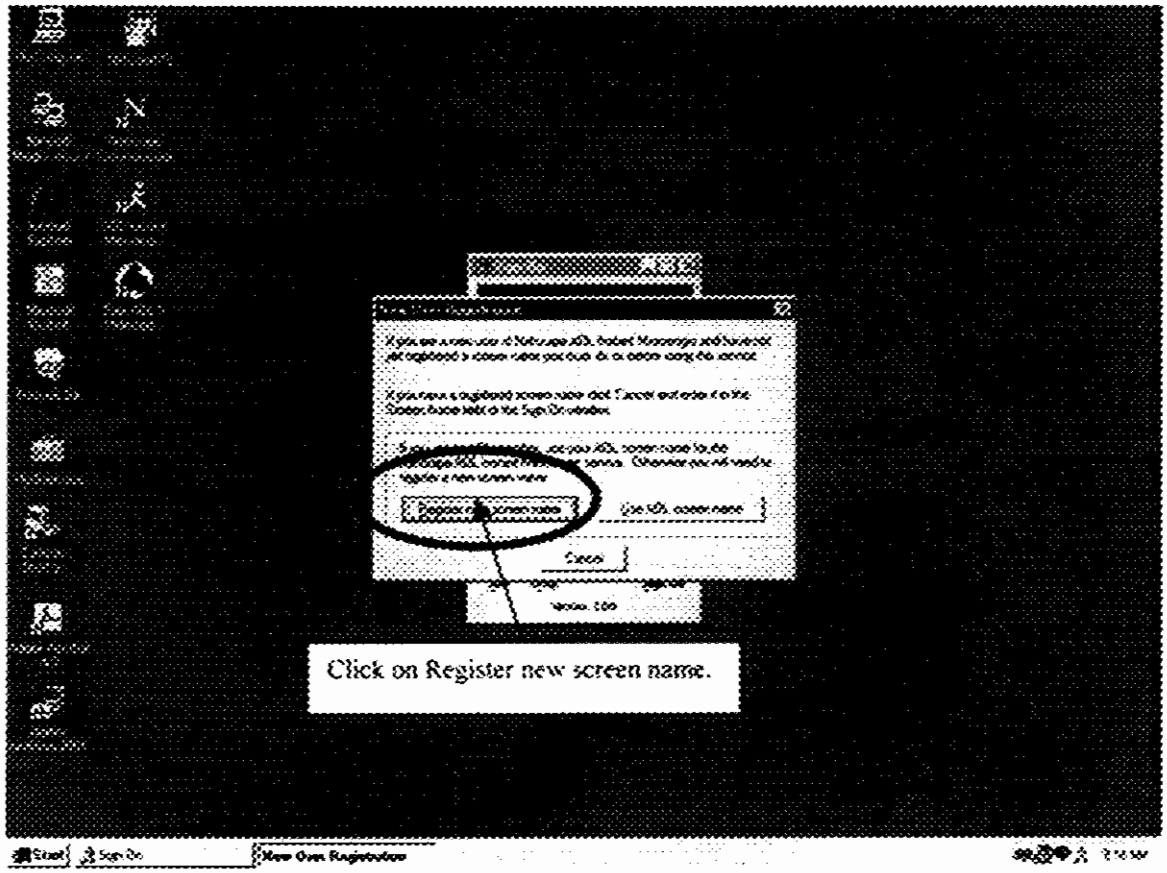
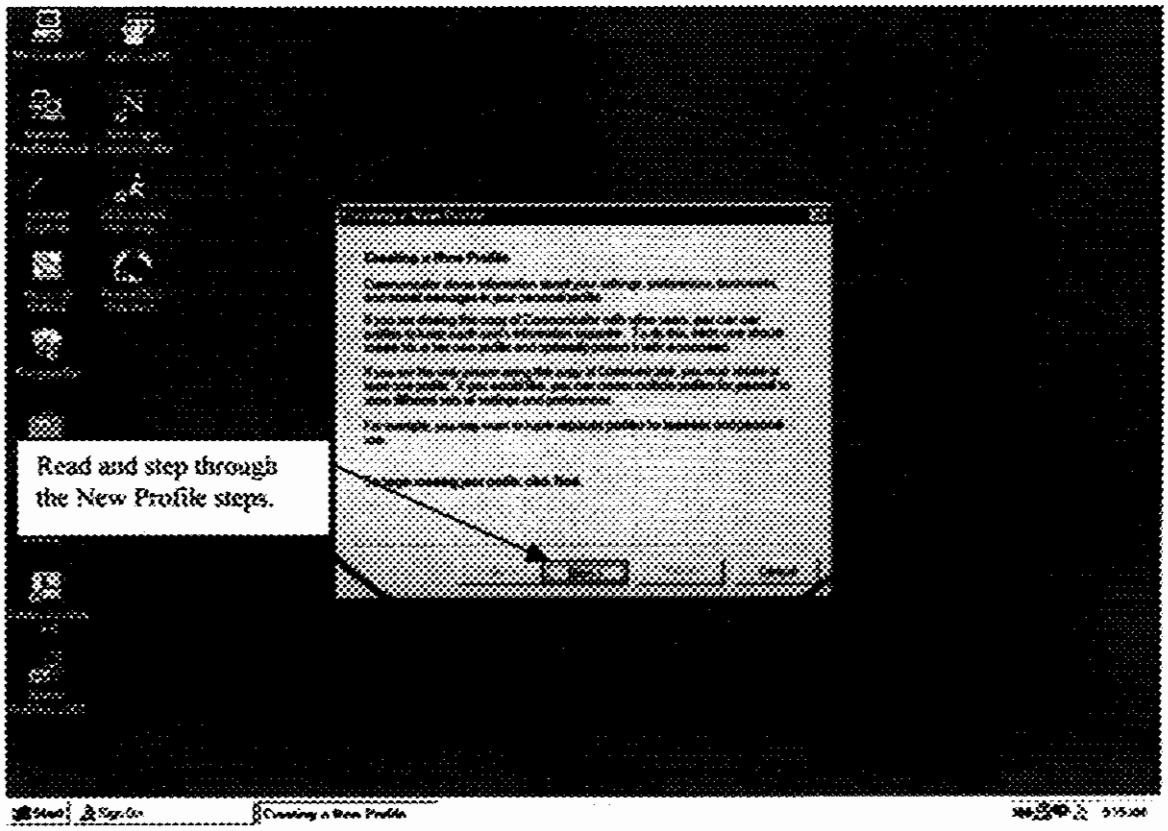
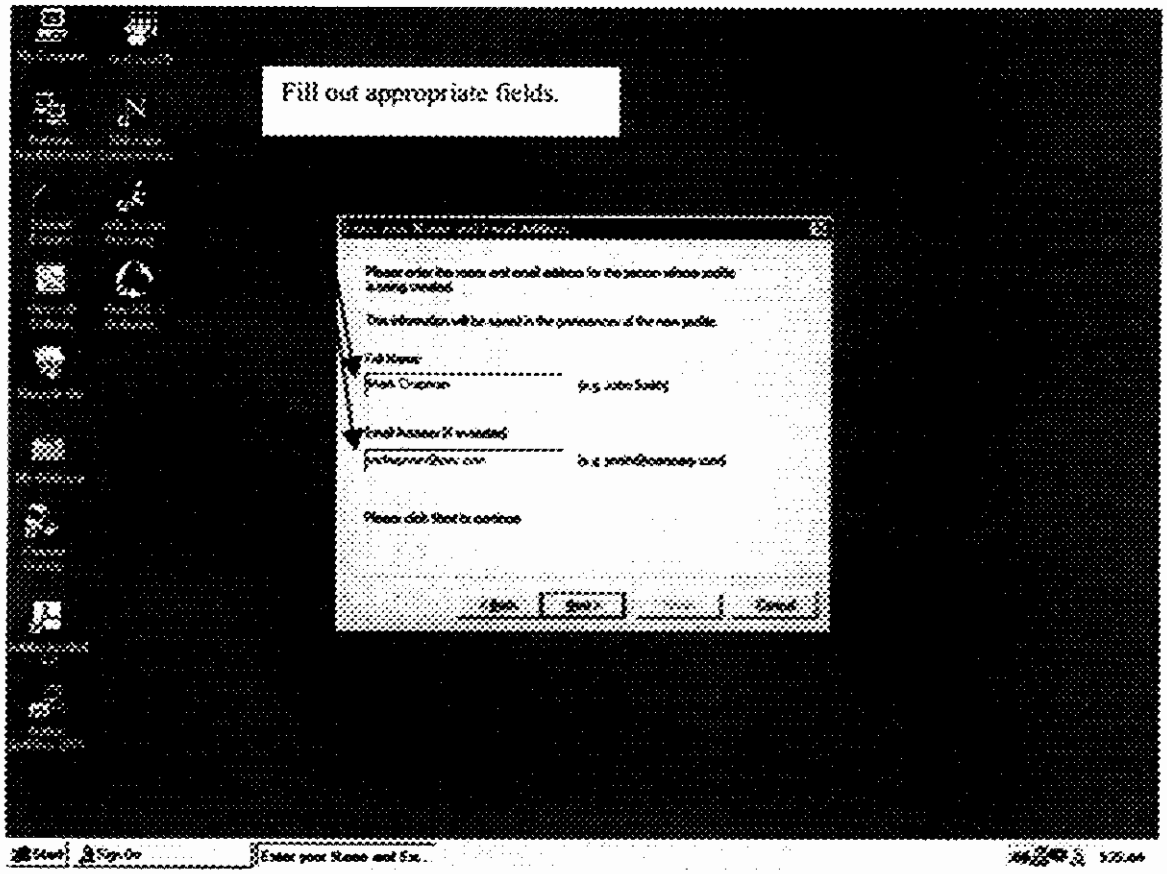


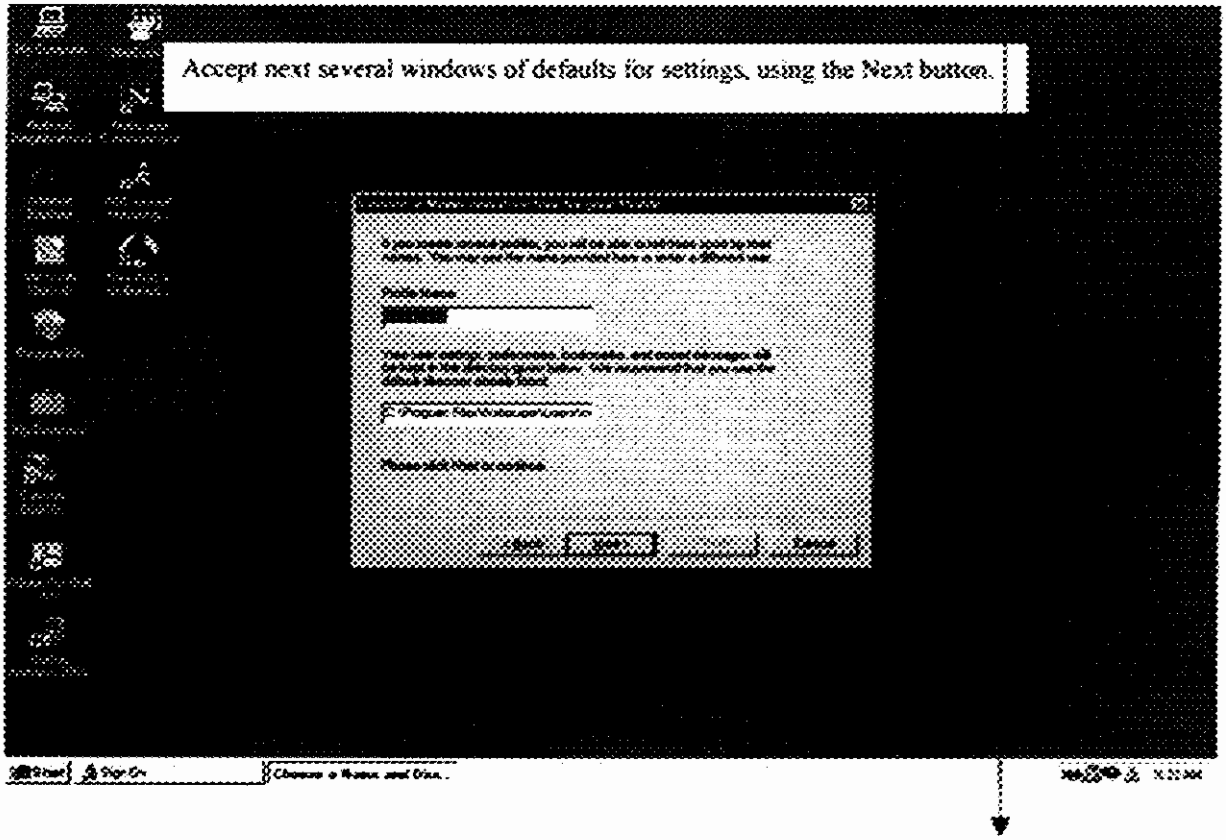
Click on the AOL Instant Messenger option.

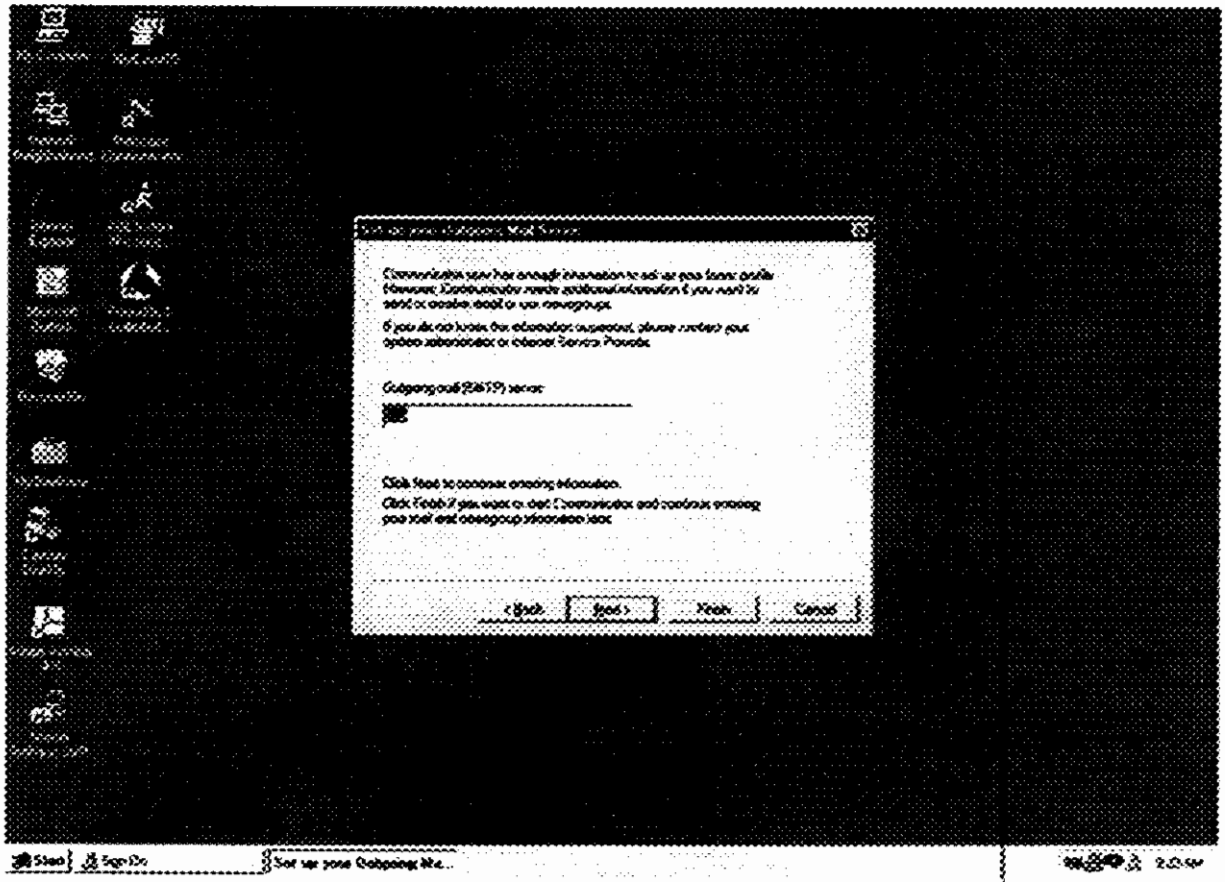


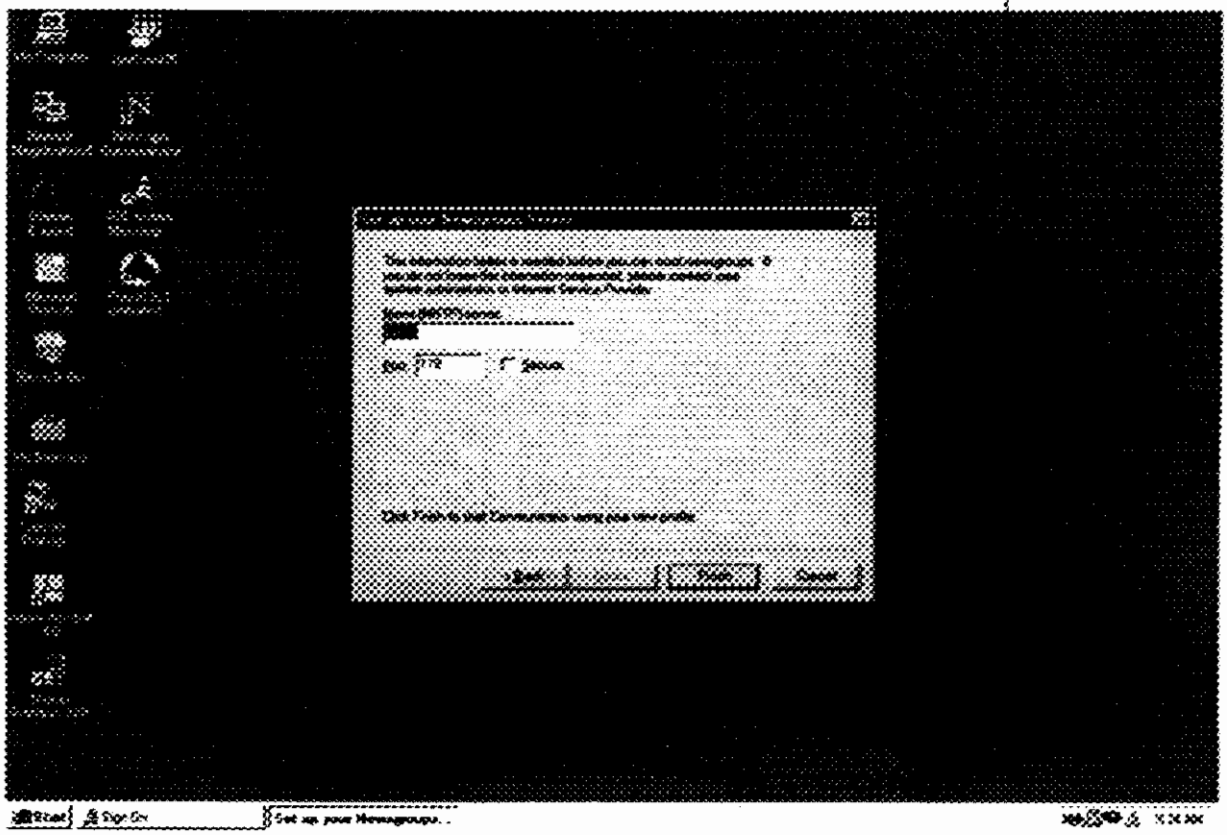

Click on Register new screen name.

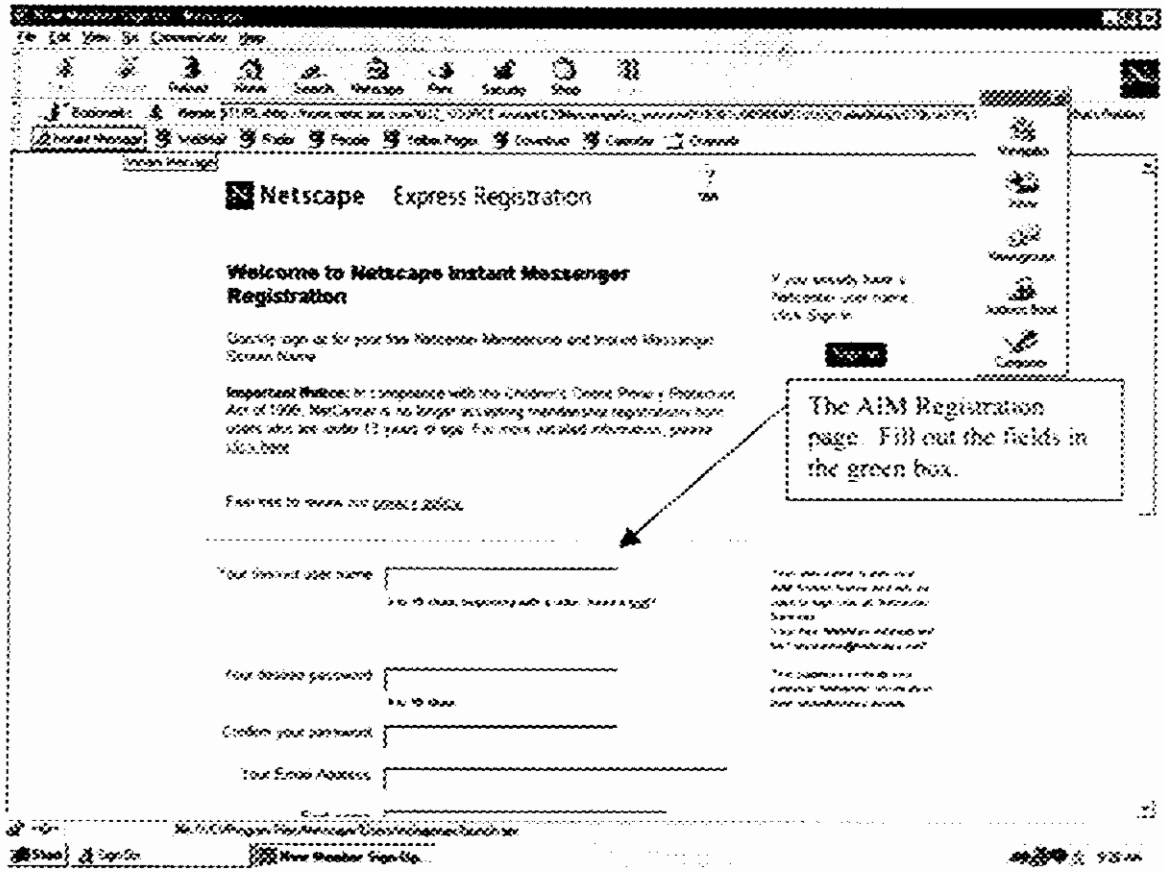

Read and step through the New Profile steps.

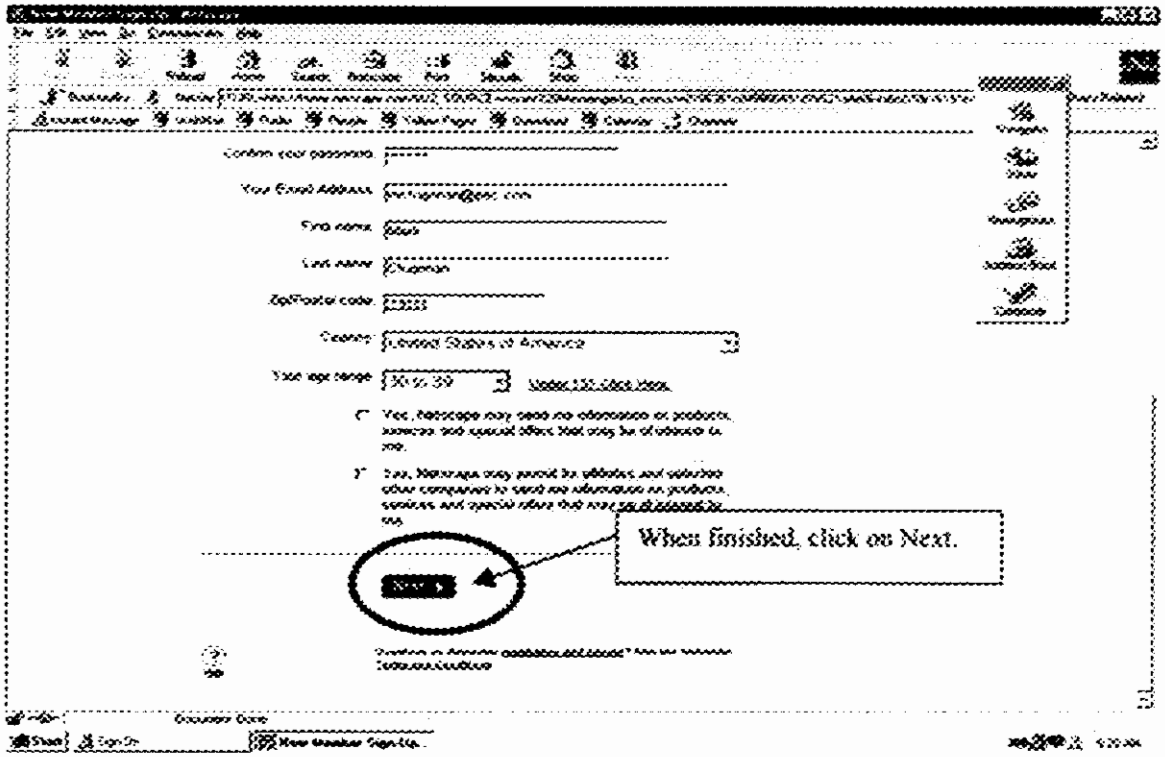

Fill out appropriate fields.


Accept next several windows of defaults for settings, using the Next button.






Netscape Express Registration
Welcome to Netscape Instant Messenger Registration
The AIM Registration page. Fill out the fields in the green box.


When finished, click on Next.

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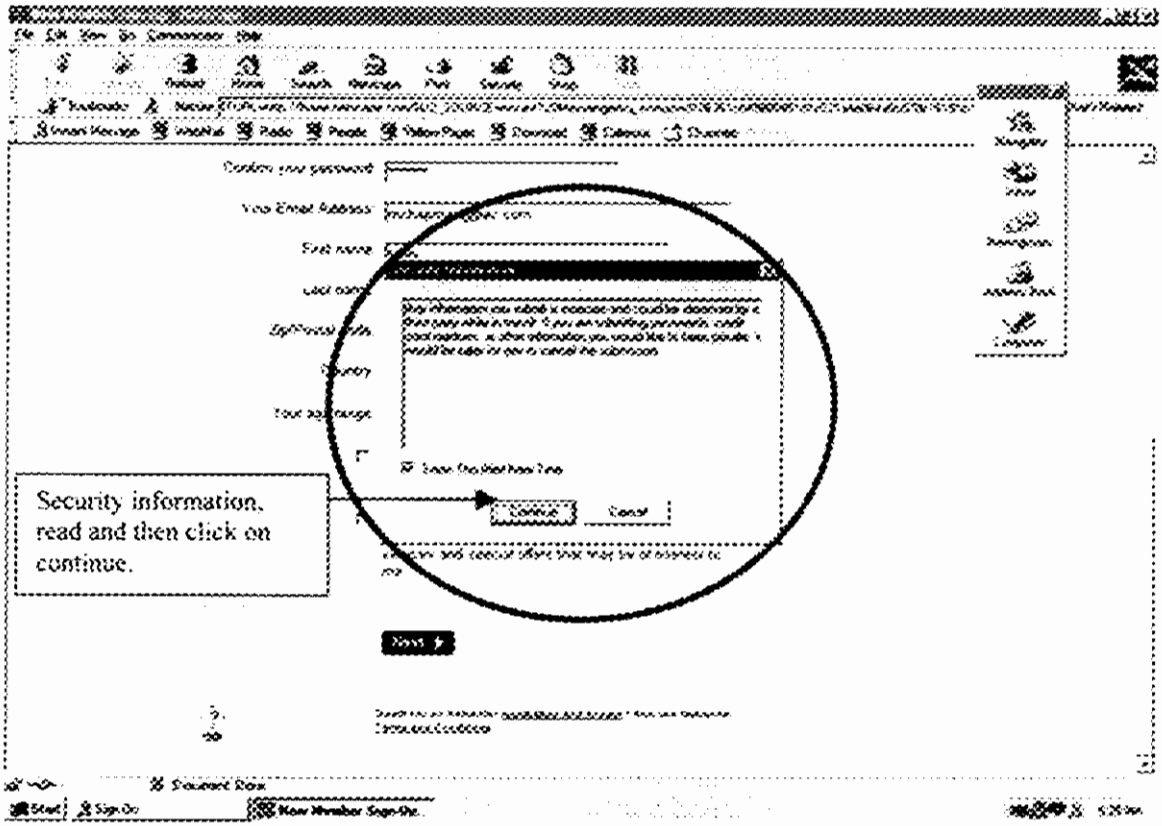
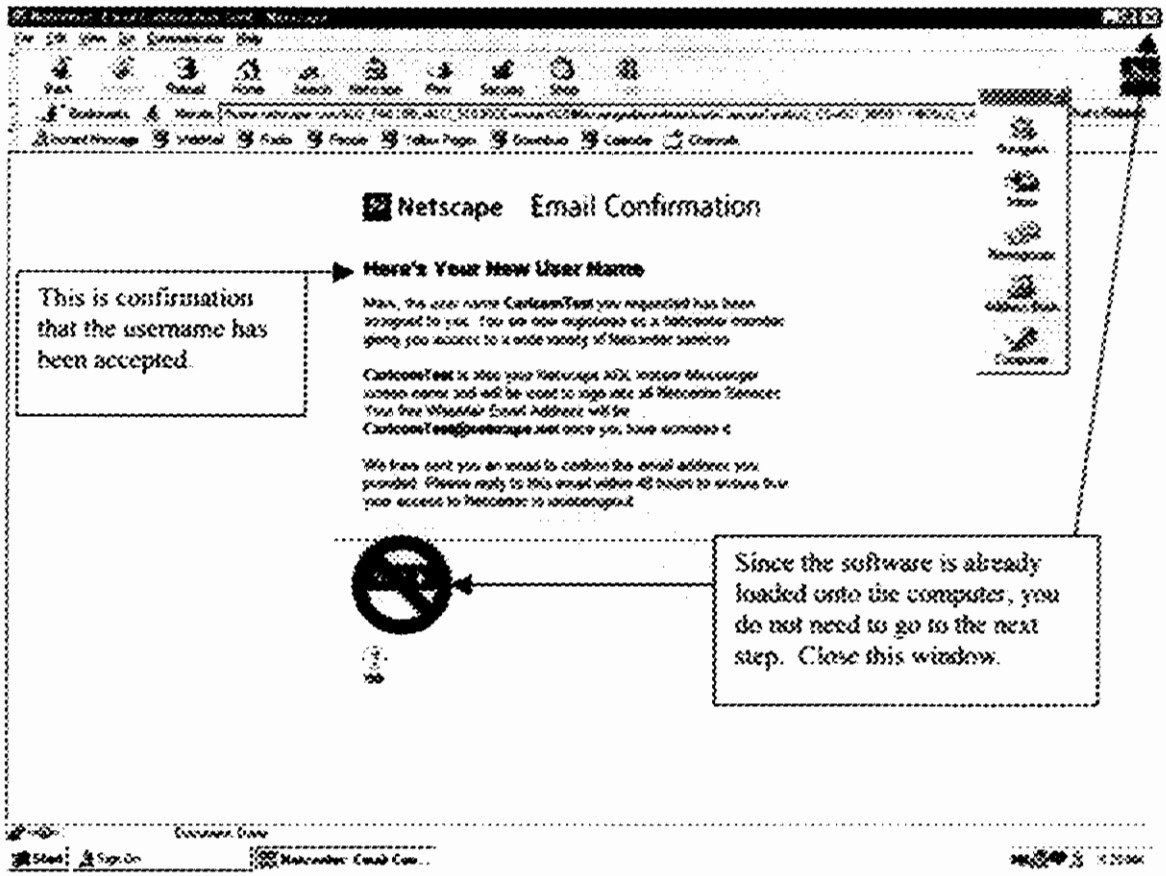
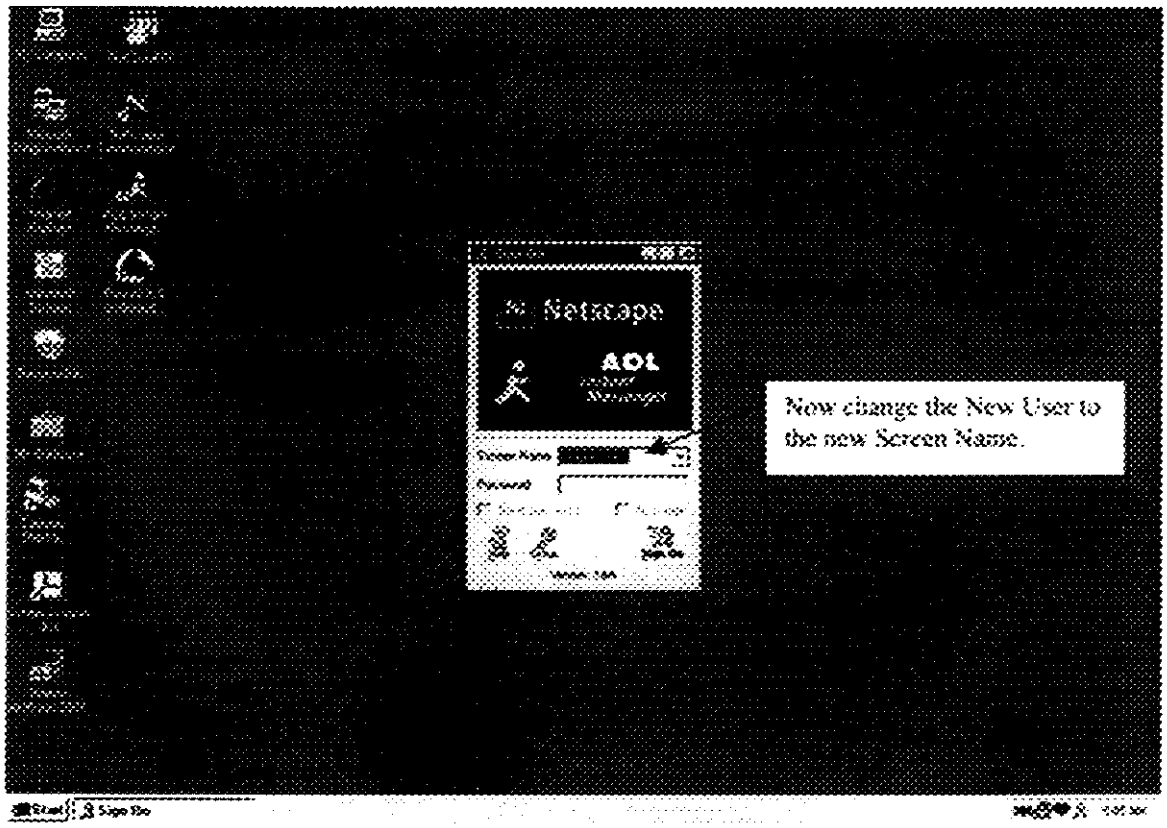
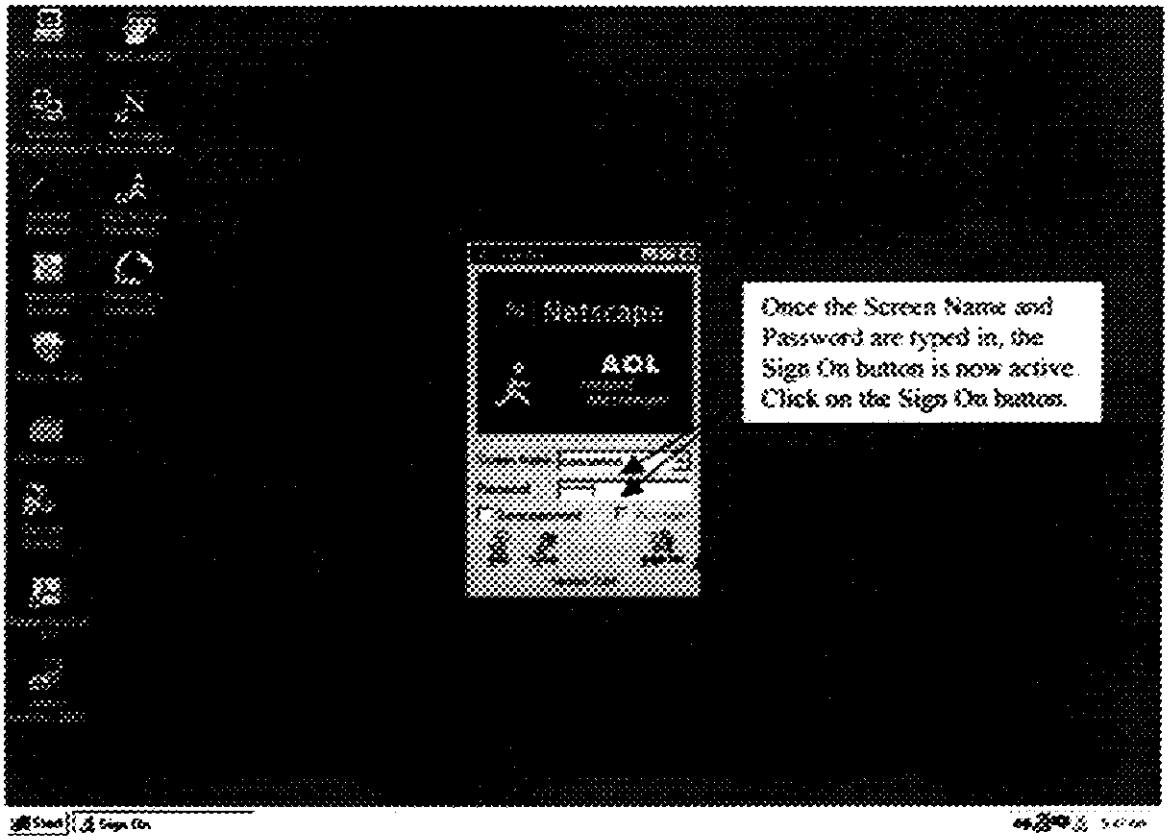
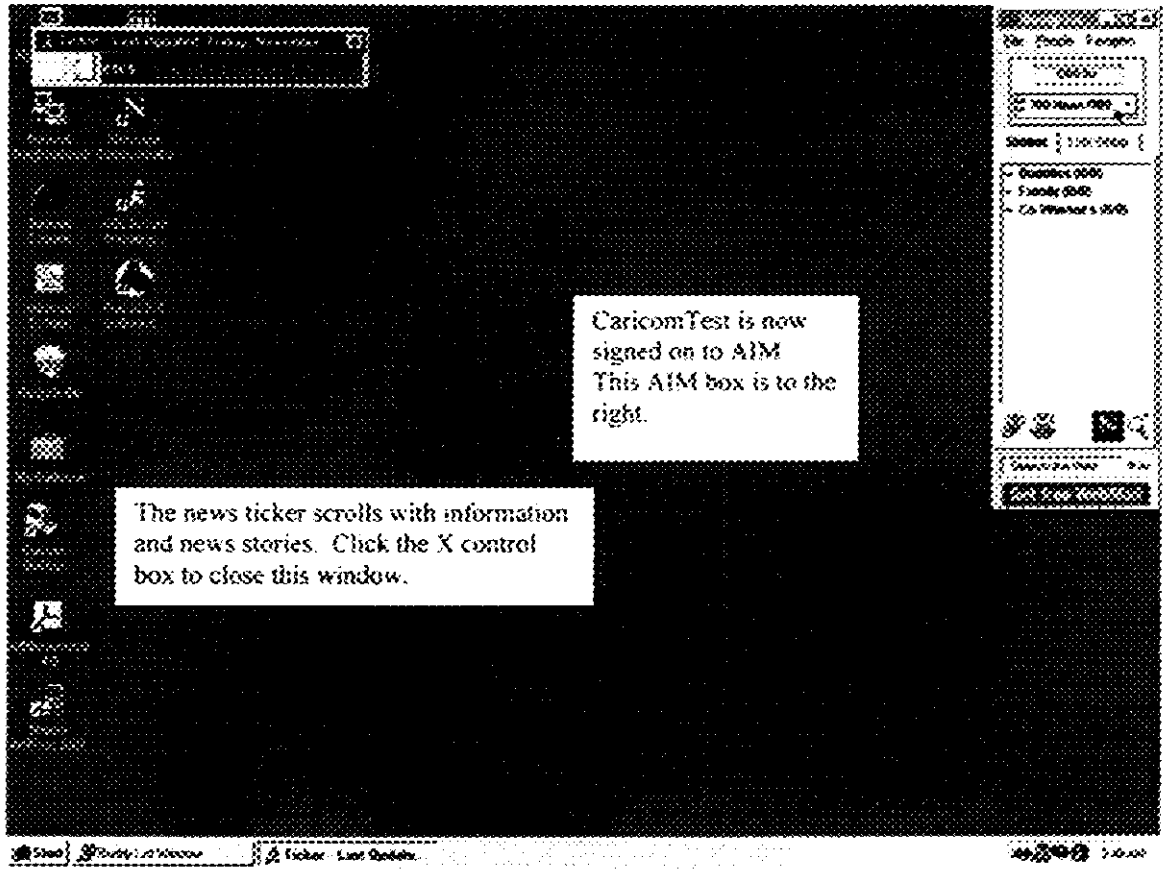
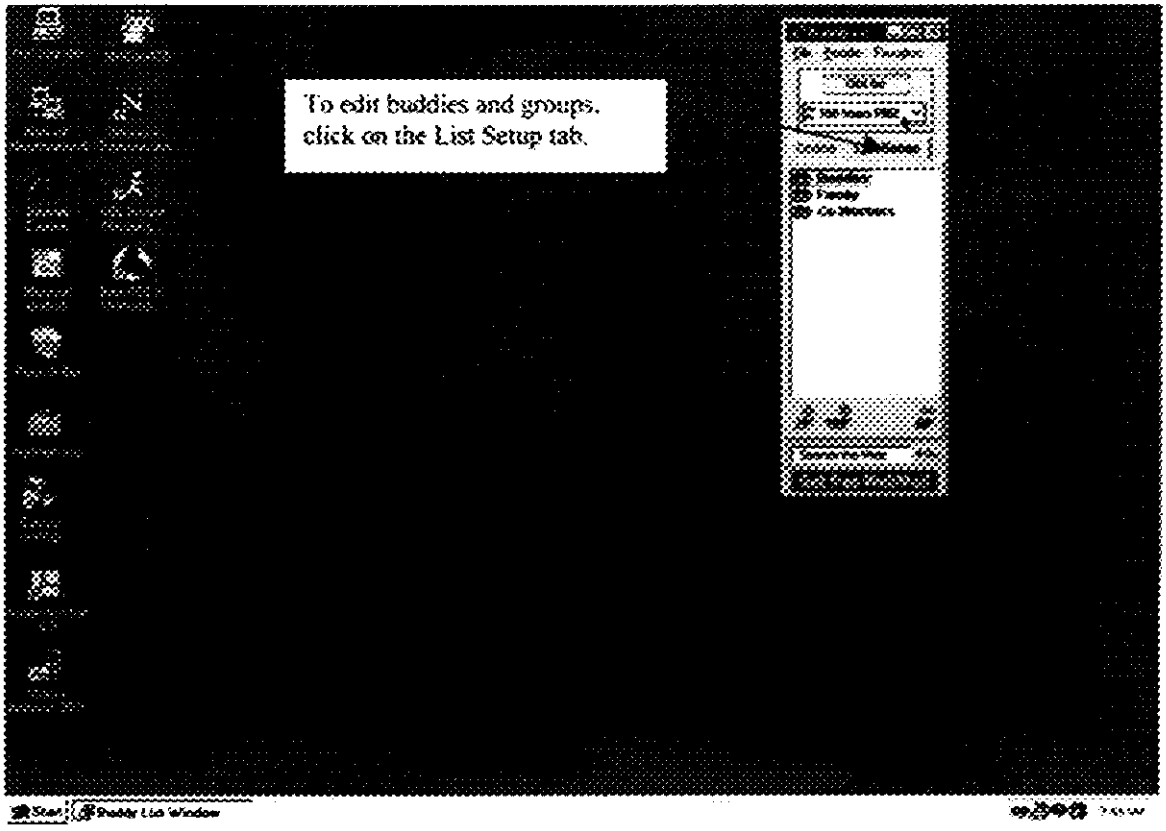

Security information, read and then click on continue.

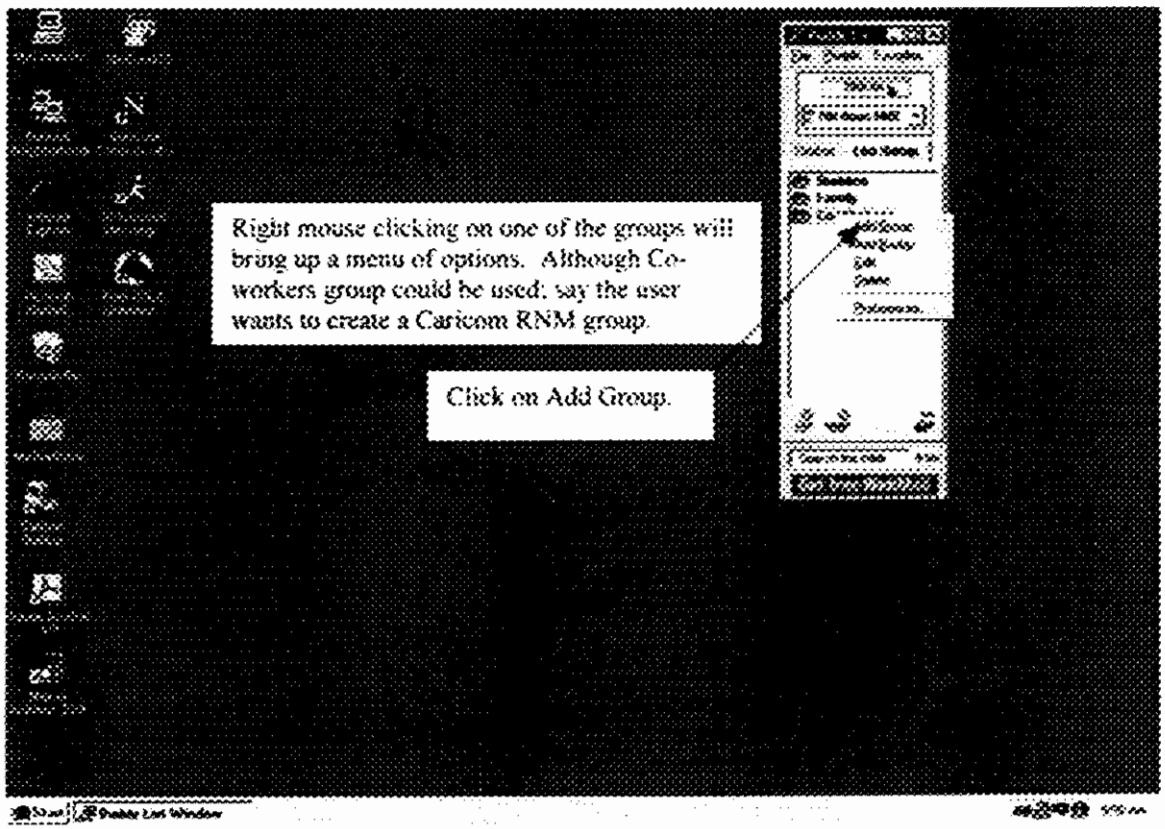

Netscape Email Confirmation
Here's Your New User Name
This is confirmation that the username has been accepted.
Since the software is already loaded onto the computer, you do not need to go to the next step. Close this window.

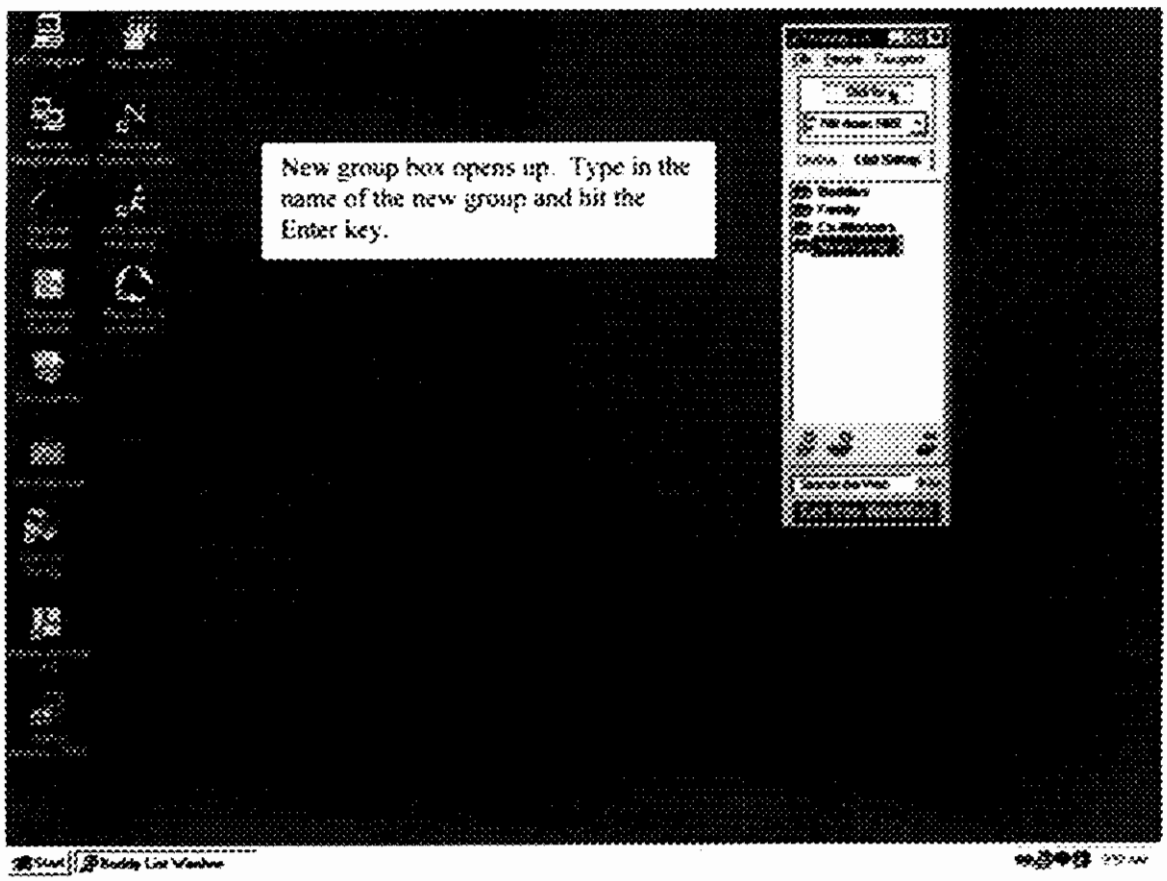

Netscape
AOL
Now change the New User to the new Screen Name.

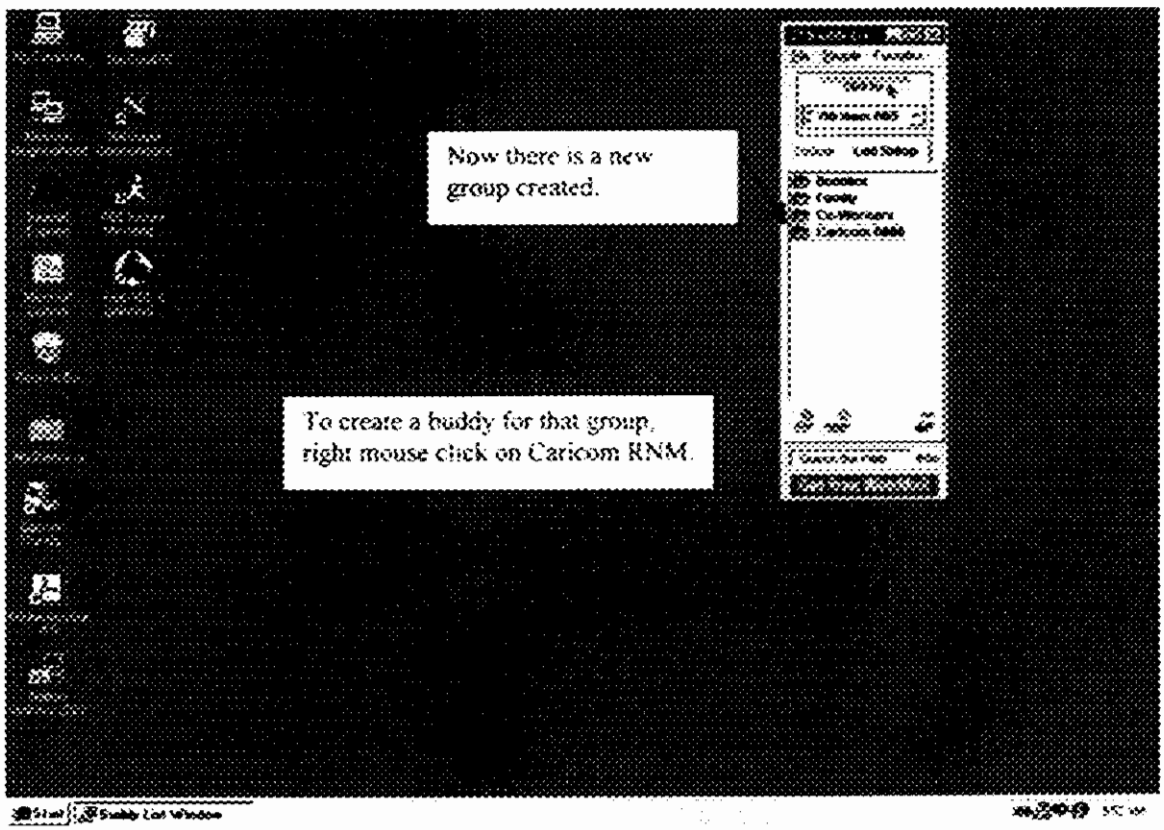

Netscape
AOL
Once the Screen Name and Password are typed in, the Sign On button is now active. Click on the Sign On button.

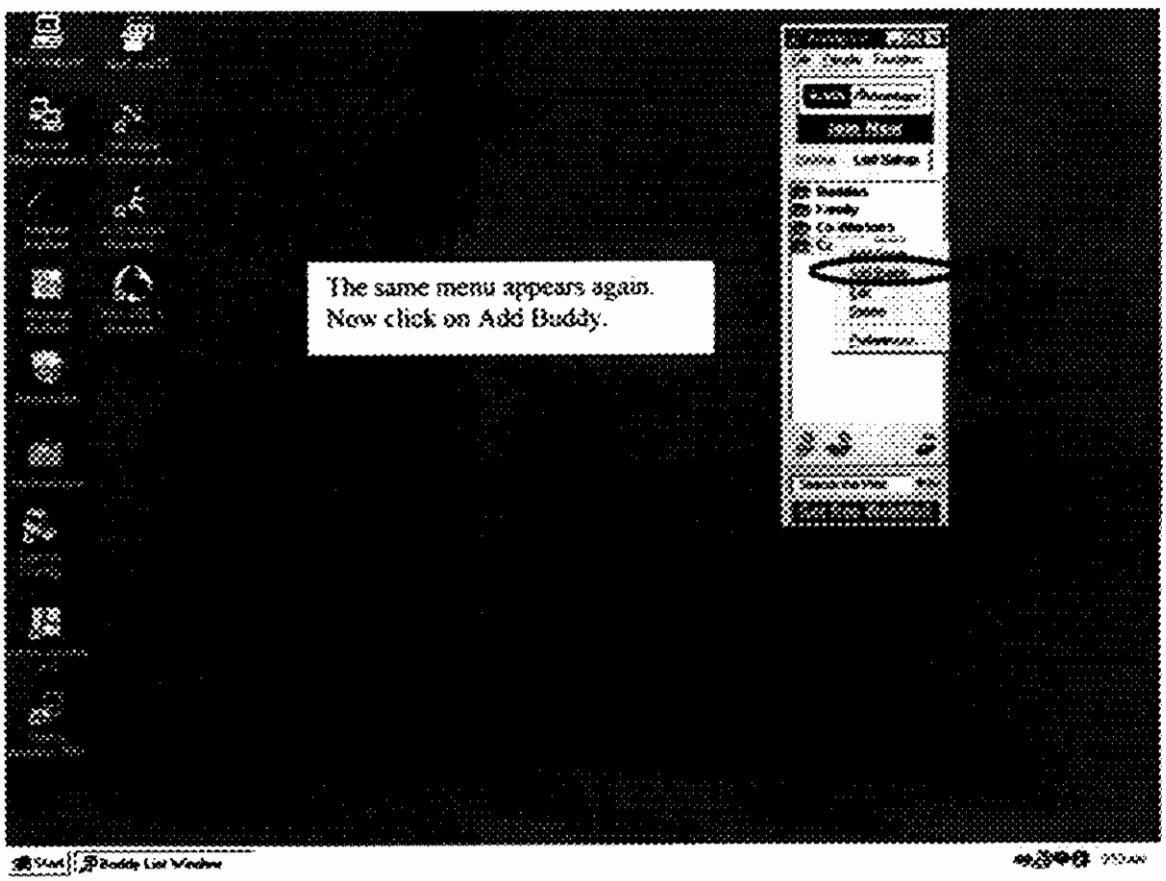

CaricomTest is now signed on to AIM
This AIM box is to the right.
The news ticker scrolls with information and news stories. Click the X control box to close this window.

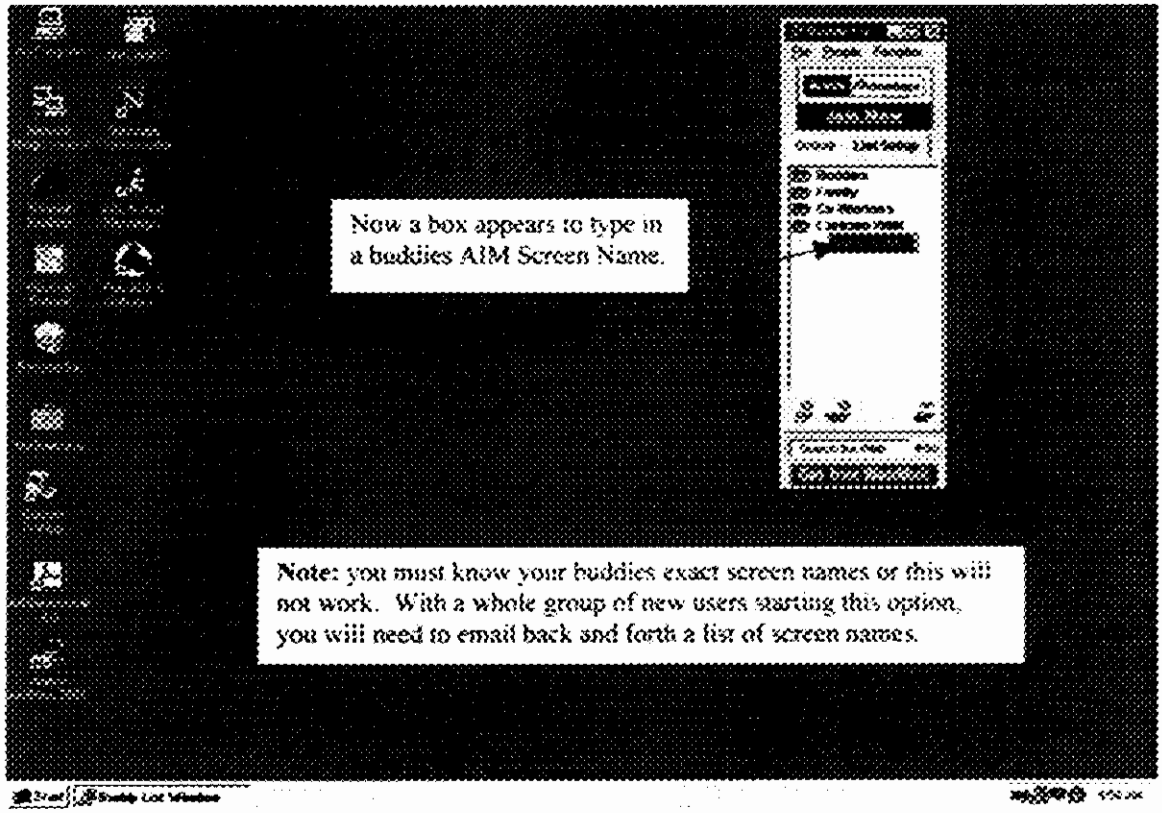

To edit buddies and groups, click on the List Setup tab.

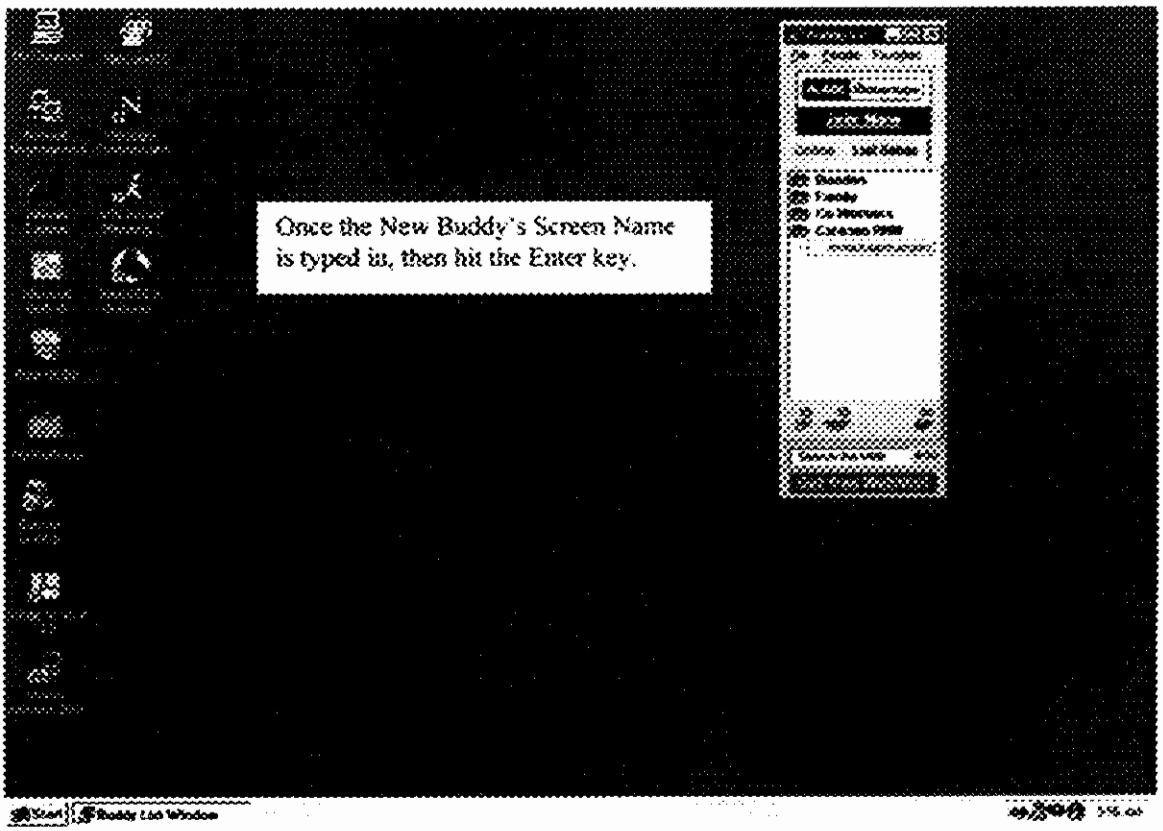

Right mouse clicking on one of the groups will bring up a menu of options. Although Co-workers group could be used; say the user wants to create a Caricom RNM group.
Click on Add Group.


New group box opens up. Type in the name of the new group and hit the Enter key.


Now there is a new group created.
To create a buddy for that group, right mouse click on Caricom RNM.


The same menu appears again. Now click on Add Buddy.


Now a box appears to type in a buddies AIM Screen Name.
Note: you must know your buddies exact screen names or this will not work. With a whole group of new users starting this option, you will need to email back and forth a list of screen names.


Once the New Buddy's Screen Name is typed in, then hit the Enter key.

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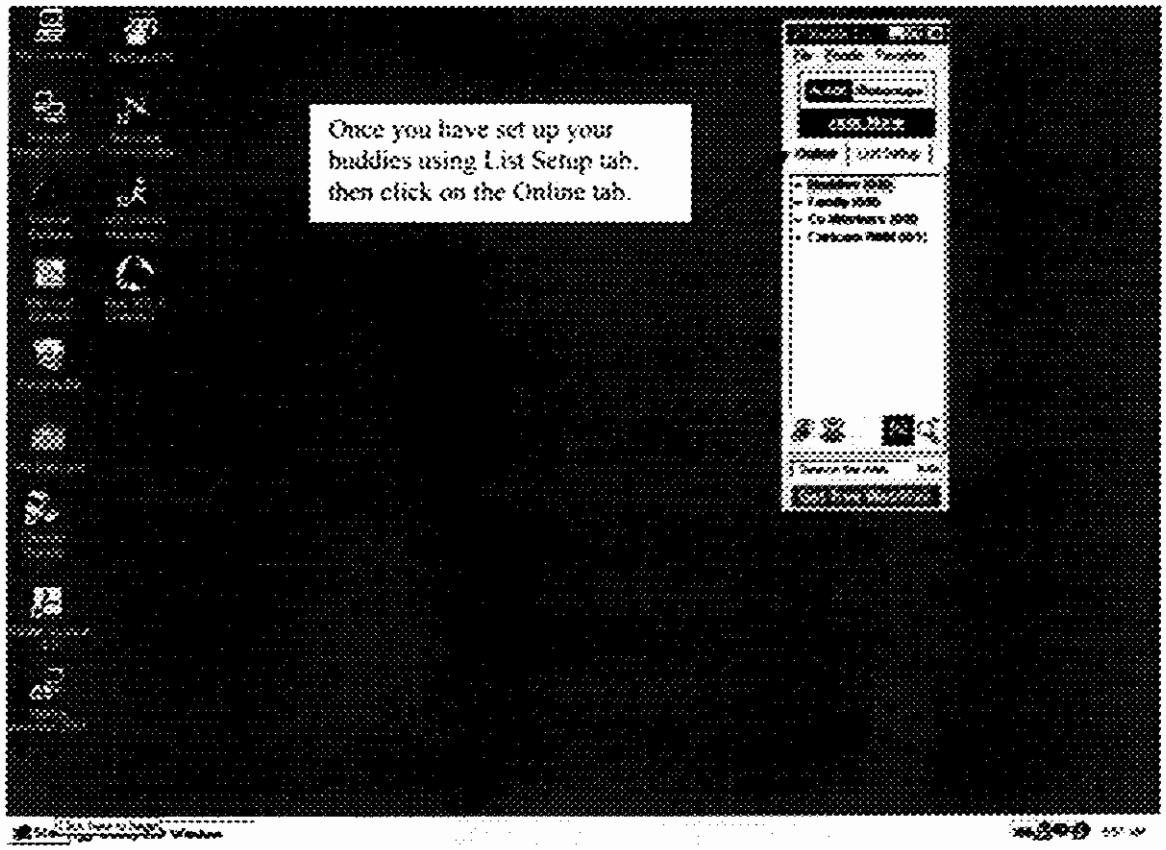
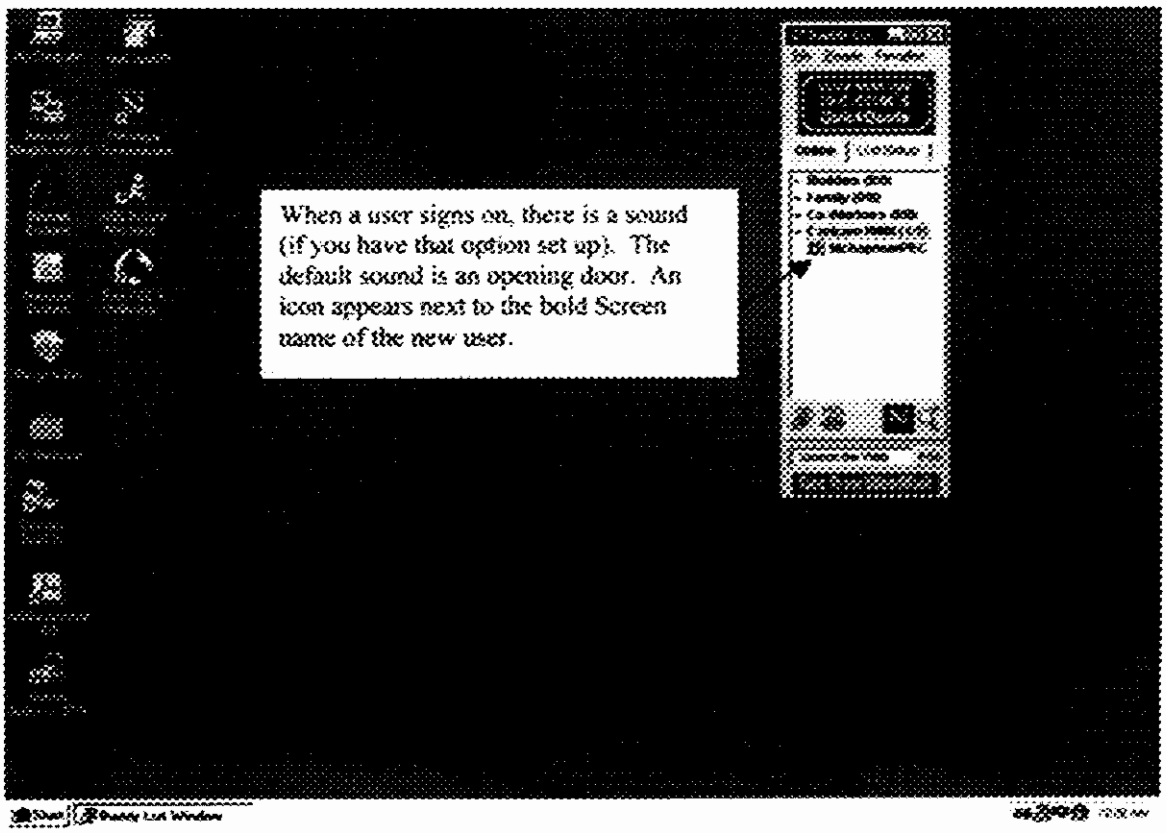
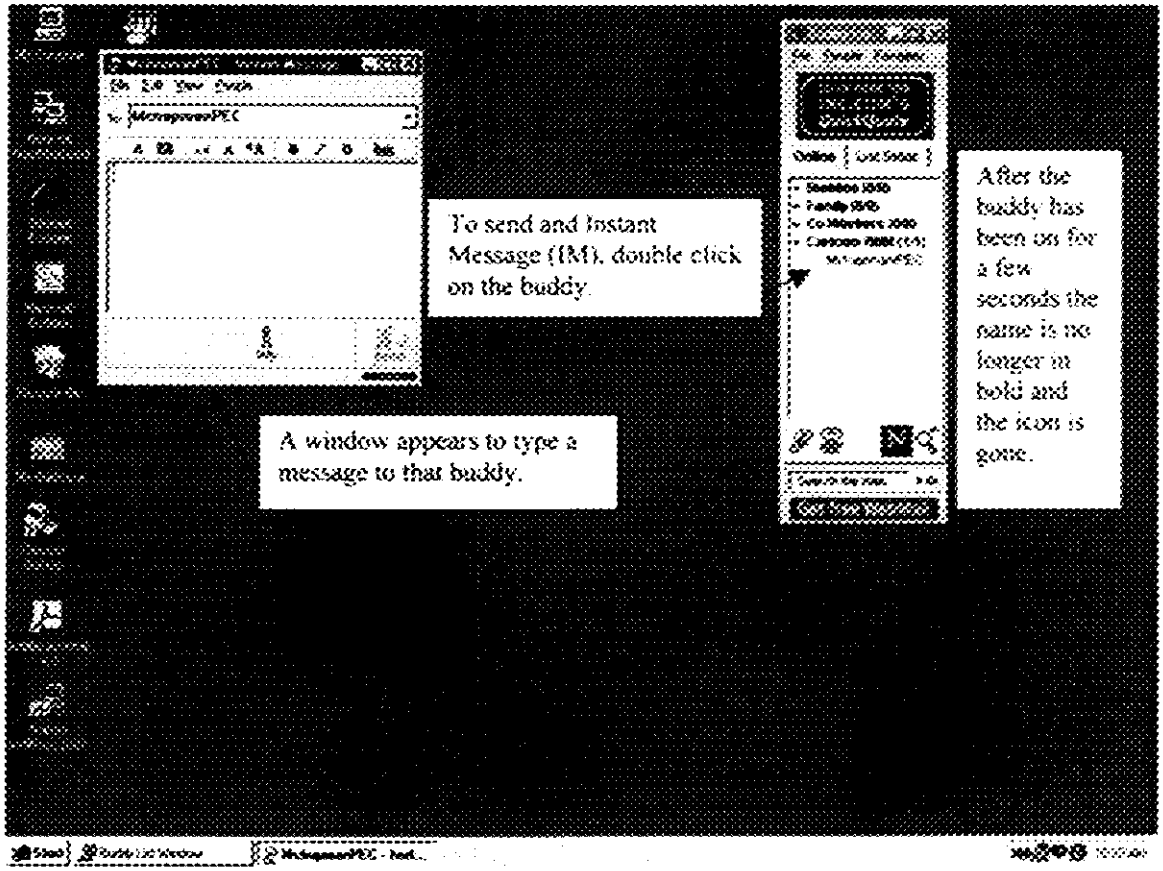
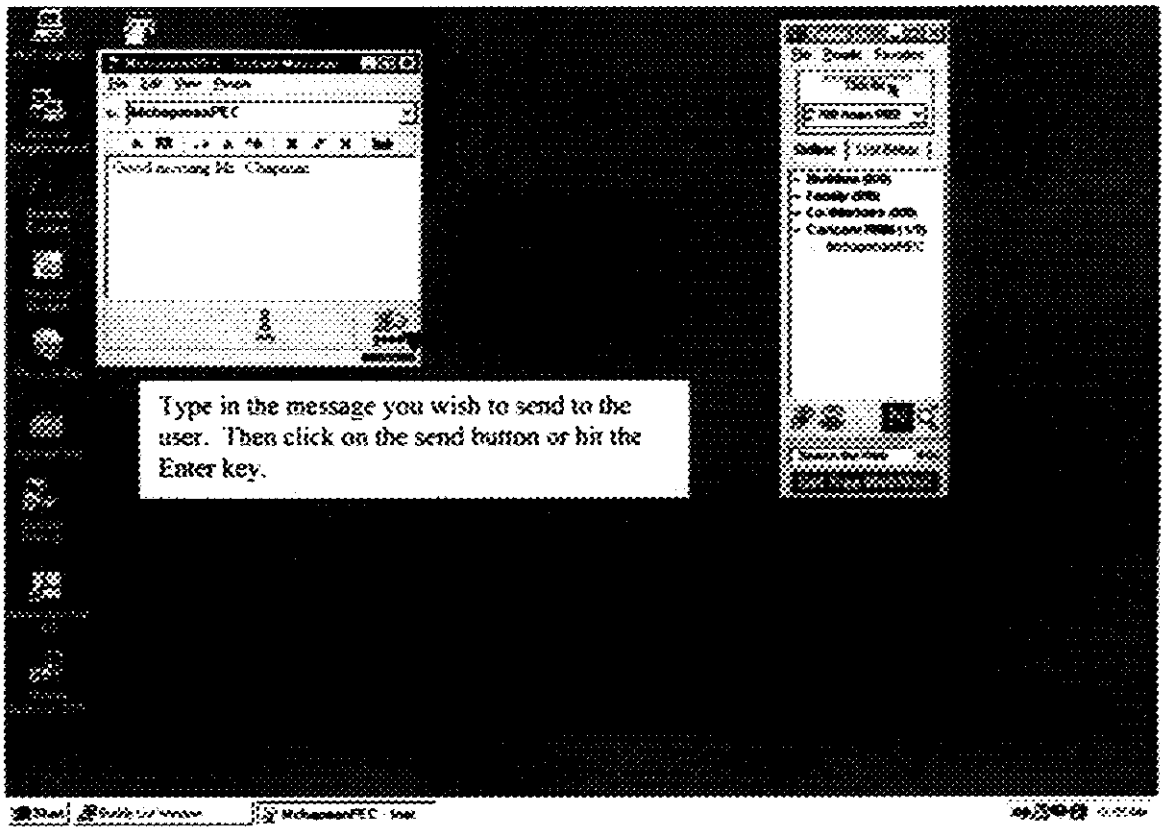
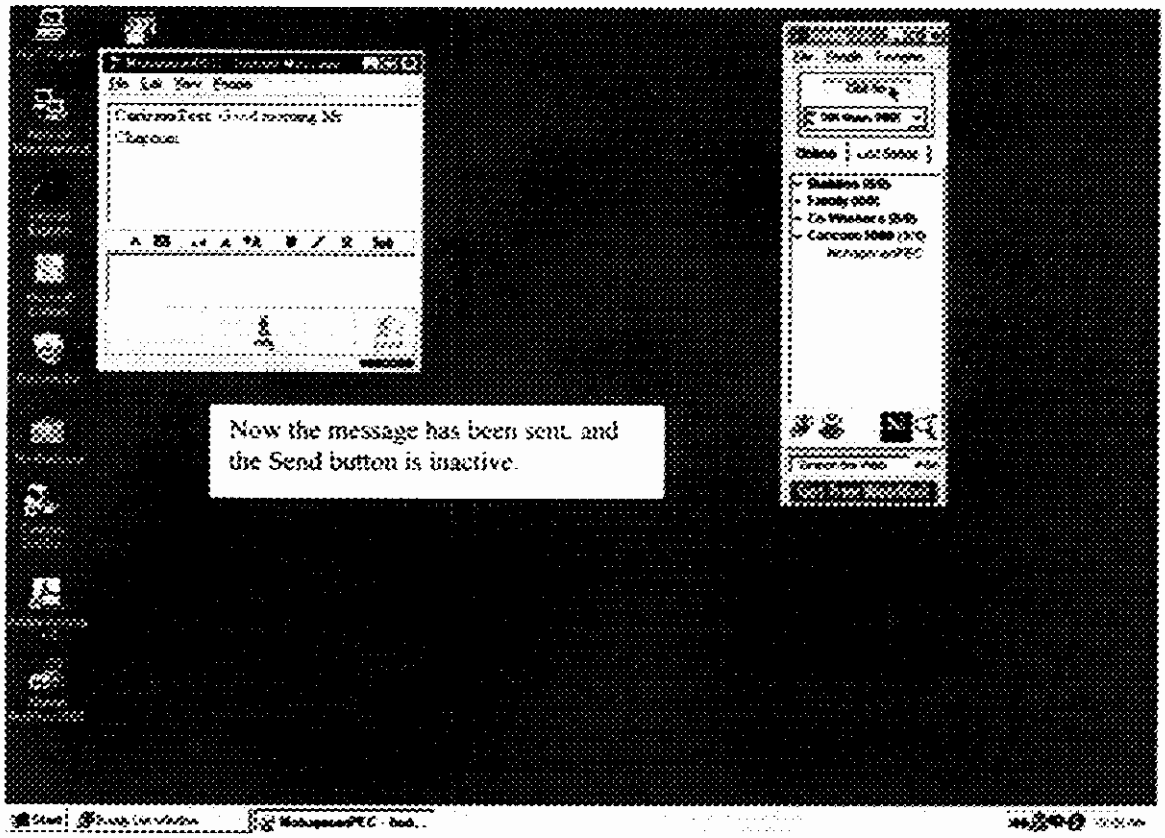
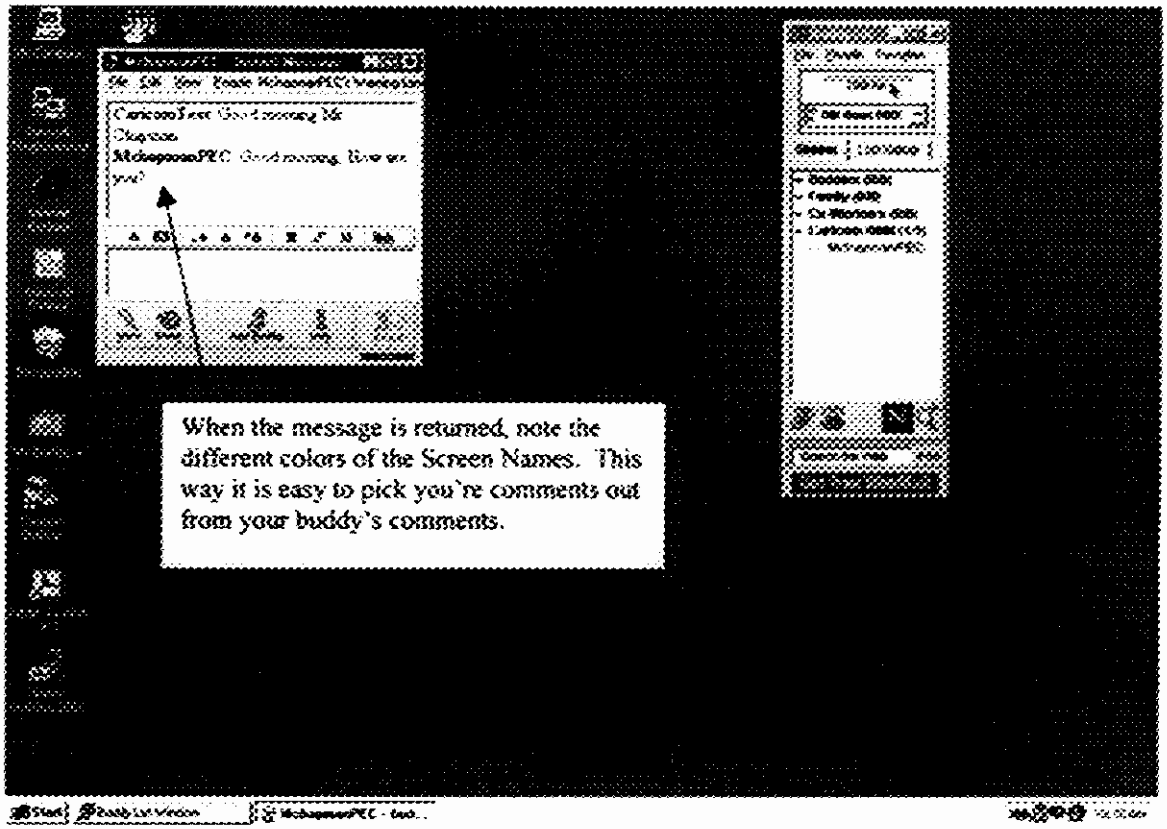

Once you have set up your buddies using List Setup tab, then click on the Online tab.

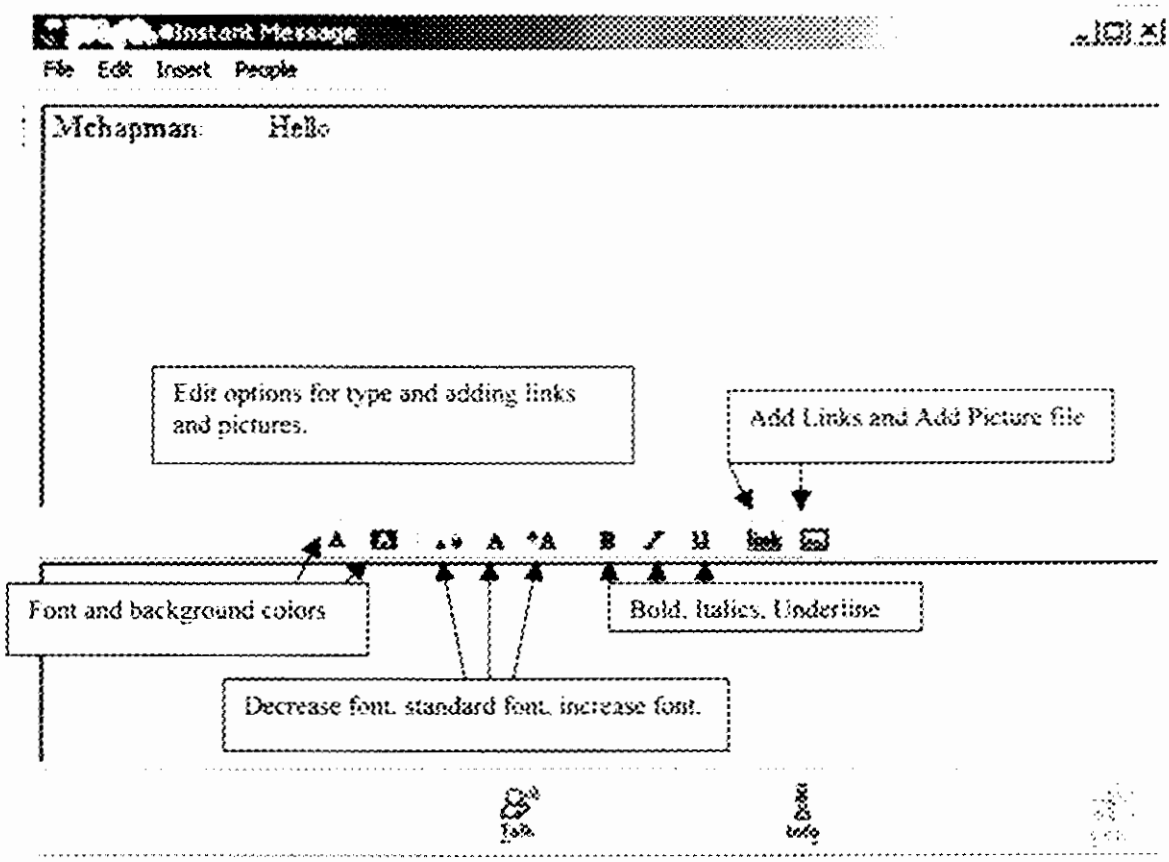

When a user signs on, there is a sound (if you have that option set up). The default sound is an opening door. An icon appears next to the bold Screen name of the new user.

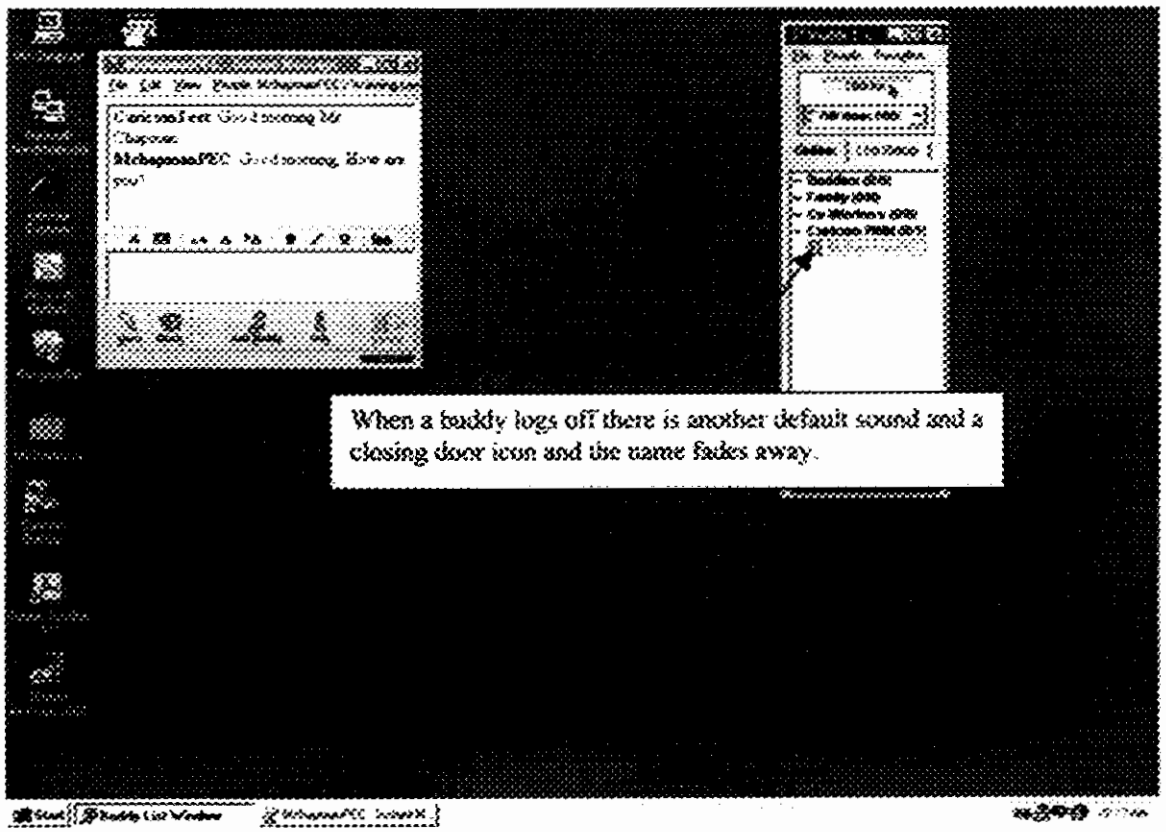

To send and Instant Message (IM), double click on the buddy.
A window appears to type a message to that buddy.
After the buddy has been on for a few seconds the name is no longer in bold and the icon is gone.

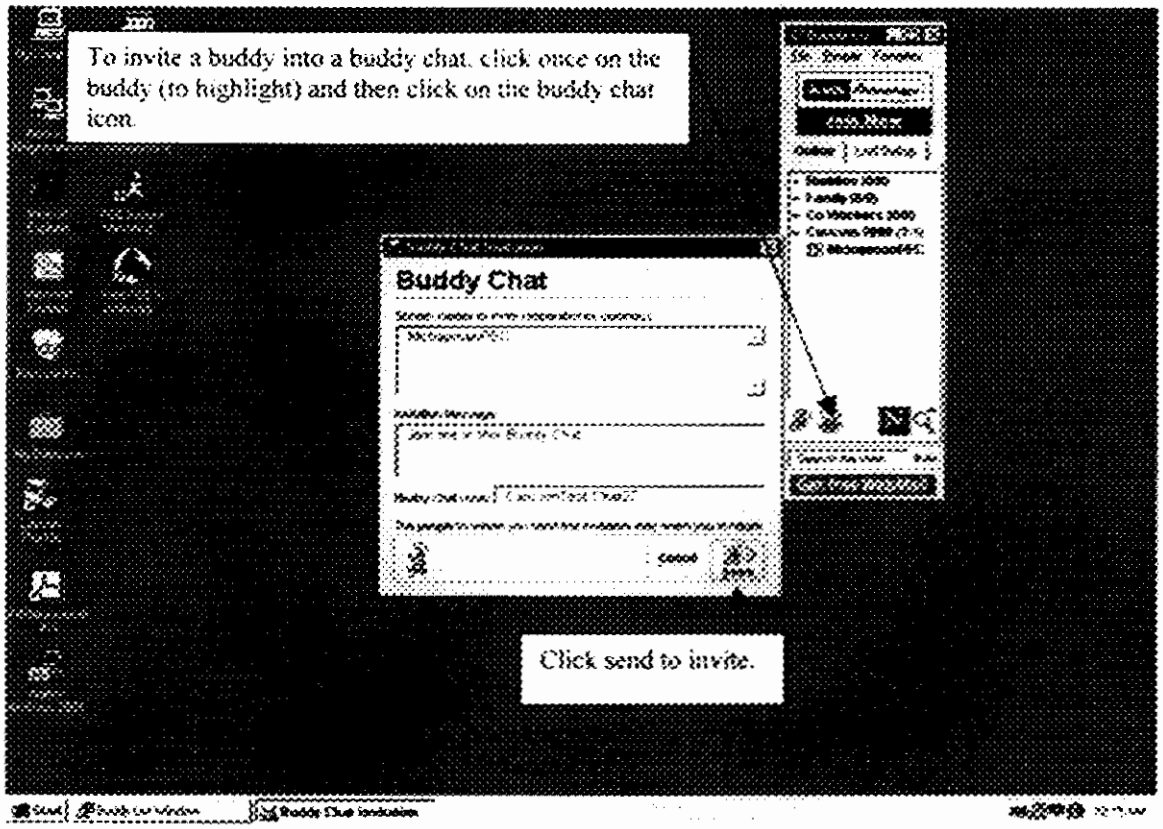

Type in the message you wish to send to the user. Then click on the send button or hit the Enter key.

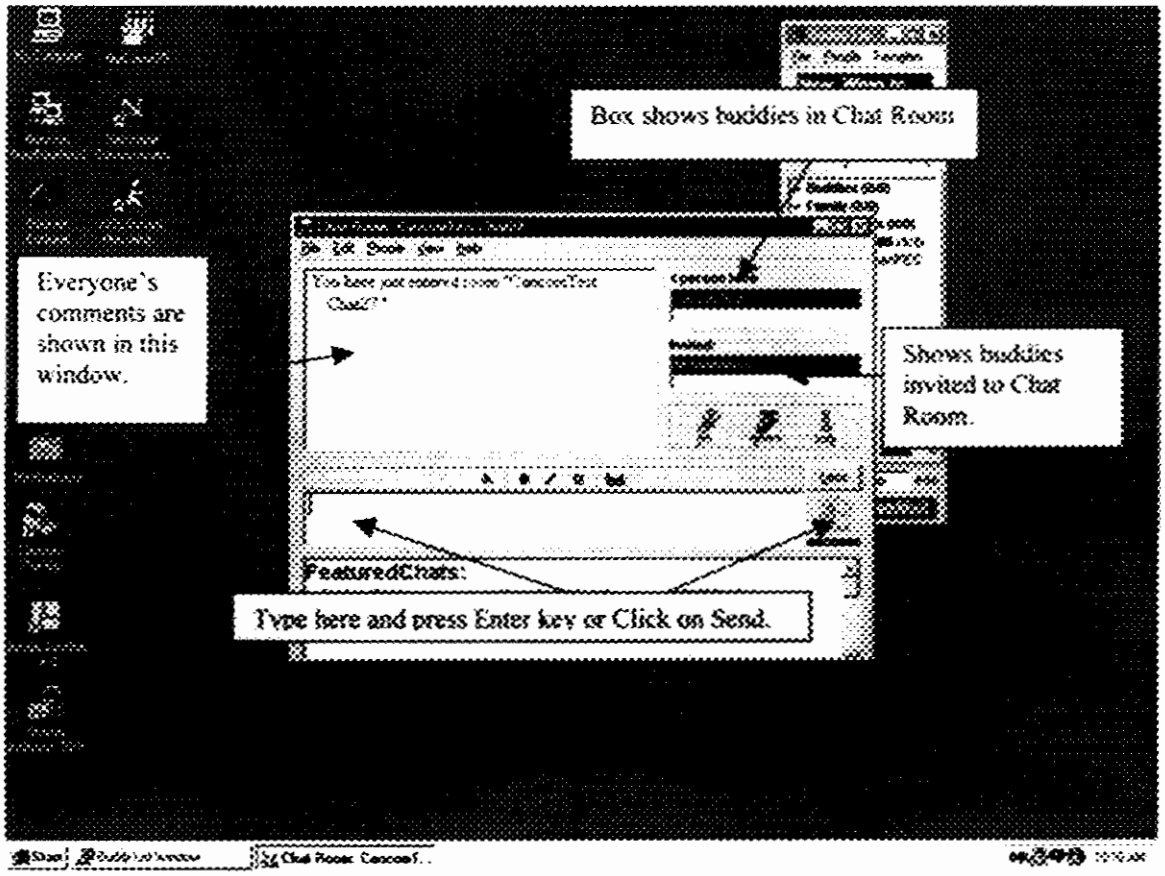

Now the message has been sent, and the Send button is inactive.

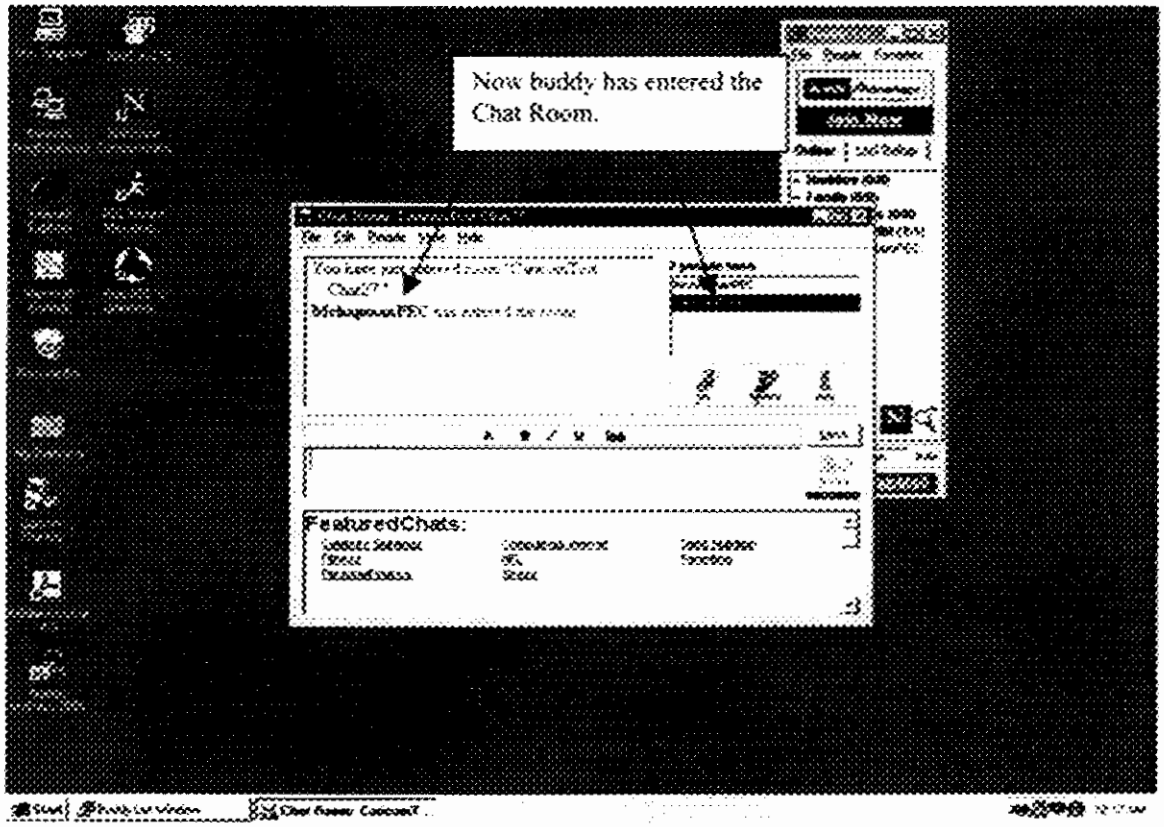

When the message is returned, note the different colors of the Screen Names. This way it is easy to pick you're comments out from your buddy's comments.

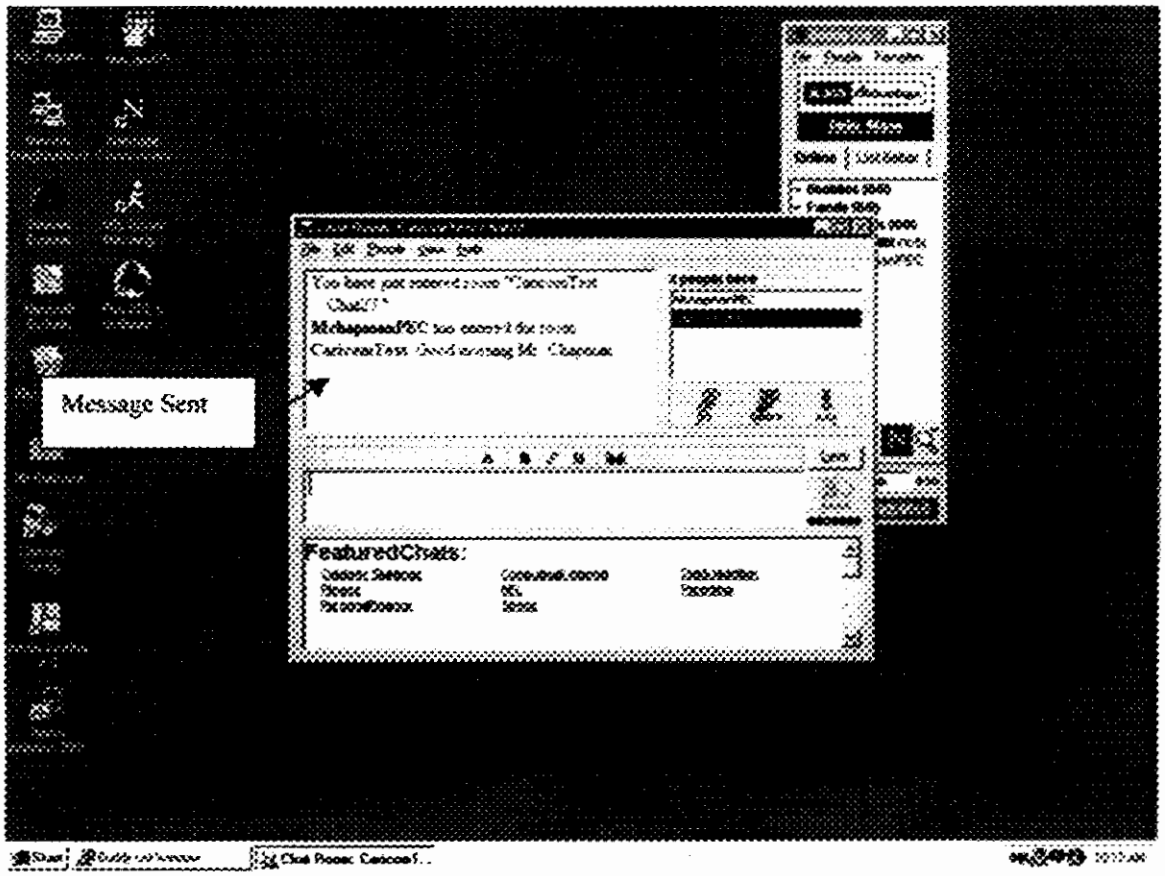

Instant Message
File Edit Insert People
Mchapman: Hello
Edit options for type and adding links and pictures.
Add Links and Add Picture file
Font and background colors
Bold, Italics, Underline
Decrease font, standard font, increase font.

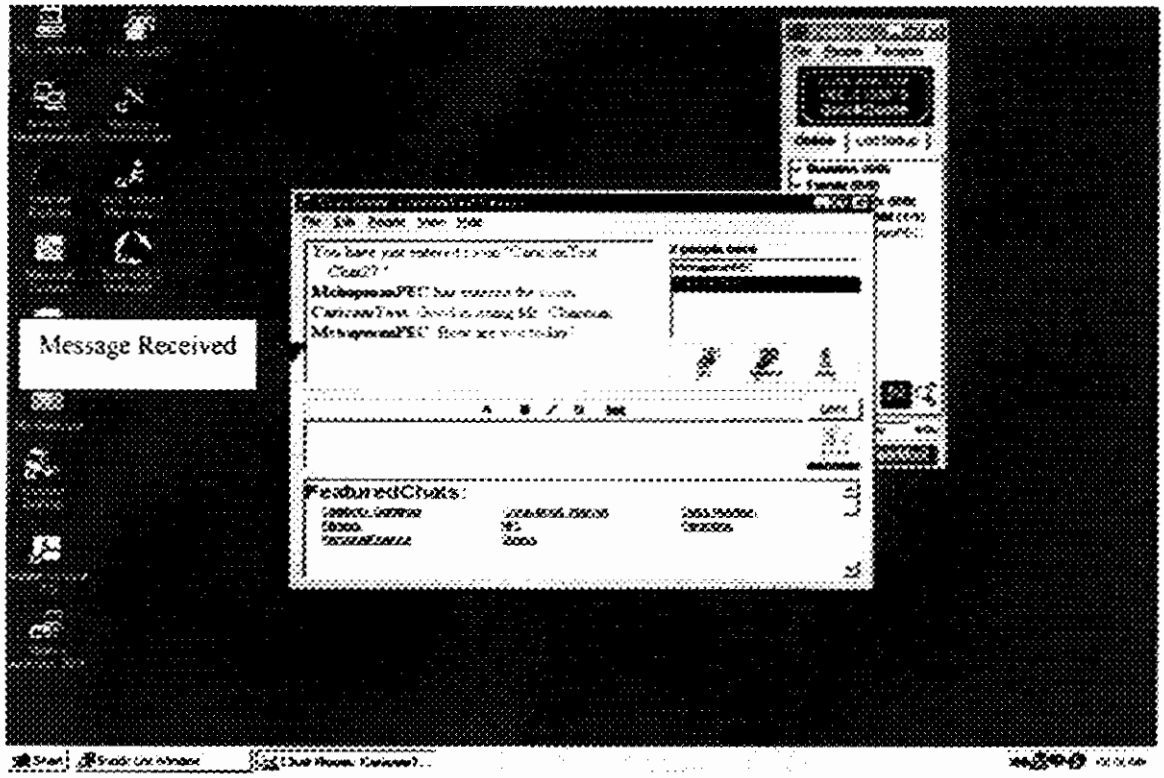

When a buddy logs off there is another default sound and a closing door icon and the name fades away.

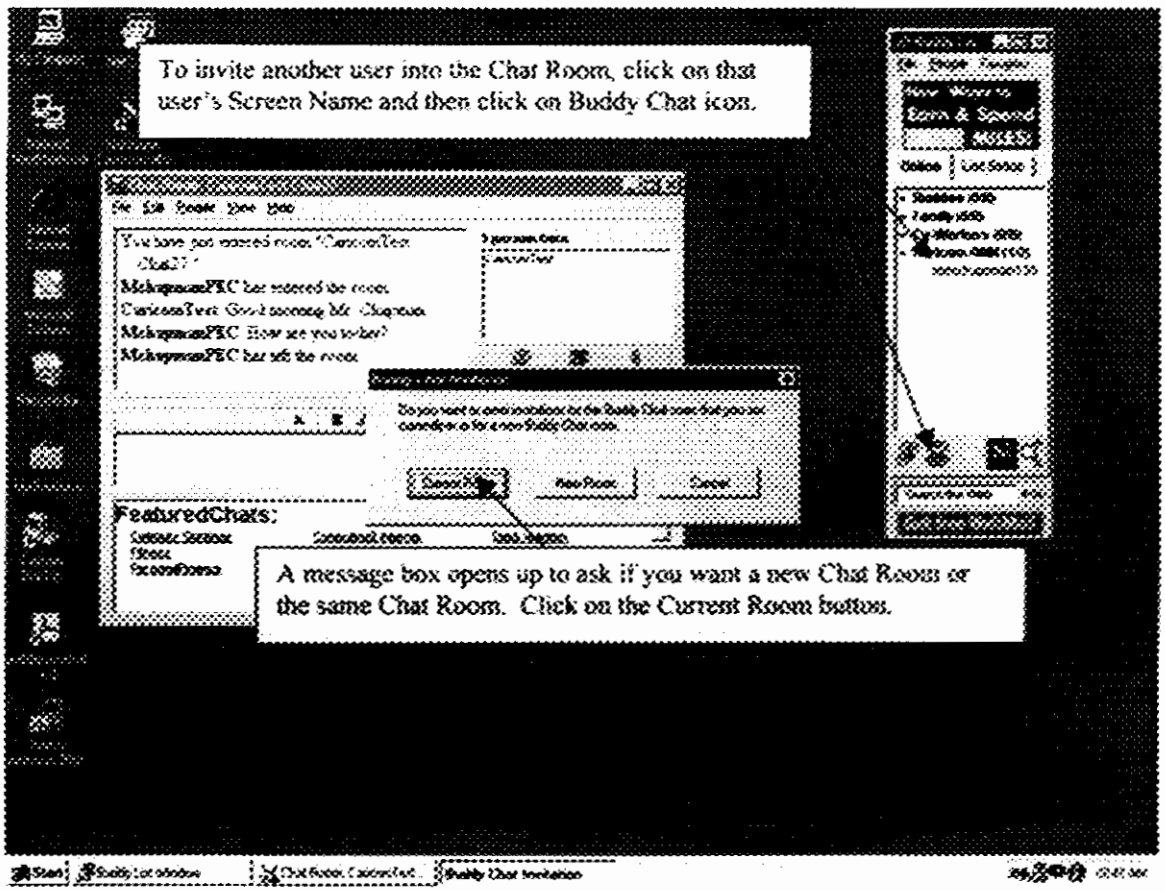

To invite a buddy into a buddy chat, click once on the buddy (to highlight) and then click on the buddy chat icon.
Buddy Chat
Click send to invite.


Box shows buddies in Chat Room
Everyone's comments are shown in this window.
Shows buddies invited to Chat Room.
FeaturedChats:
Type here and press Enter key or Click on Send.


Now buddy has entered the Chat Room.
FeaturedChats:


Message Sent
FeaturedChats:


Message Received
FeaturedChats:


To invite another user into the Chat Room, click on that user's Screen Name and then click on Buddy Chat icon.
FeaturedChats:
A message box opens up to ask if you want a new Chat Room or the same Chat Room. Click on the Current Room button.

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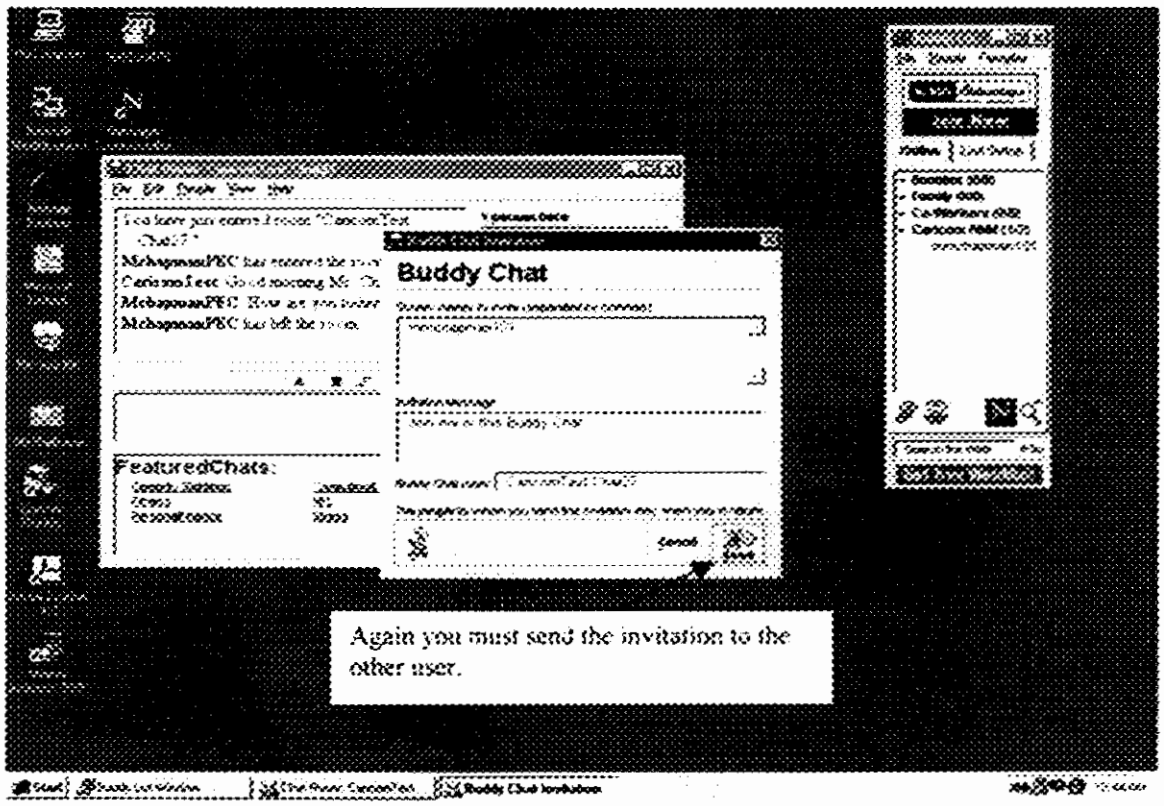
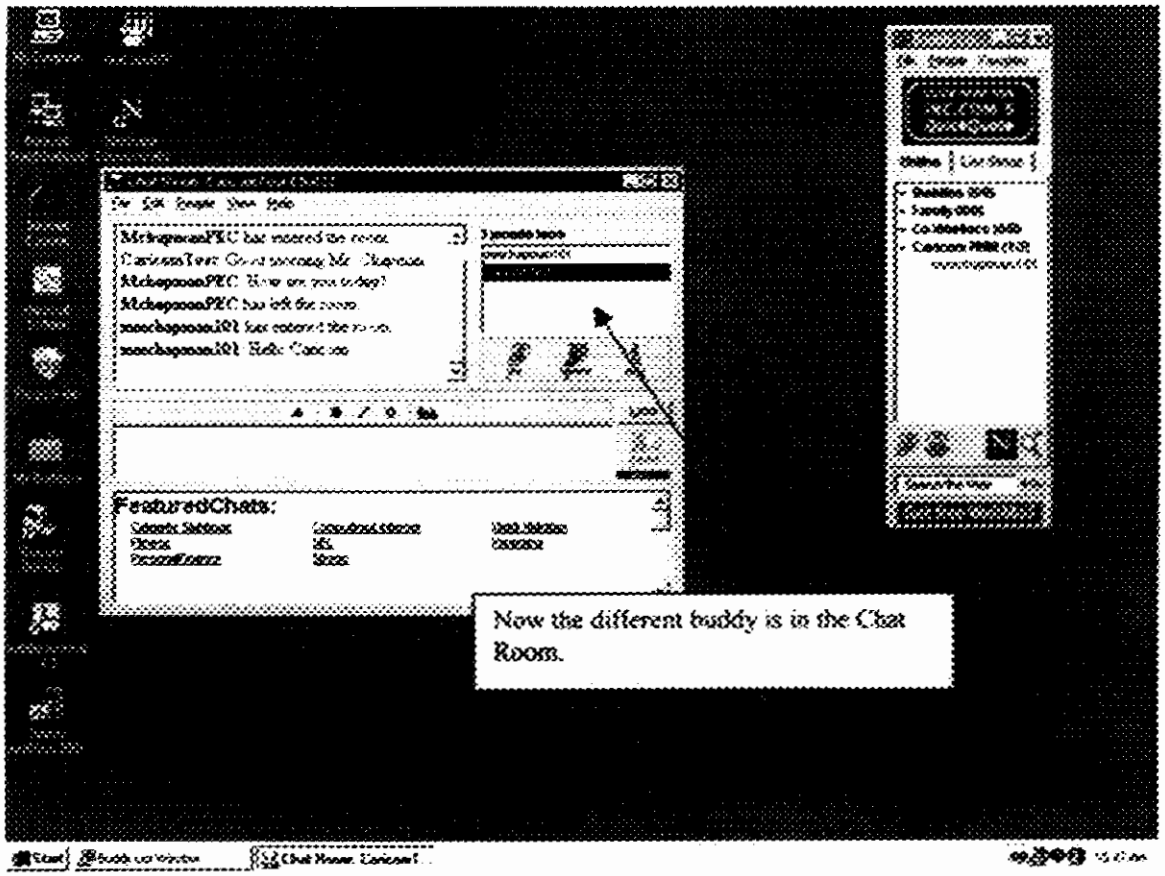
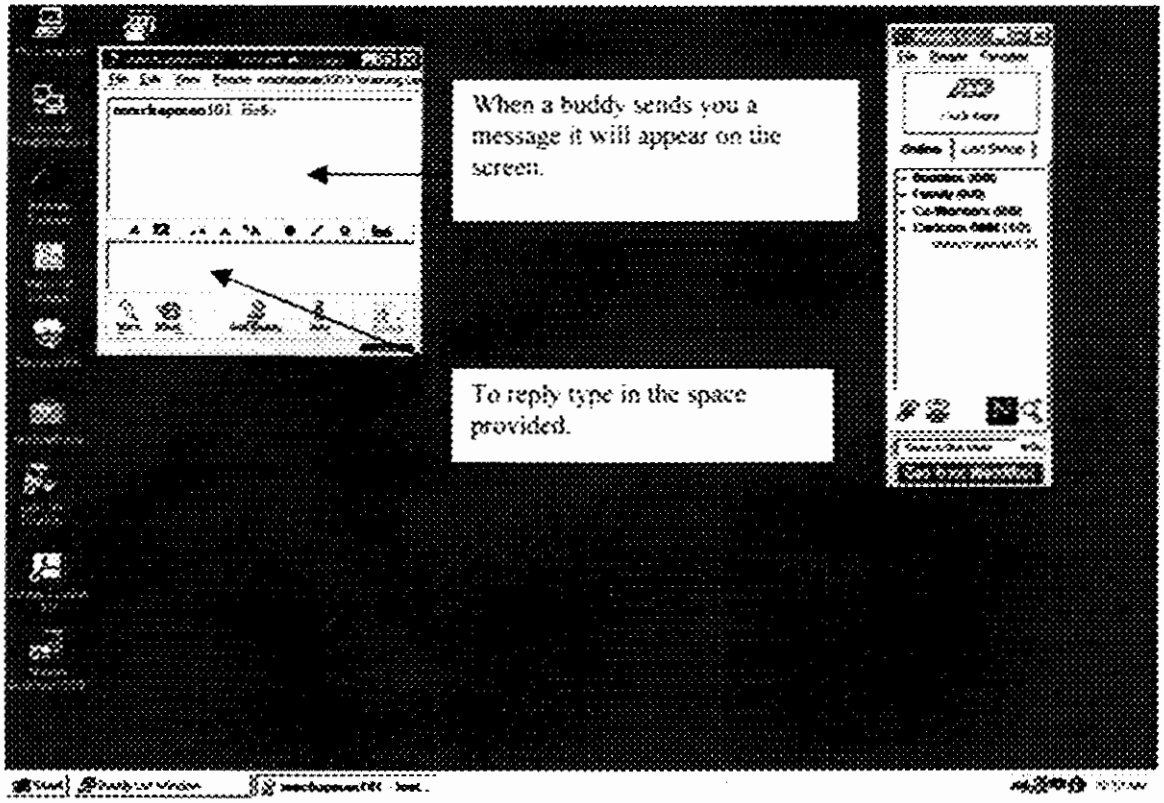
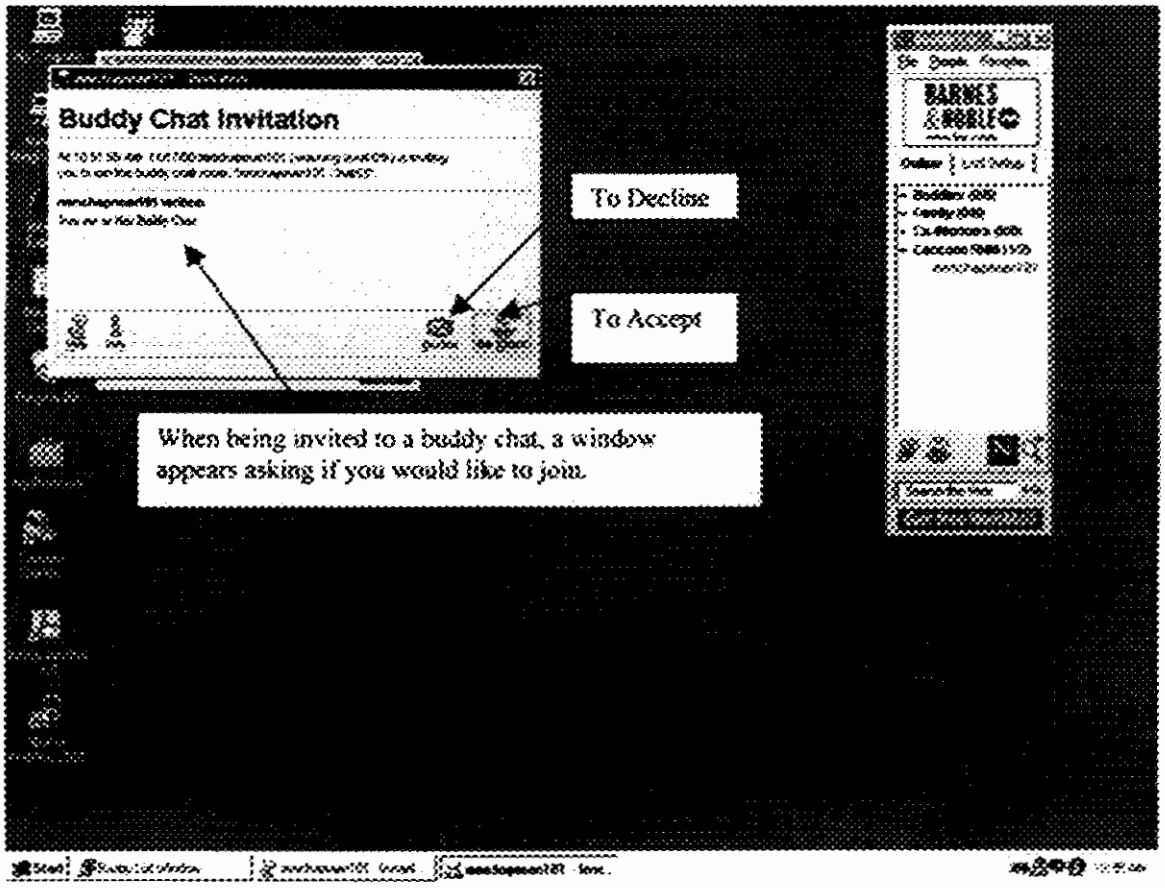
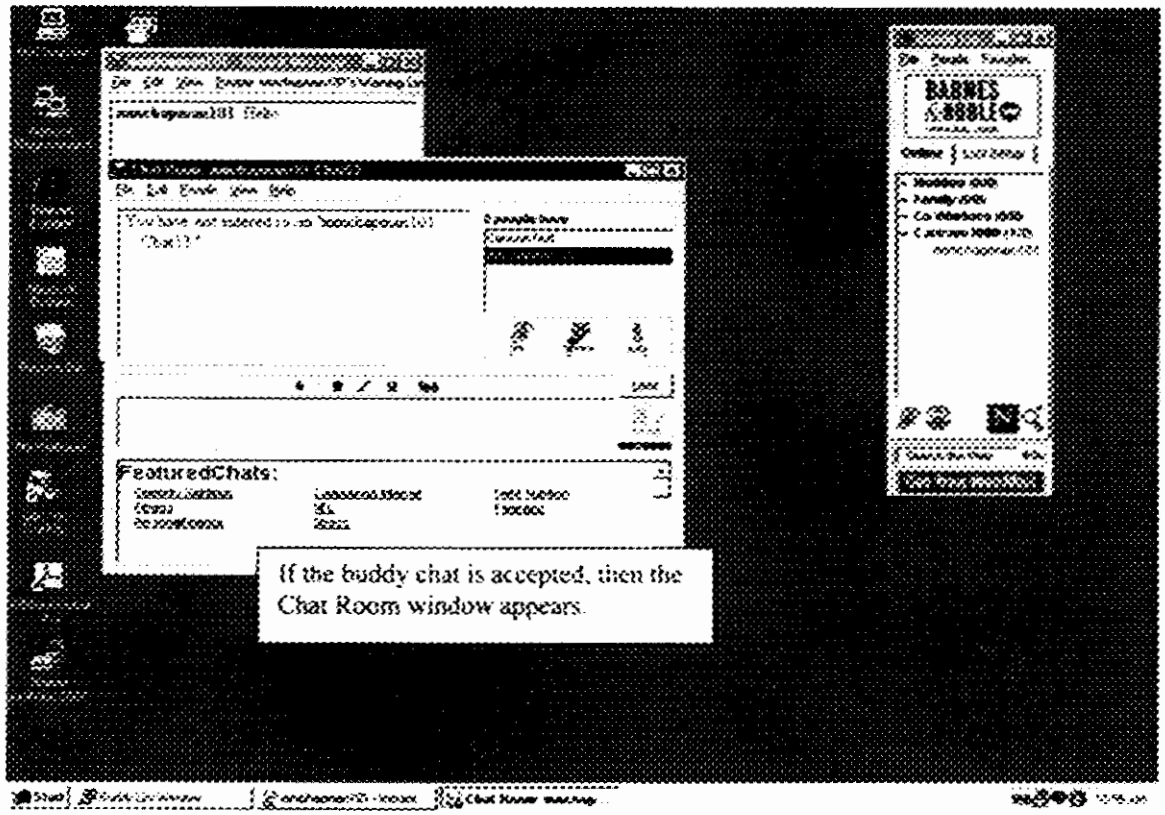

Buddy Chat
FeaturedChats:
Again you must send the invitation to the other user.

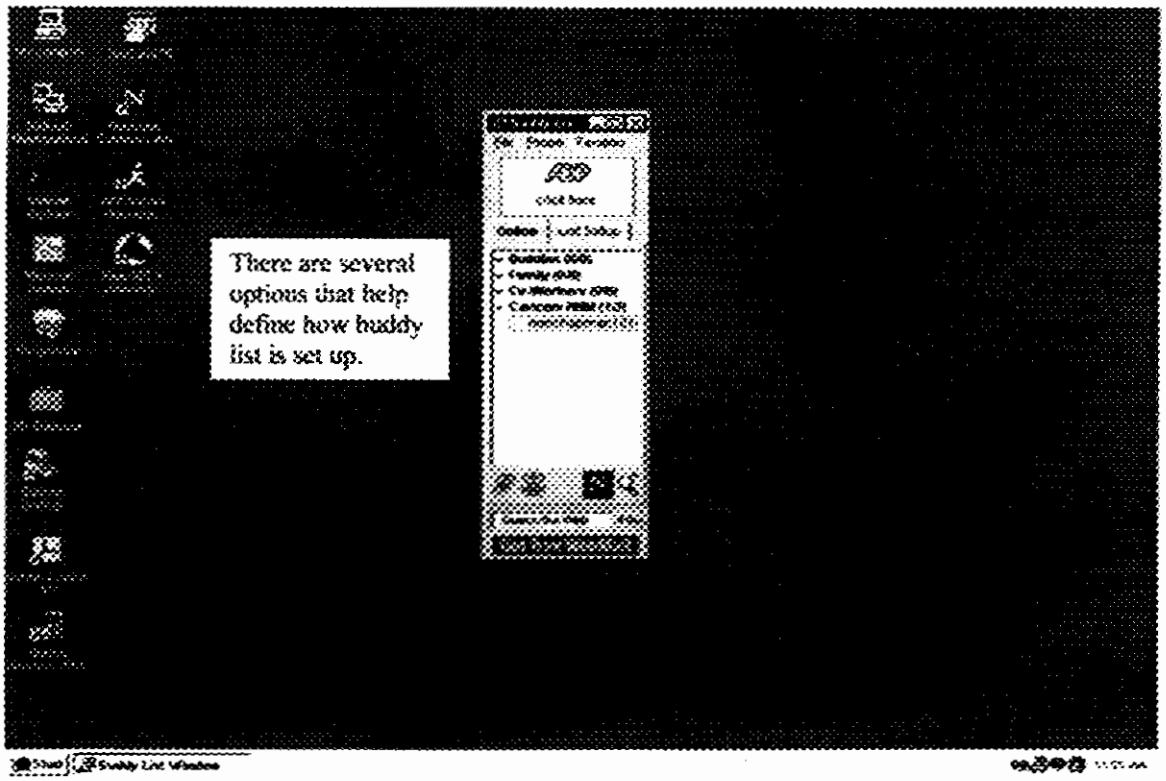

FeaturedChats:
Now the different buddy is in the Chat Room.

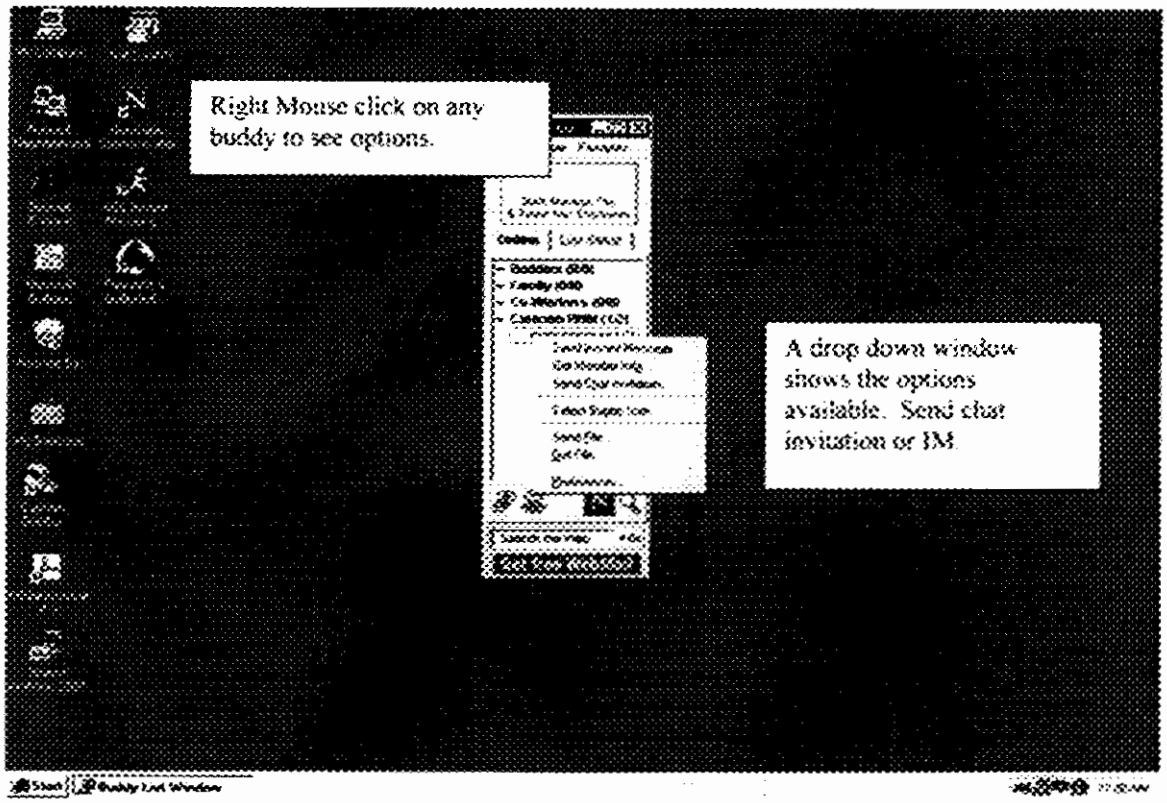

When a buddy sends you a message it will appear on the screen.
To reply type in the space provided.

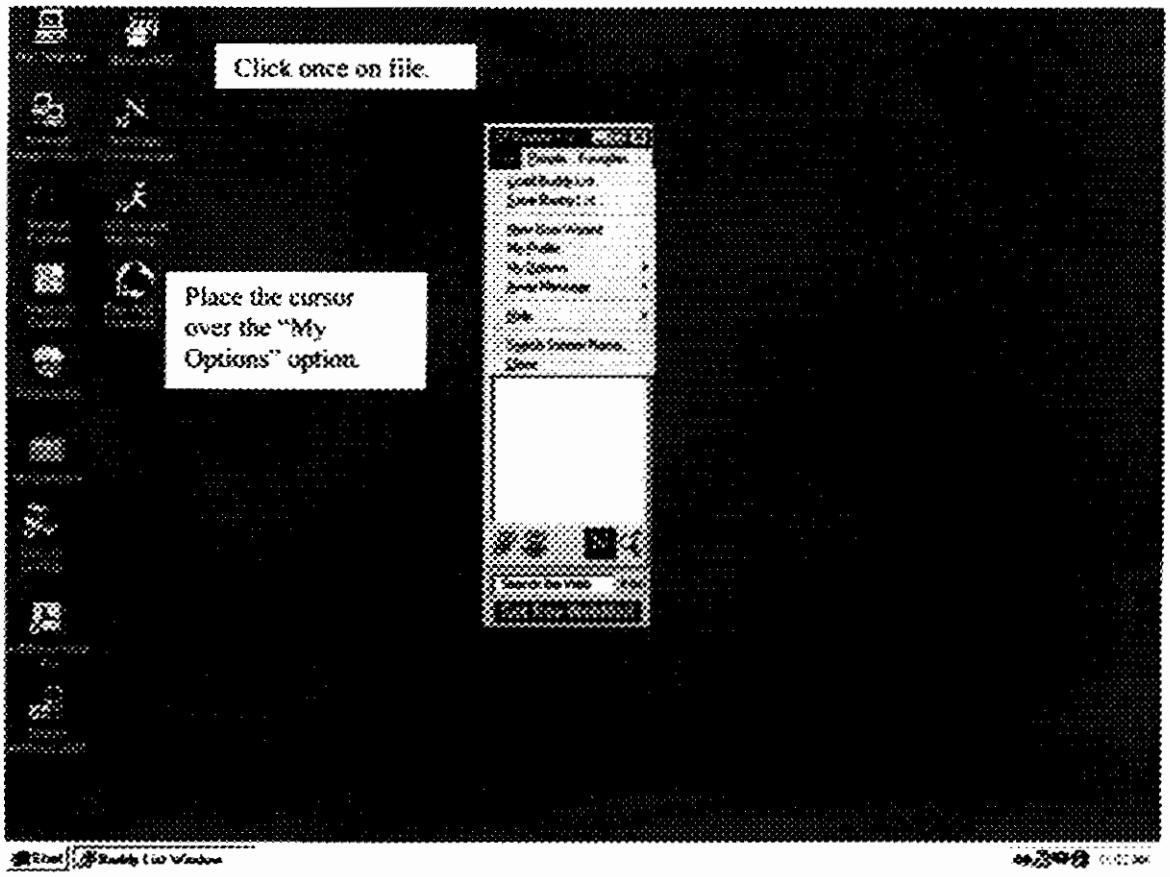

Buddy Chat Invitation
To Decline
To Accept
When being invited to a buddy chat, a window appears asking if you would like to join.

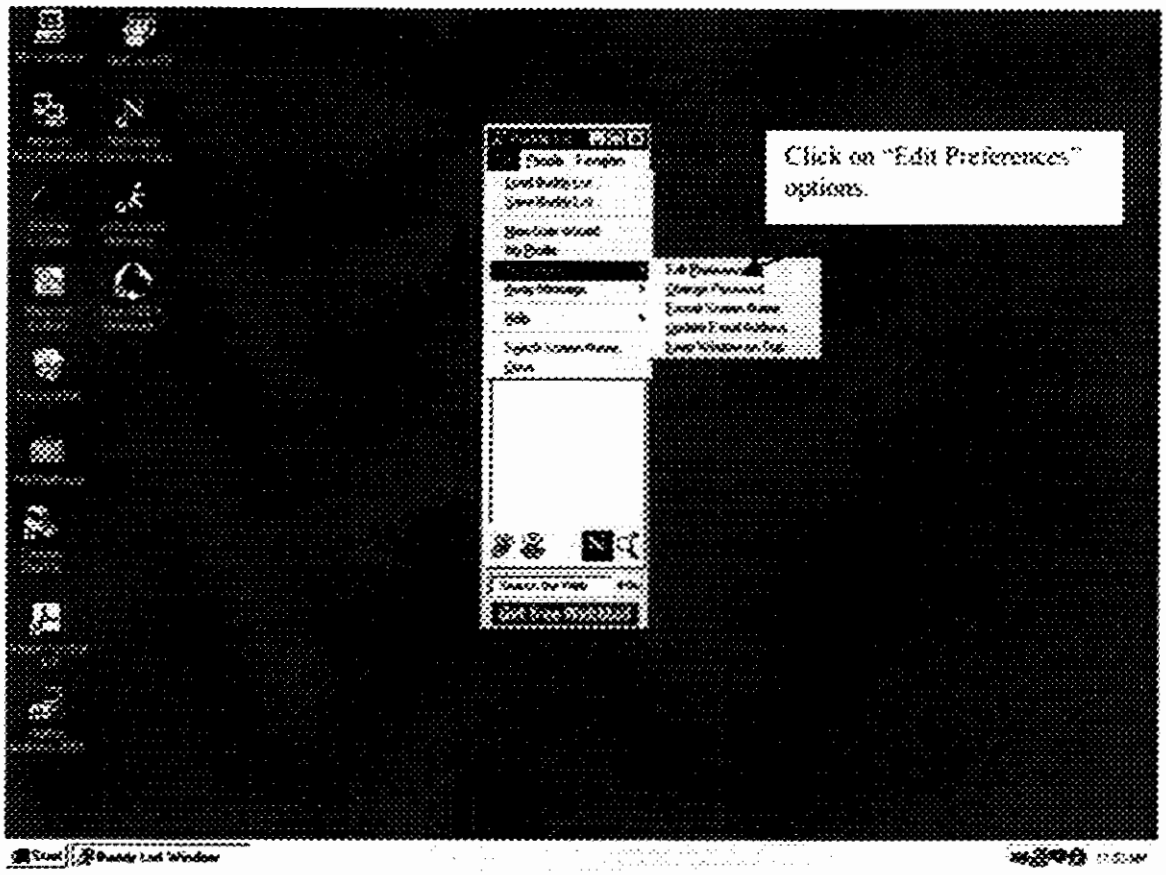


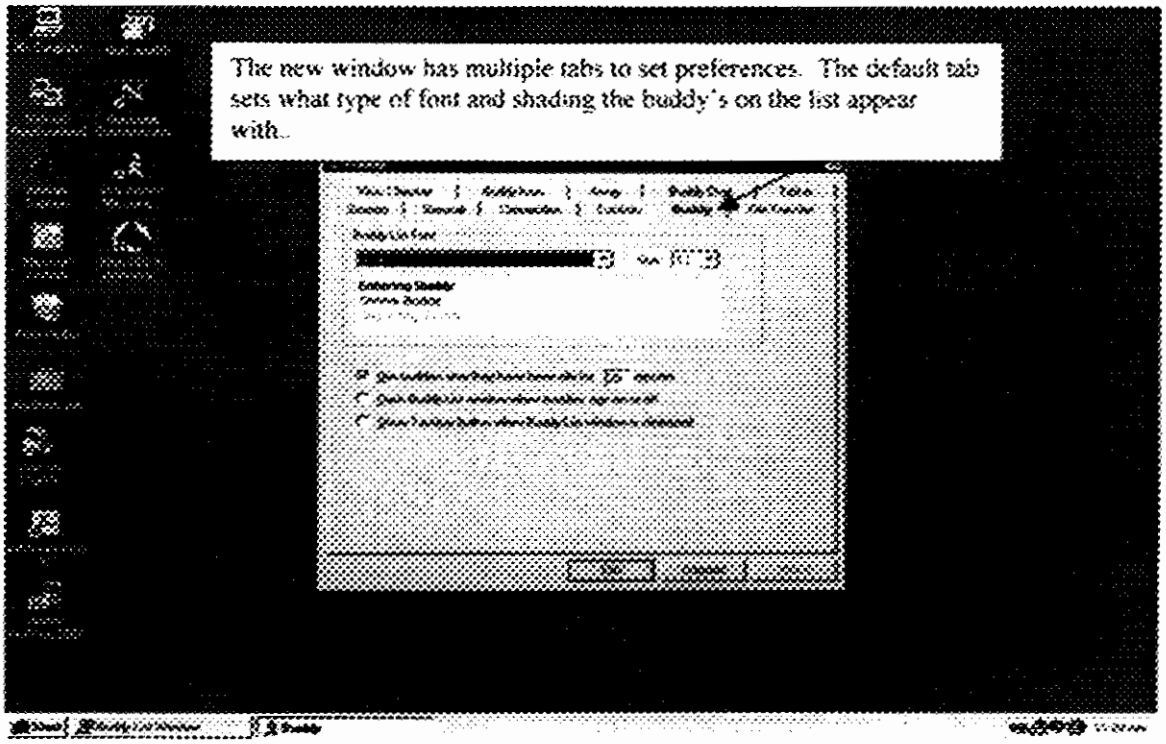
AIM Setup and Options

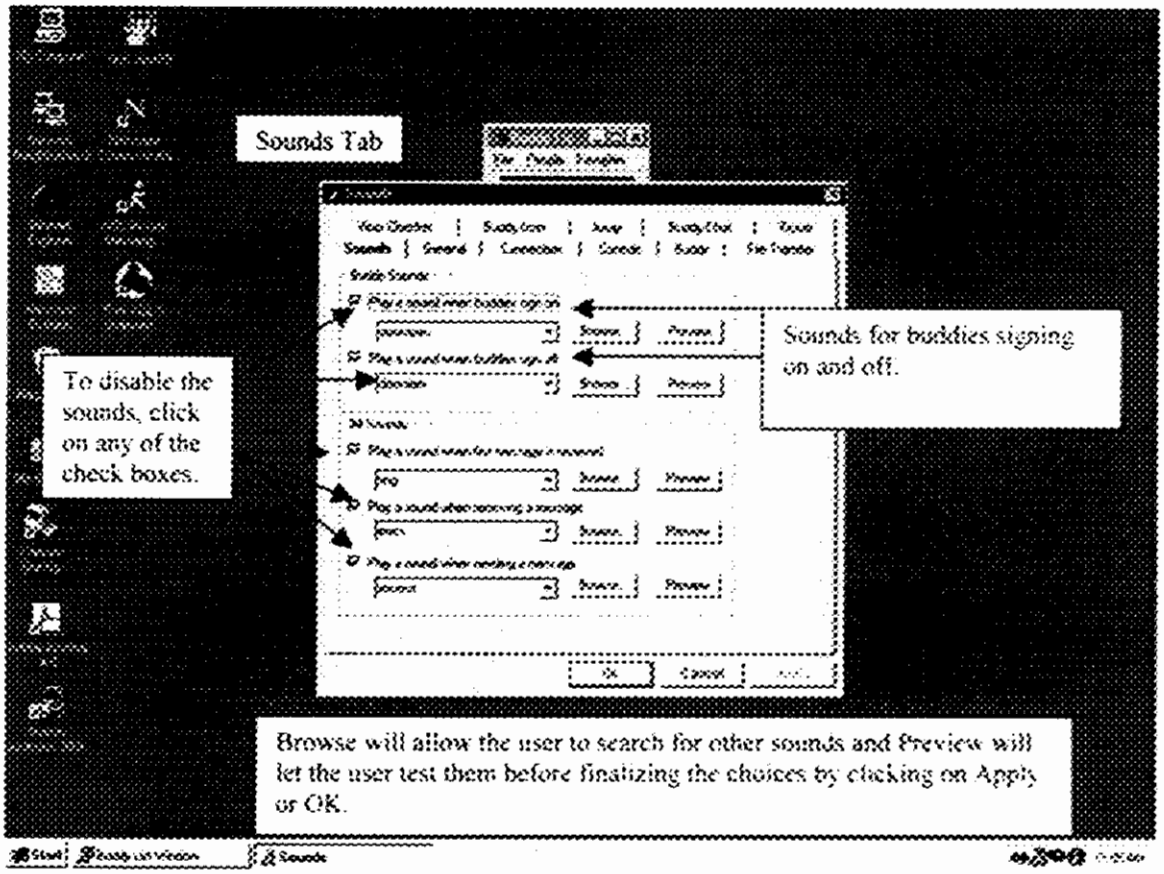


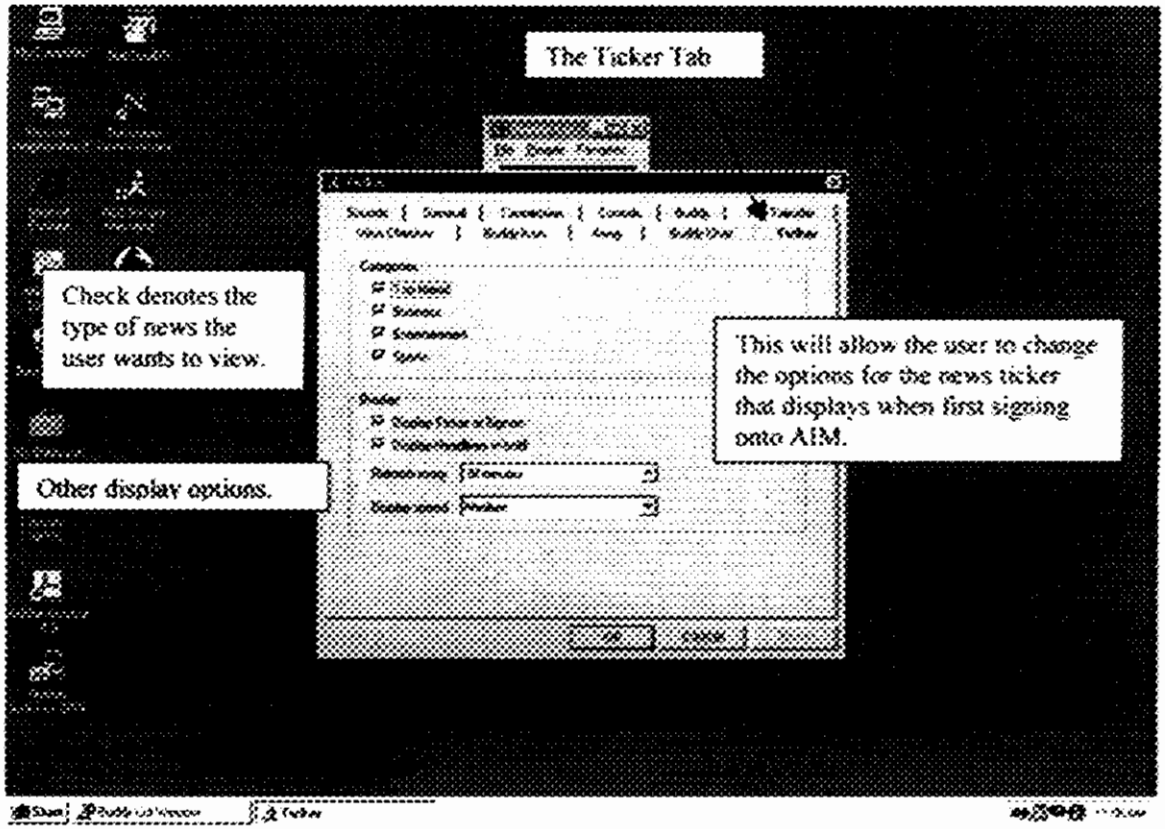

Right Mouse click on any buddy to see options.
A drop down window shows the options available. Send chat invitation or IM.

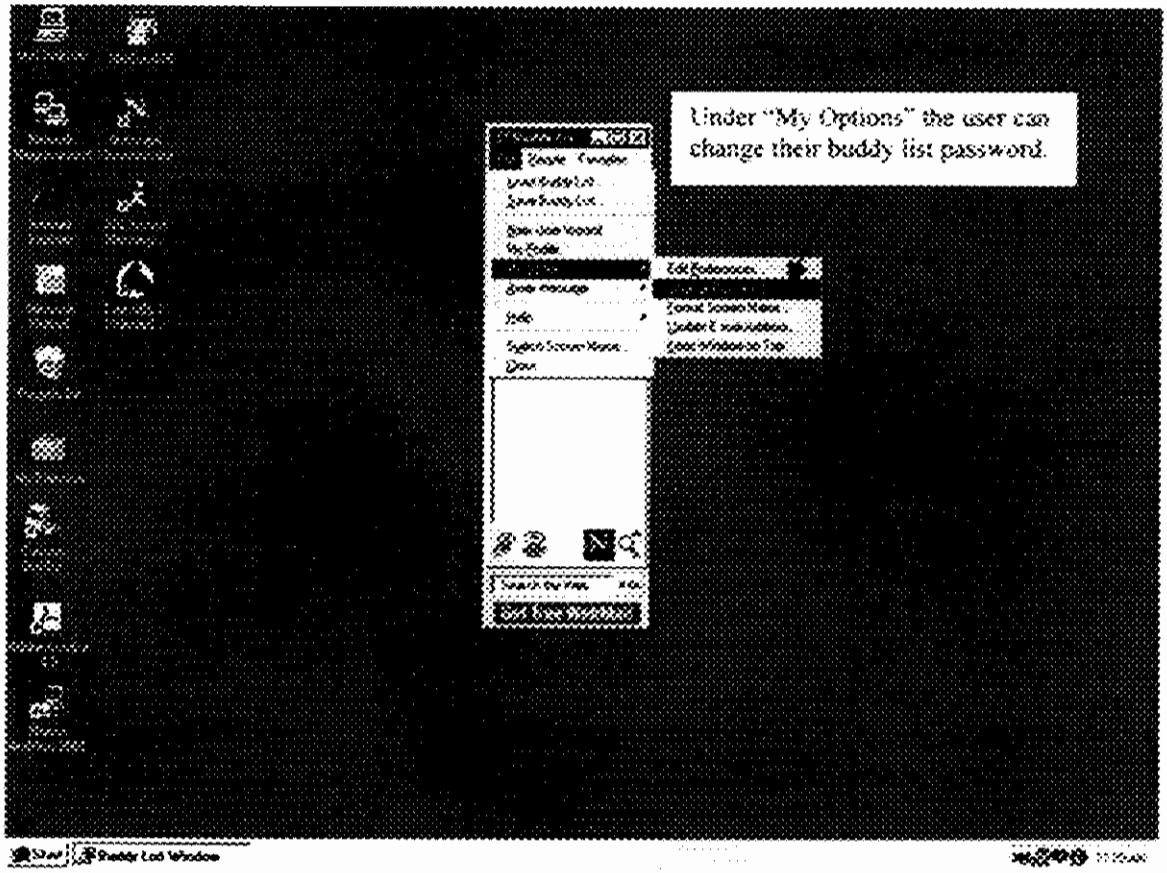

Click once on file.
Place the cursor over the "My Options" option.

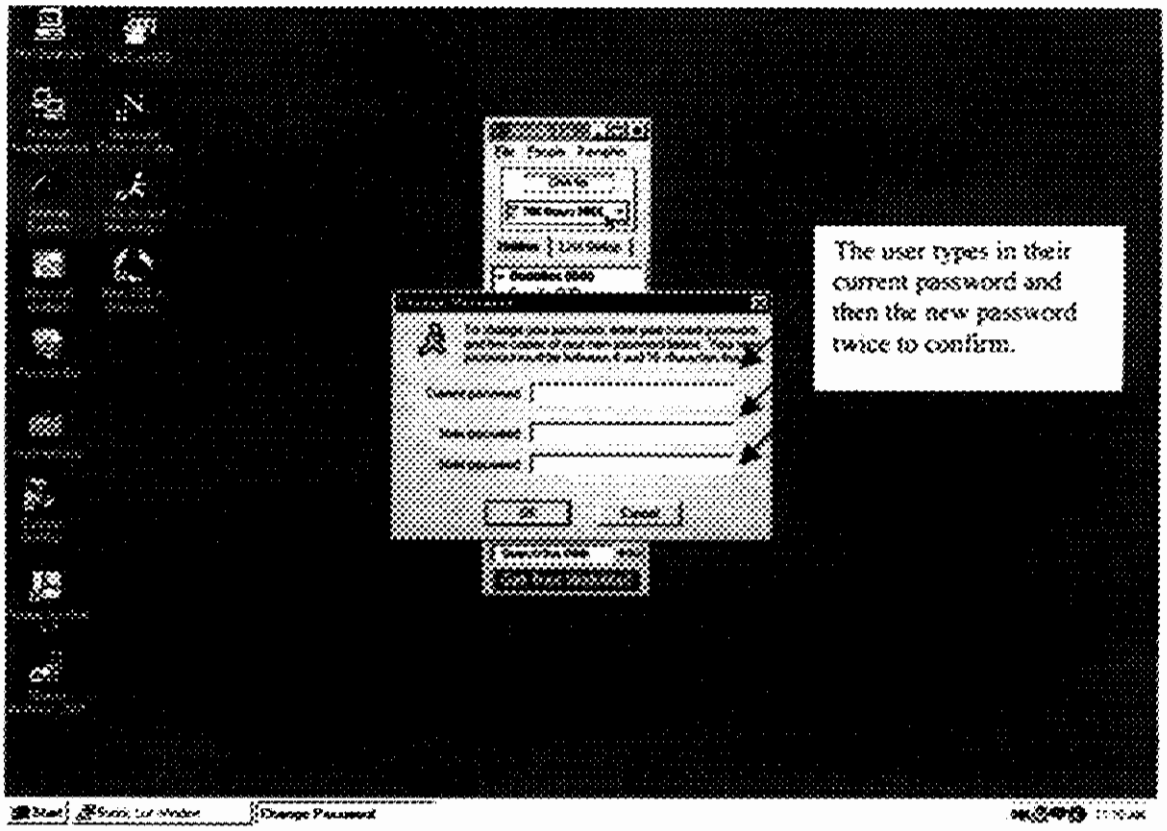

Click on "Edit Preferences" options.


The new window has multiple tabs to set preferences. The default tab sets what type of font and shading the buddy's on the list appear with..


Sounds Tab
To disable the sounds, click on any of the check boxes.
Sounds for buddies signing on and off.
Browse will allow the user to search for other sounds and Preview will let the user test them before finalizing the choices by clicking on Apply or OK.


The Ticker Tab
Check denotes the type of news the user wants to view.
This will allow the user to change the options for the news ticker that displays when first signing onto AIM.
Other display options.


Under "My Options" the user can change their buddy list password.


The user types in their current password and then the new password twice to confirm.

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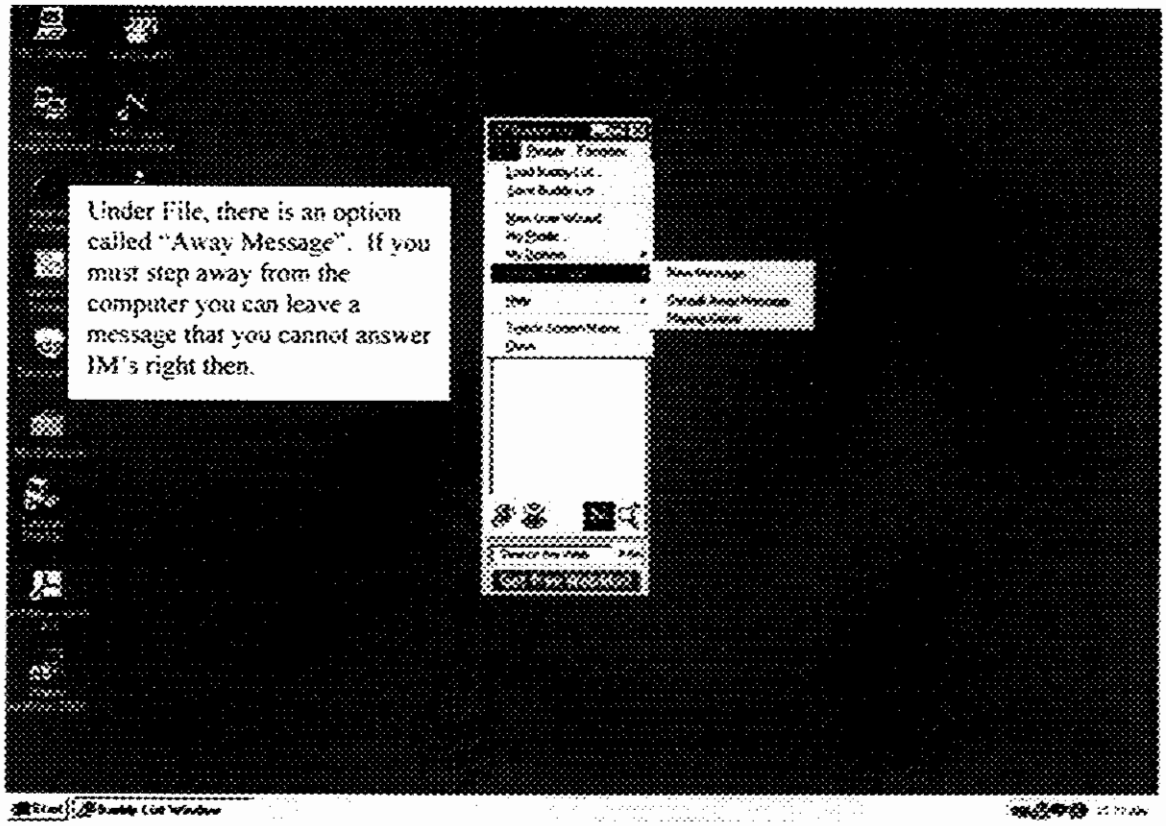
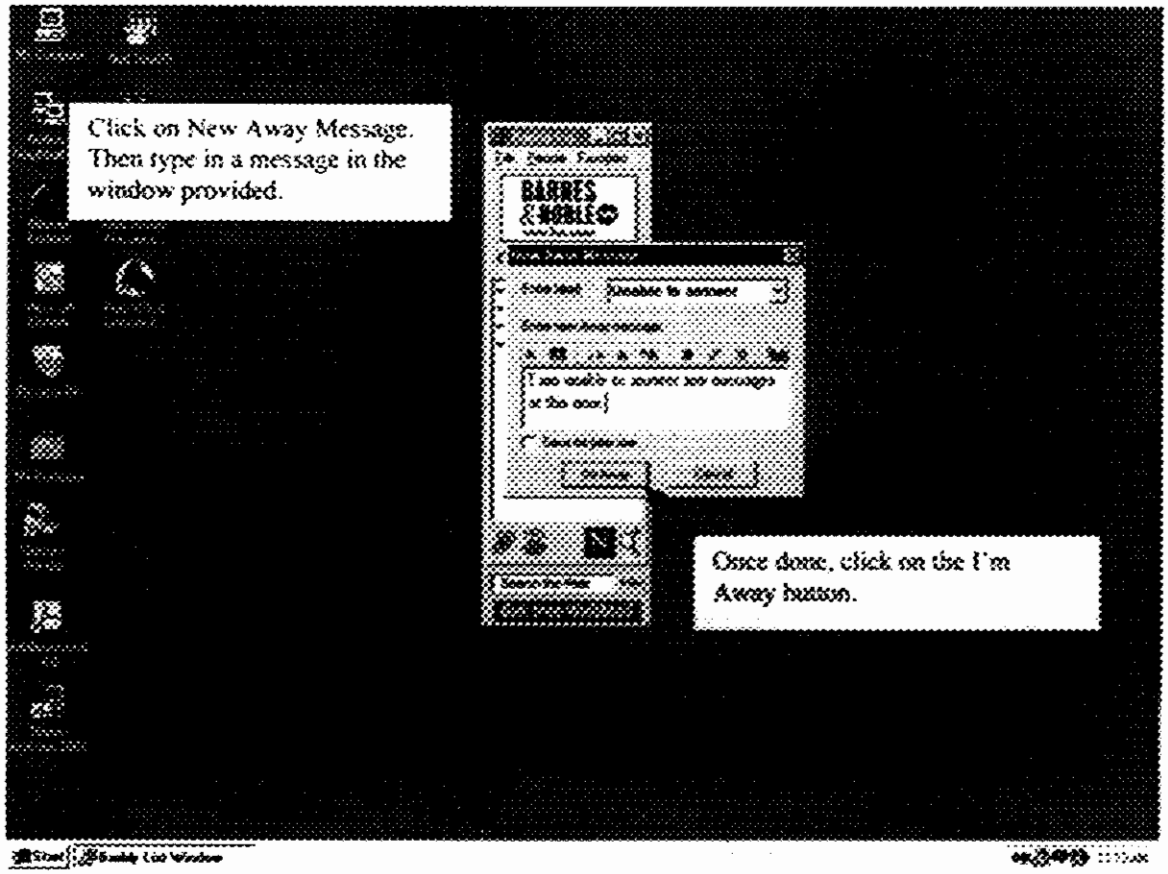
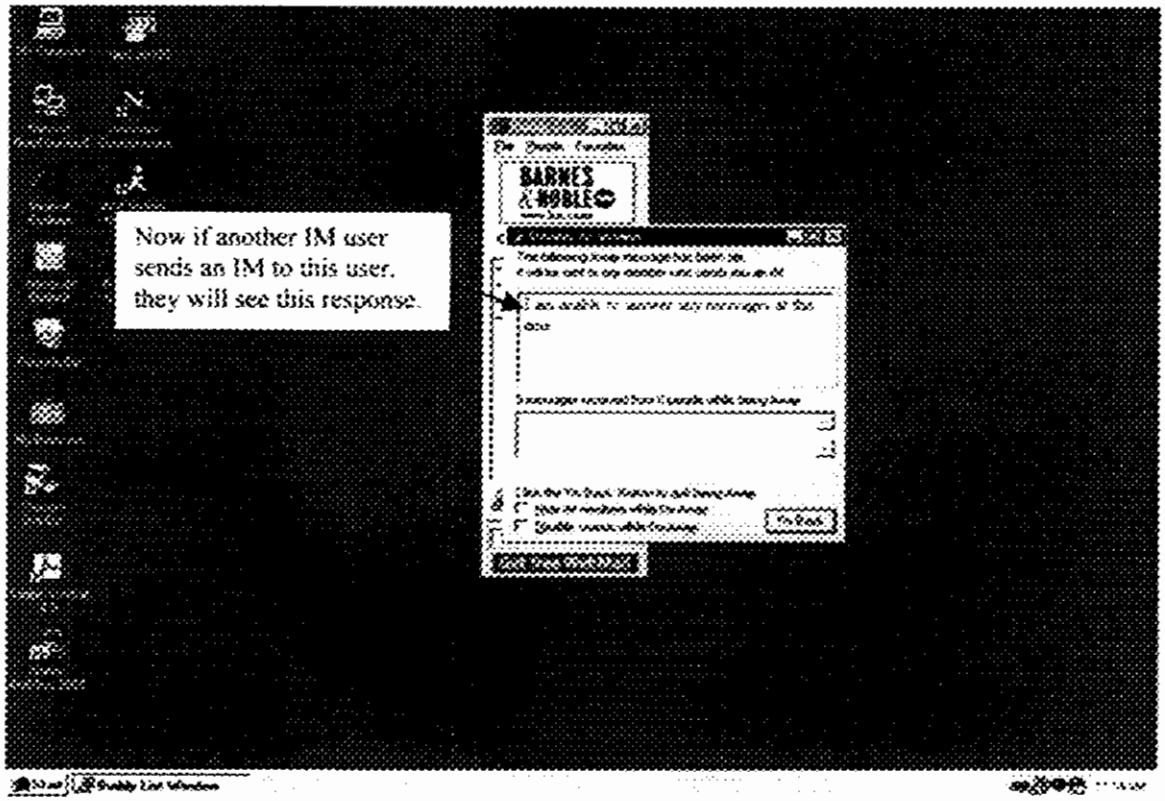
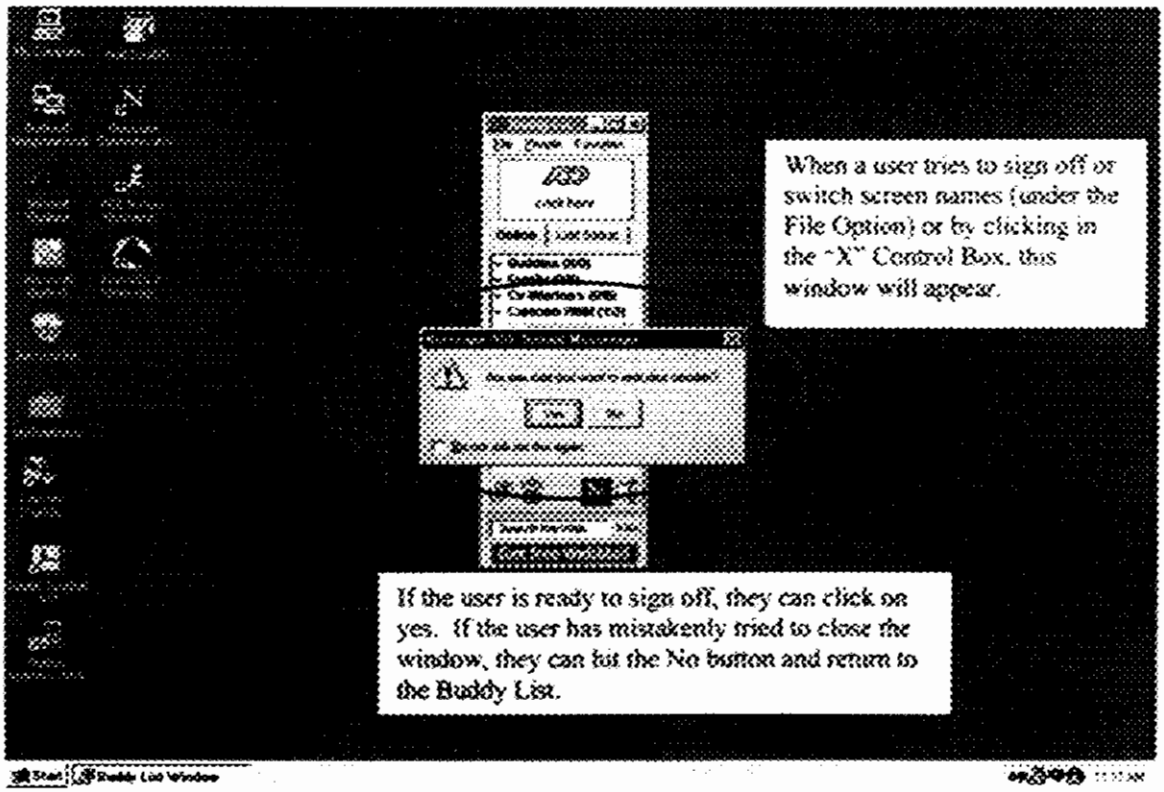

Under File, there is an option called "Away Message". If you must step away from the computer you can leave a message that you cannot answer IM's right then.


Click on New Away Message. Then type in a message in the window provided.
Once done, click on the I'm Away button.


Now if another IM user sends an IM to this user, they will see this response.


When a user tries to sign off or switch screen names (under the File Option) or by clicking in the "X" Control Box, this window will appear.
If the user is ready to sign off, they can click on yes. If the user has mistakenly tried to close the window, they can hit the No button and return to the Buddy List.

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If another user wants to create a screen name for the same AIM on the same workstation, then they click on "New User" in the screen name box and log on. This would be the screen they see so that they can register a different screen name.

Netscape Netscape AOL Instant Messenger

Select a Screen Name

Desired Screen Name*
Choose a Password
Retype Password to Confirm
E-mail Address

Register Now

AIM is also available to launch from the Netscape home page.

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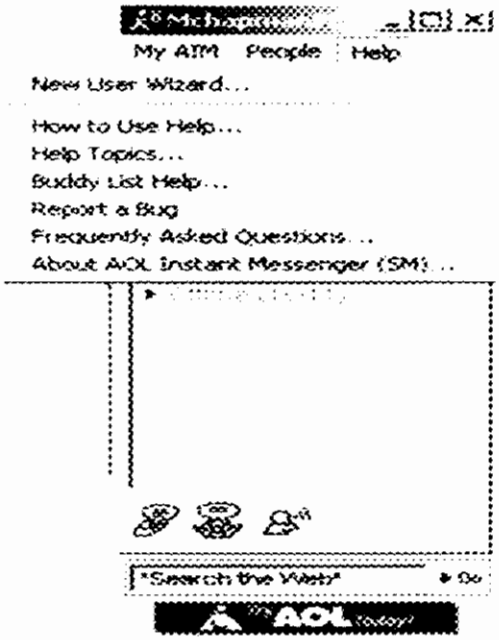
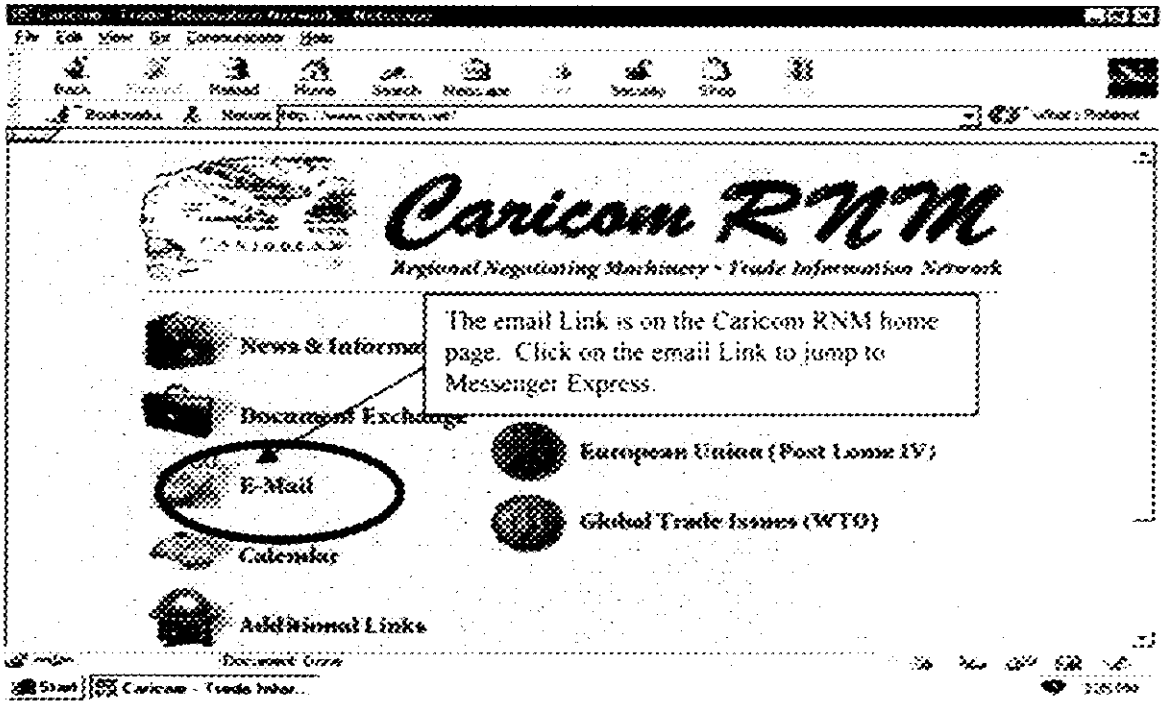
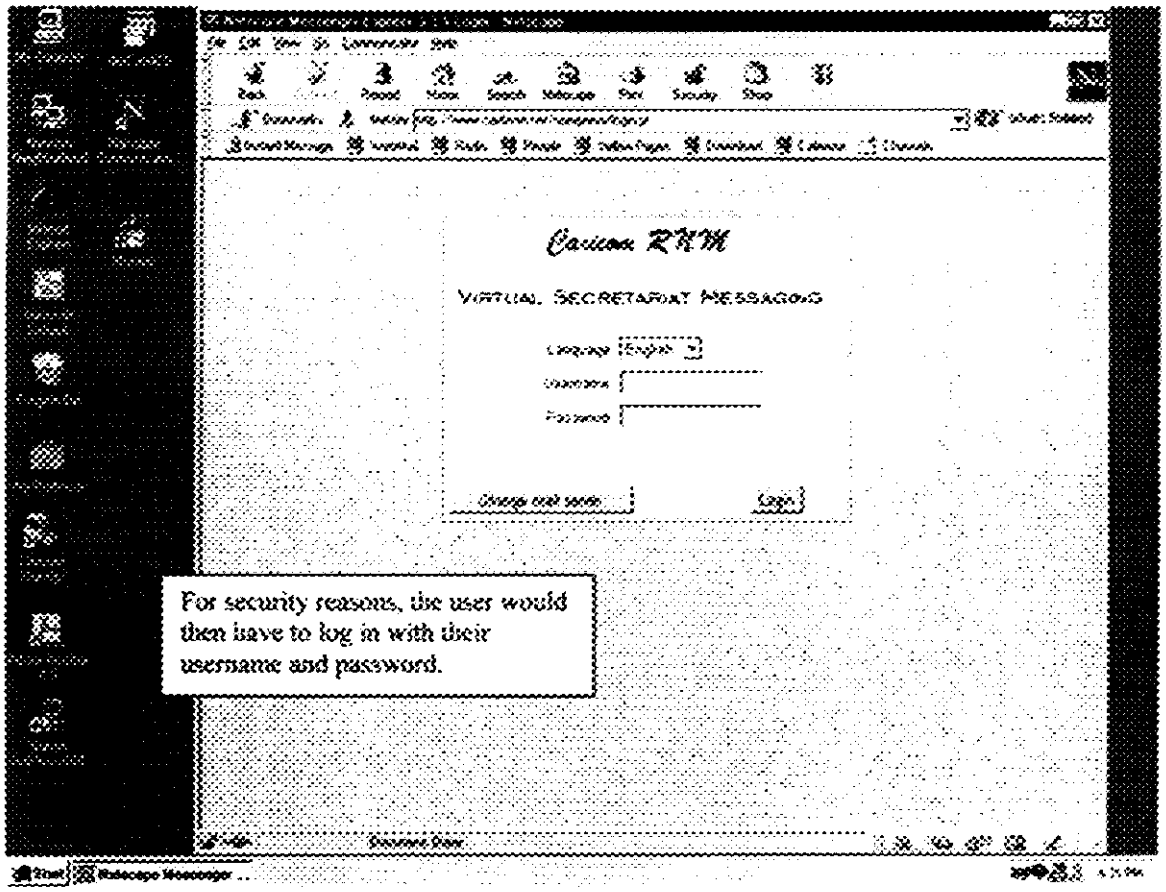
There is a lot of help available through the AIM program itself. By clicking on the Help option in the toolbar. This opens a window with several different options. A good tool is the first option, the New User Wizard to help get you started.



Messenger Express

Messenger Express is available through the Caricom web site and gives the user access to email from any Internet computer. With the richness of Outlook mail and the ease of using it from the desktop, most users will opt to check mail in Outlook. However, if away from the desk on travel, the Internet email will give them the opportunity to check and send their email.


Caricom RNM
Regional Negotiating Machinery - Trade Information Network
The email Link is on the Caricom RNM home page. Click on the email Link to jump to Messenger Express.
E-Mail
Calendar
Additional Links
European Union (Post Lome IV)
Global Trade Issues (WTO)


Caricom RNM
VIRTUAL SECRETARIAT MESSAGING
For security reasons, the user would then have to log in with their username and password.

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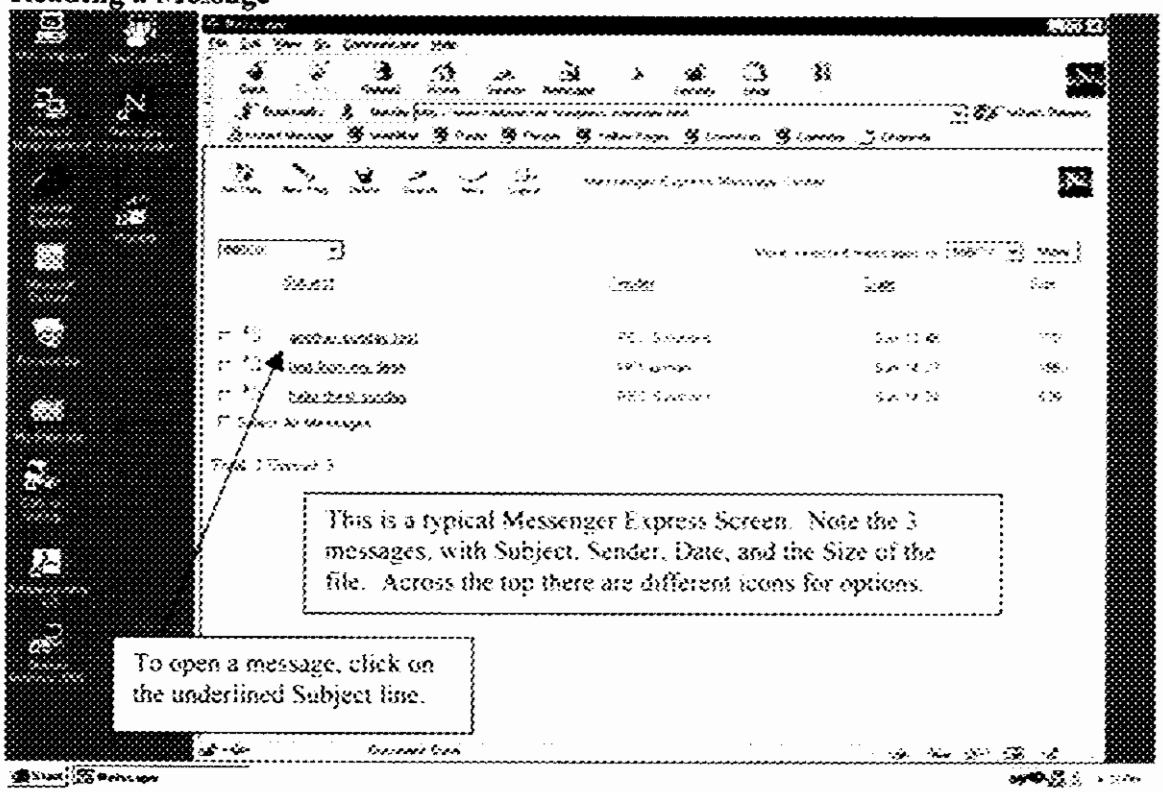
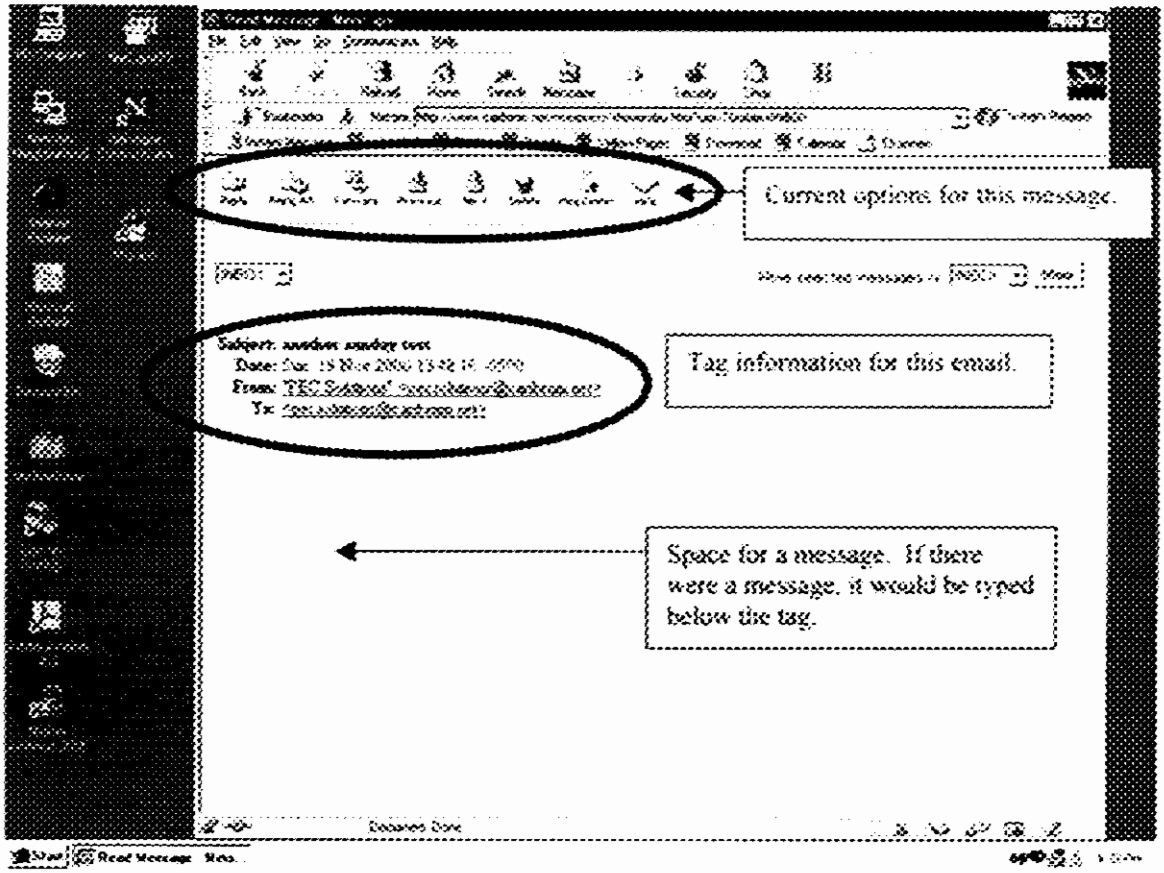
Reading a Message

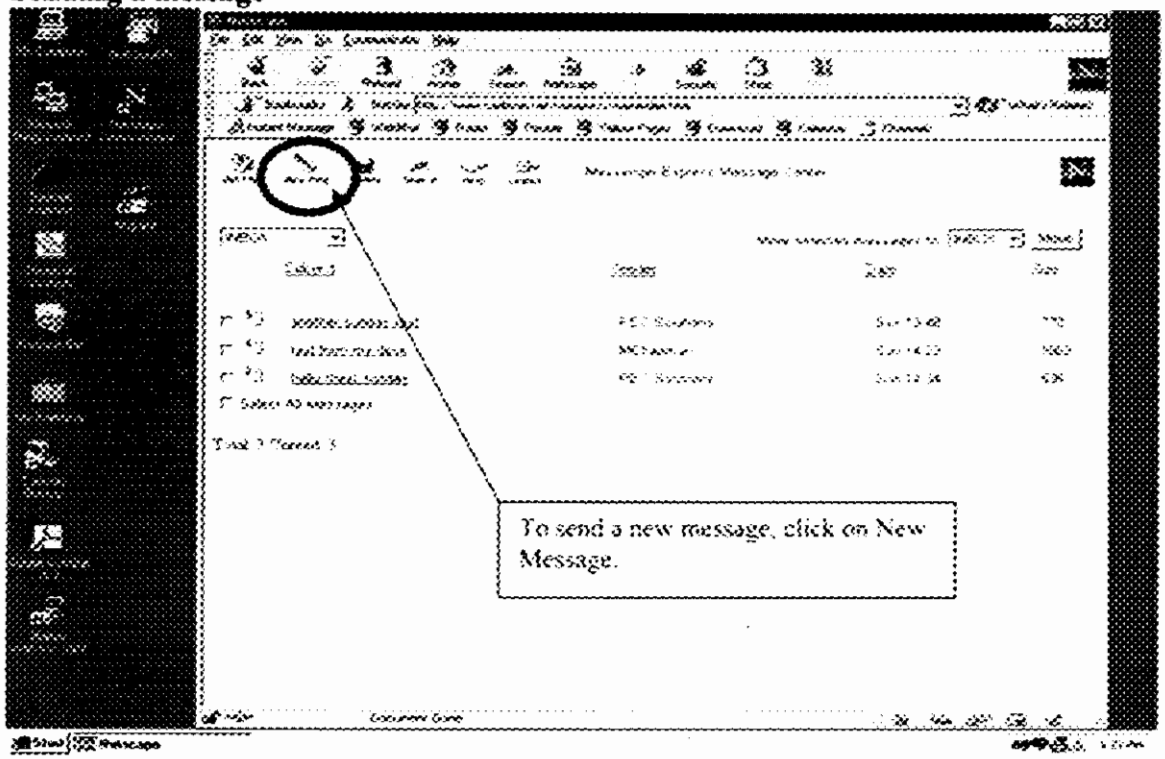


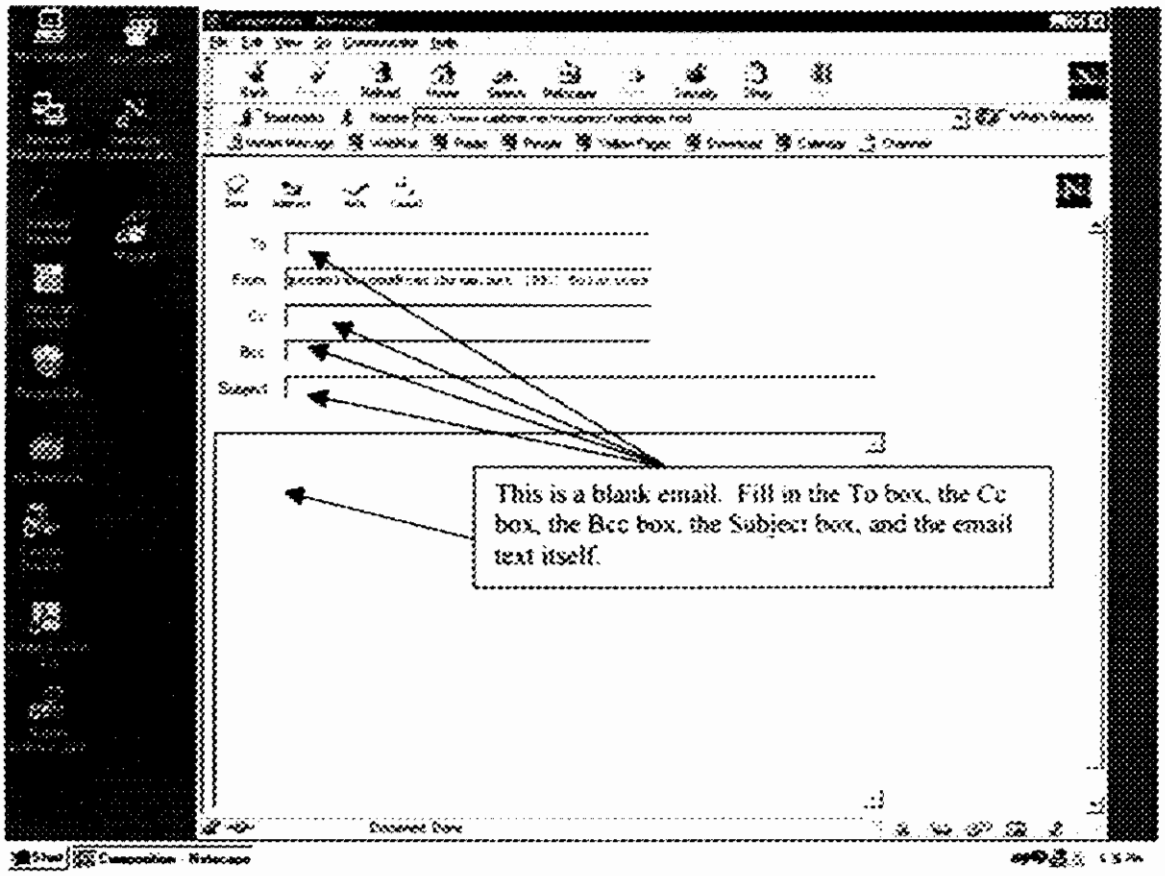


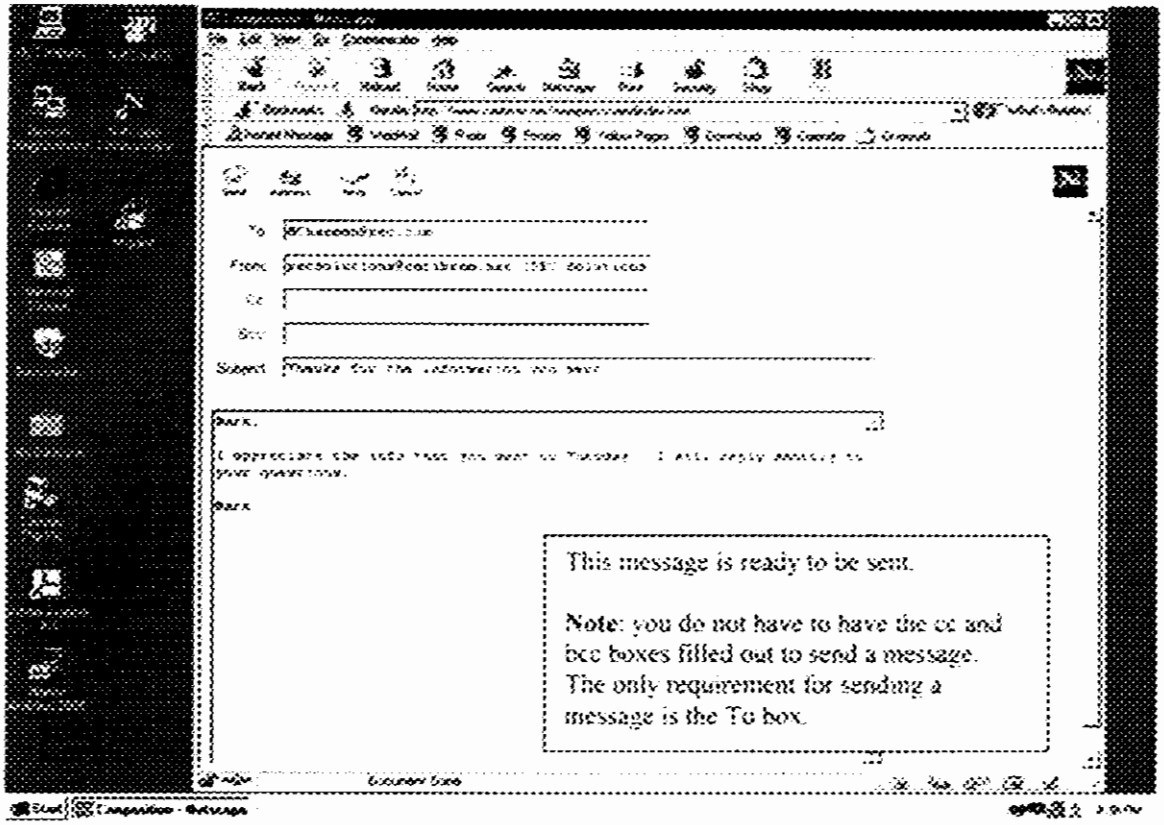
To close the message, there are two options. First is to click on the Back button in the browser toolbar. Second is a click on the icon for the Msg Center.

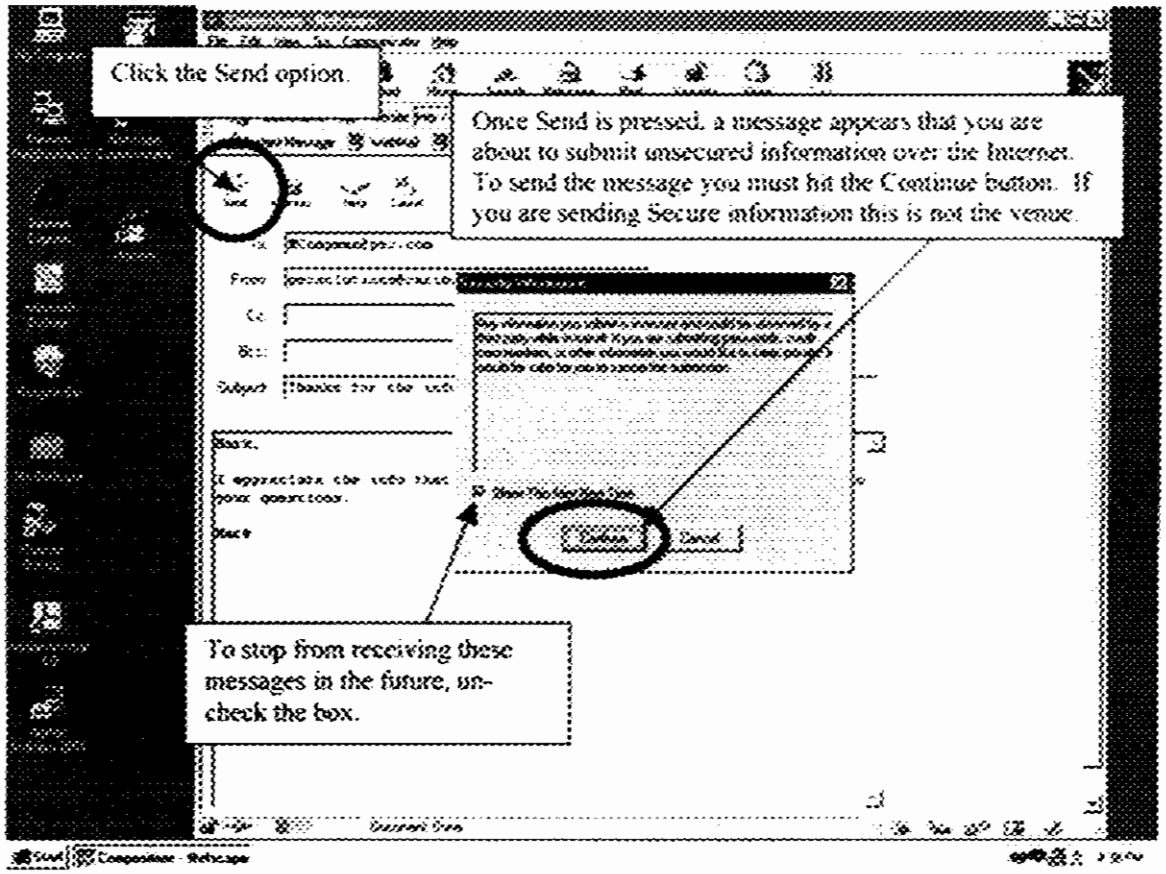
The user is returned to the main Messenger page. When the user has read a file, the color of the text will change. In this case, it has changed from blue to purple (although in black and white text it does not show). The icon in front of the message also shows an opened letter with a sheet of paper.

Sending a message






This message is ready to be sent.
Note: you do not have to have the cc and bcc boxes filled out to send a message. The only requirement for sending a message is the To box.

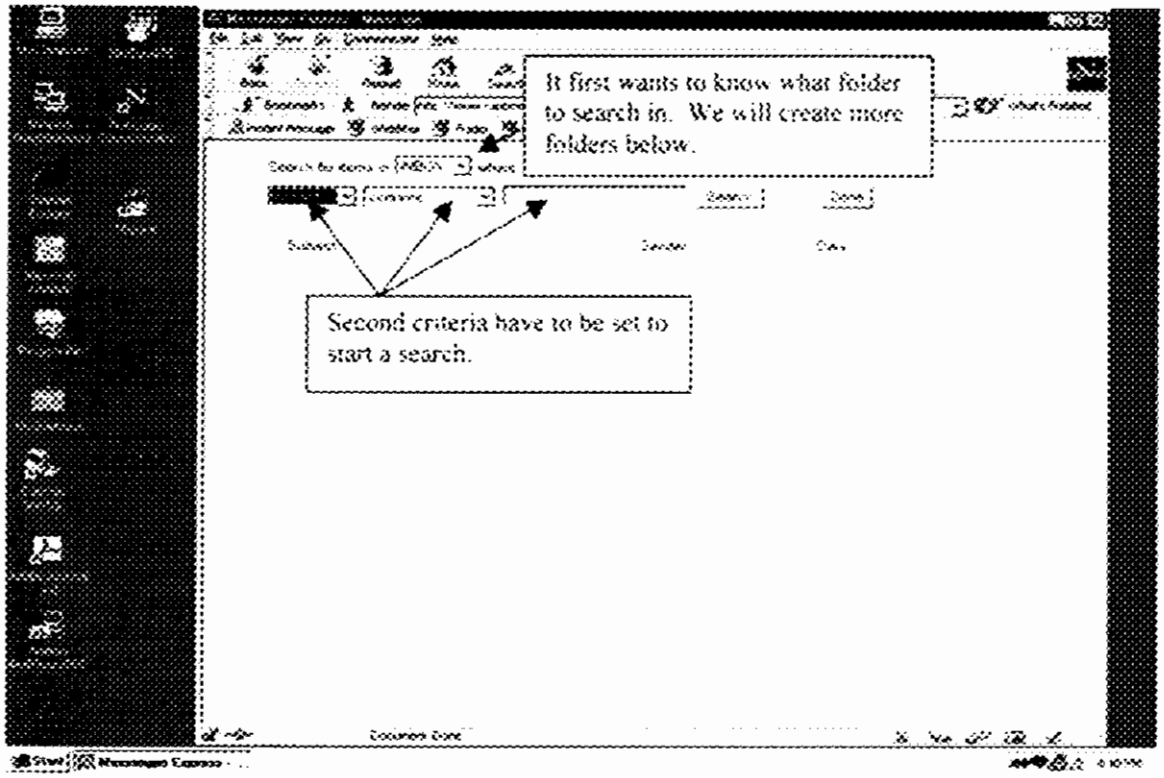

Click the Send option.
Once Send is pressed, a message appears that you are about to submit unsecured information over the Internet. To send the message you must hit the Continue button. If you are sending Secure information this is not the venue.
To stop from receiving these messages in the future, un-check the box.

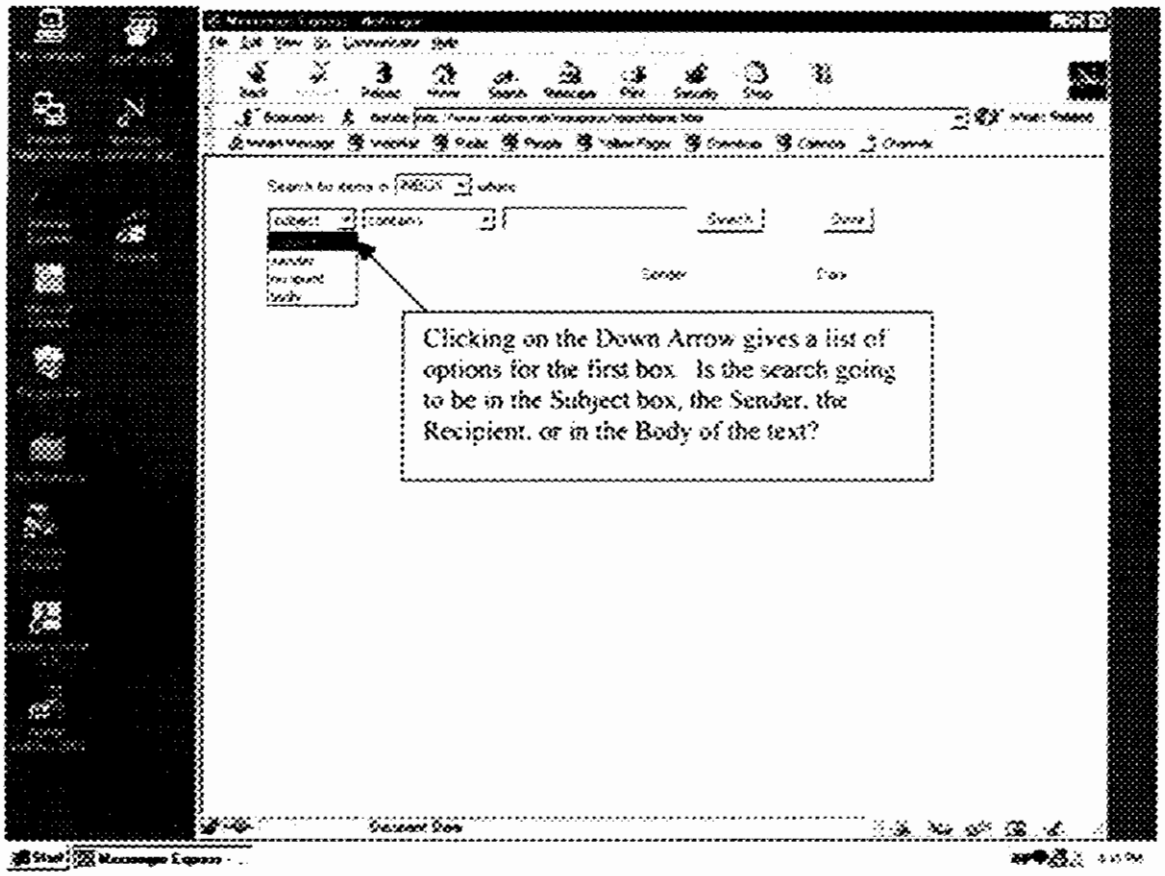
Delete a Message

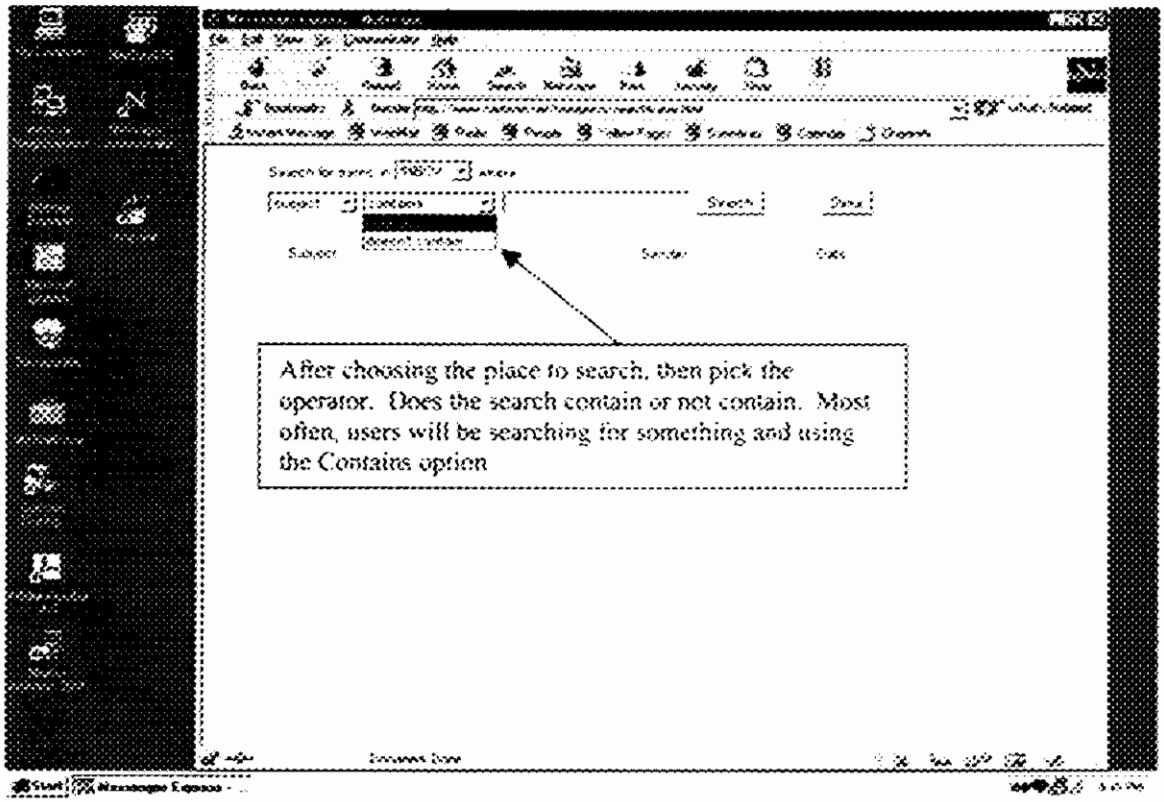
To delete a message, first check the box to the left of the message to be deleted. (Note: Multiple messages could be deleted by checking multiple boxes.) Once the box(es) is checked, then click on the delete icon at the top of the window.

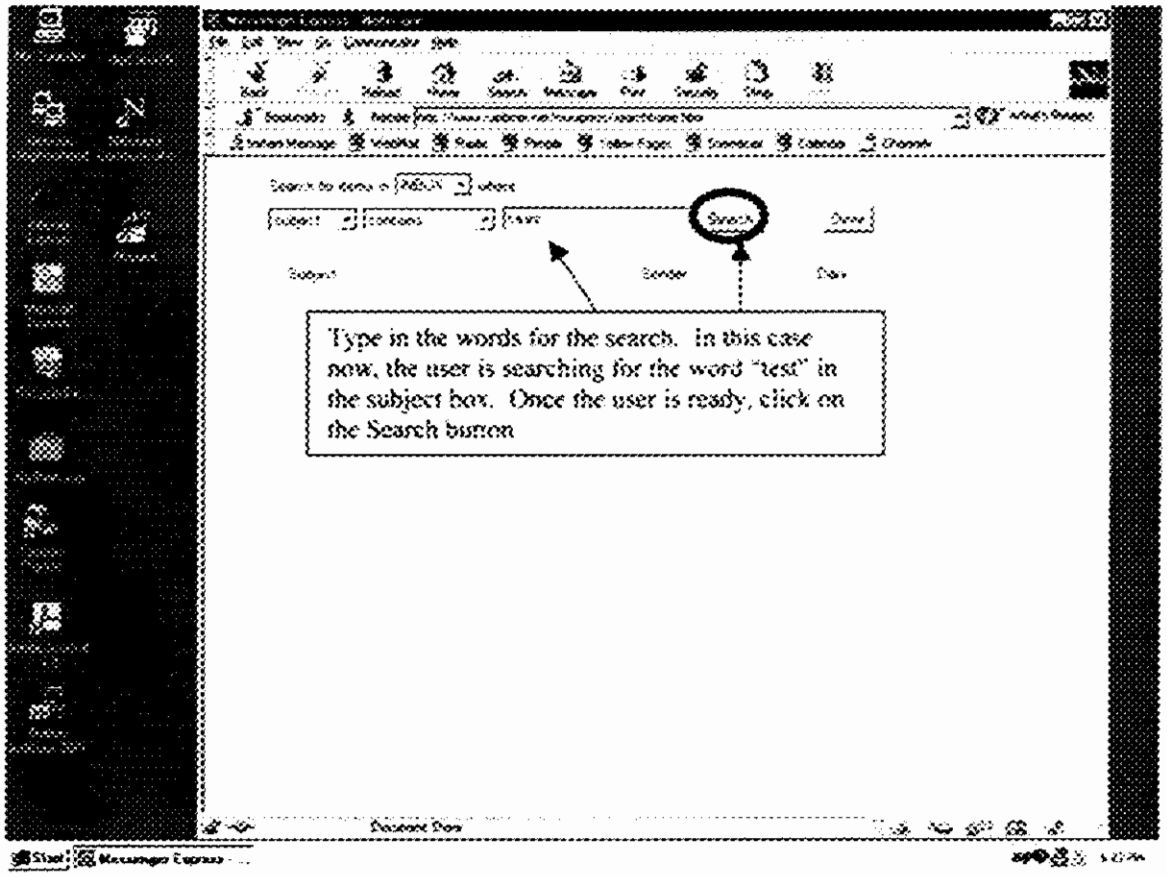
Search

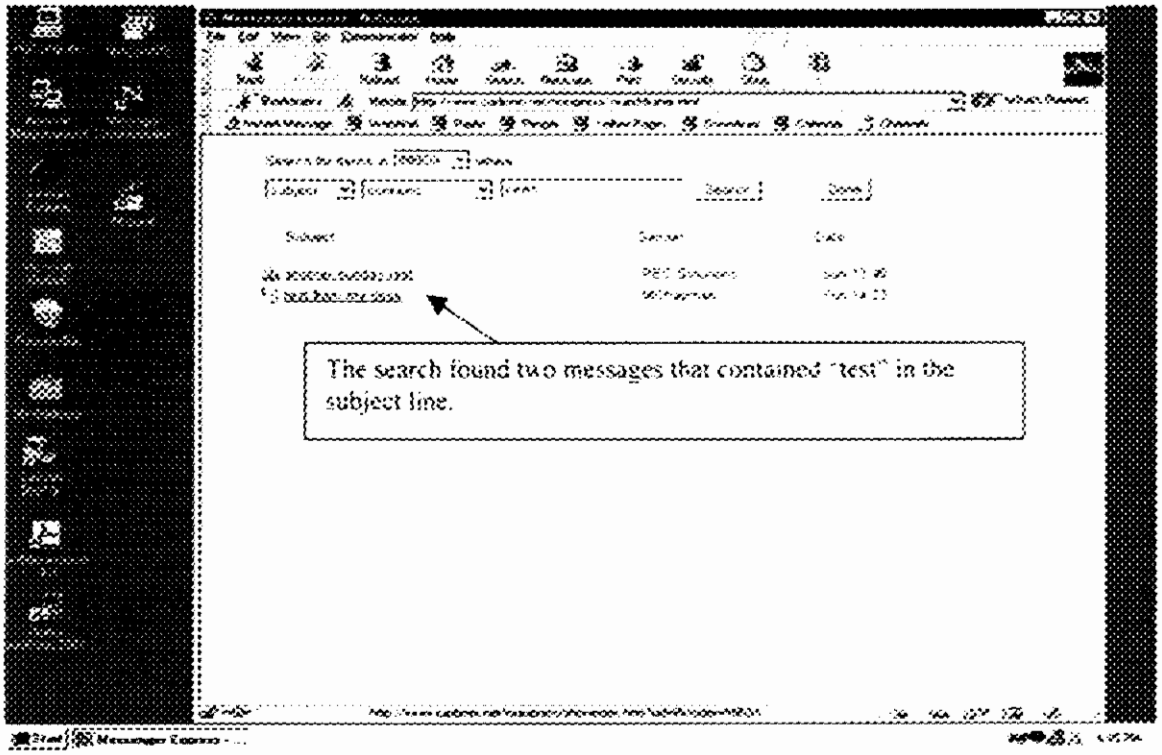
To search for a message, click on the search icon.


It first wants to know what folder to search in. We will create more folders below.
Second criteria have to be set to start a search.


Clicking on the Down Arrow gives a list of options for the first box. Is the search going to be in the Subject box, the Sender, the Recipient, or in the Body of the text?

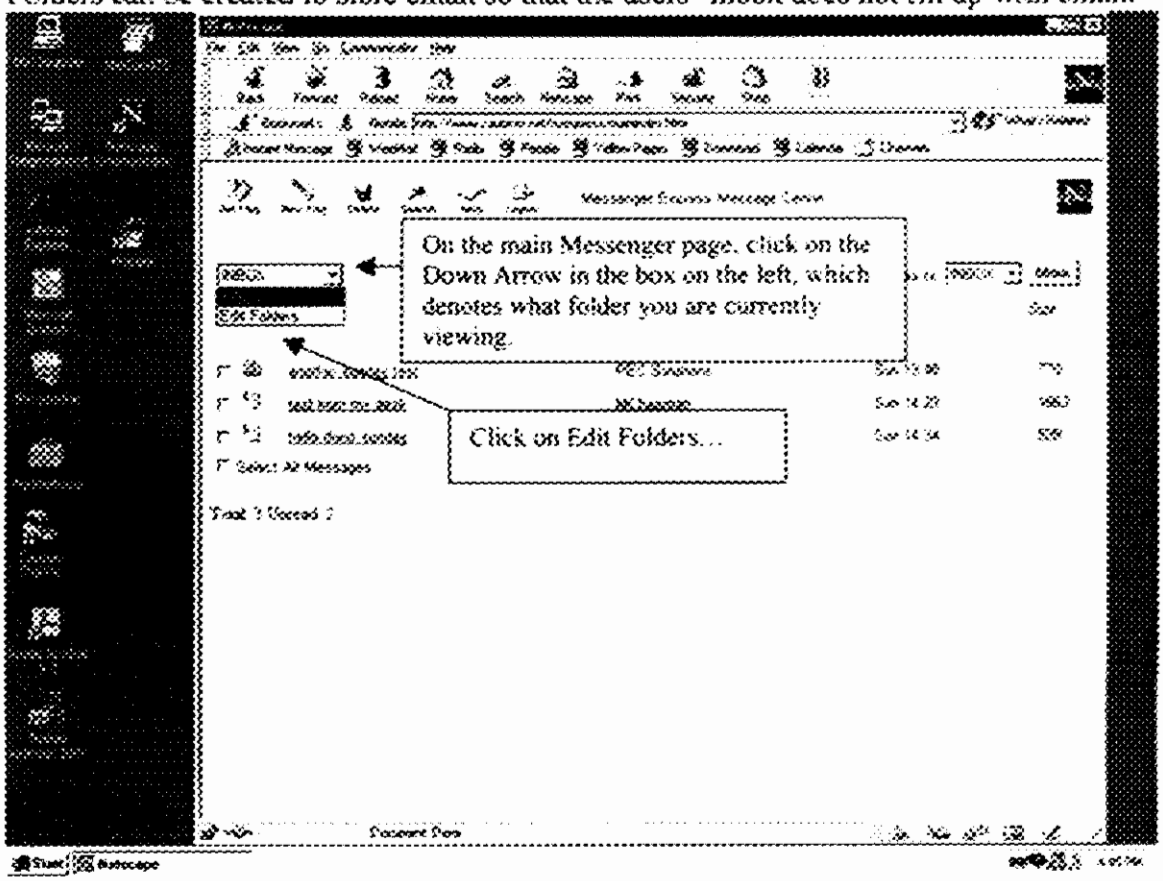

After choosing the place to search, then pick the operator. Does the search contain or not contain. Most often, users will be searching for something and using the Contains option


Type in the words for the search. In this case now, the user is searching for the word "test" in the subject box. Once the user is ready, click on the Search button



Inbox and Folders

Folders can be created to store email so that the users' Inbox does not fill up with email.



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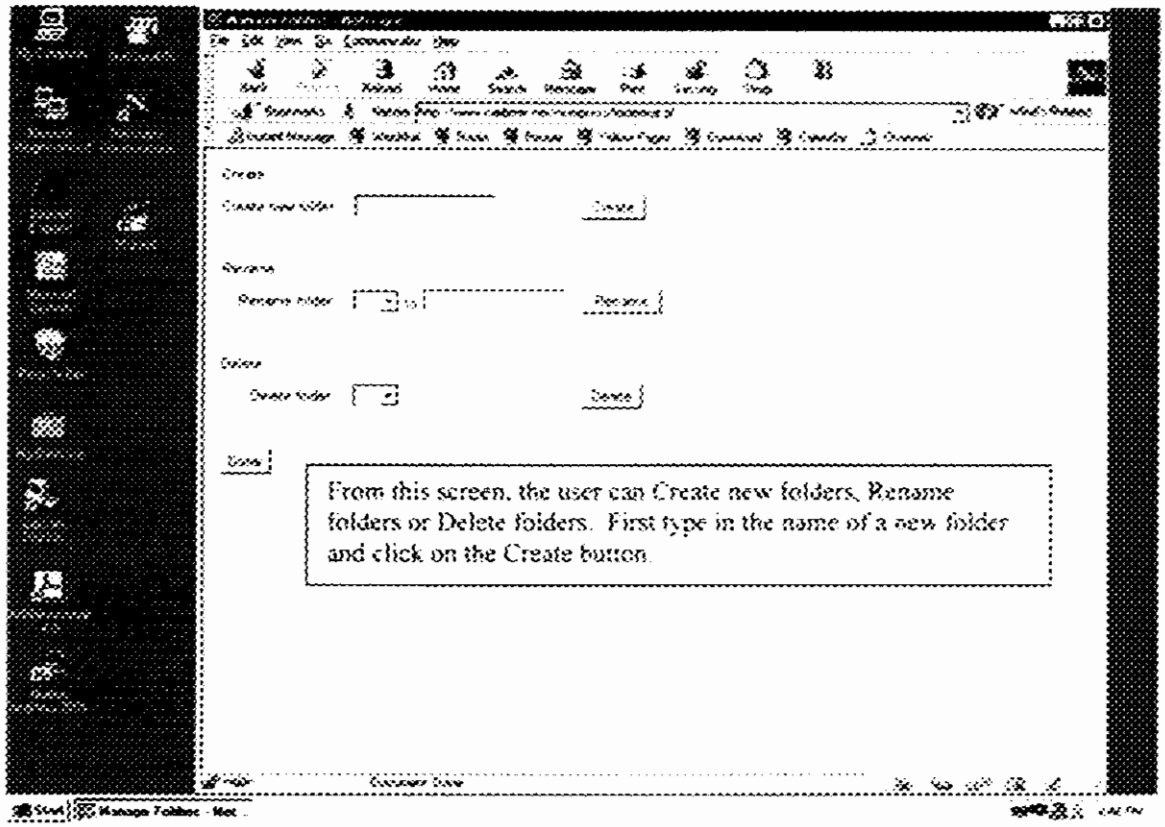
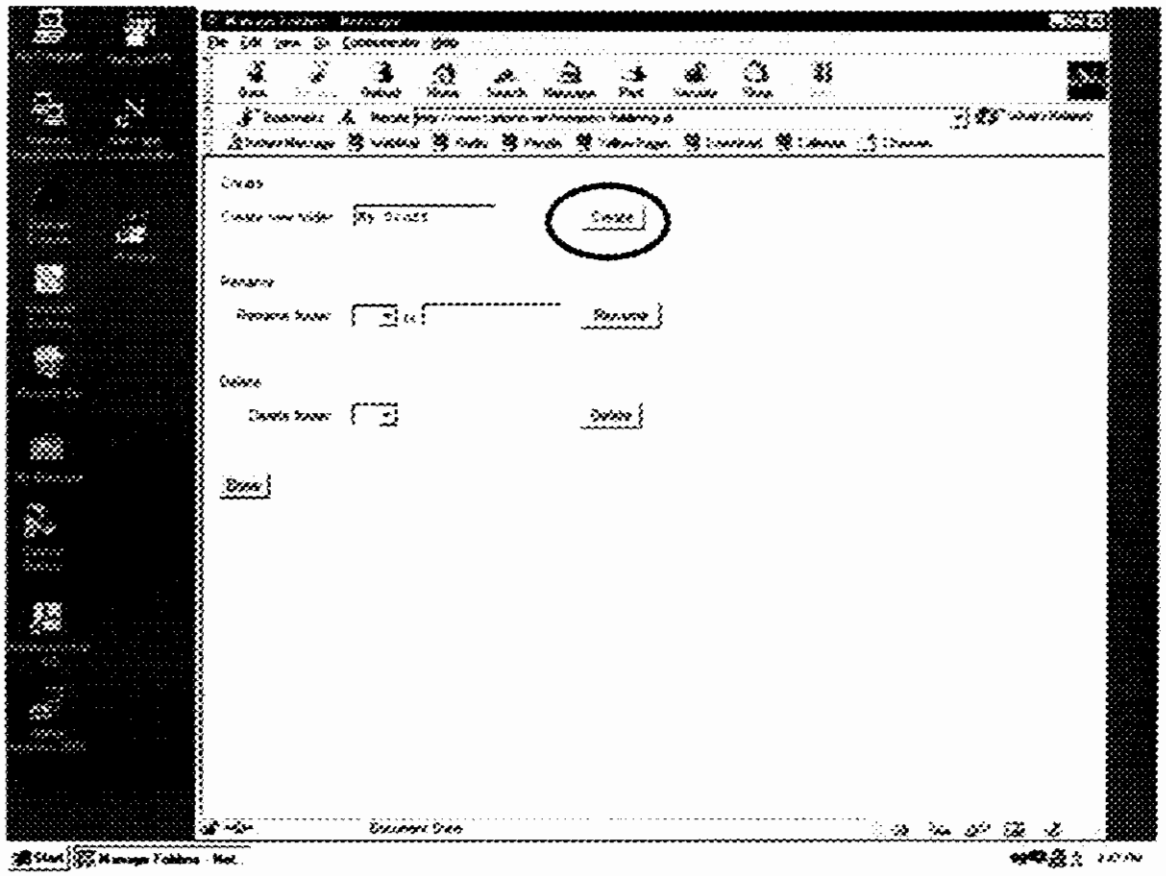
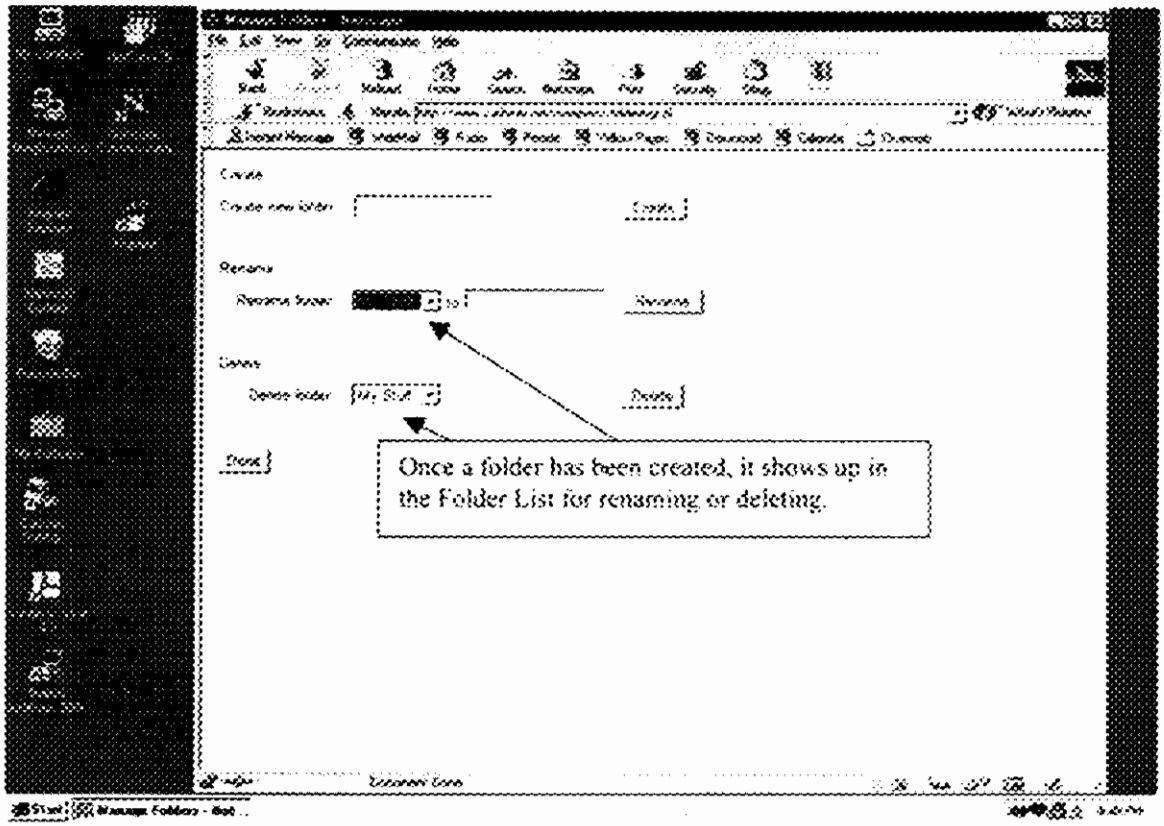
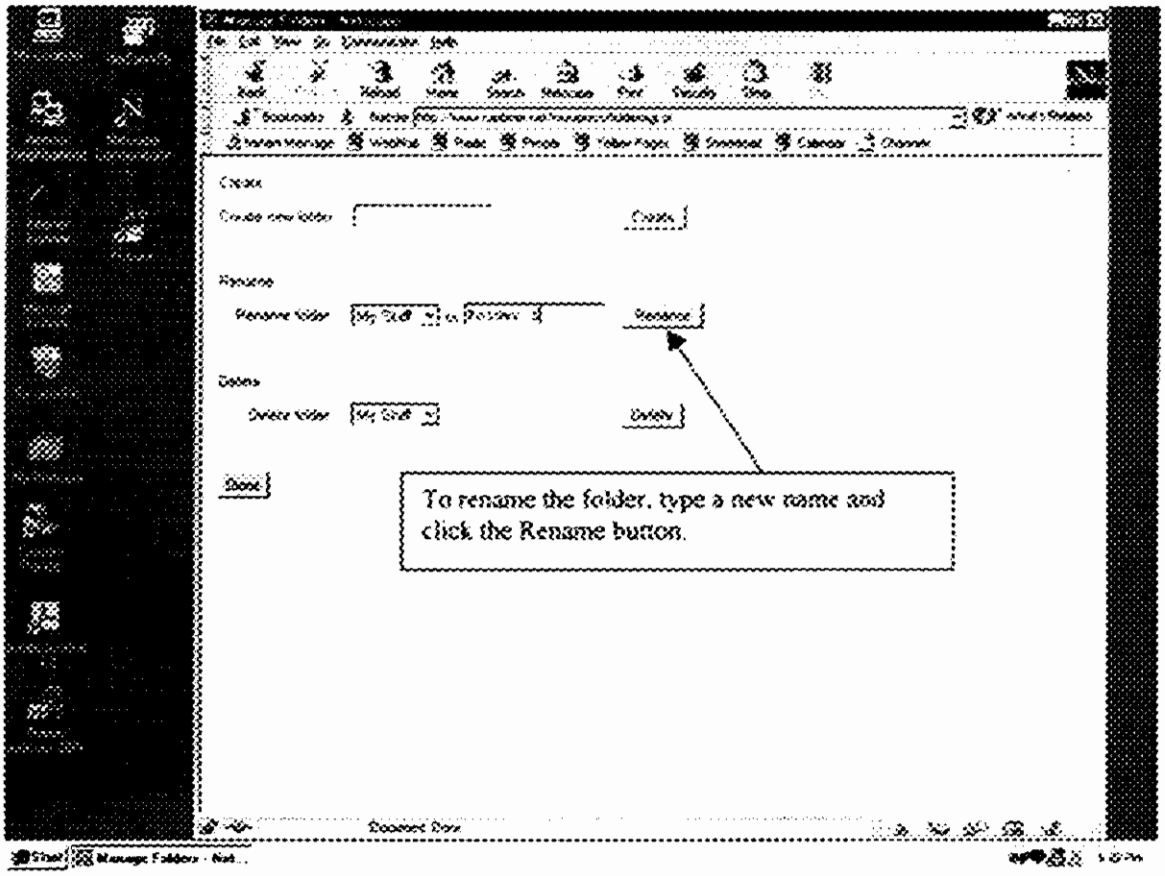
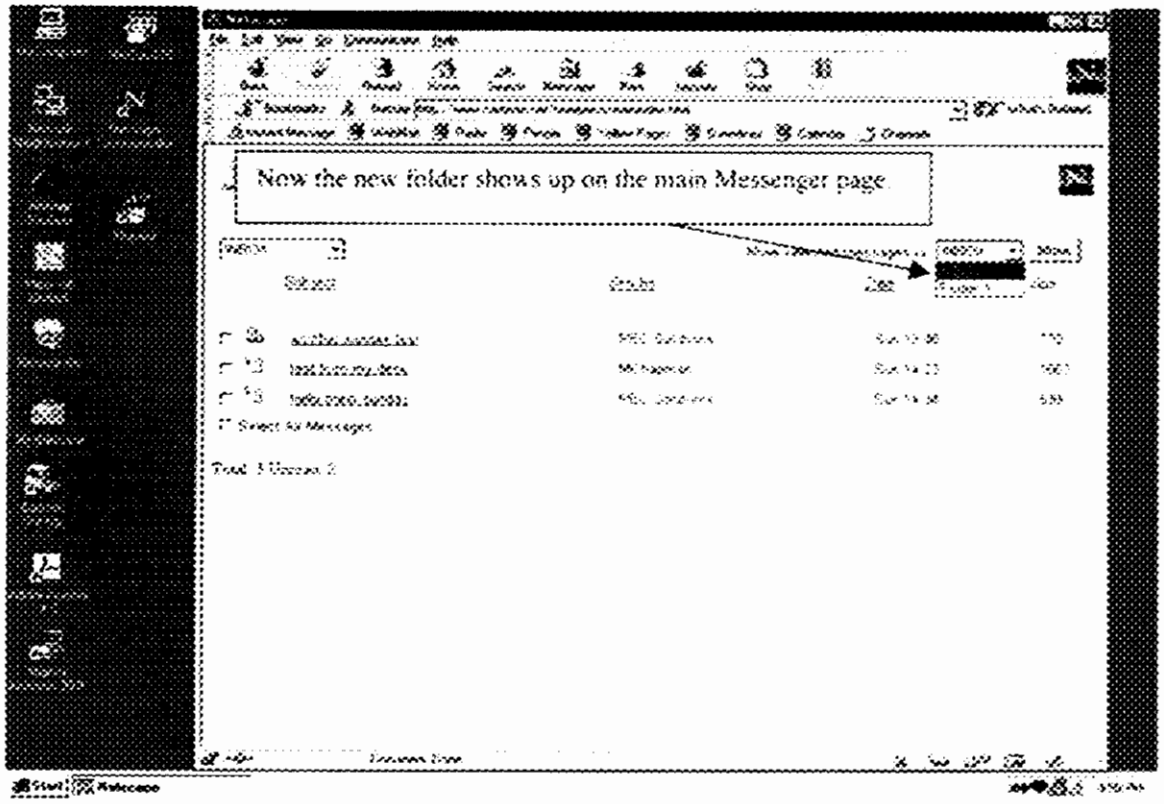
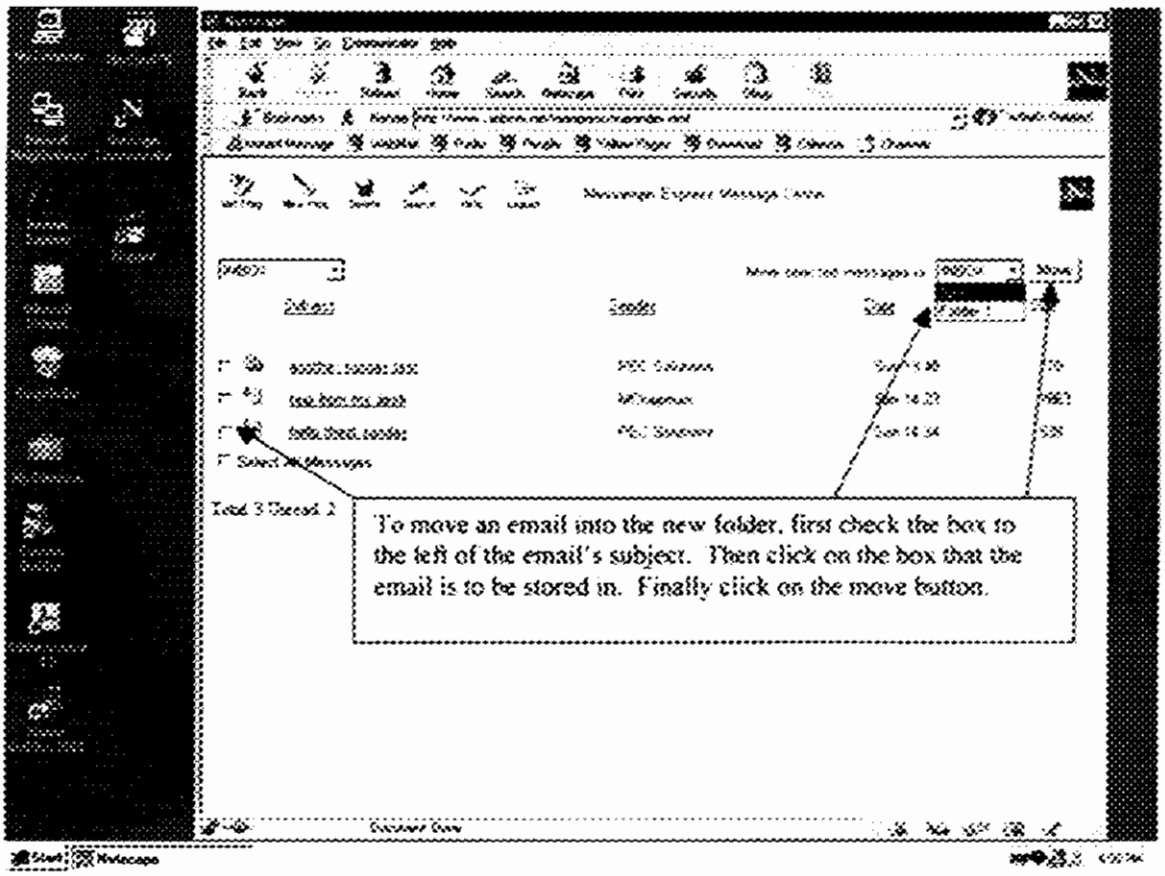

From this screen, the user can Create new folders, Rename folders or Delete folders. First type in the name of a new folder and click on the Create button.



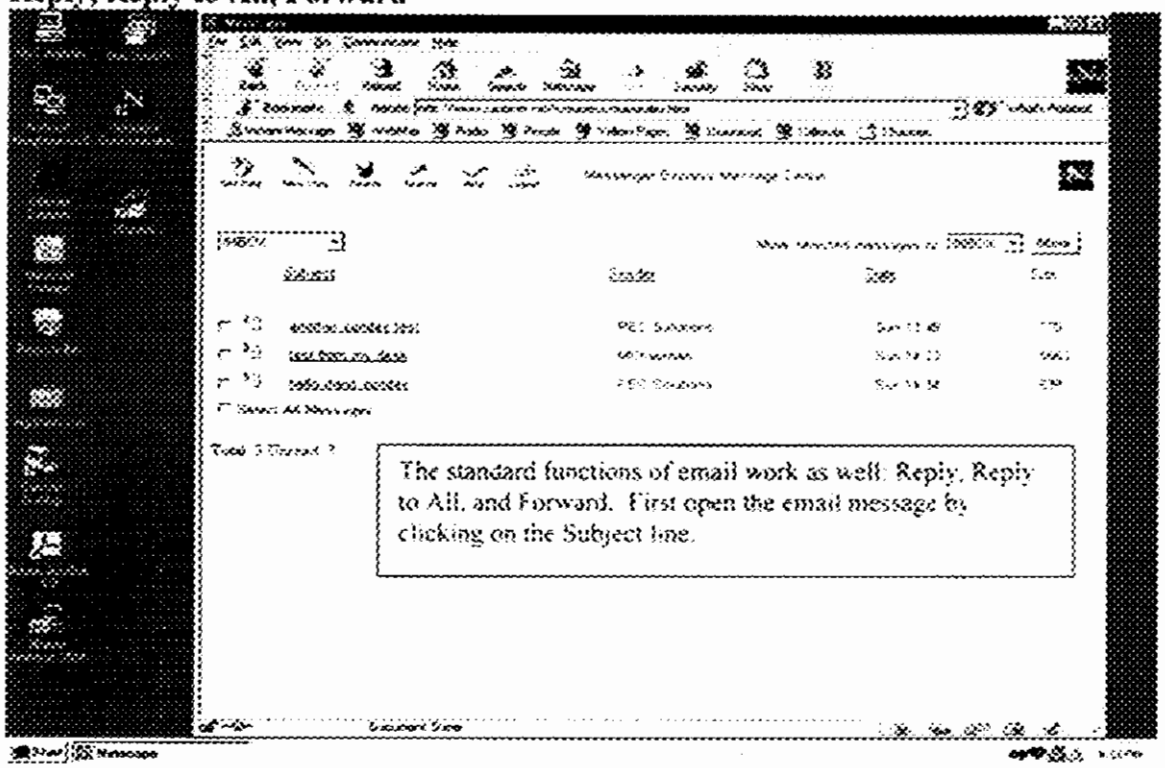

Once a folder has been created, it shows up in the Folder List for renaming or deleting.

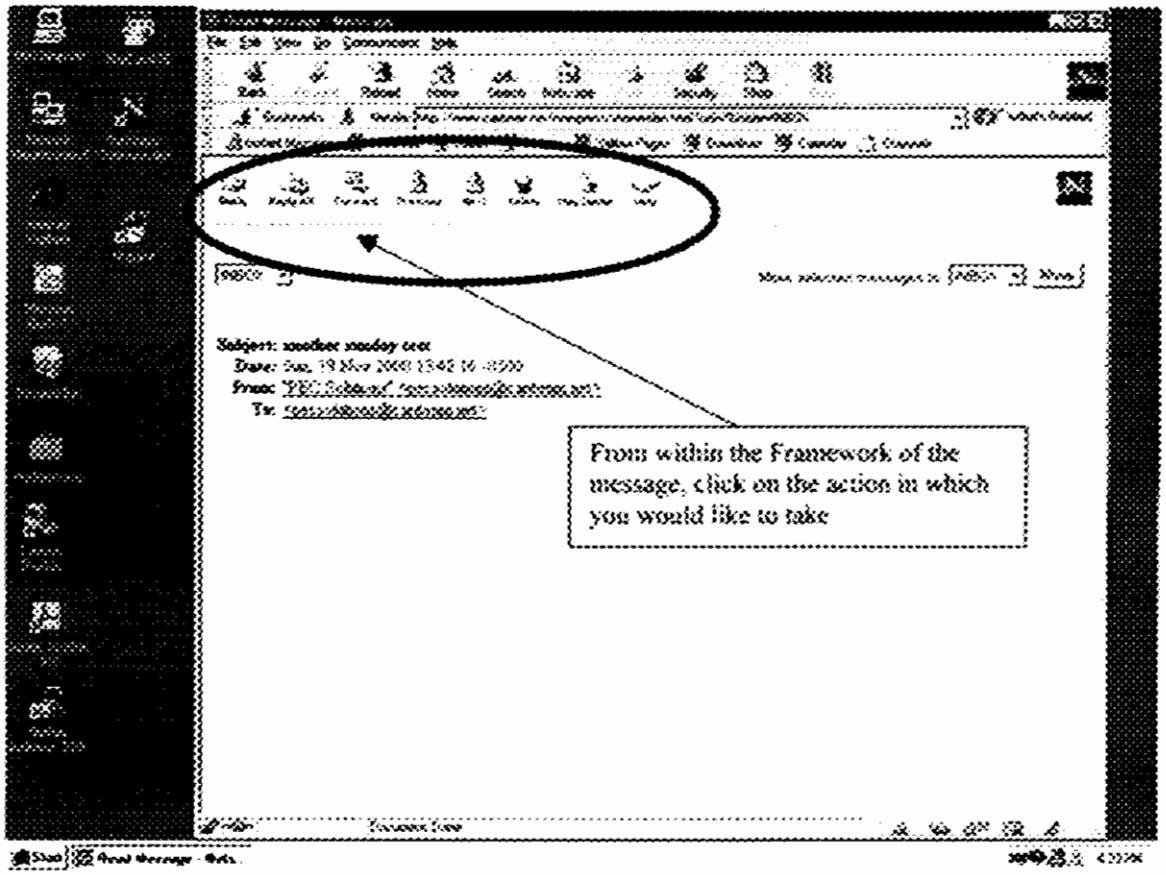

To rename the folder, type a new name and click the Rename button.

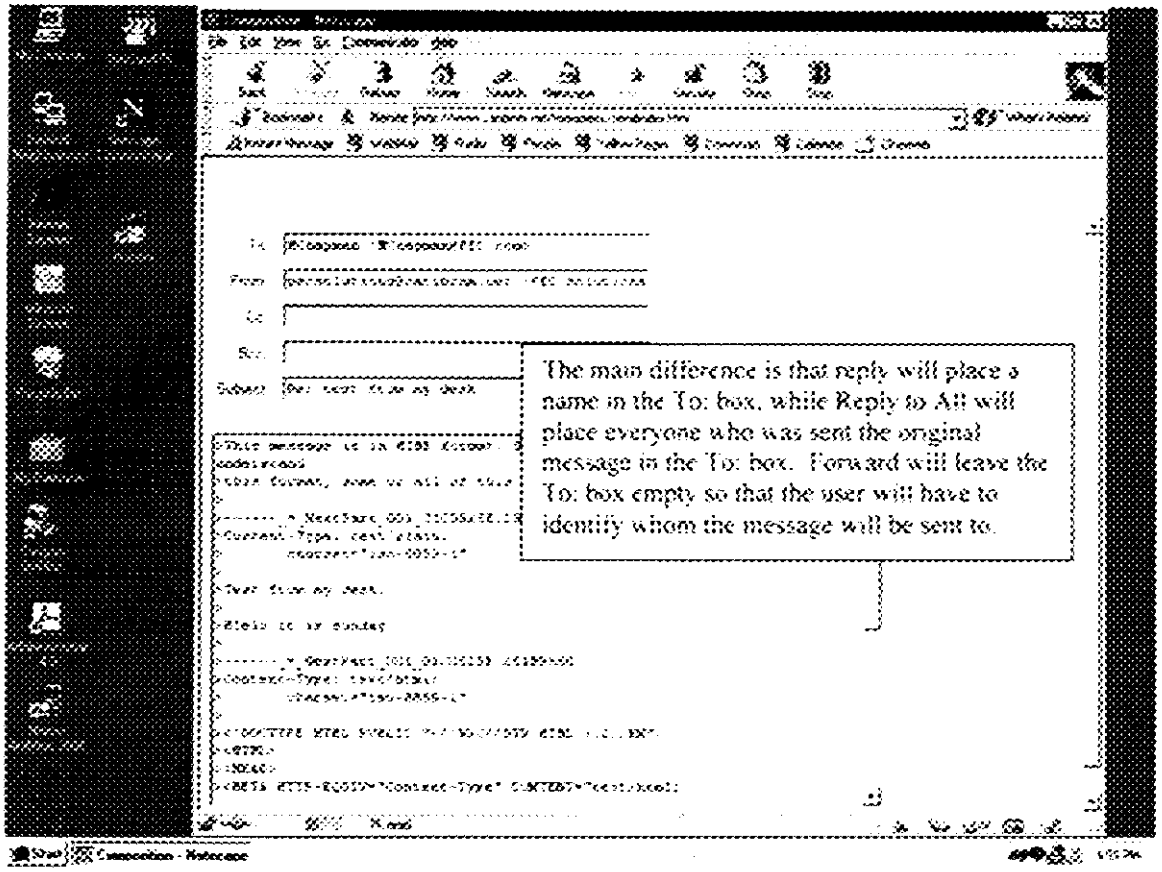

Now the new folder shows up on the main Messenger page


To move an email into the new folder, first check the box to the left of the email's subject. Then click on the box that the email is to be stored in. Finally click on the move button.

Reply, Reply to All, Forward





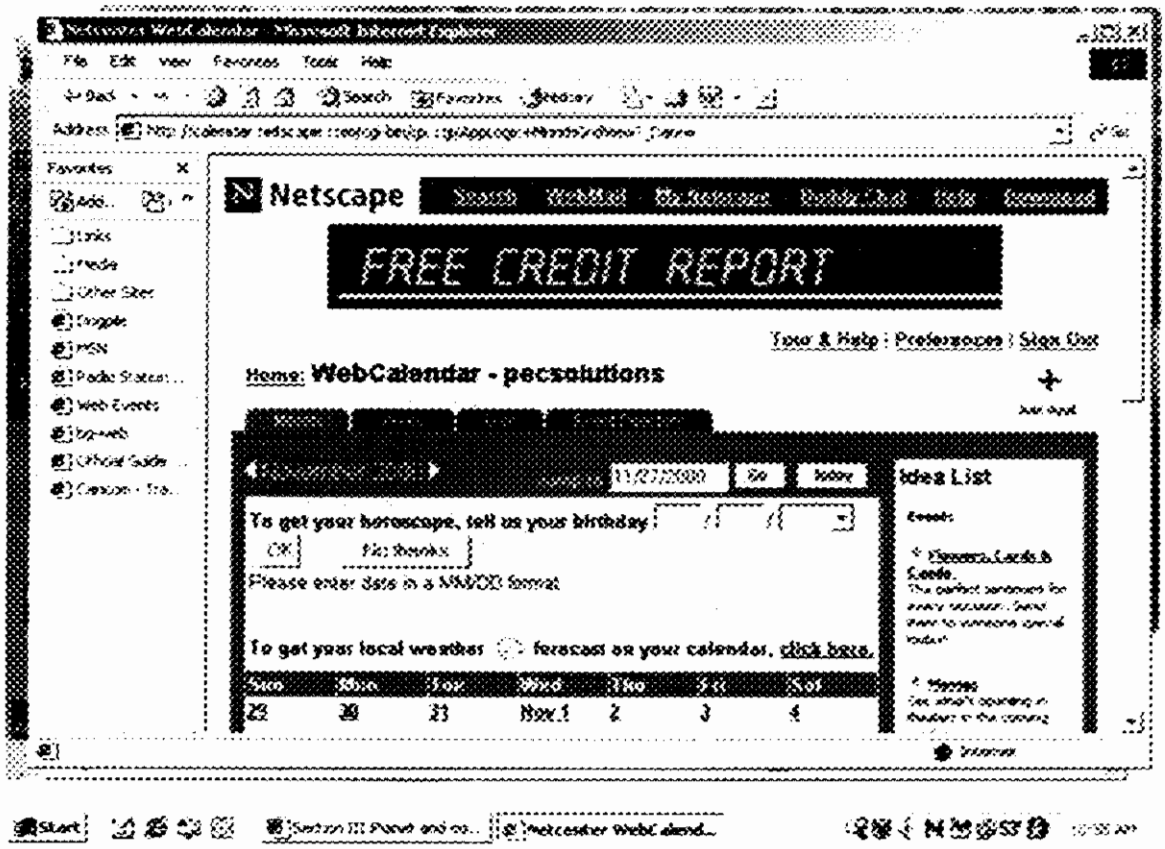


Calendar Express

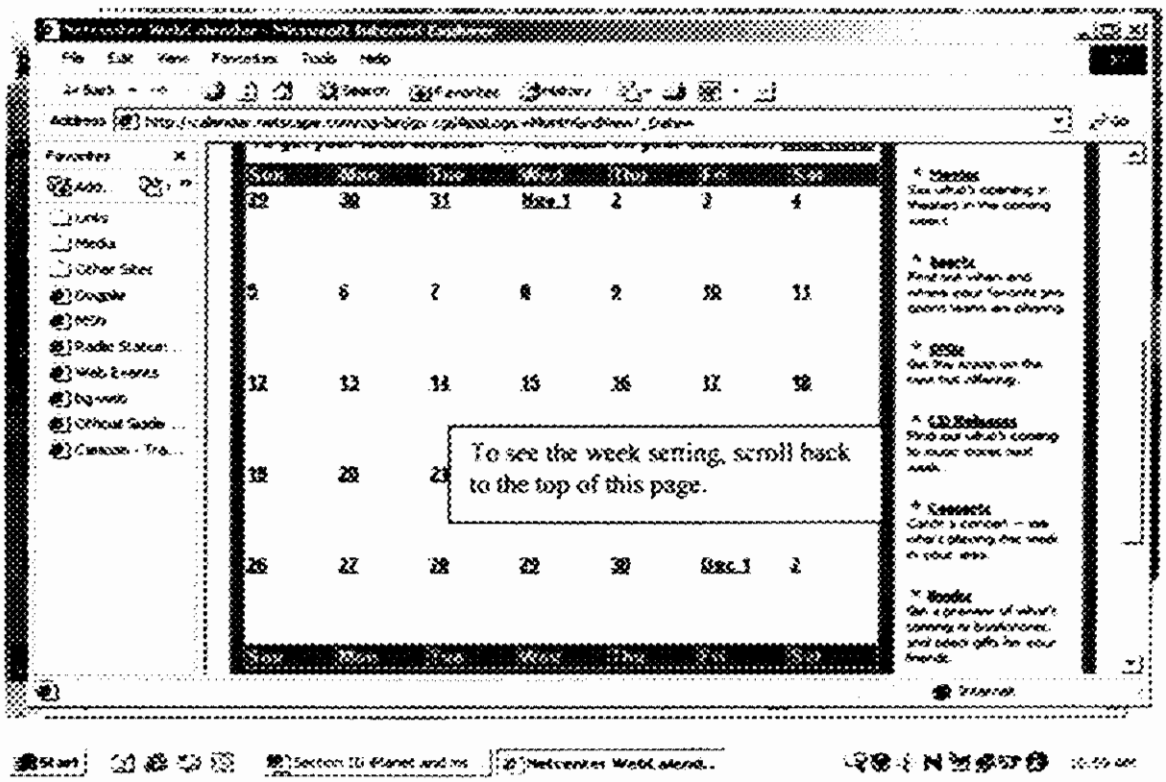
Of the web options for iPlanet, this will probably be used the least of all. Outlook Calendar is a much stronger calendar function and most users will find it easier to use. The Calendar Express is not linked with Outlook at the current time (this may be linked in the future if the capability exists when the new system is installed). The representation below is directly from the Netscape web page and may vary from the actual product when installed through the Caricom server. During the calendar portion we will cover:

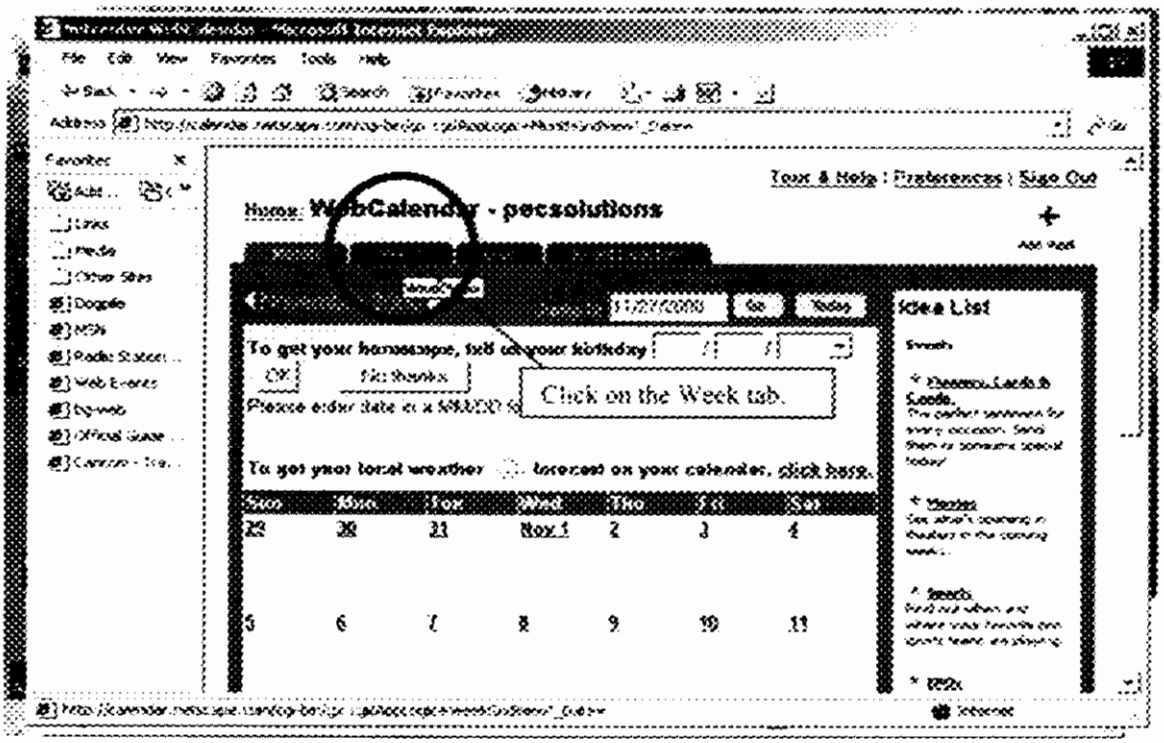
- View Month, Week, Day
- Setting appointments
- Jump to specific dates

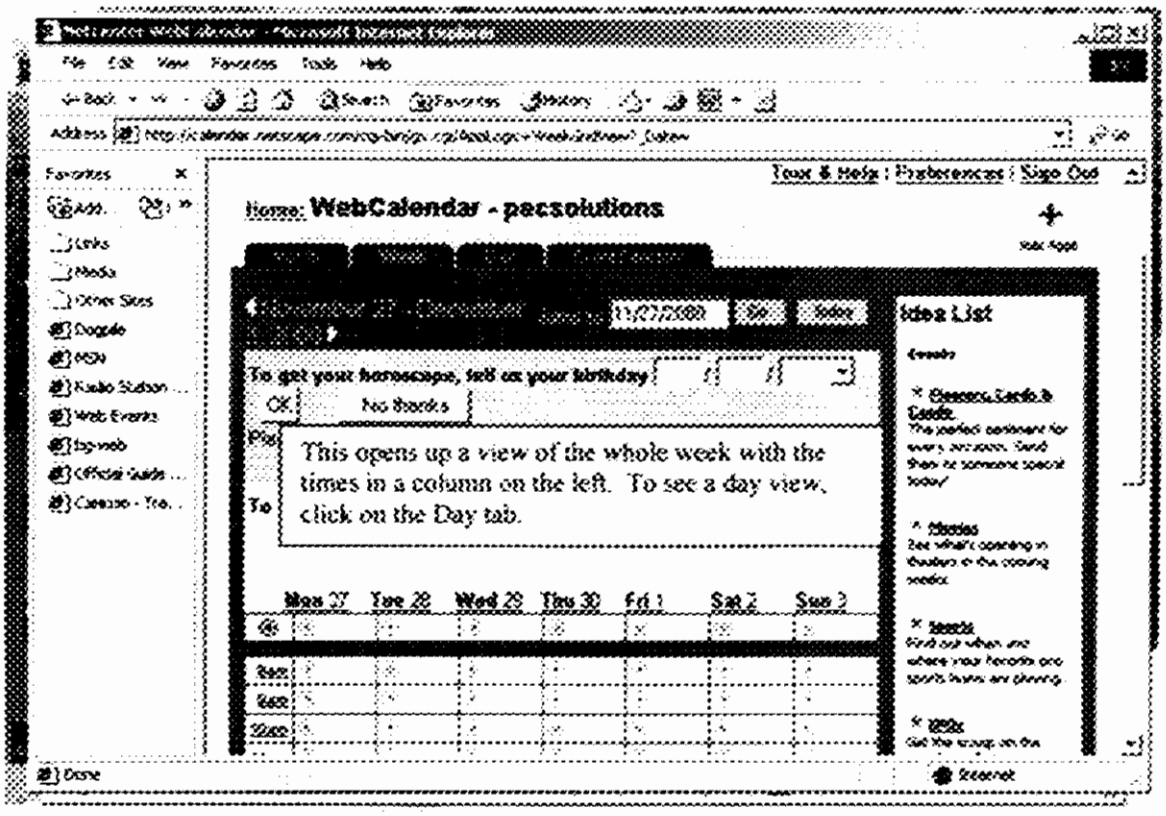
The first view that appears is the monthly view.

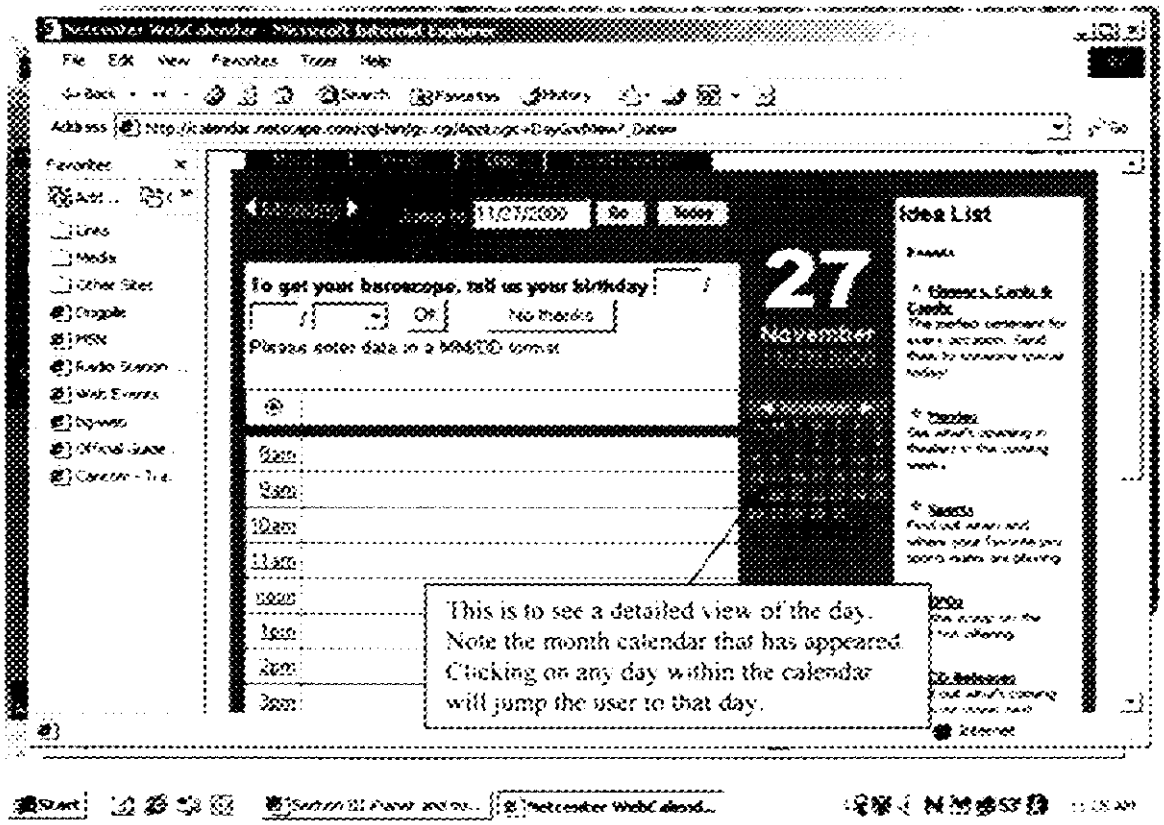


Of course to see the whole window, the user will have to scroll down.

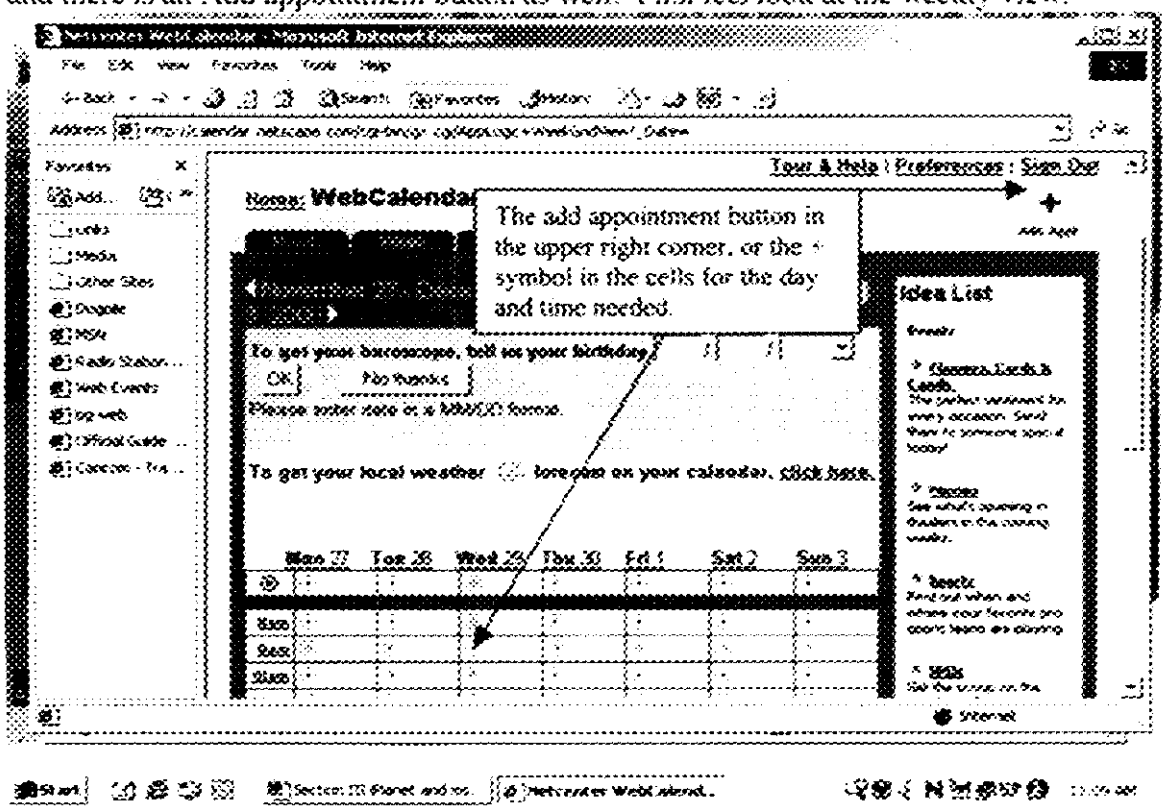


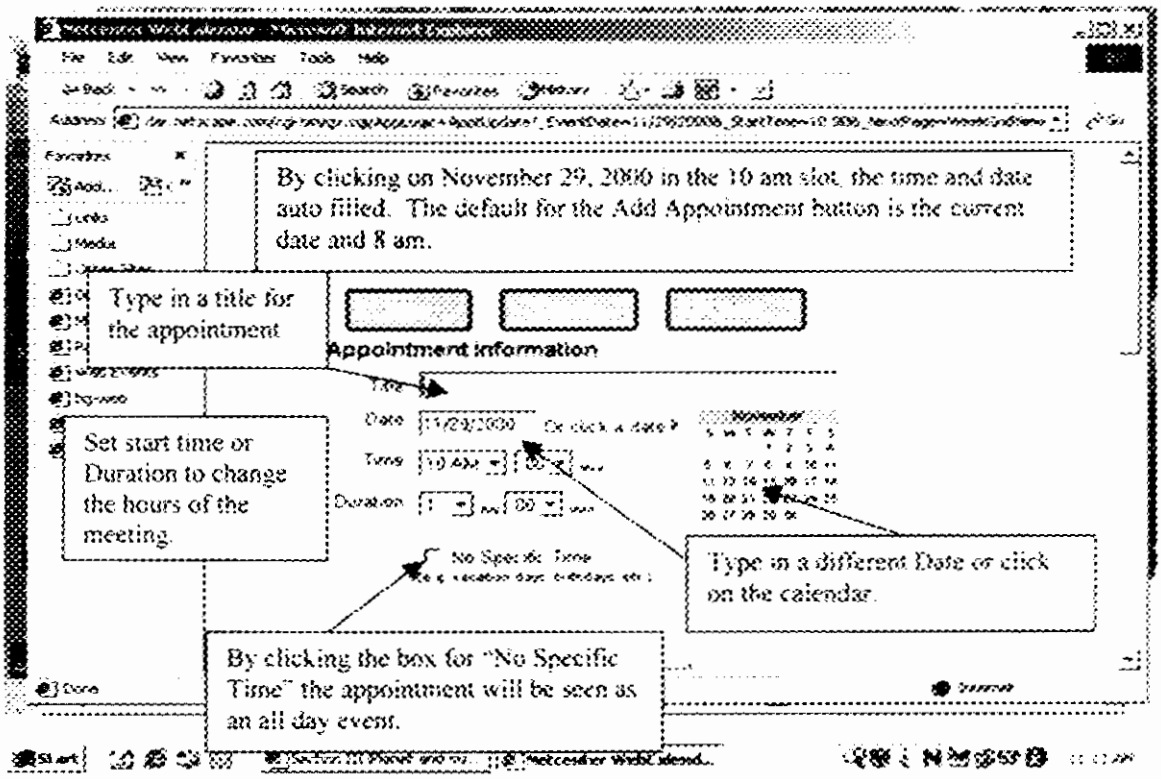

Tour & Help | Preferences | Sign Out
Home: WebCalendar - pecsolutions
Click on the Week tab.
Idea List

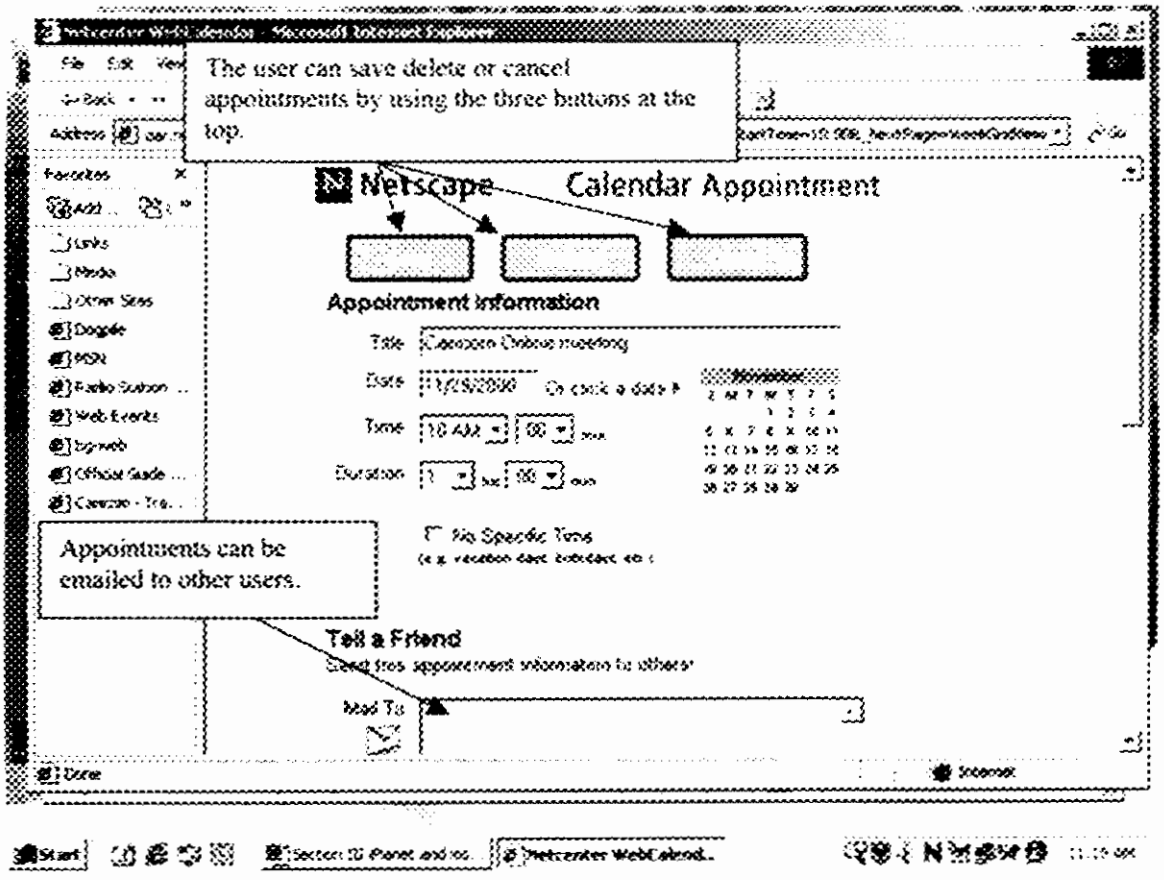

Tour & Help | Preferences | Sign Out
Home: WebCalendar - pecsolutions
This opens up a view of the whole week with the times in a column on the left. To see a day view, click on the Day tab.
Idea List

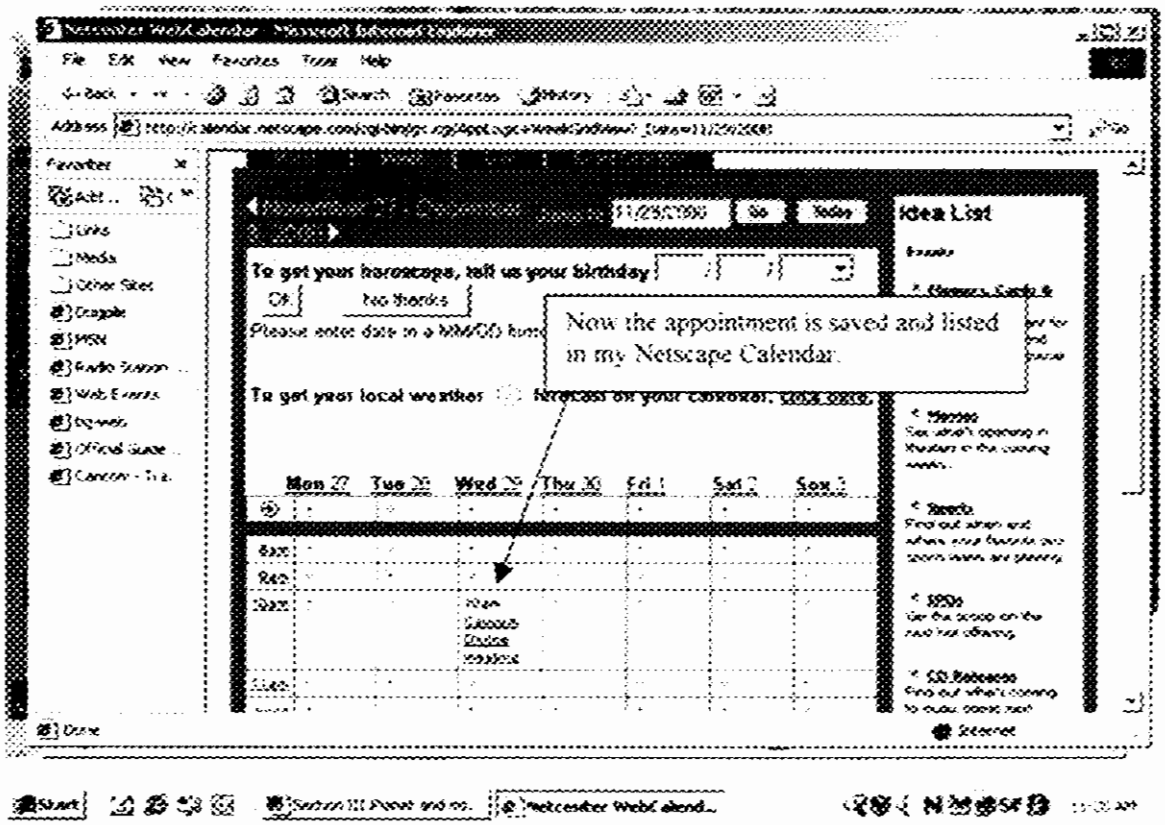


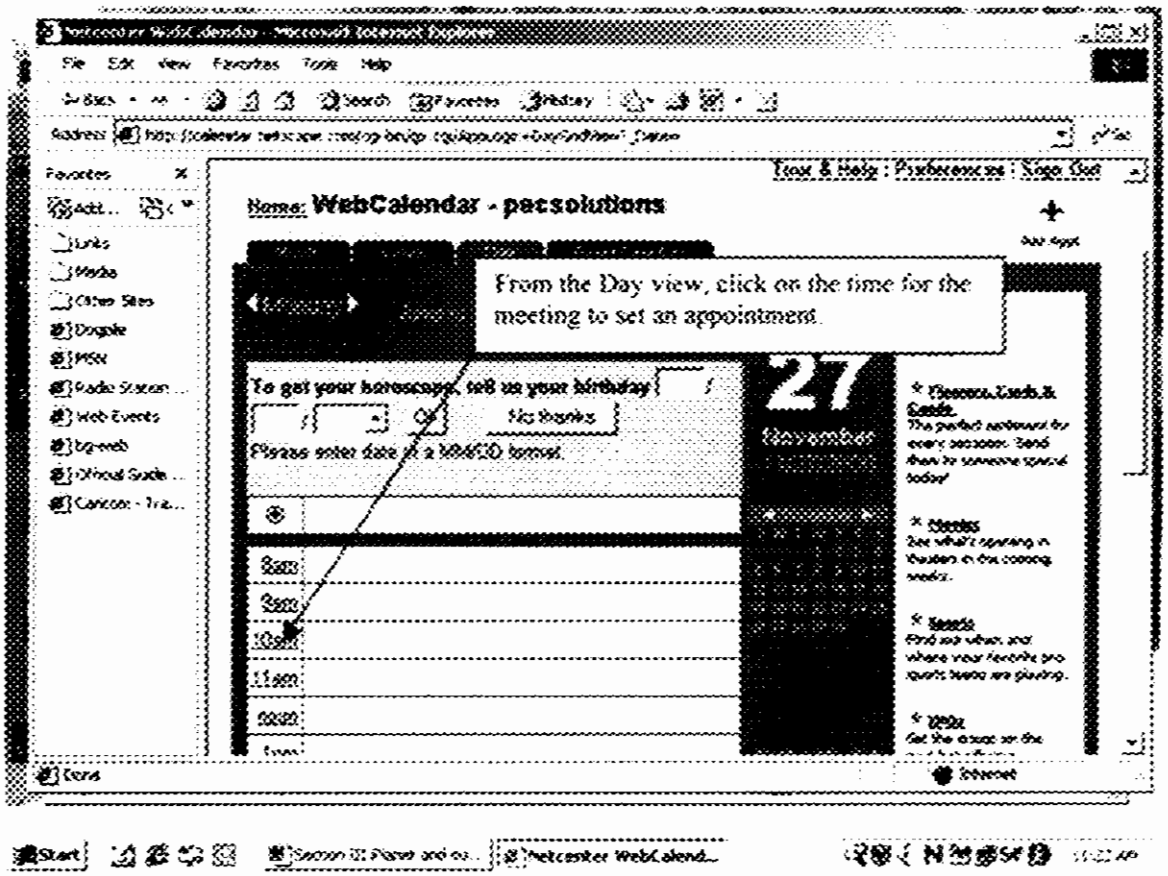
There are four ways to set a specific appointment. Each type of view has a specific way and there is an Add appointment button as well. First lets look at the weekly view.

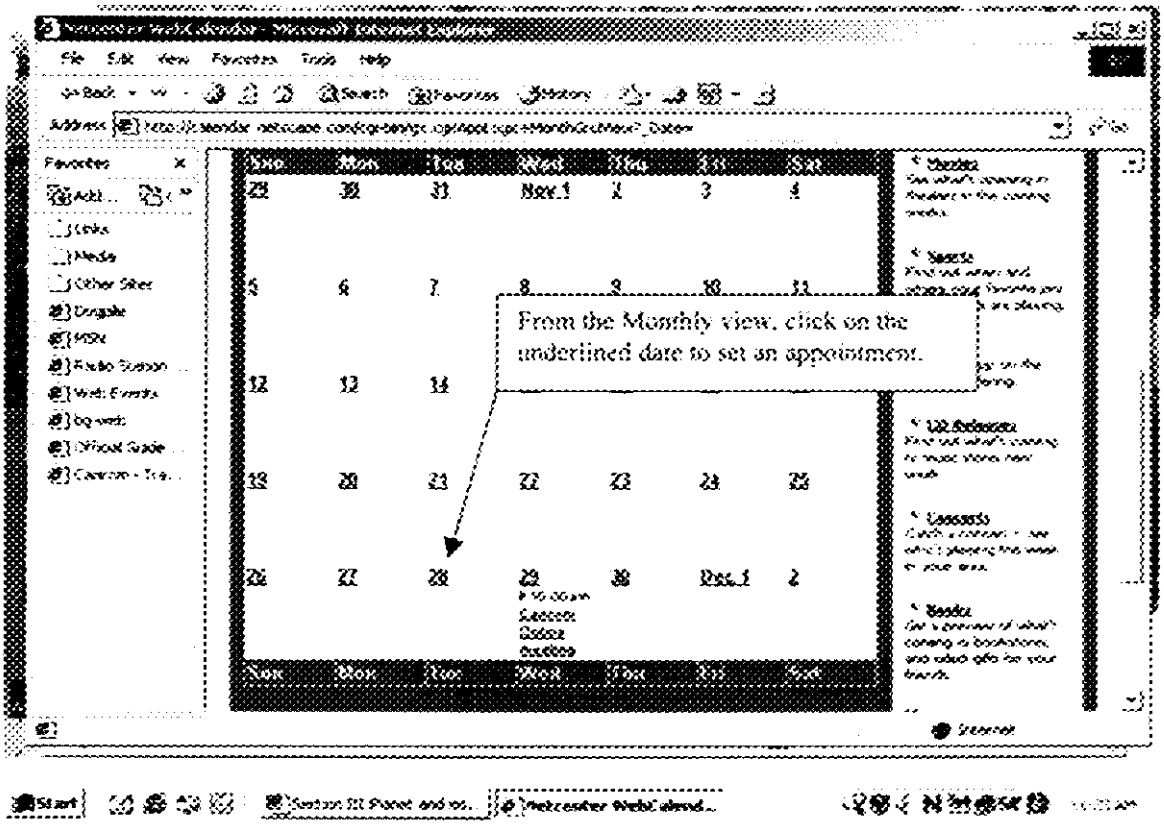


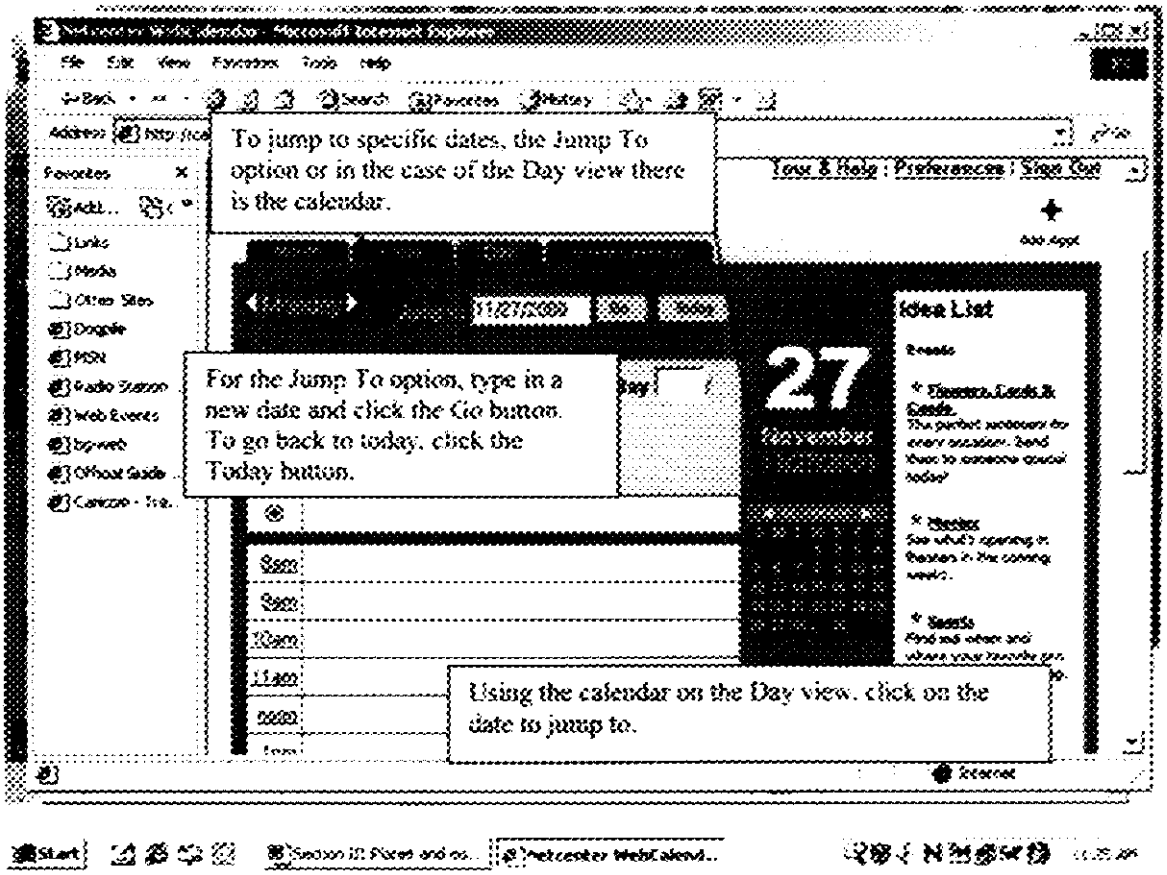

By clicking on November 29, 2000 in the 10 am slot, the time and date auto filled. The default for the Add Appointment button is the current date and 8 am.
Type in a title for the appointment
Appointment Information
Set start time or Duration to change the hours of the meeting.
Type in a different Date or click on the calendar.
By clicking the box for "No Specific Time" the appointment will be seen as an all day event.


The user can save delete or cancel appointments by using the three buttons at the top.
Netscape
Calendar Appointment
Appointment Information
Appointments can be emailed to other users.
Tell a Friend


Now the appointment is saved and listed in my Netscape Calendar.


From the Day view, click on the time for the meeting to set an appointment.


From the Monthly view, click on the underlined date to set an appointment.


To jump to specific dates, the Jump To option or in the case of the Day view there is the calendar.
For the Jump To option, type in a new date and click the Go button. To go back to today, click the Today button.
Using the calendar on the Day view, click on the date to jump to.
Idea List
27
November

Section IV: Document Management

Overview:

The purpose of this section is to familiarize the user with the ability to post documents to a common listing so that they can be viewed, edited, downloaded, and saved in one common place. In this section we will cover:

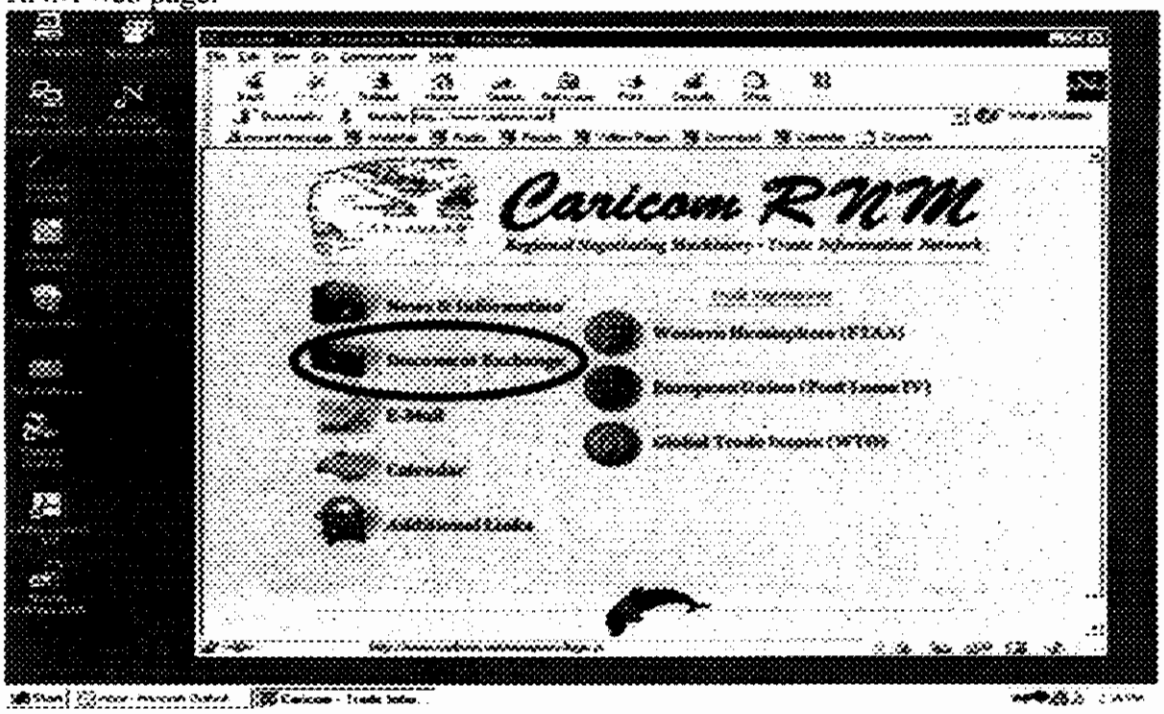
- Upload a Document
- Download a Document
- Creating Folders
- Moving Documents
- Lock and Unlock Files
- Preferences
- Access Control

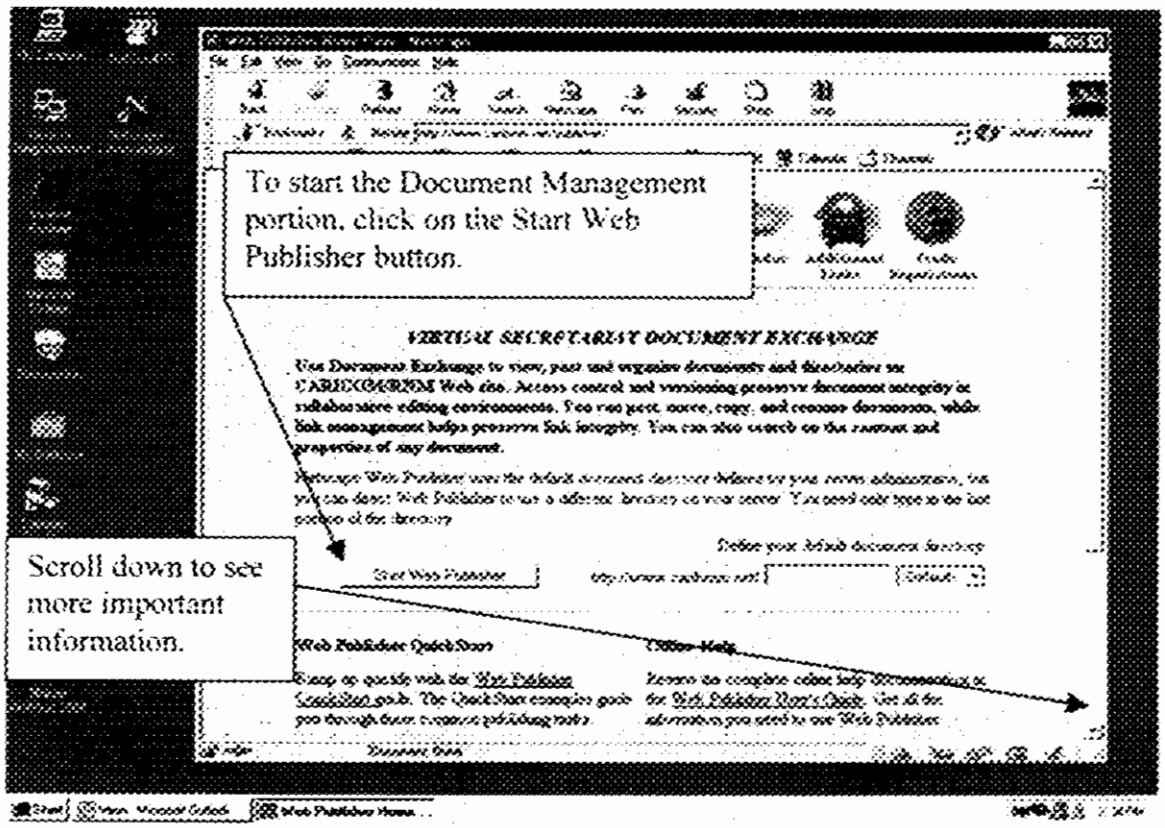
The objectives of this section:

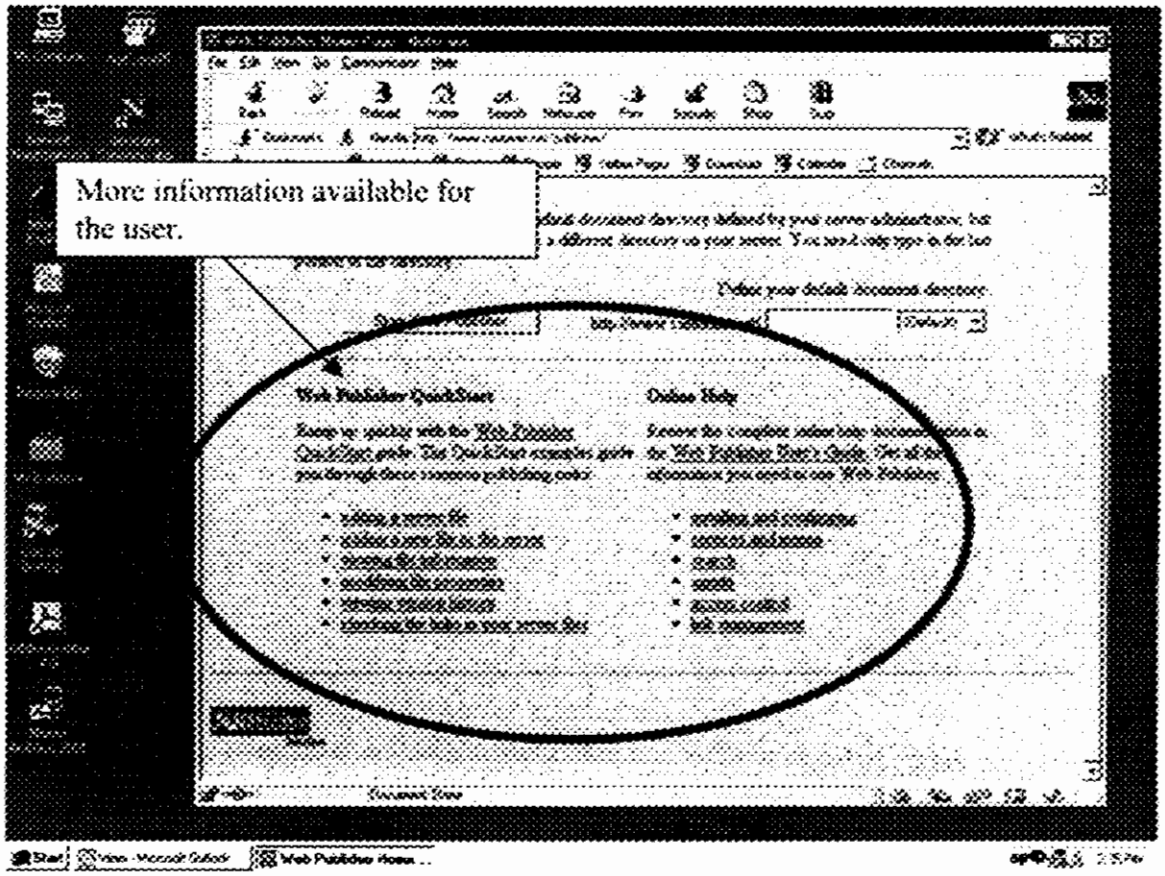
- Upload a document
- Download a document
- Create folders and move documents
- Setting Preferences
- Changing Access control to limit users ability to change document

Finding Document Management

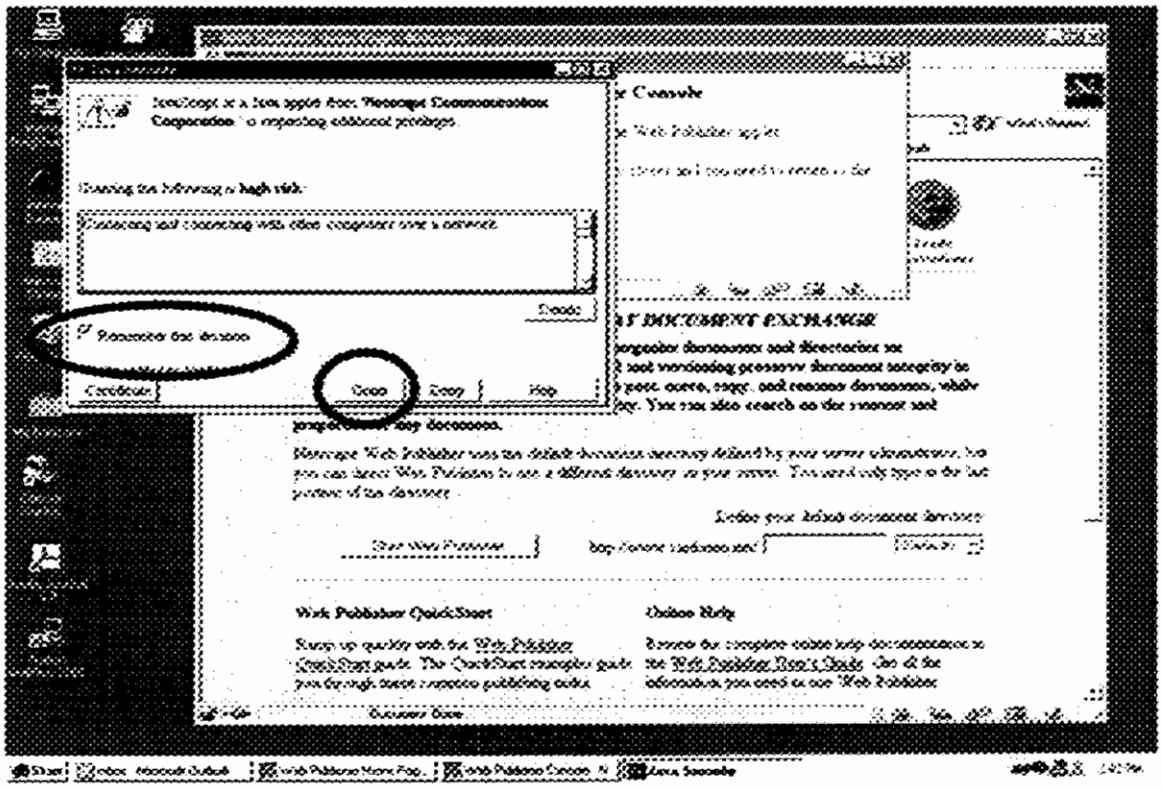
The Document Management area can be found from the Home page of the Caricom RNM web page.

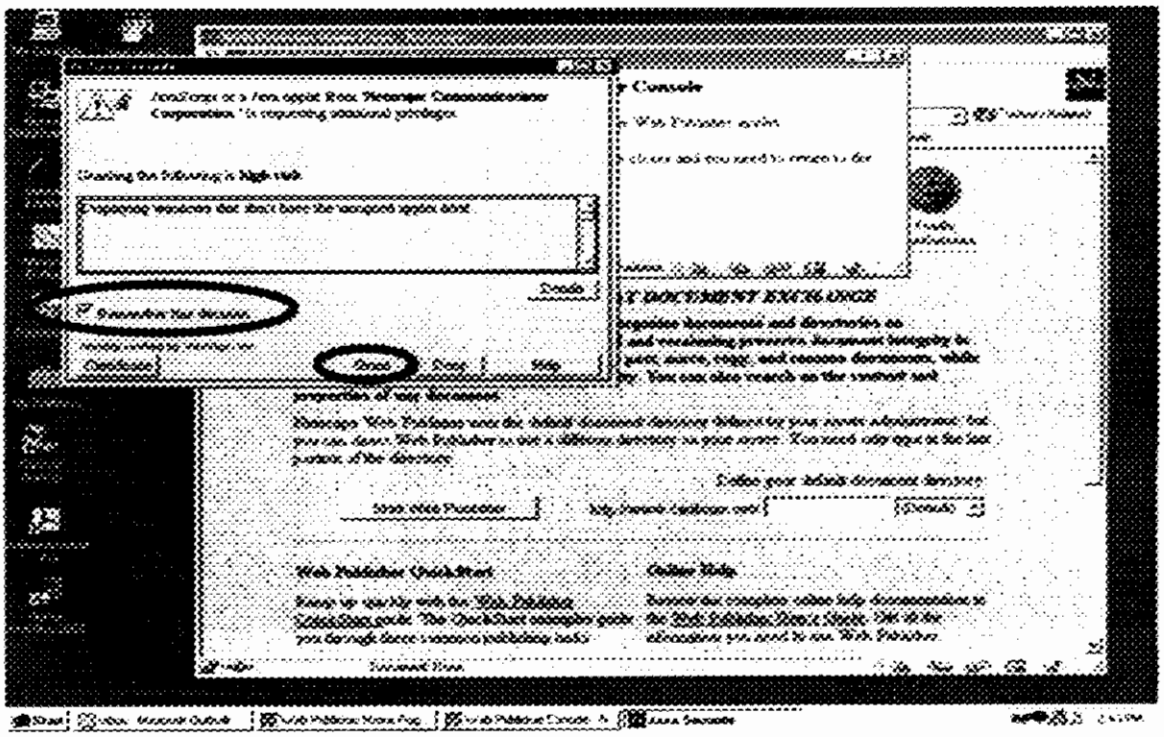


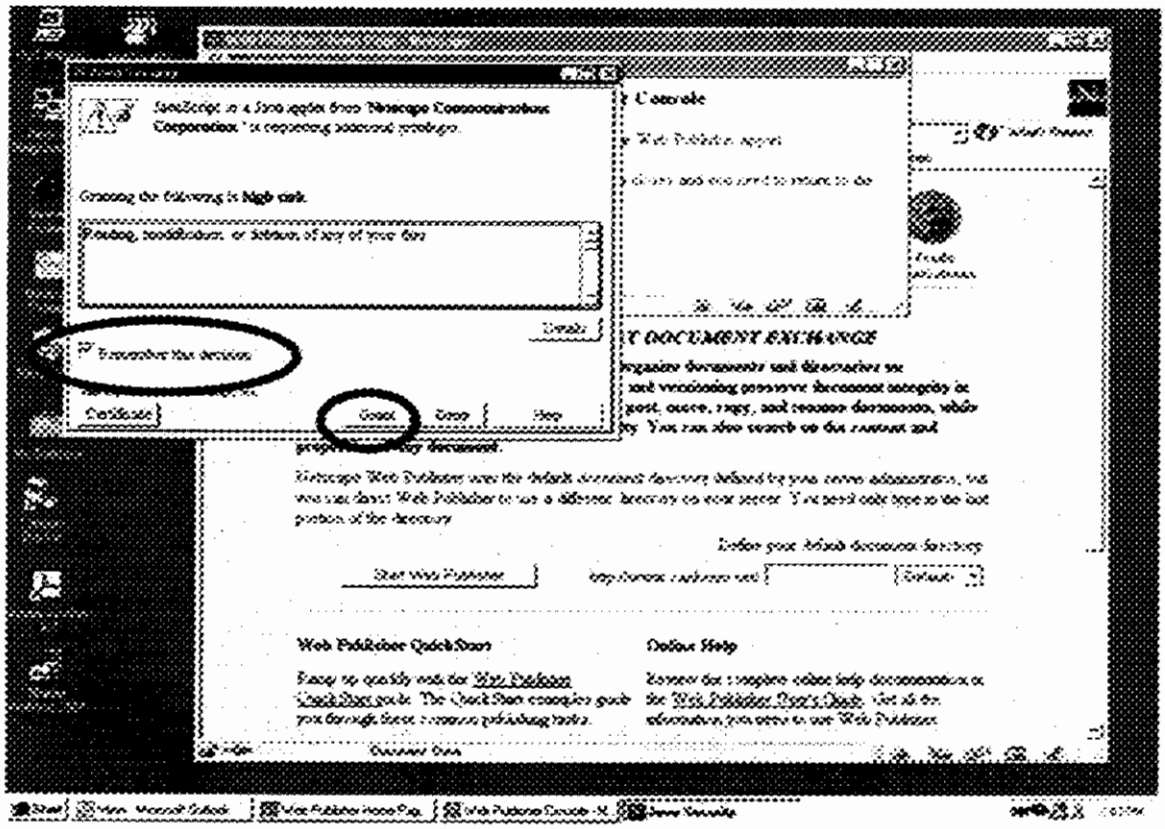

To start the Document Management portion, click on the Start Web Publisher button.
Scroll down to see more important information.

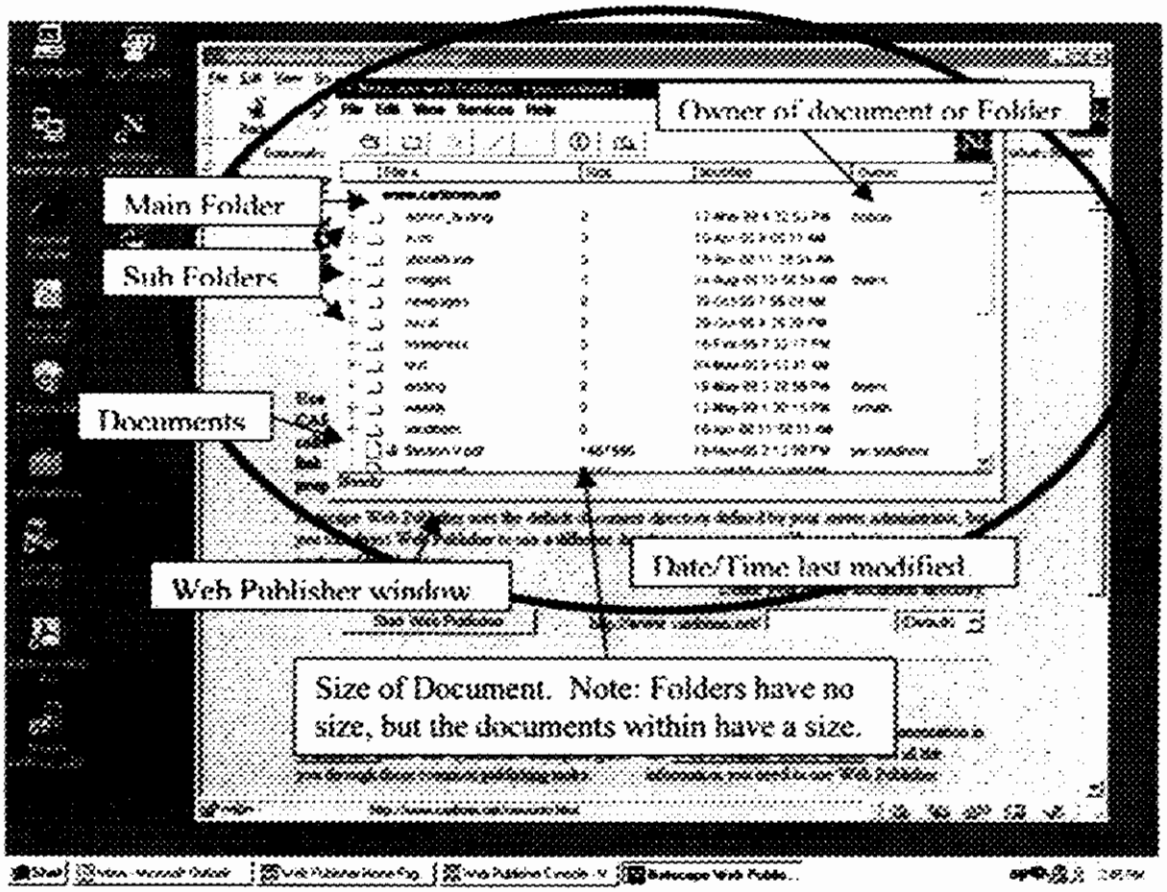

More information available for the user.

The first time you sign on, the system is going to ask for some security rights. Grant these rights so that your system will be able to update documents. Notice the check box in the lower left side of the box. This will allow the system to remember these decisions so you are not asked the same question at each login.

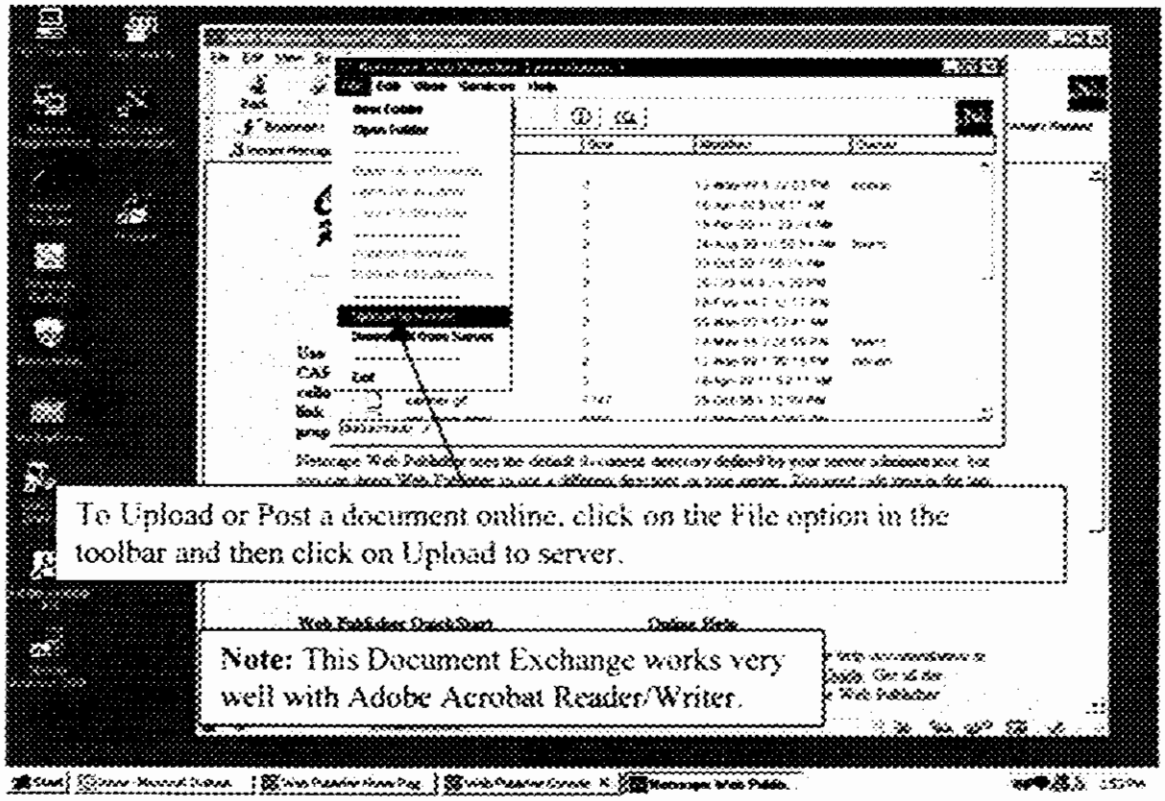


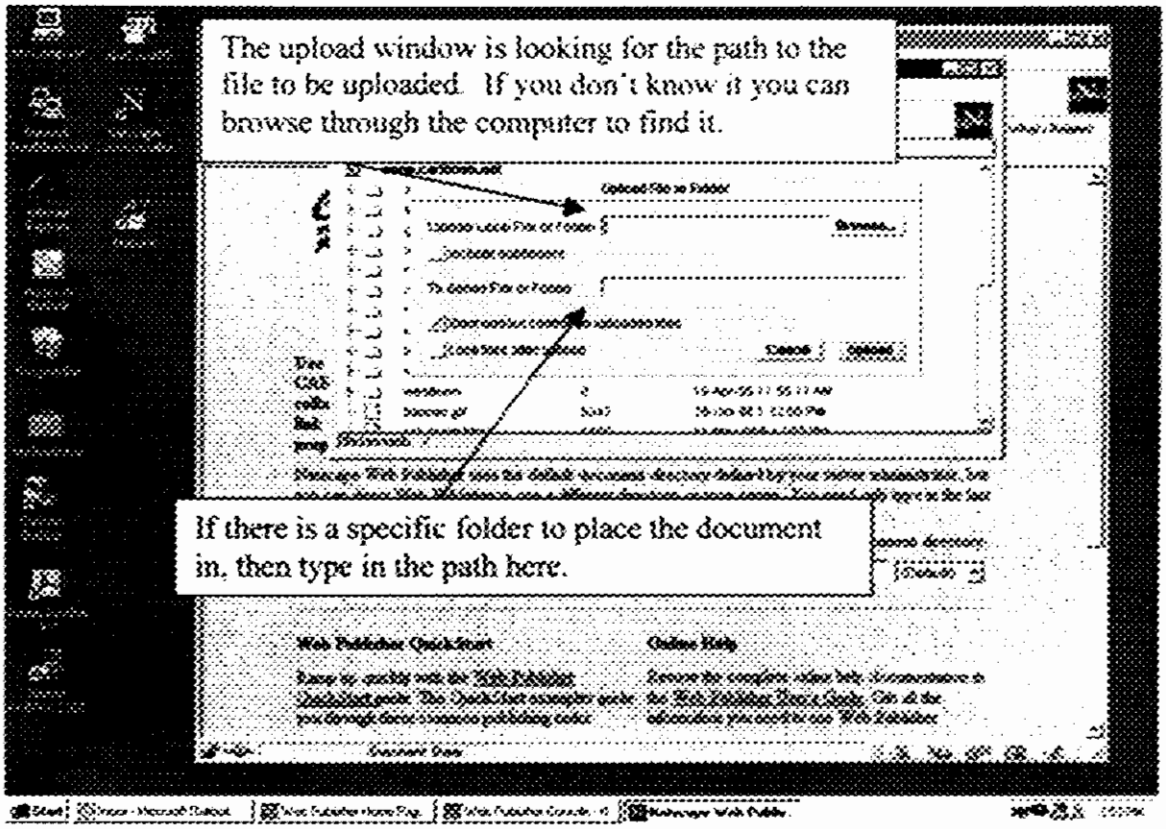


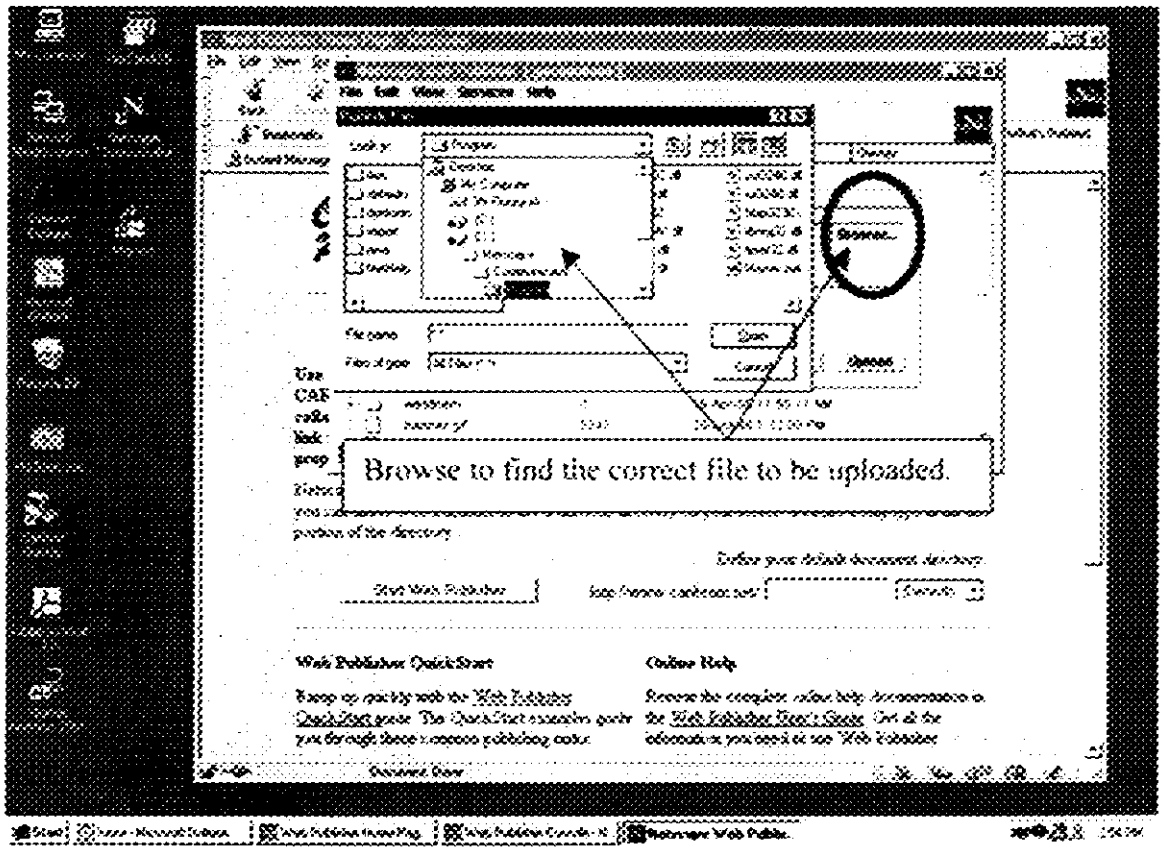


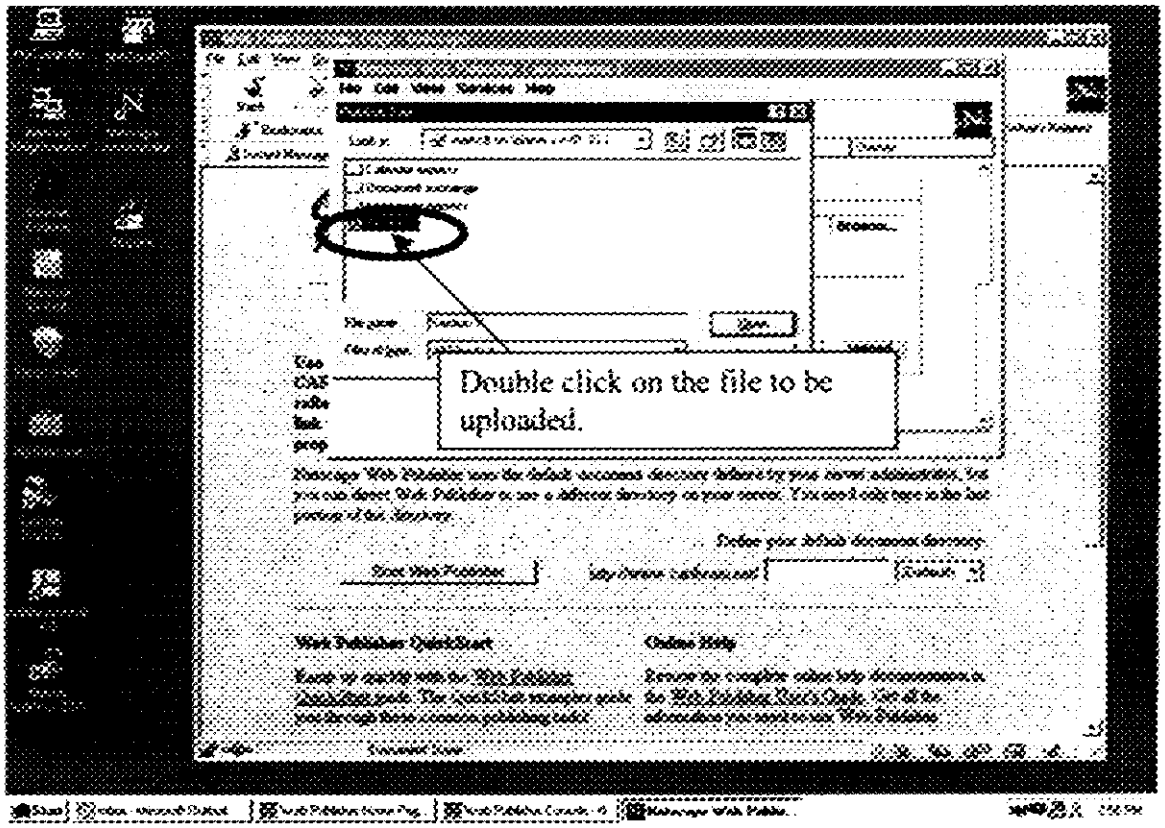

Owner of document or Folder
Main Folder
Sub Folders
Documents
Date/Time last modified
Web Publisher window
Size of Document. Note: Folders have no size, but the documents within have a size.

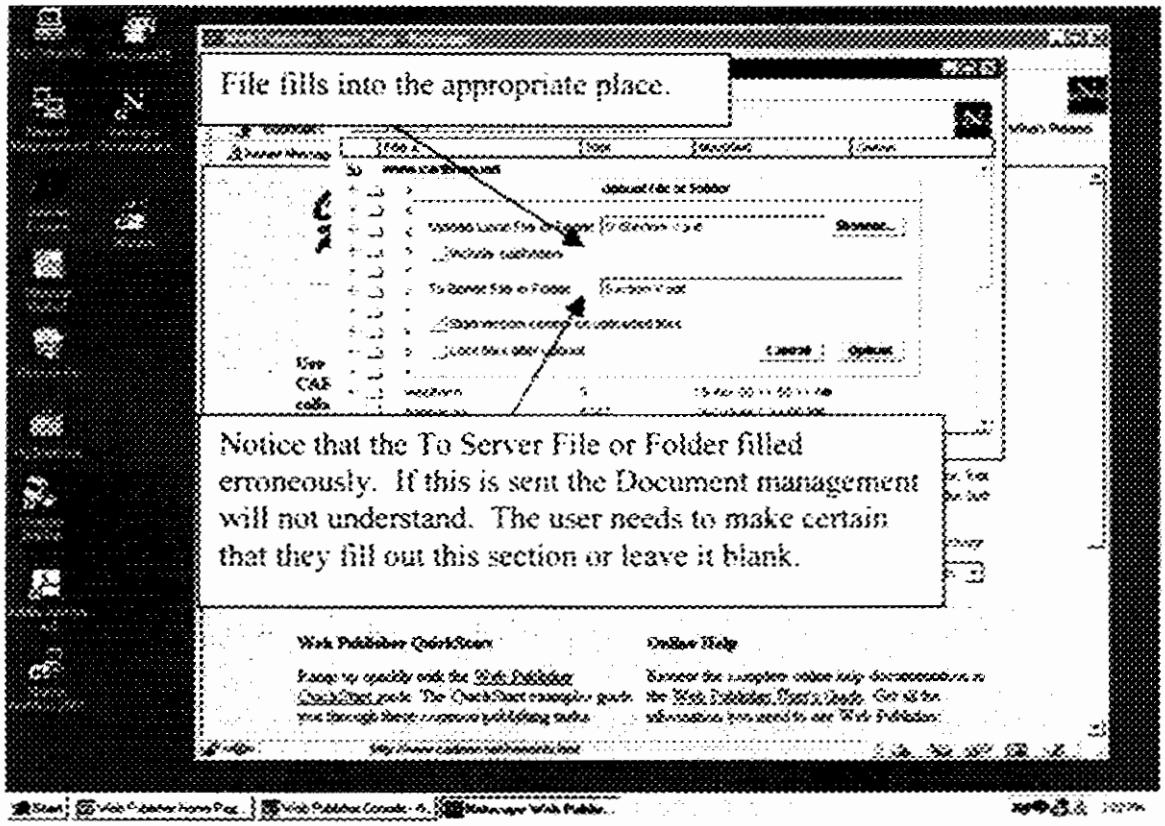
Uploading a file (Posting a Document)

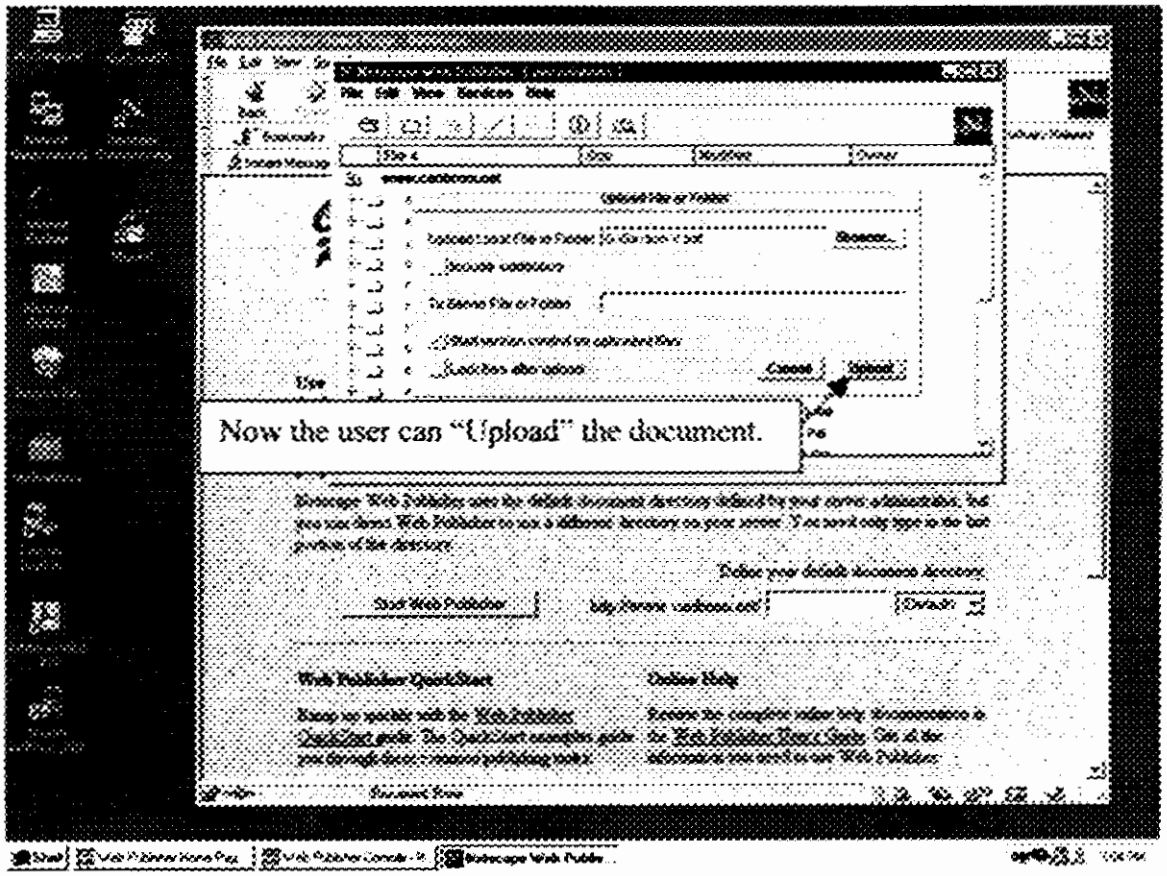


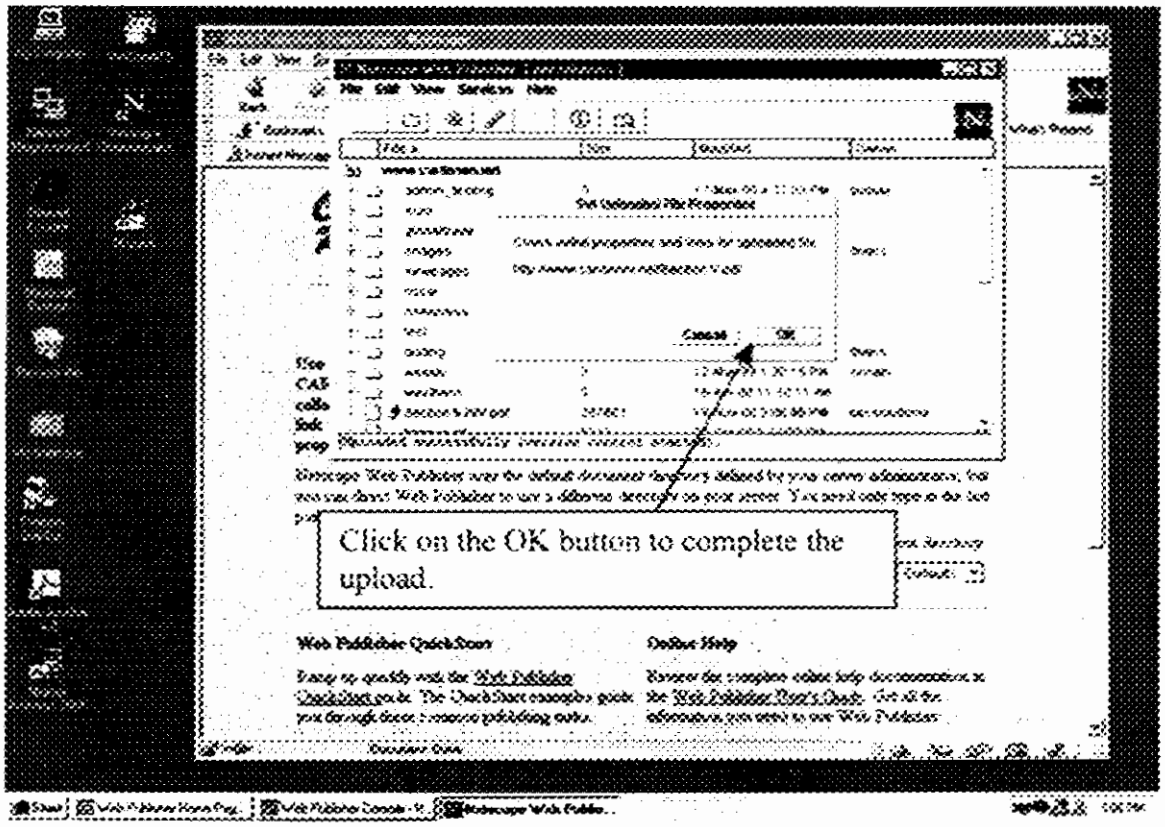


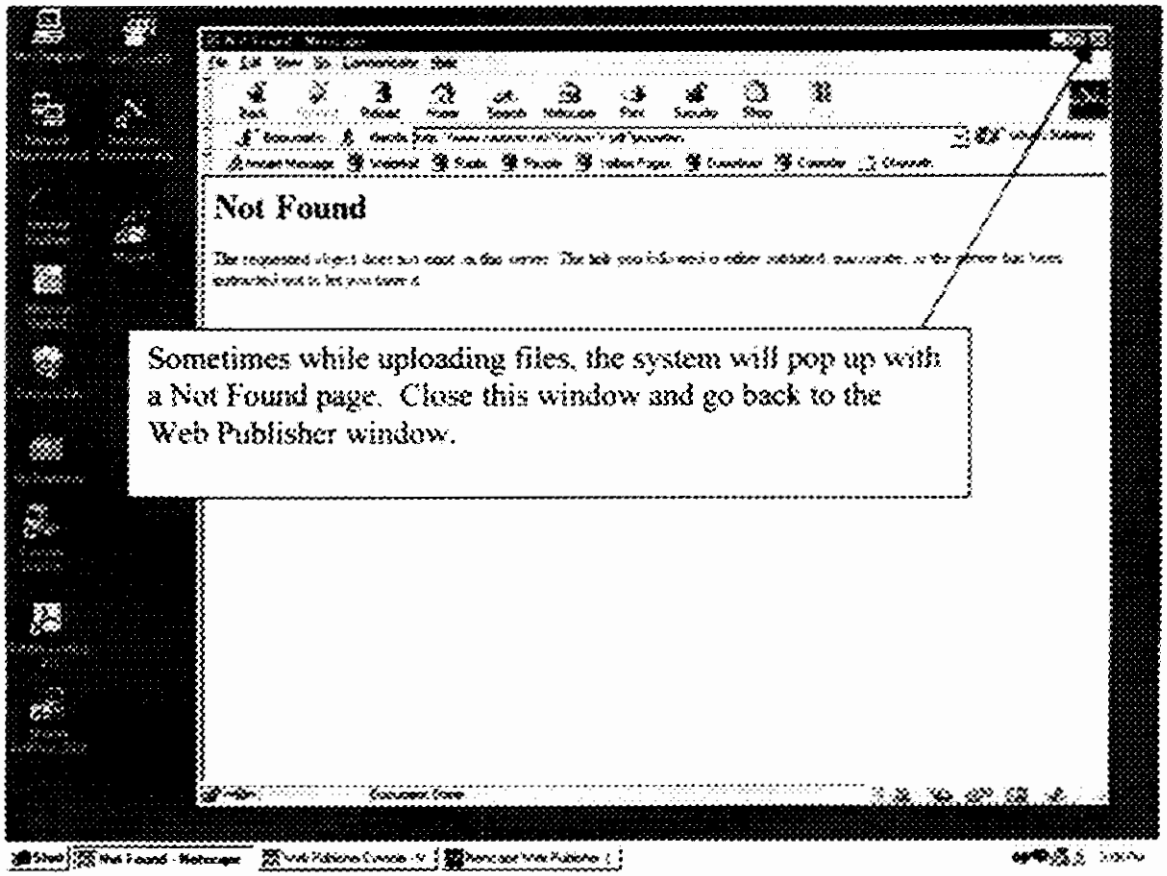

Browse to find the correct file to be uploaded.


Double click on the file to be uploaded.


File fills into the appropriate place.
Notice that the To Server File or Folder filled erroneously. If this is sent the Document management will not understand. The user needs to make certain that they fill out this section or leave it blank.


Now the user can "Upload" the document.


Click on the OK button to complete the upload.


Not Found
Sometimes while uploading files, the system will pop up with a Not Found page. Close this window and go back to the Web Publisher window.

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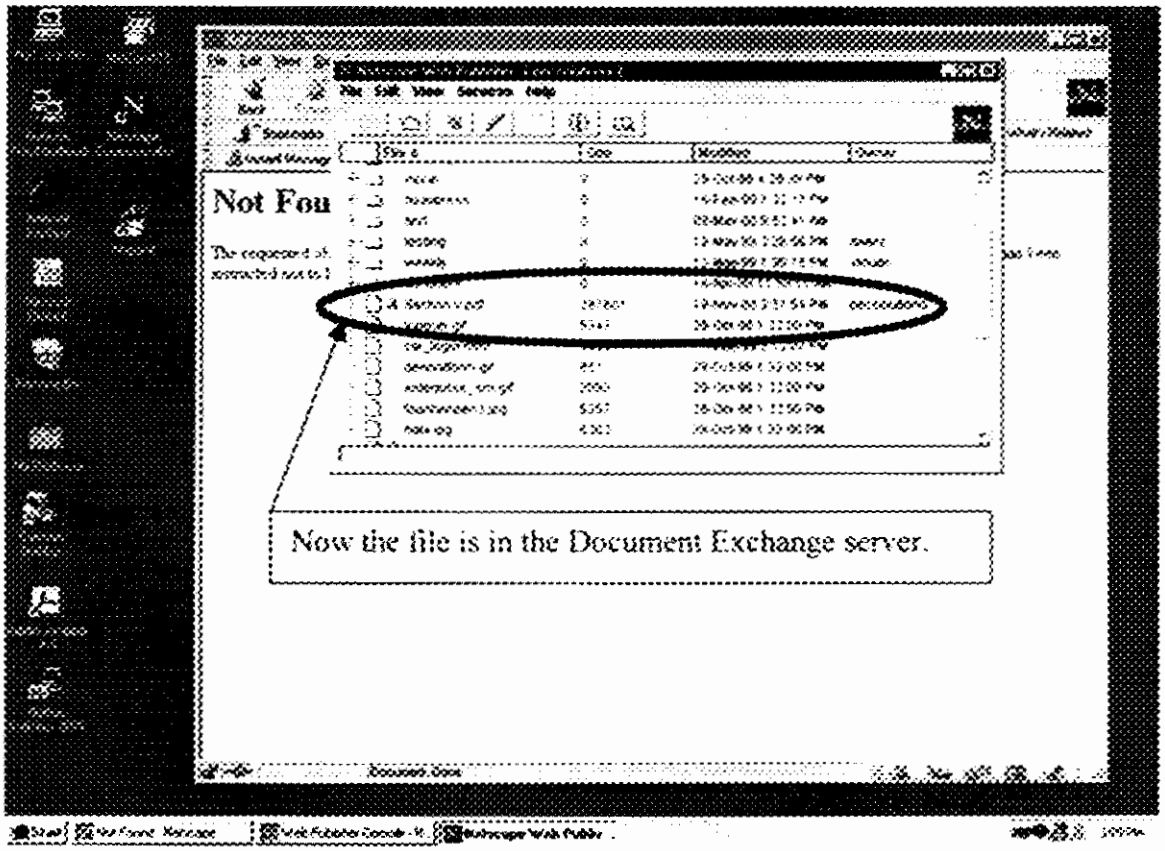
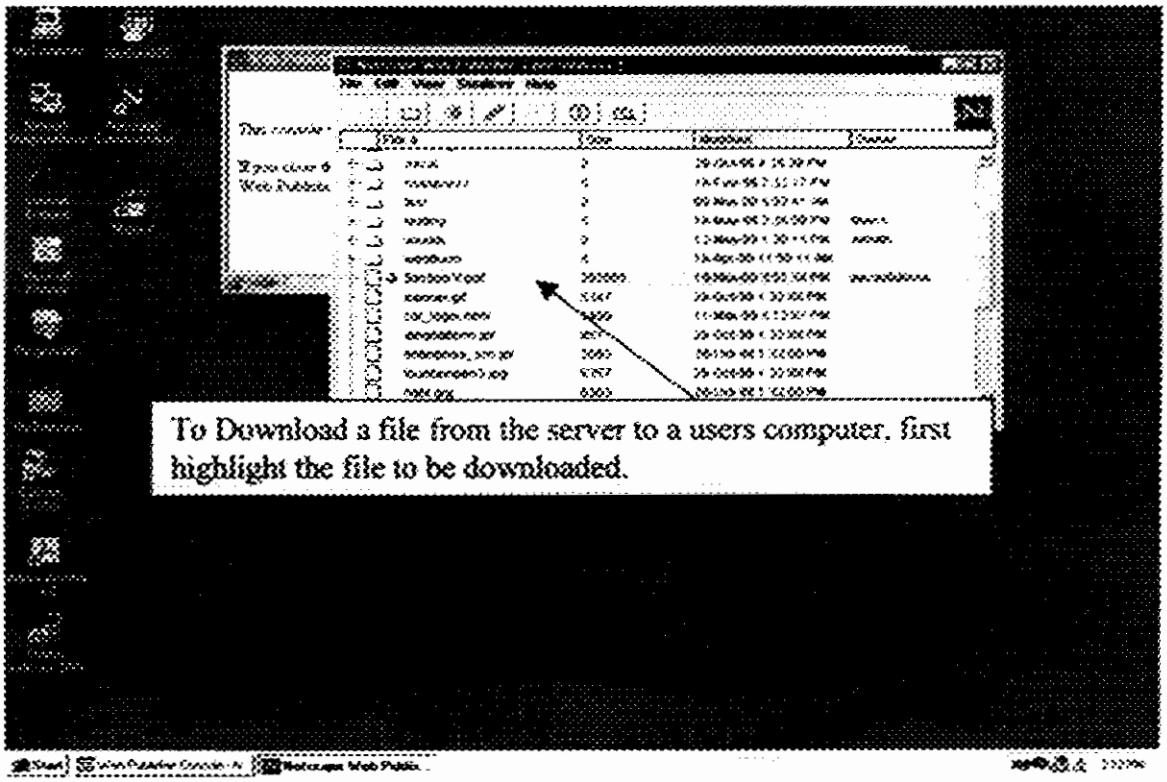
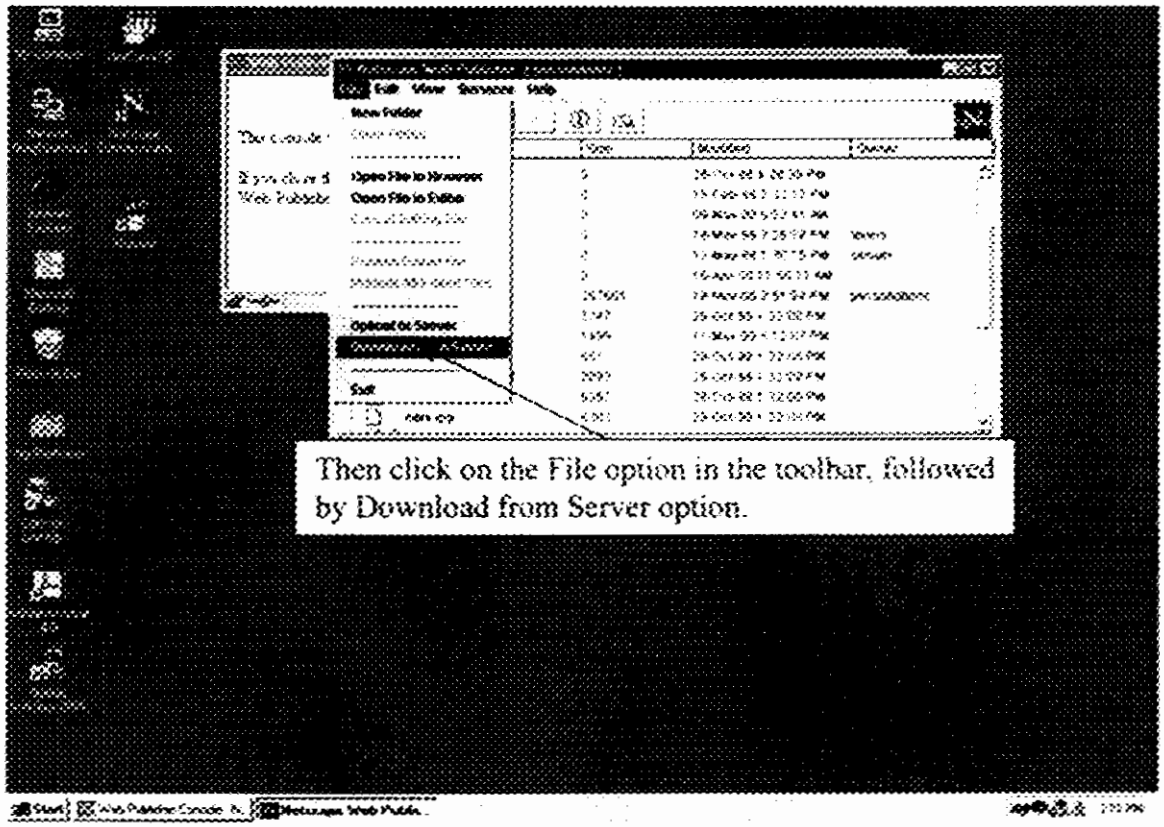
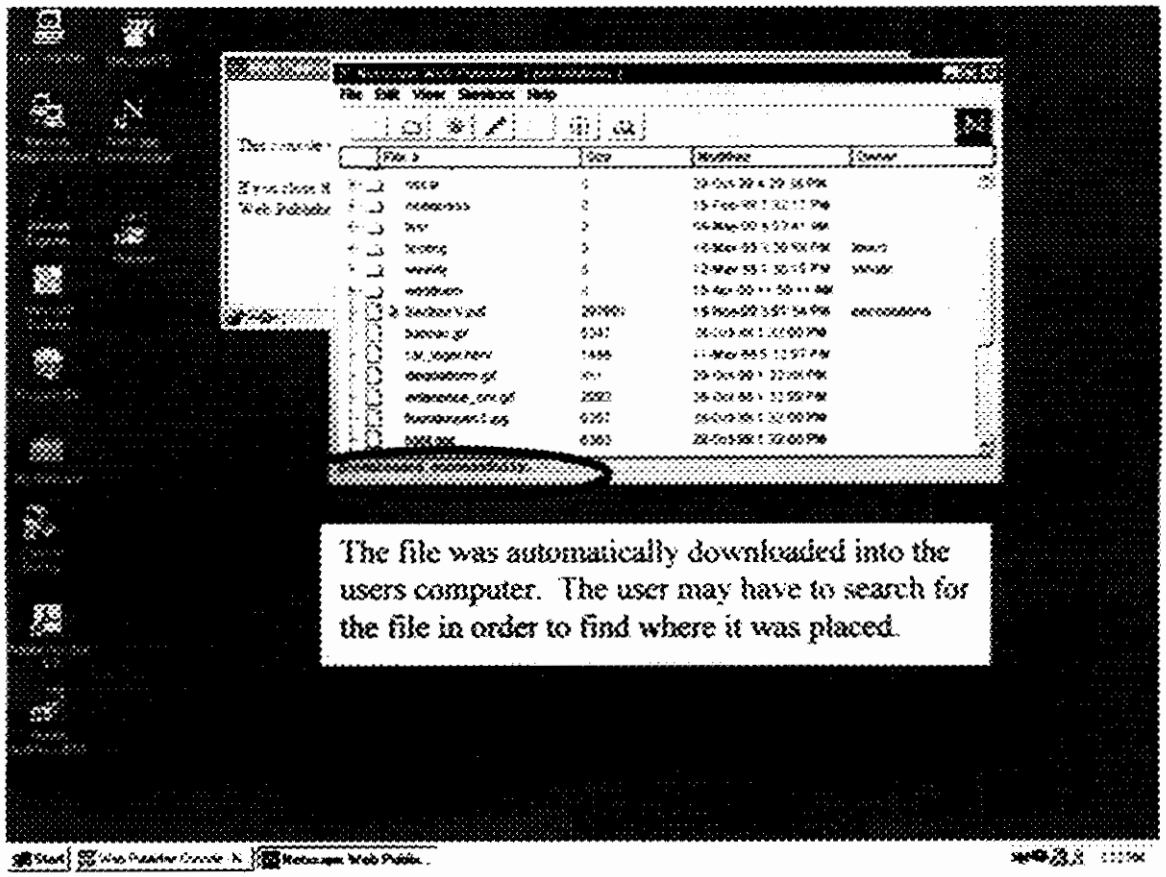


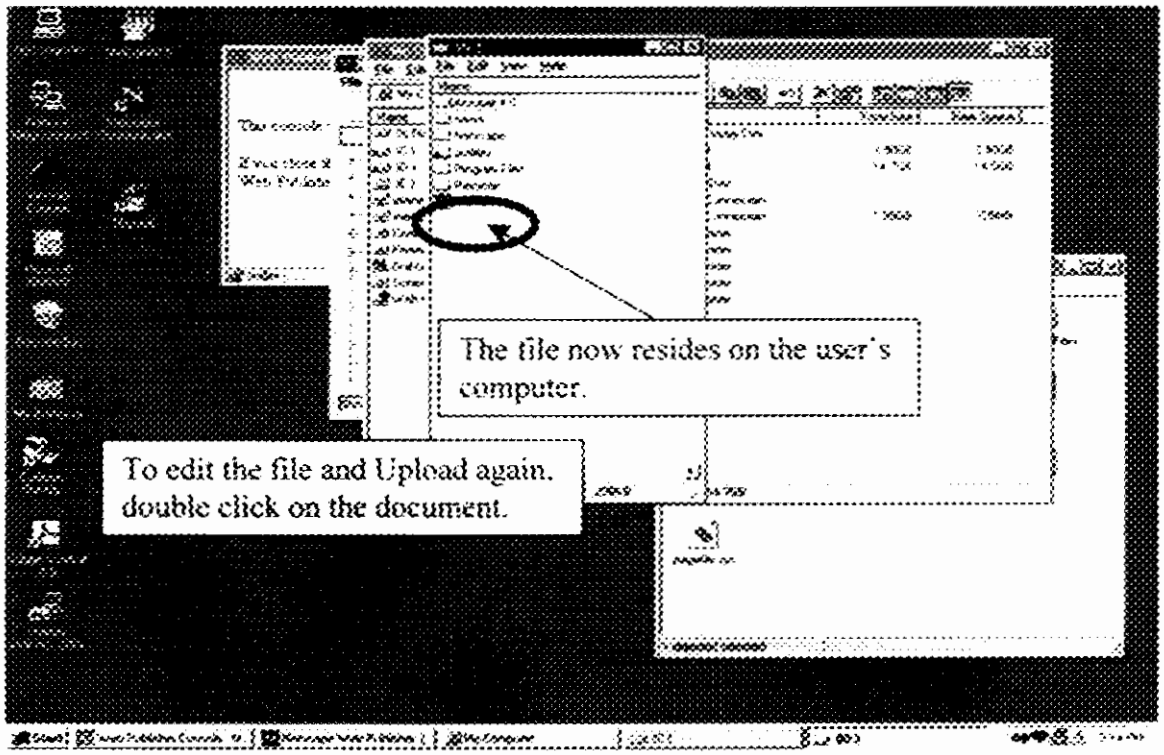
Download From the Server

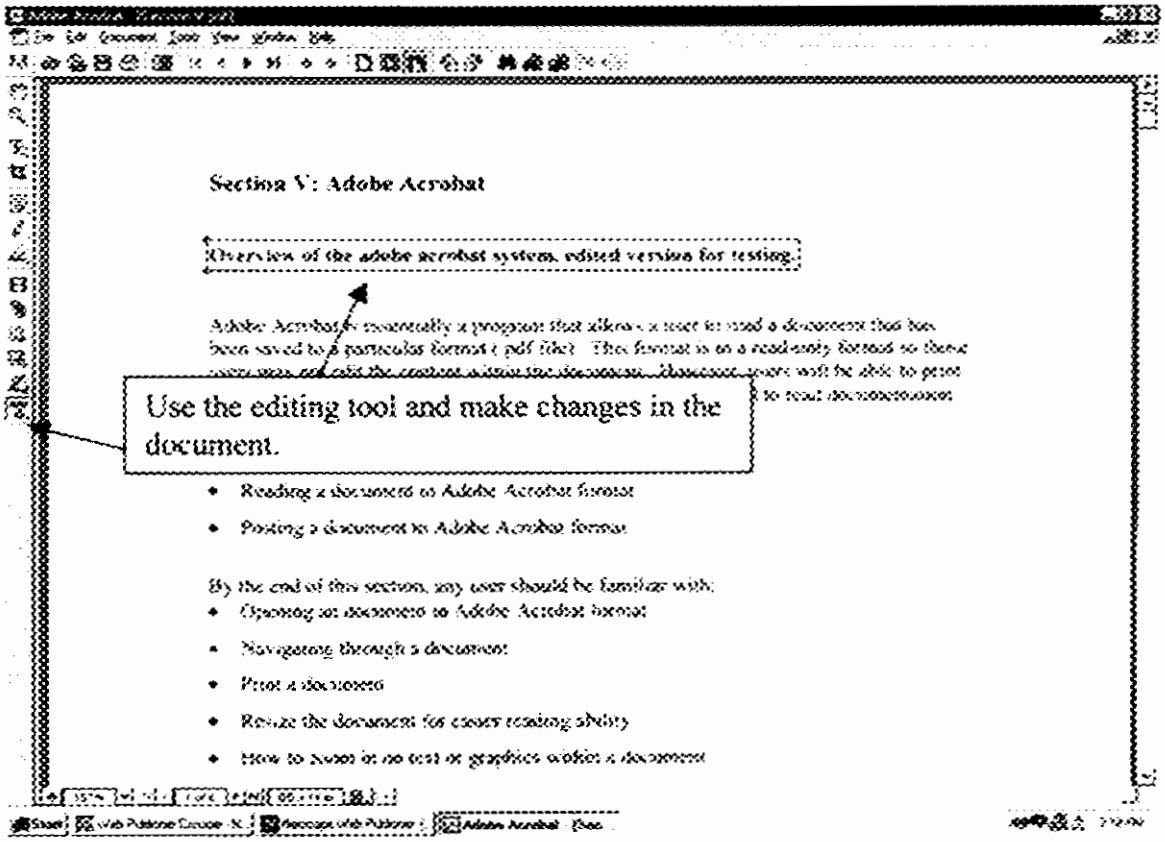


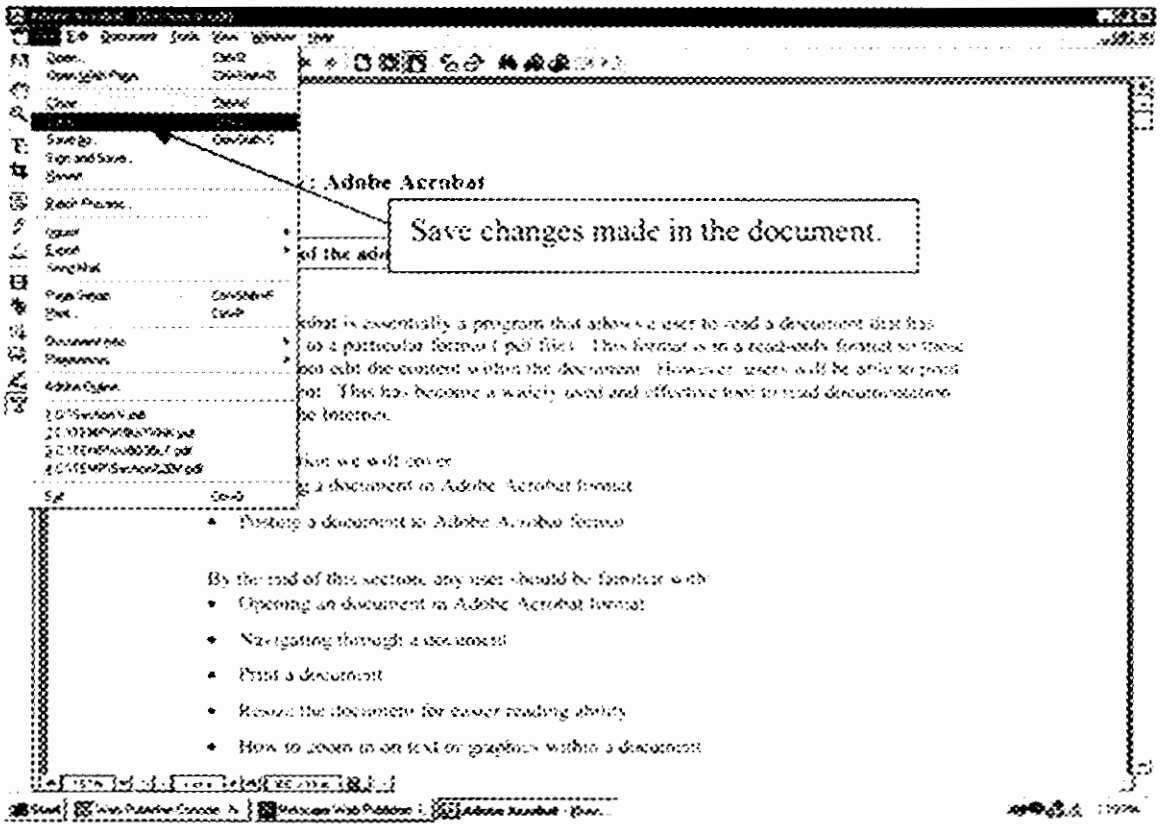

Then click on the File option in the toolbar, followed by Download from Server option.

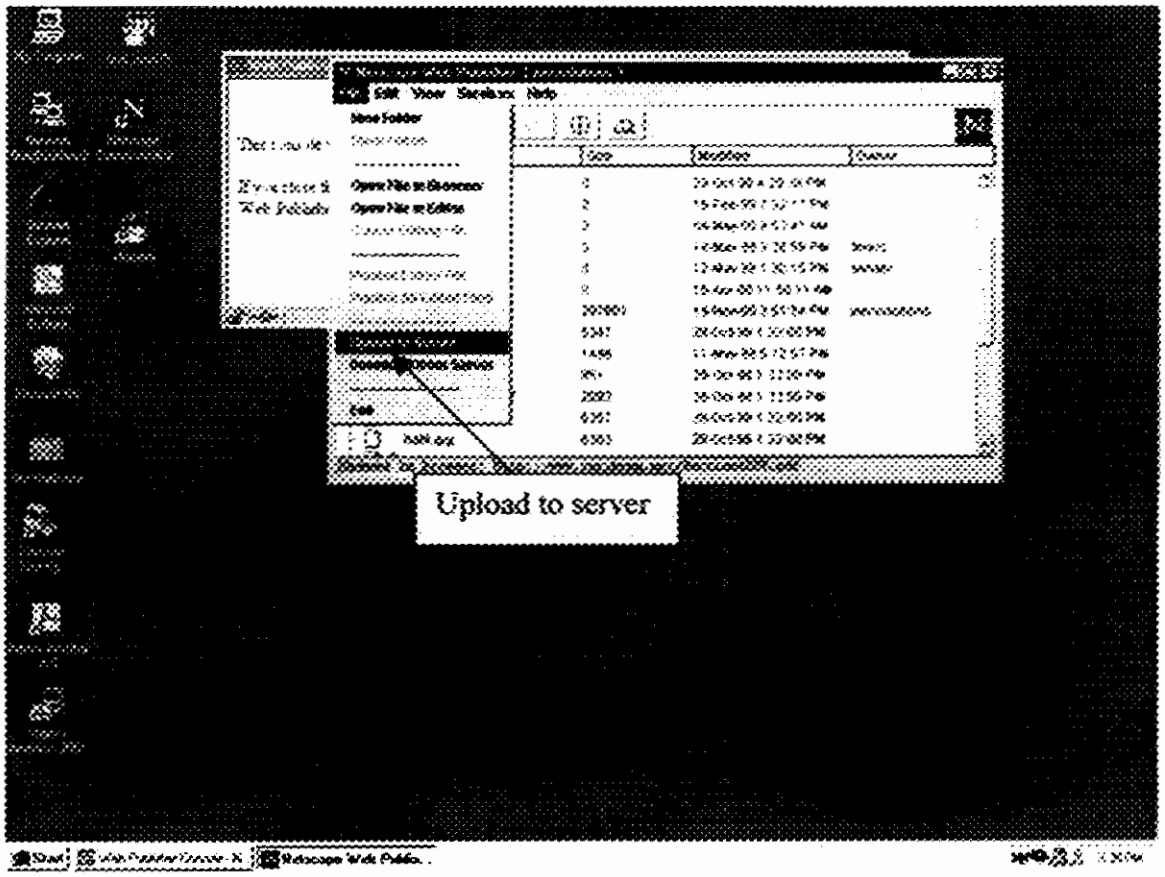

The file was automatically downloaded into the users computer. The user may have to search for the file in order to find where it was placed.

Edit Documents and Upload Again






Adobe Acrobat
Save changes made in the document.


Upload to server

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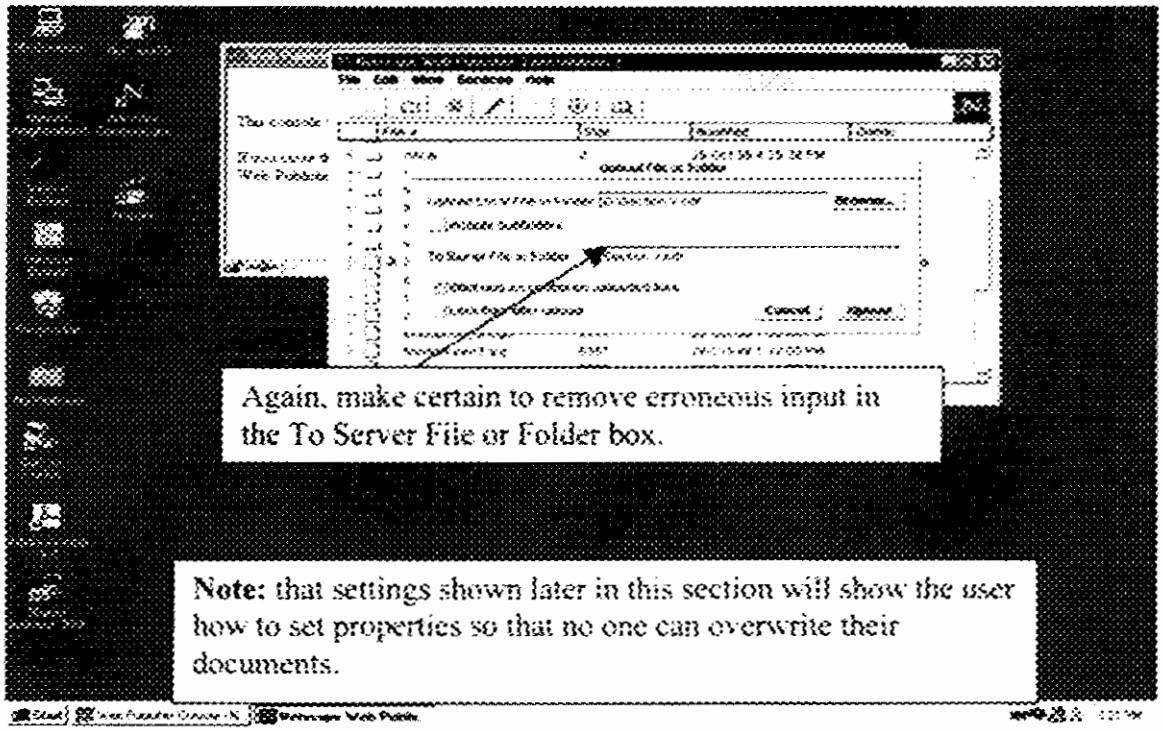
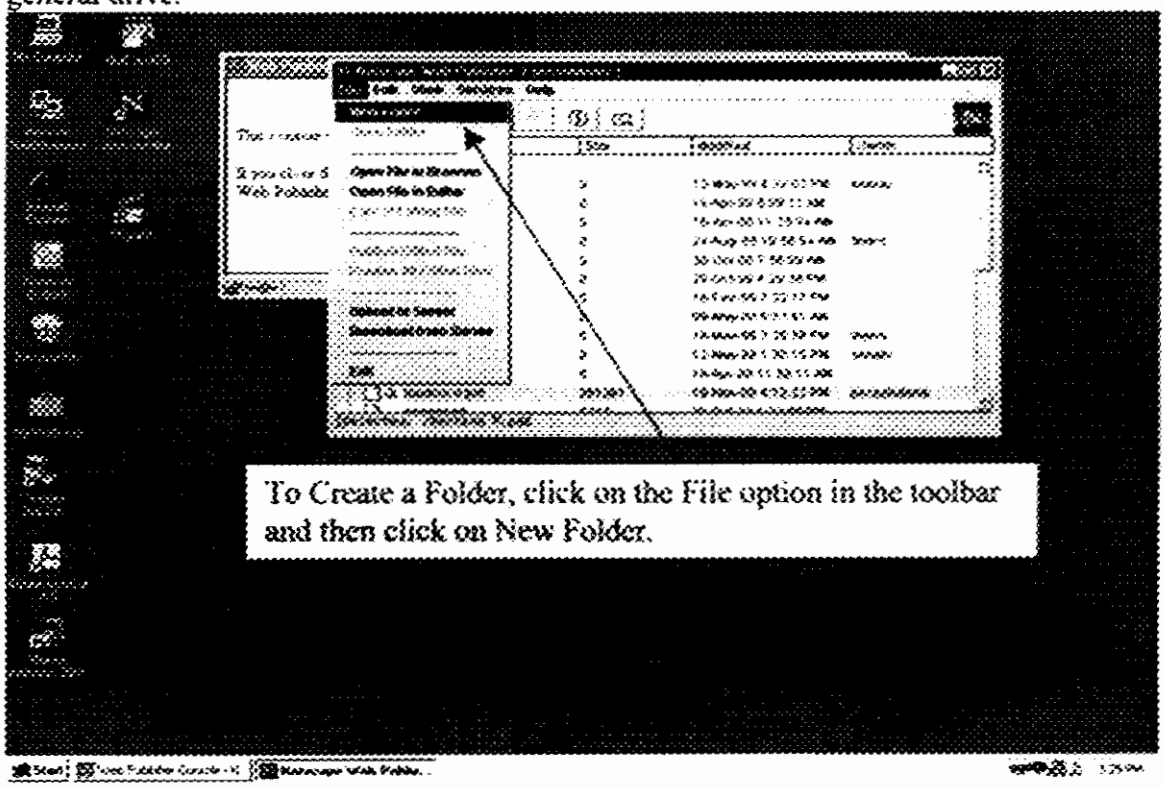
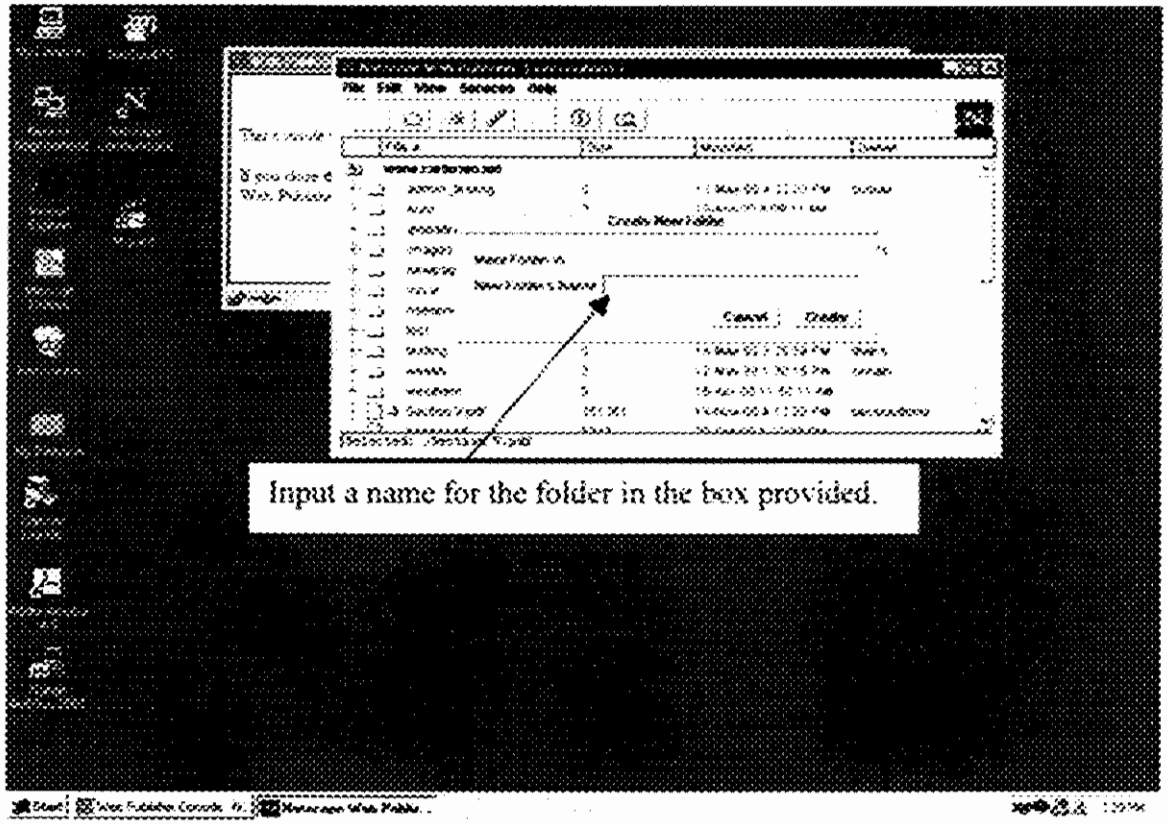
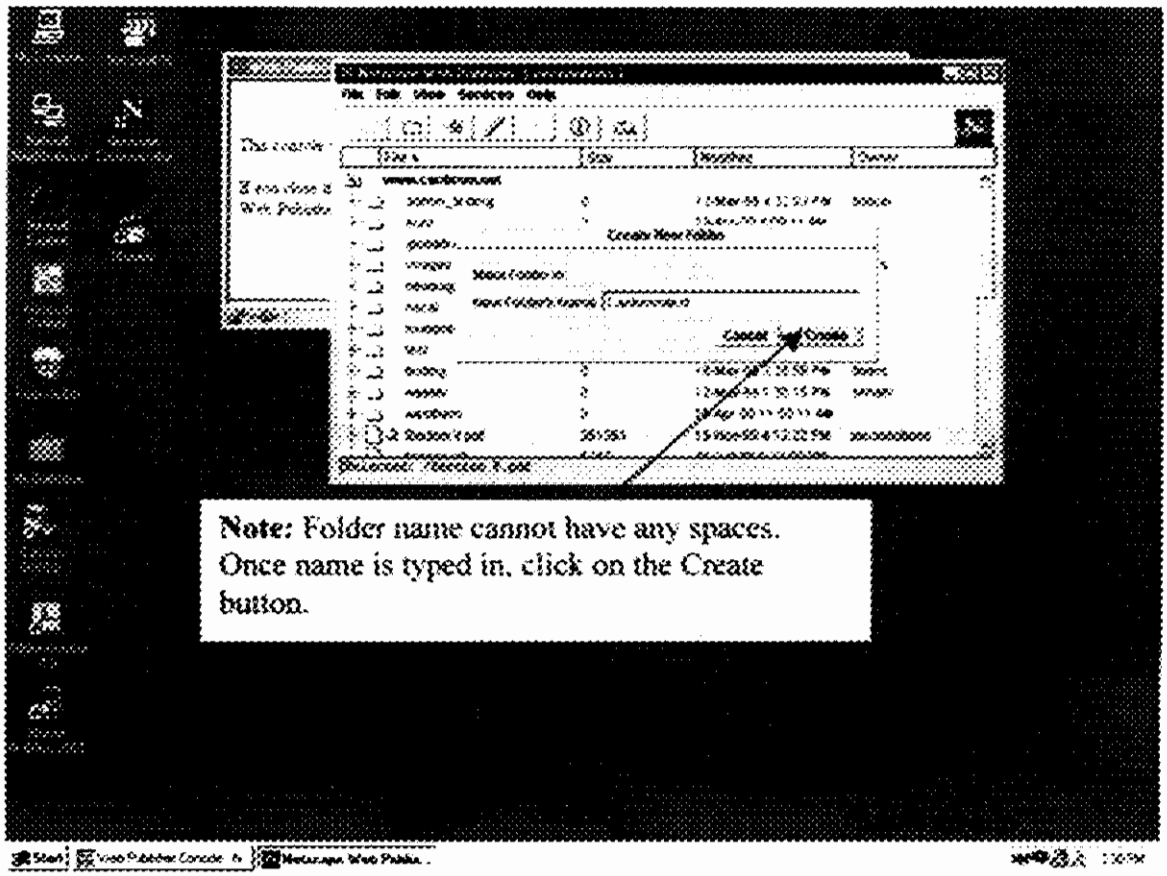


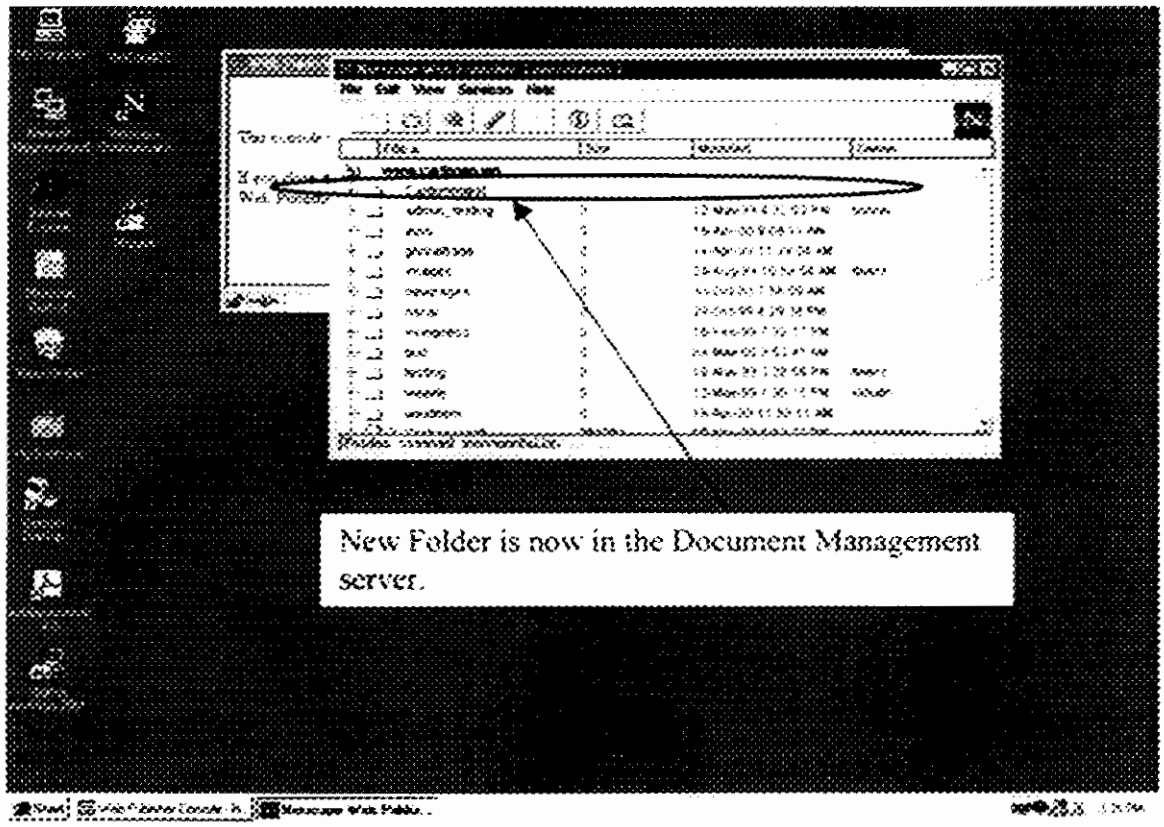
Folders

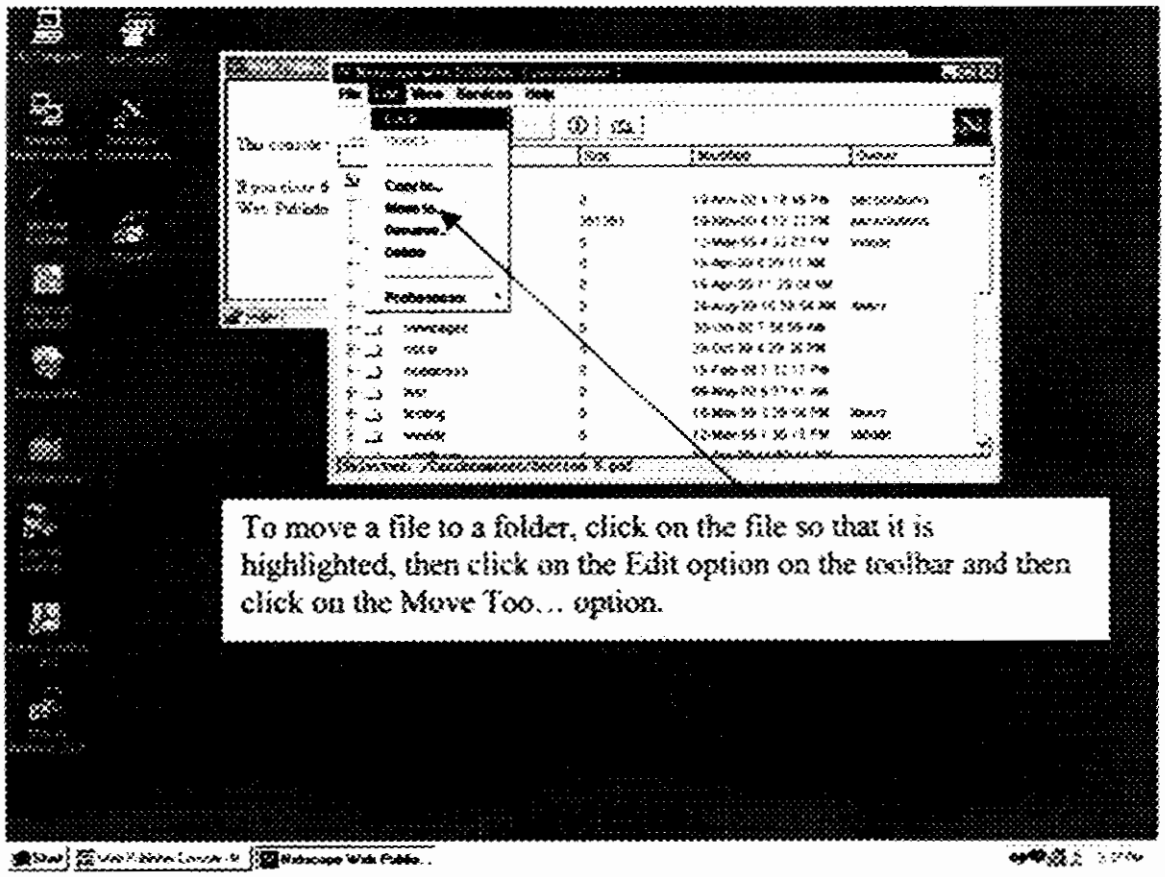
The user will be able to create folders to house their documents or a certain type of documents so that they can know exactly where their work is instead of searching the general drive.




Input a name for the folder in the box provided.


Note: Folder name cannot have any spaces. Once name is typed in, click on the Create button.


New Folder is now in the Document Management server.


To move a file to a folder, click on the file so that it is highlighted, then click on the Edit option on the toolbar and then click on the Move Too… option.

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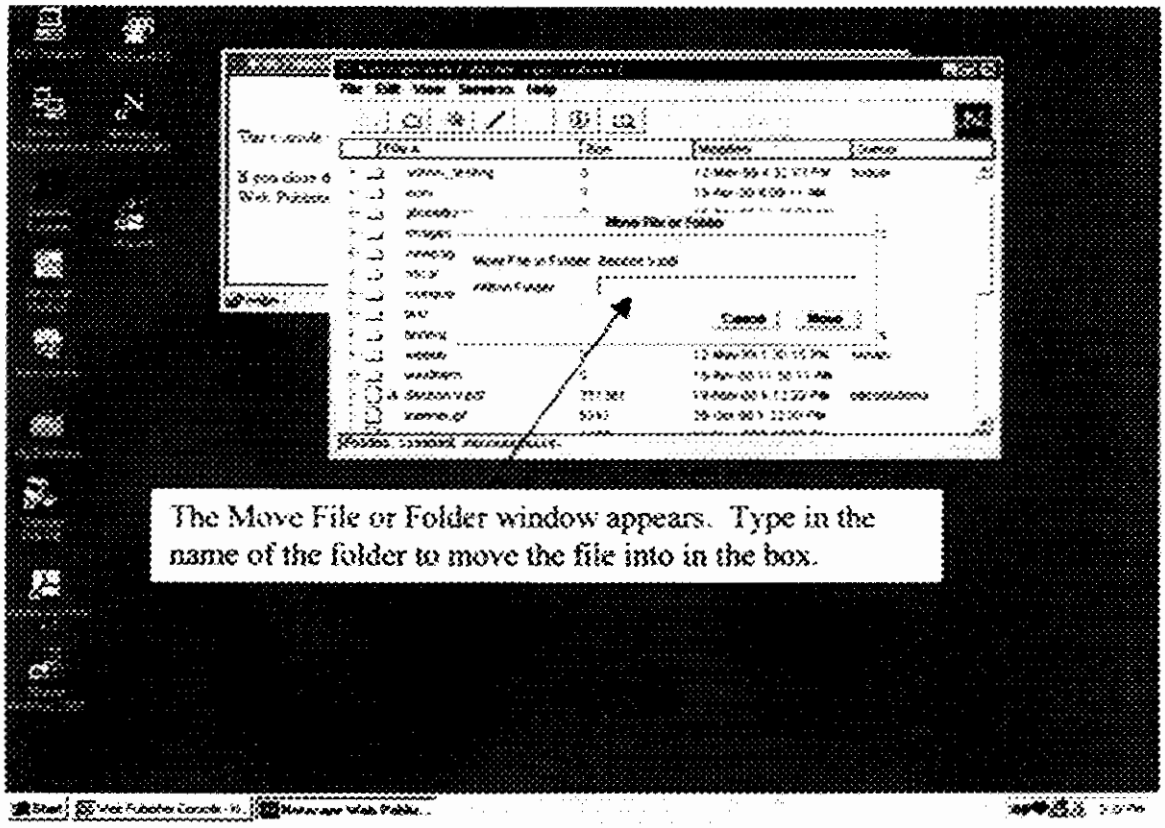
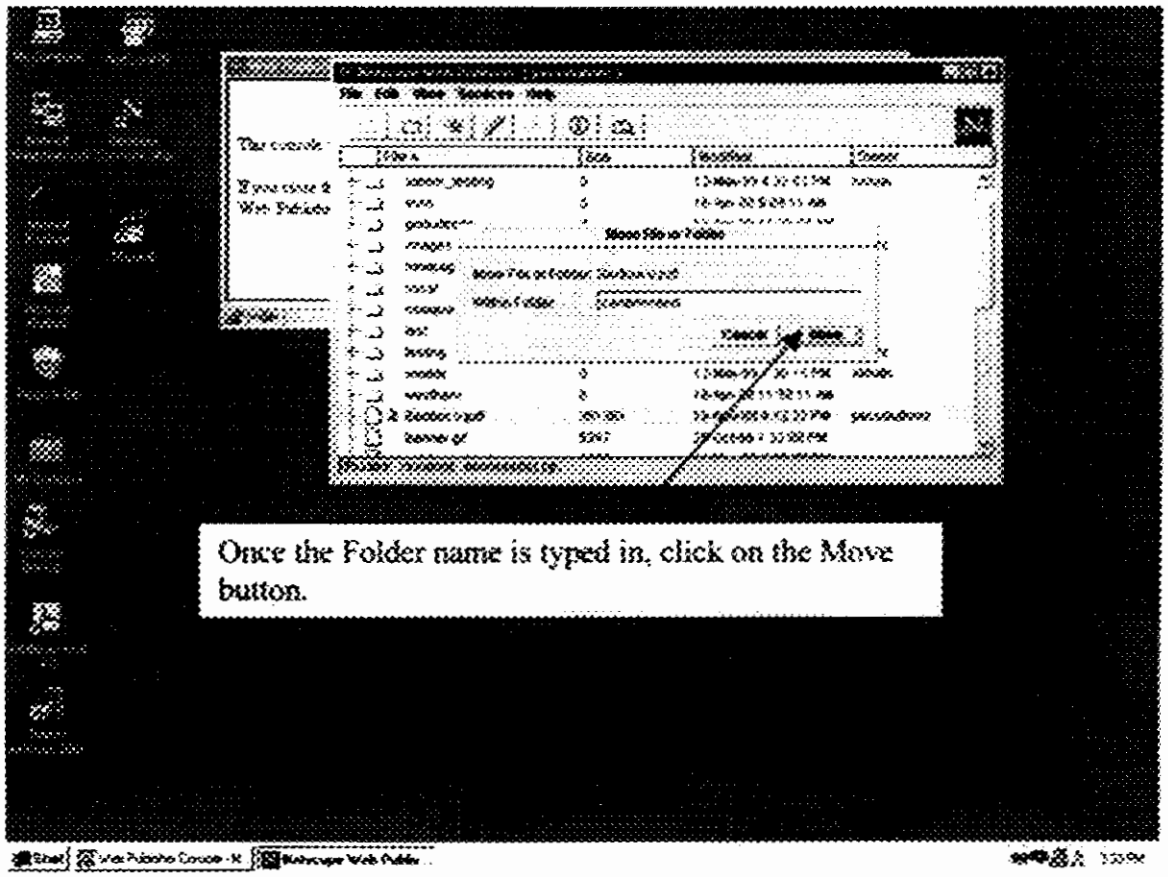

The Move File or Folder window appears. Type in the name of the folder to move the file into in the box.


Once the Folder name is typed in, click on the Move button.

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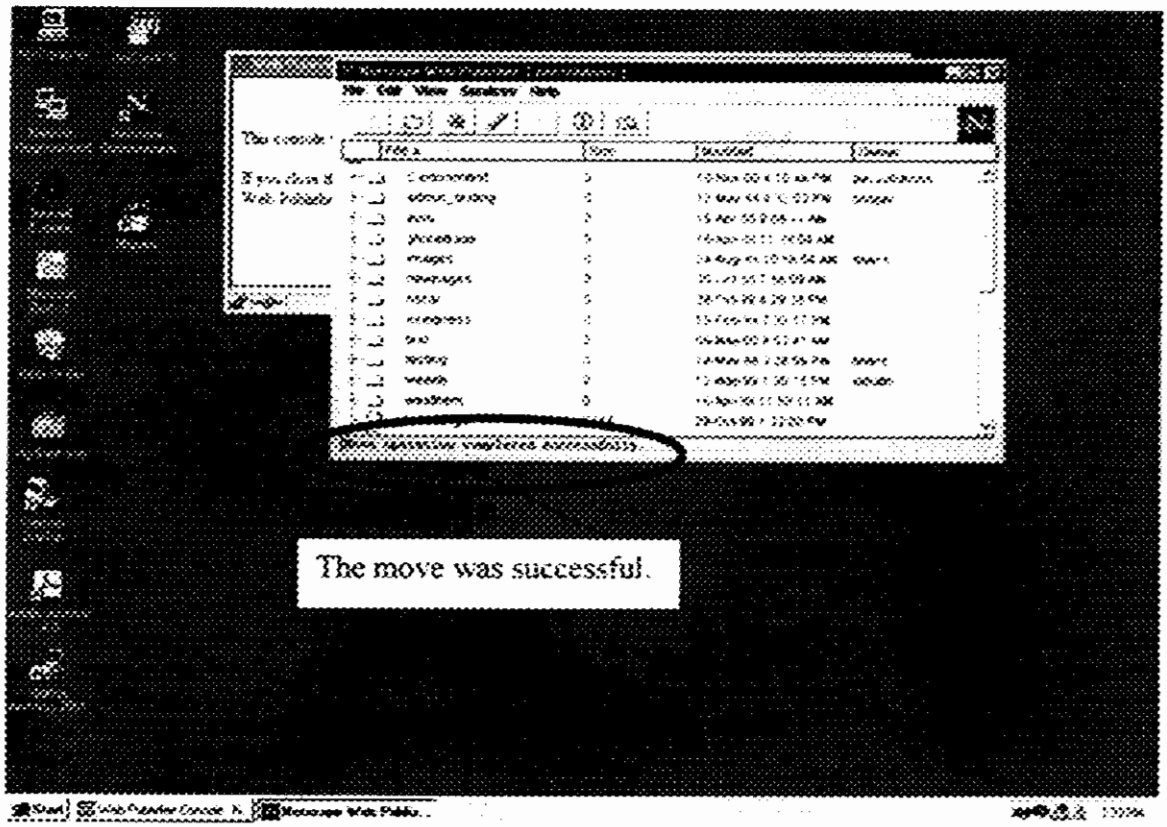
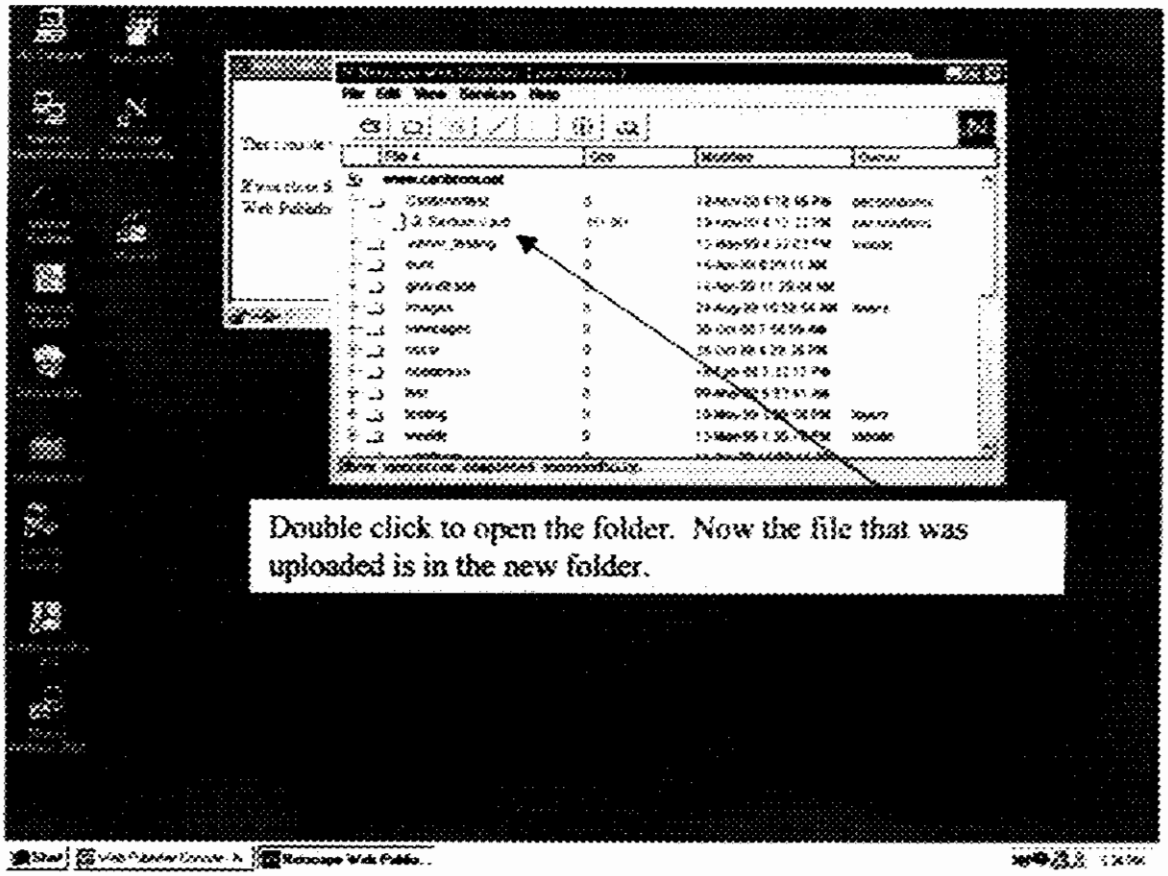

The move was successful.


Double click to open the folder. Now the file that was uploaded is in the new folder.

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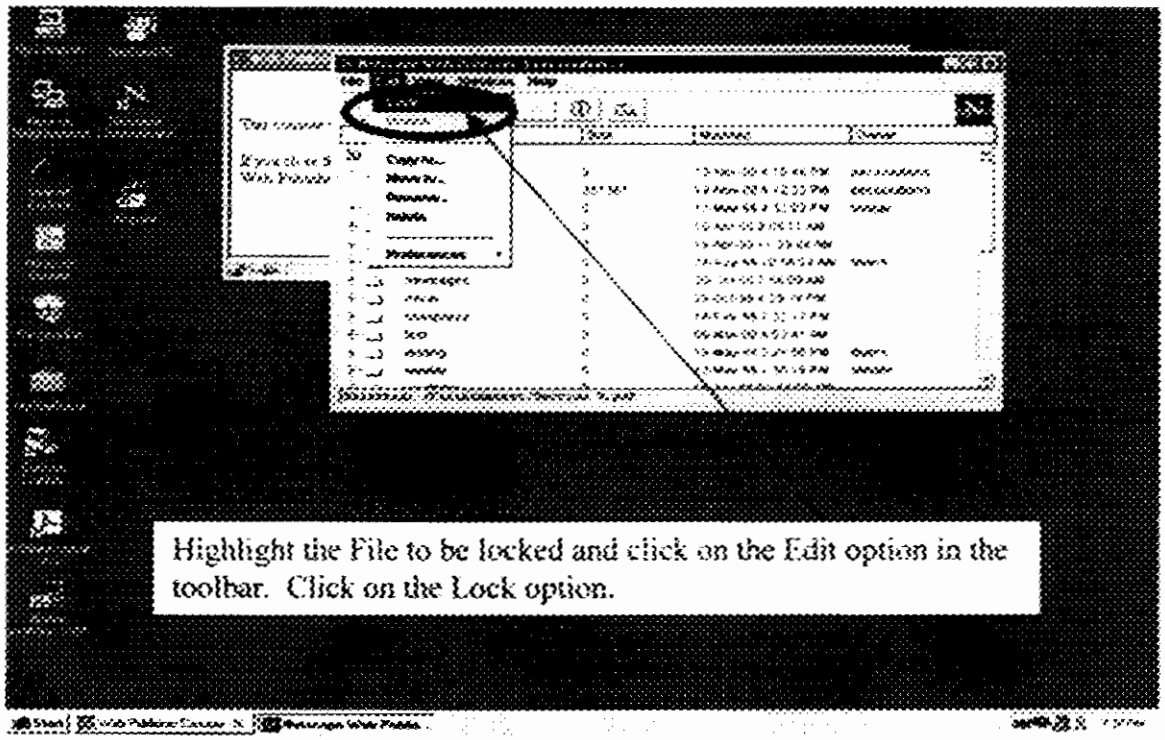
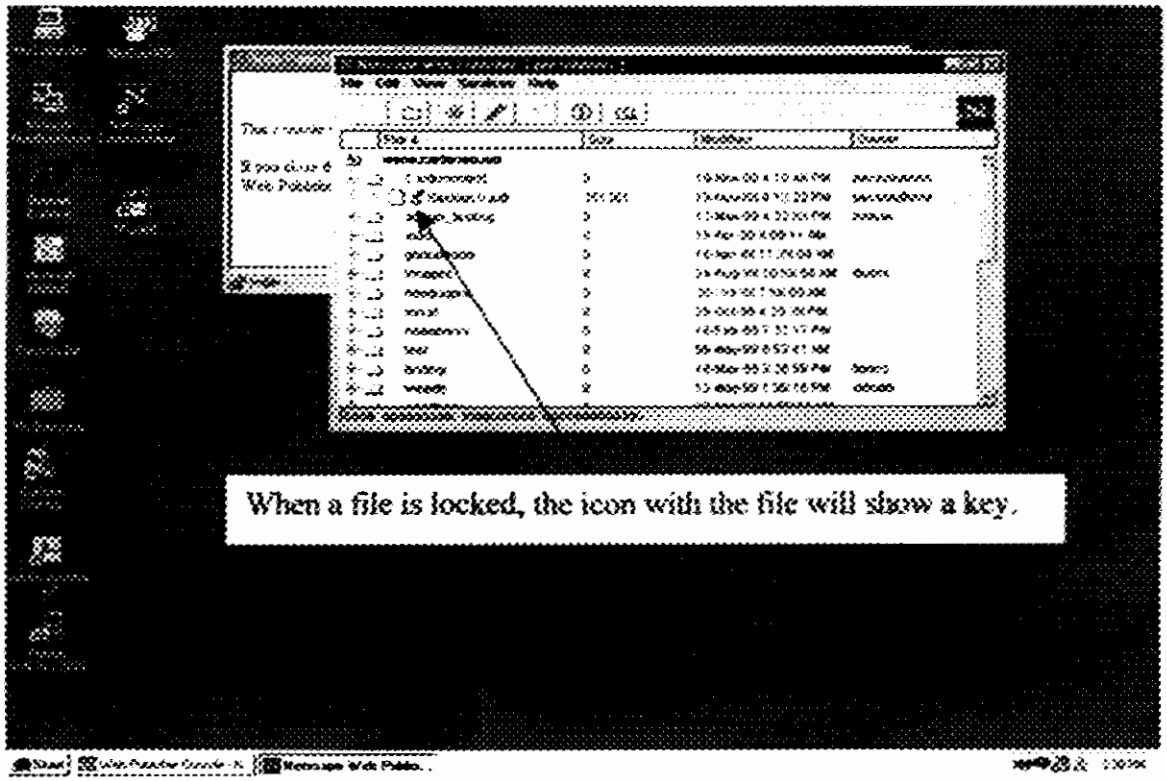
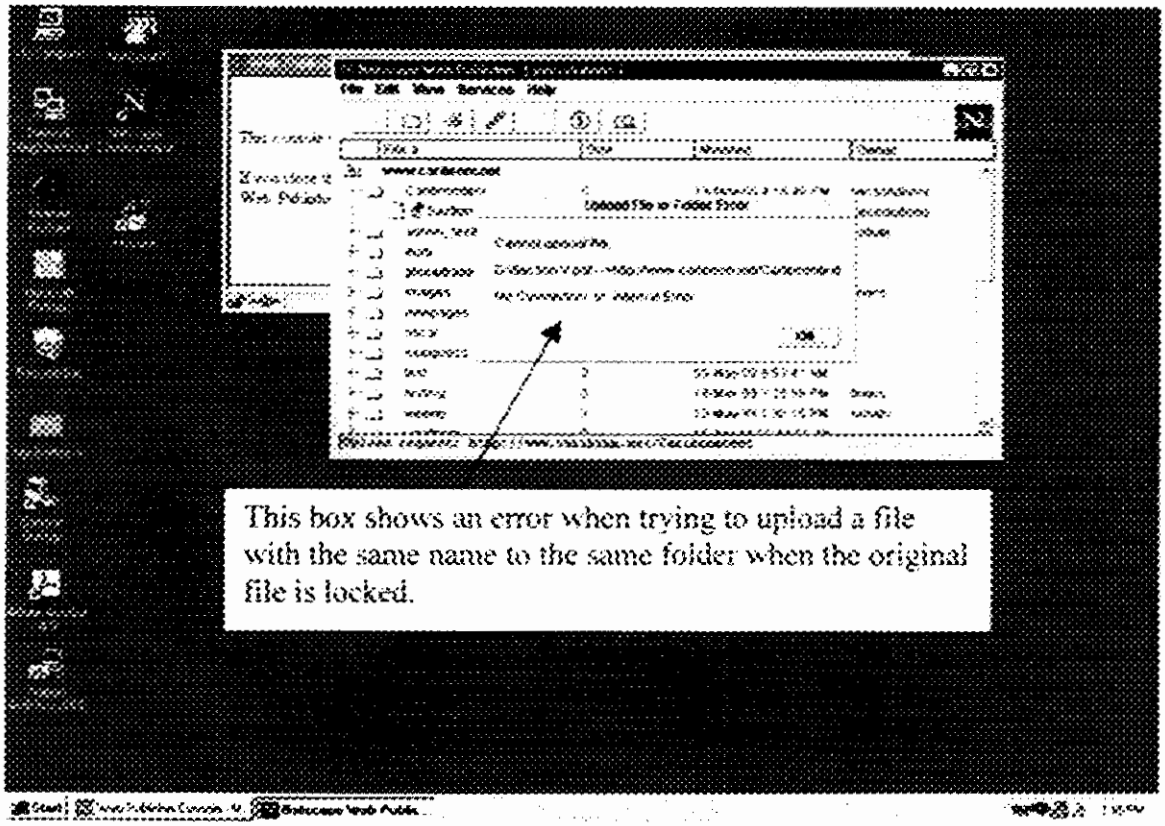
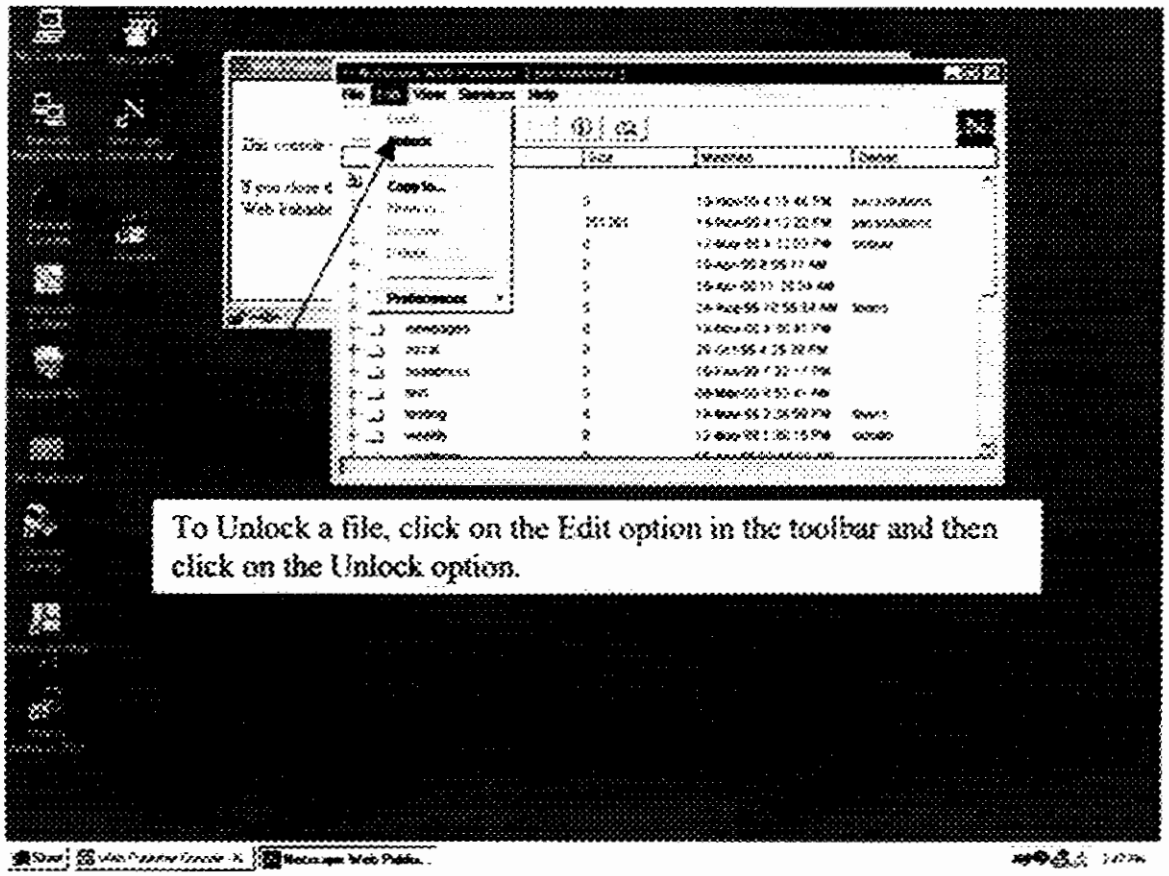
Lock/Unlock a File

Locking a file will secure the file so other users will not be able to overwrite the file, however, users will still be able to download the file and read the file.






This box shows an error when trying to upload a file with the same name to the same folder when the original file is locked.


To Unlock a file, click on the Edit option in the toolbar and then click on the Unlock option.

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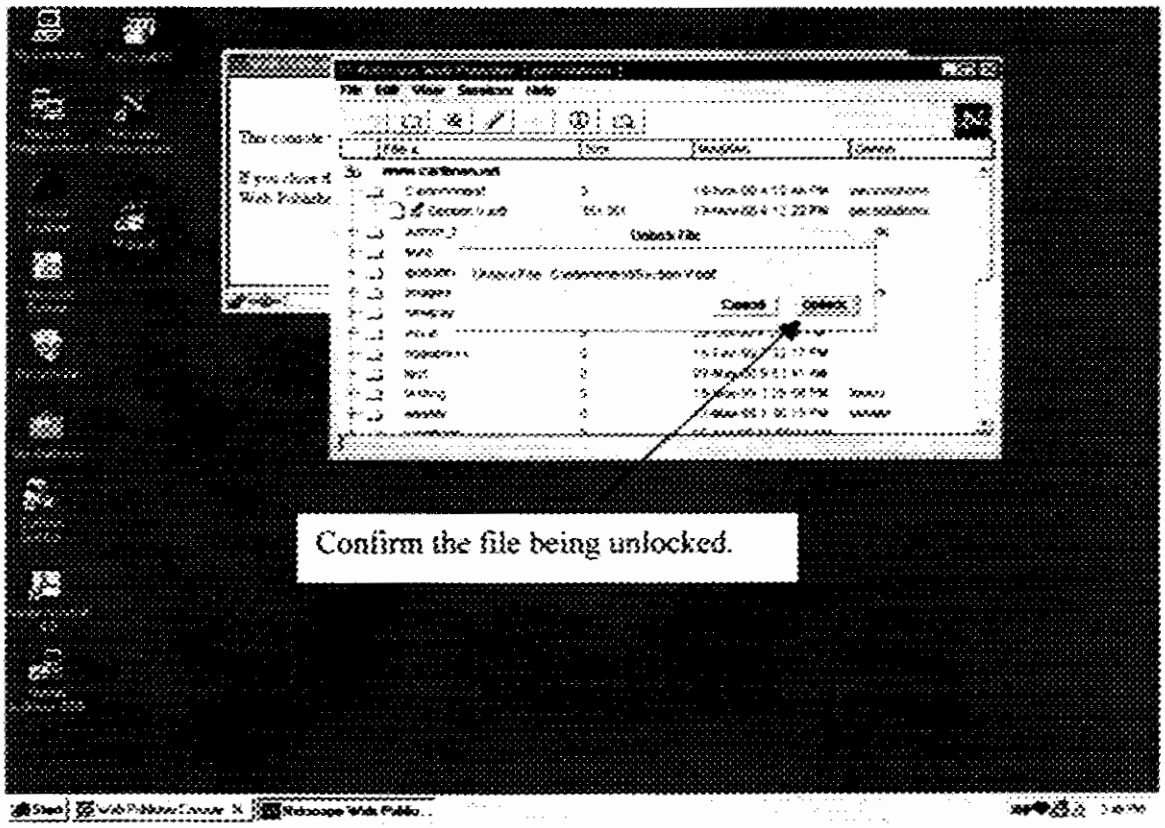
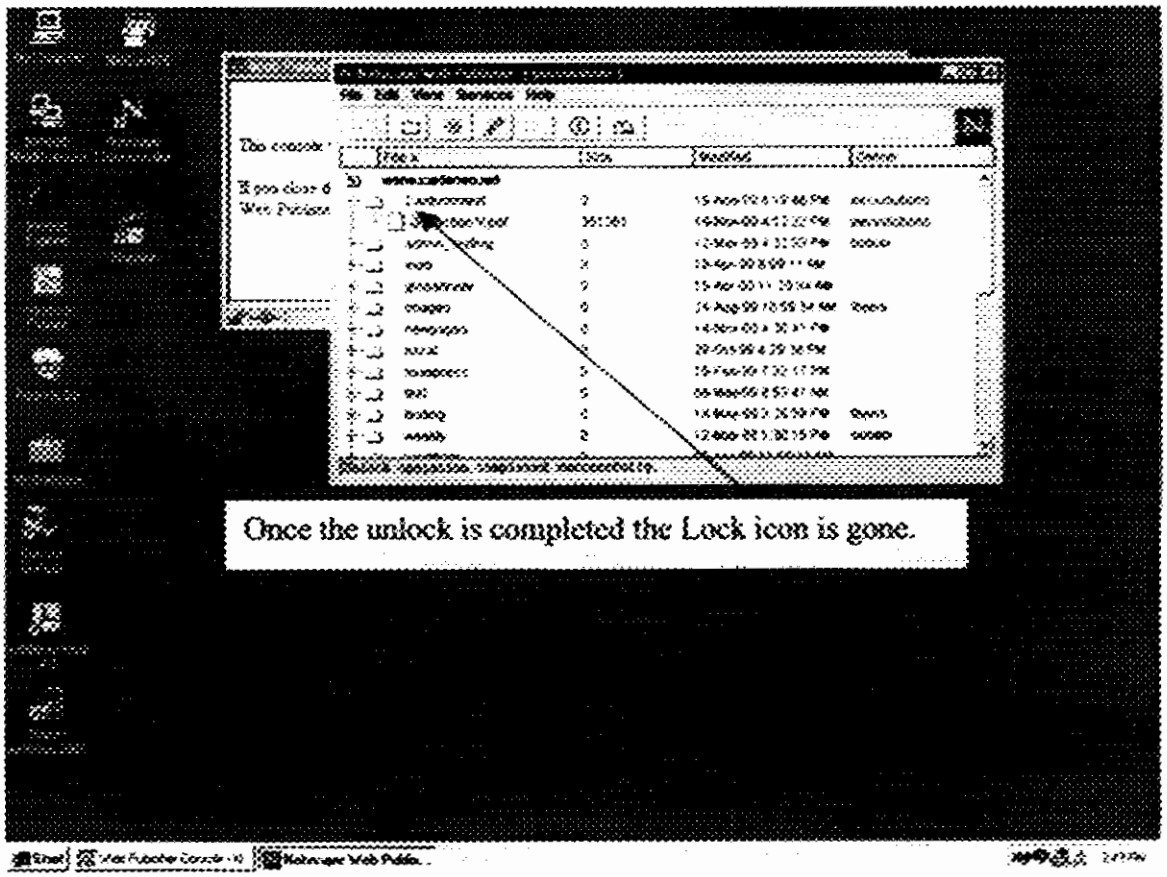

Confirm the file being unlocked.


Once the unlock is completed the Lock icon is gone.

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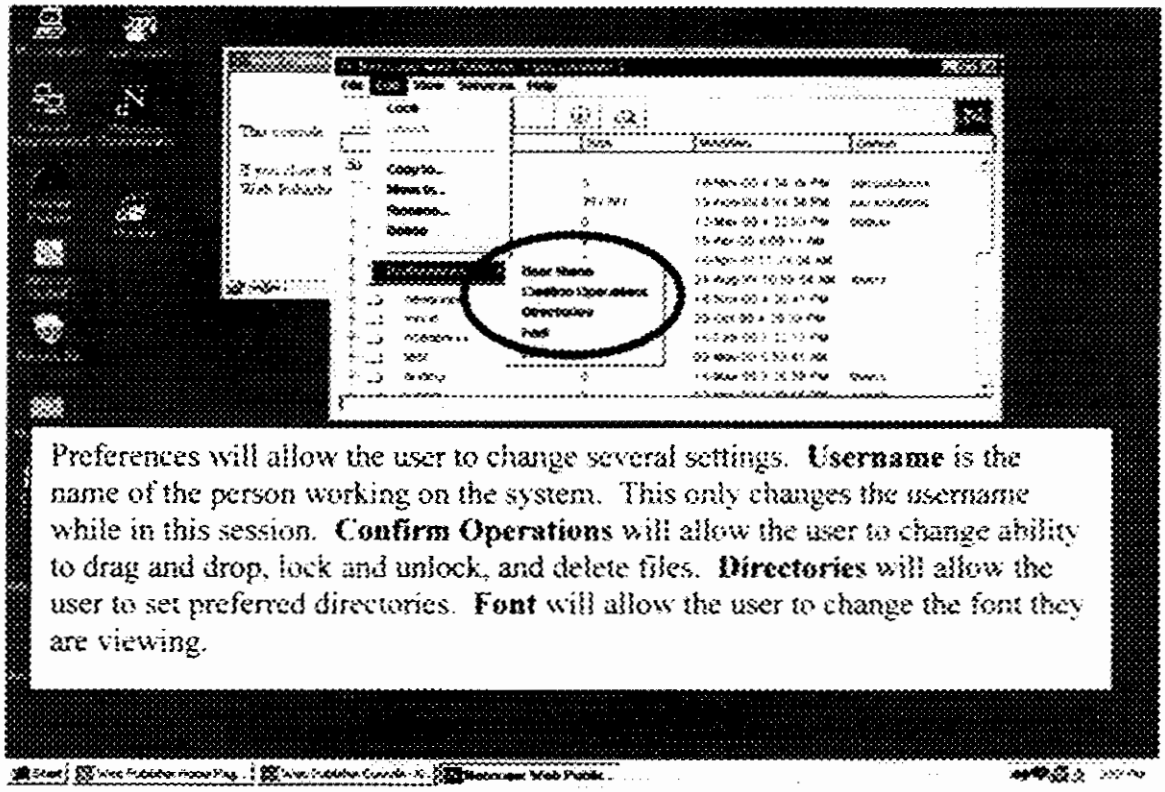
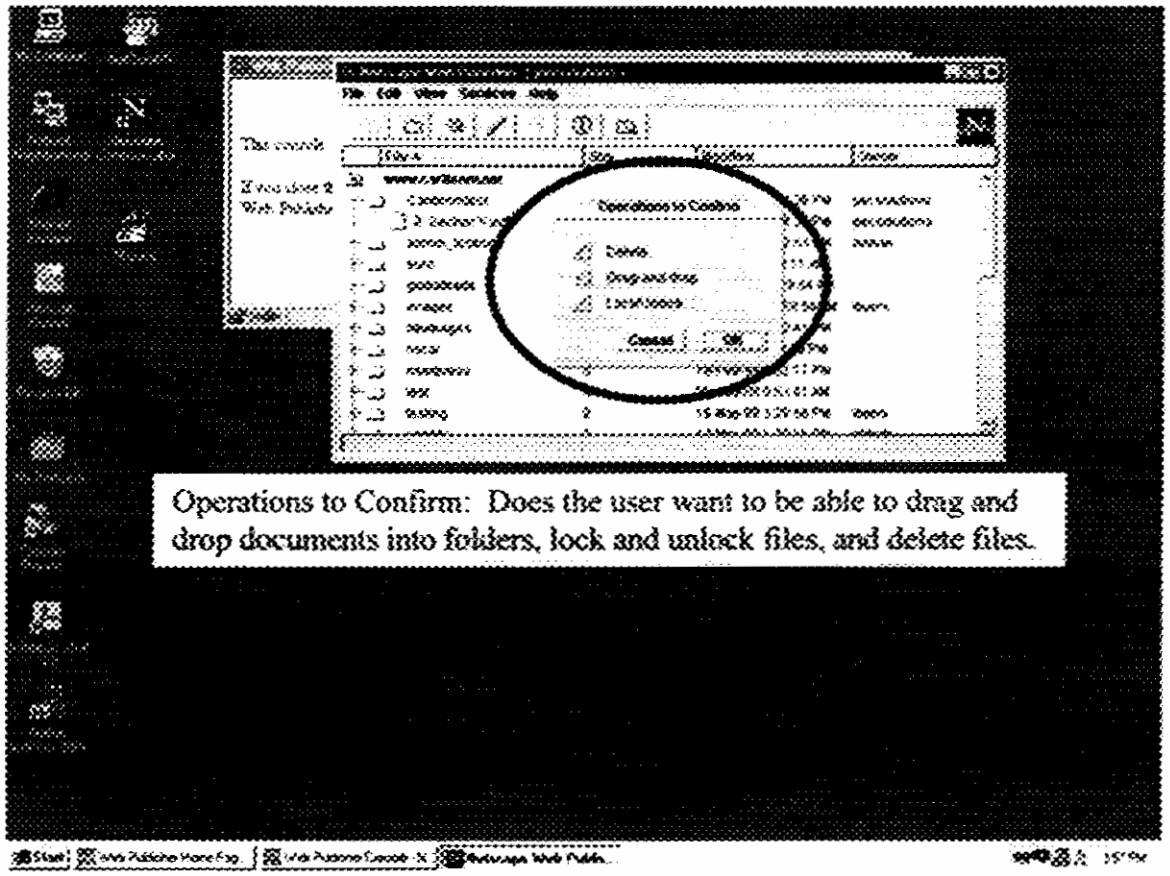
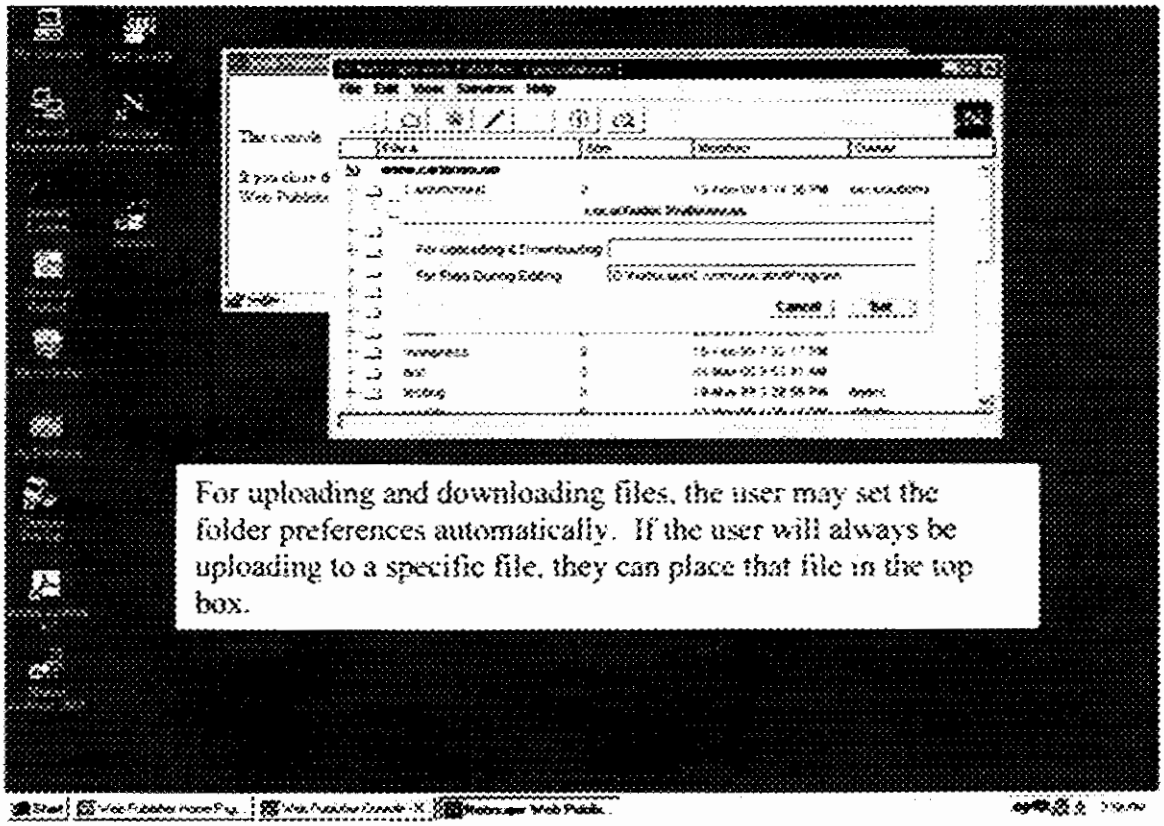
Preferences



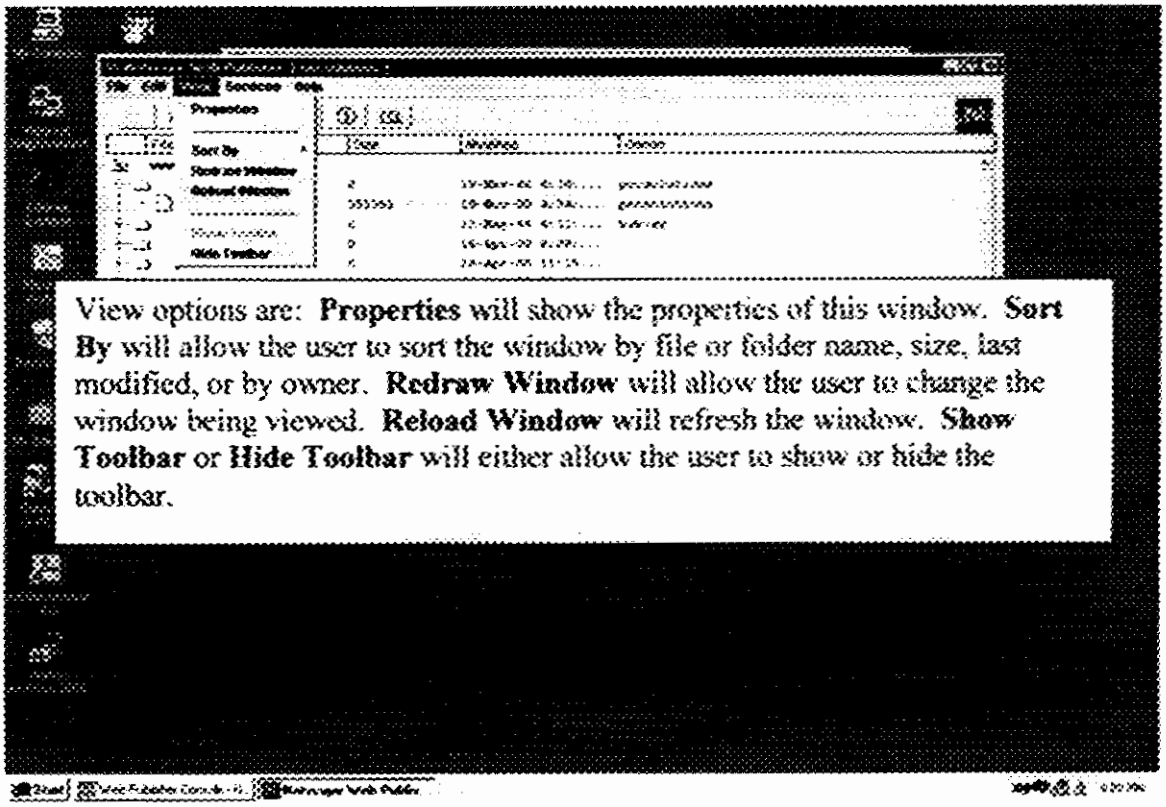
Preferences will allow the user to change several settings. **Username** is the name of the person working on the system. This only changes the *username* while in this session. **Confirm Operations** will allow the user to change ability to drag and drop, lock and unlock, and delete files. **Directories** will allow the user to set preferred directories. **Font** will allow the user to change the font they are viewing.



Operations to Confirm: Does the user want to be able to drag and drop documents into folders, lock and unlock files, and delete files.



View Options



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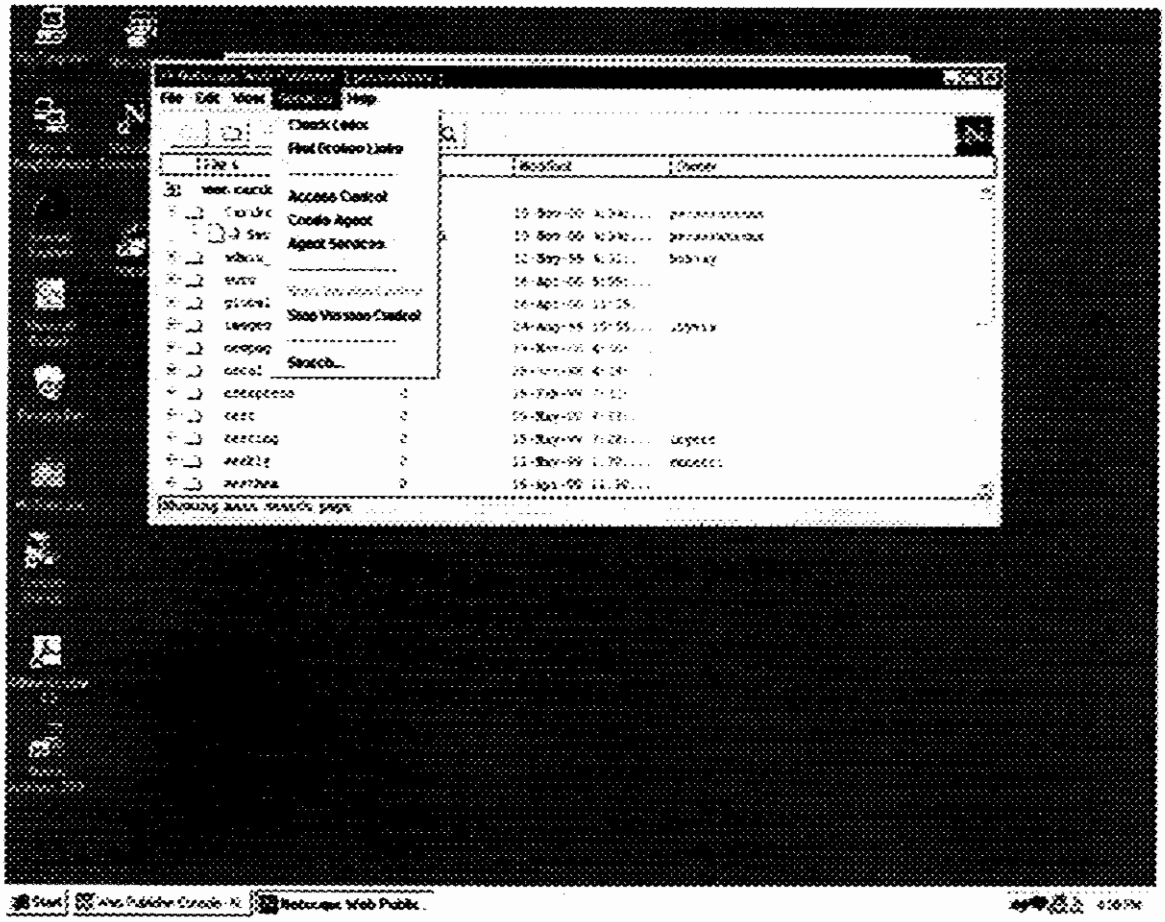
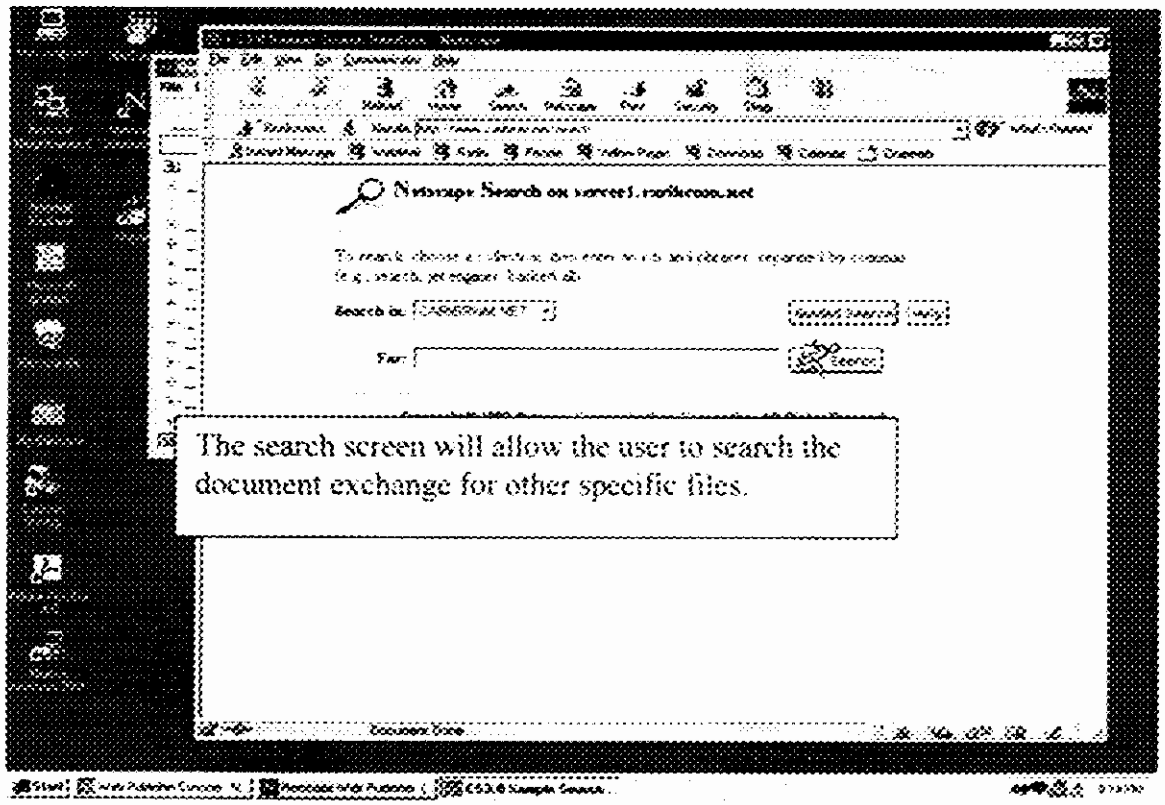
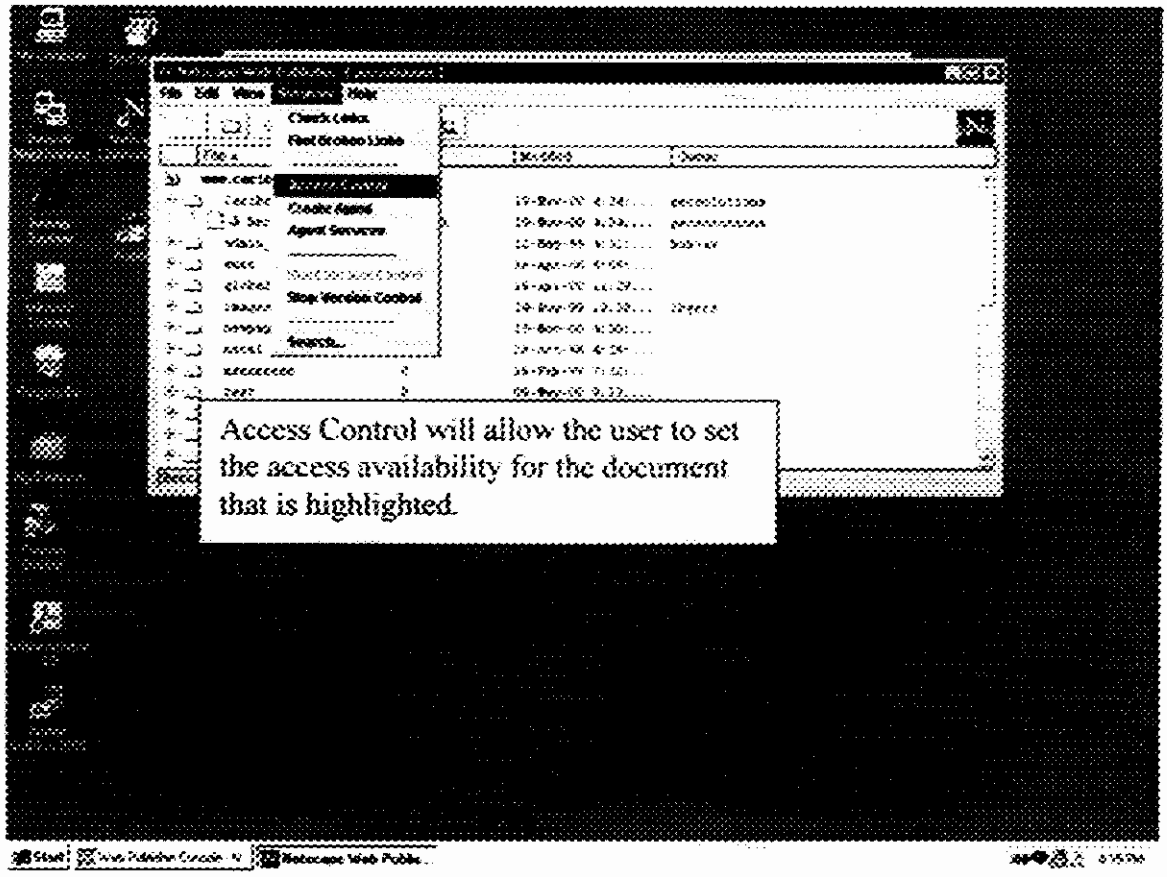
Services

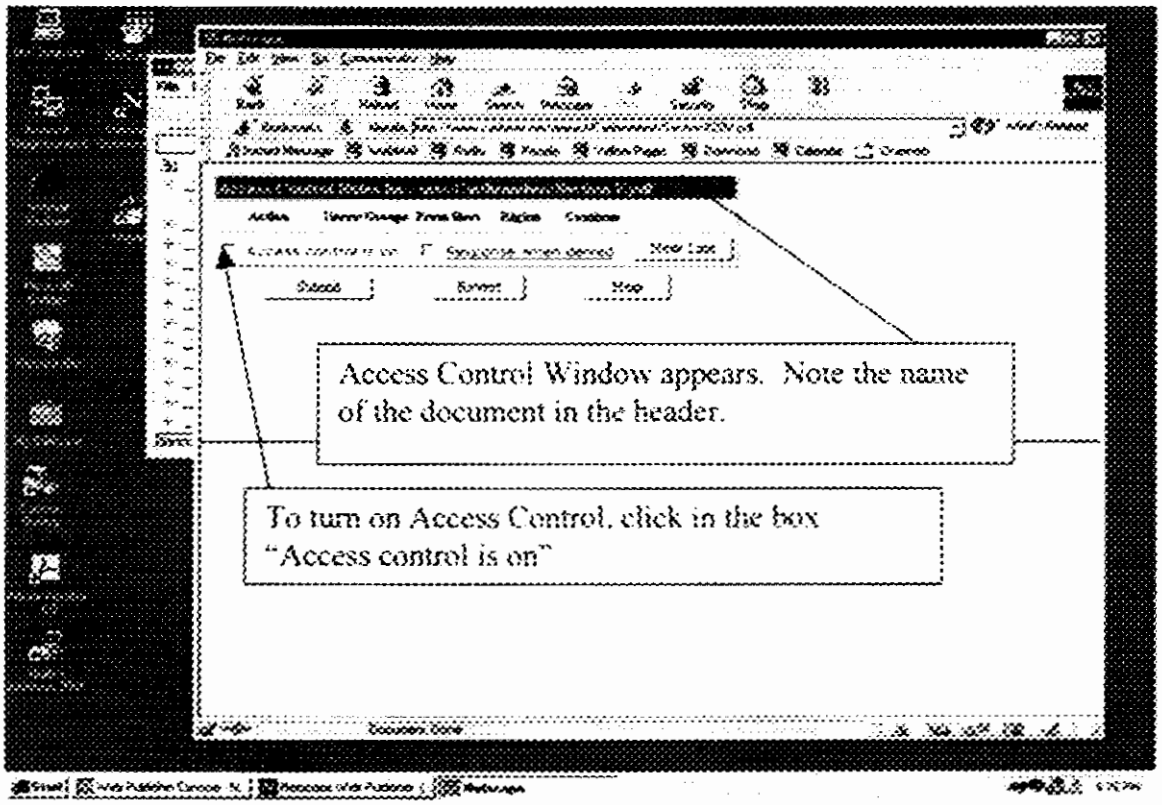


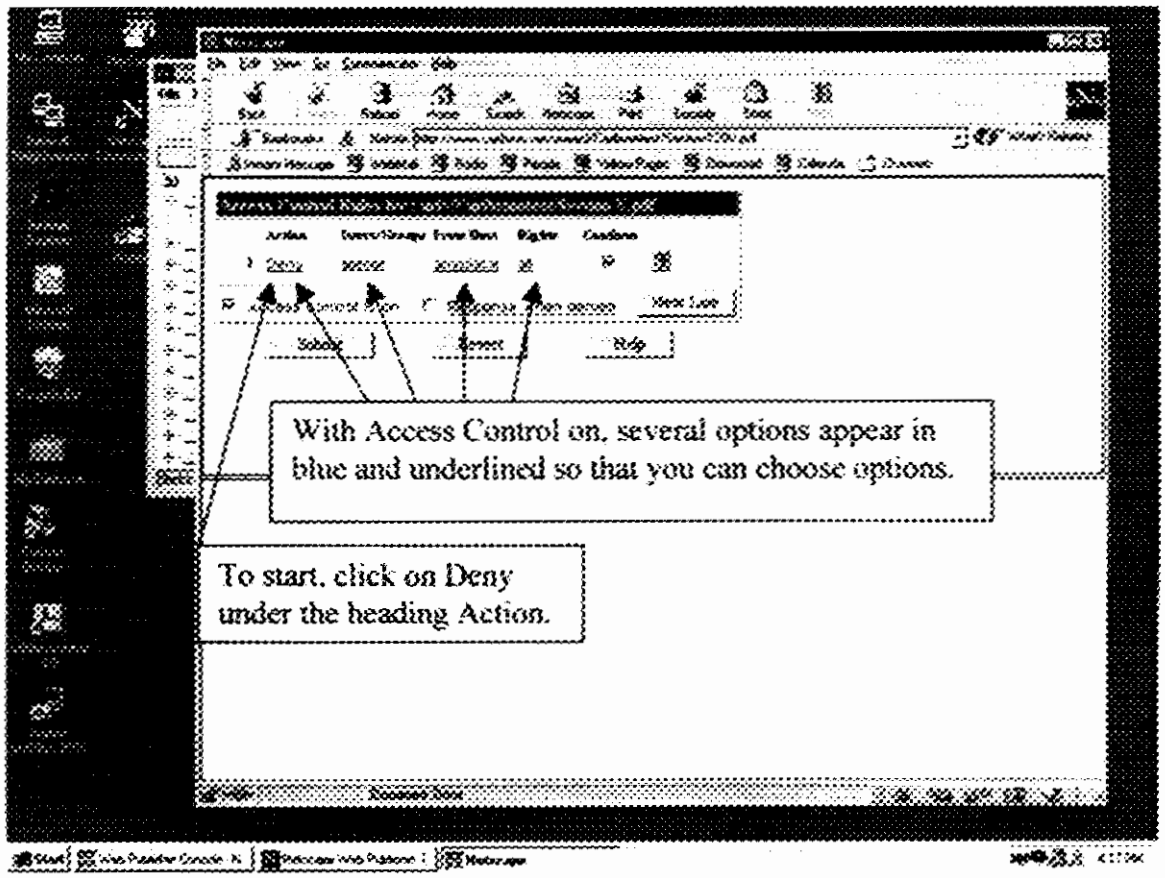
Under services there are several options:

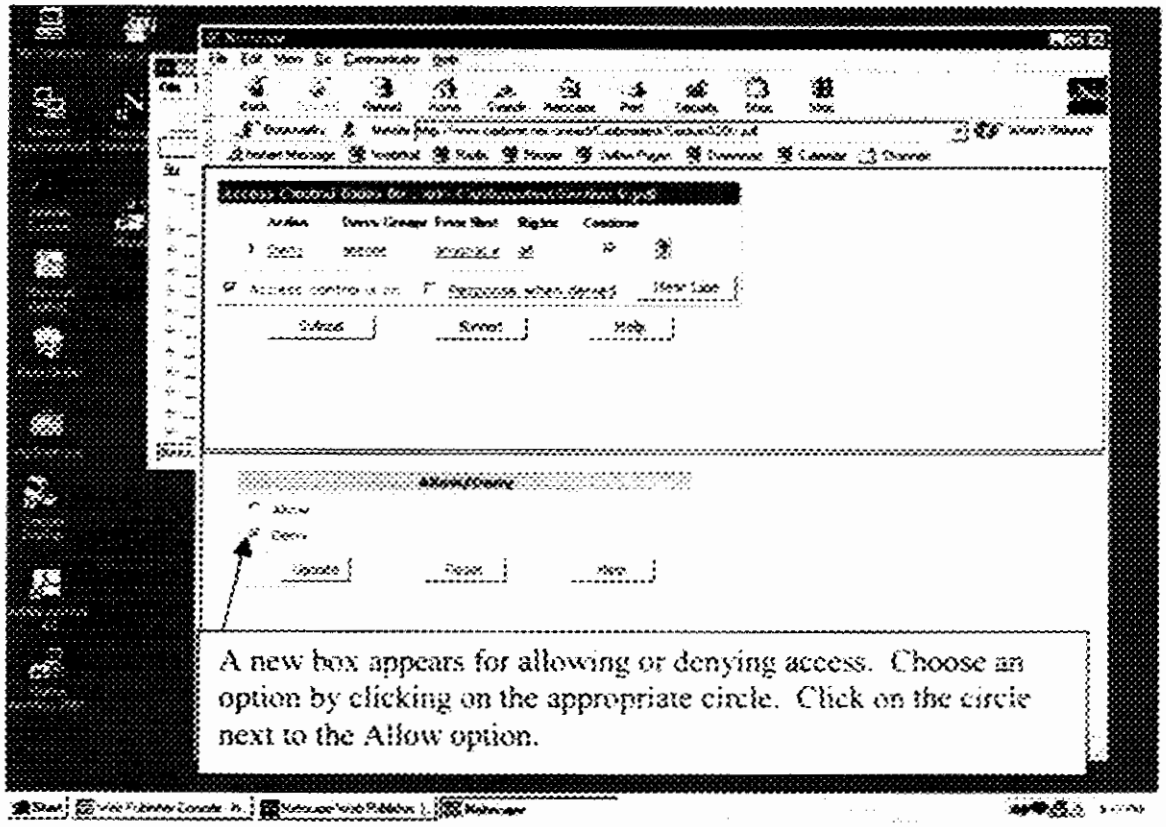
- **Check Links** will check for document links to other documents
- **Find Broken Links** will search for links that have been broken
- **Access Control** will allow users to set controls (shown below)
- **Create Agent** allows the user to set an agent to also control a document
- **Agent Services** will control what the agent can do for that document
- **Start Version Control** will begin version control of documents (updating for each new version uploaded into the document exchange)
- **Stop Version Control** will discontinue the control of documents
- **Search** will search documents in document exchange (shown below)

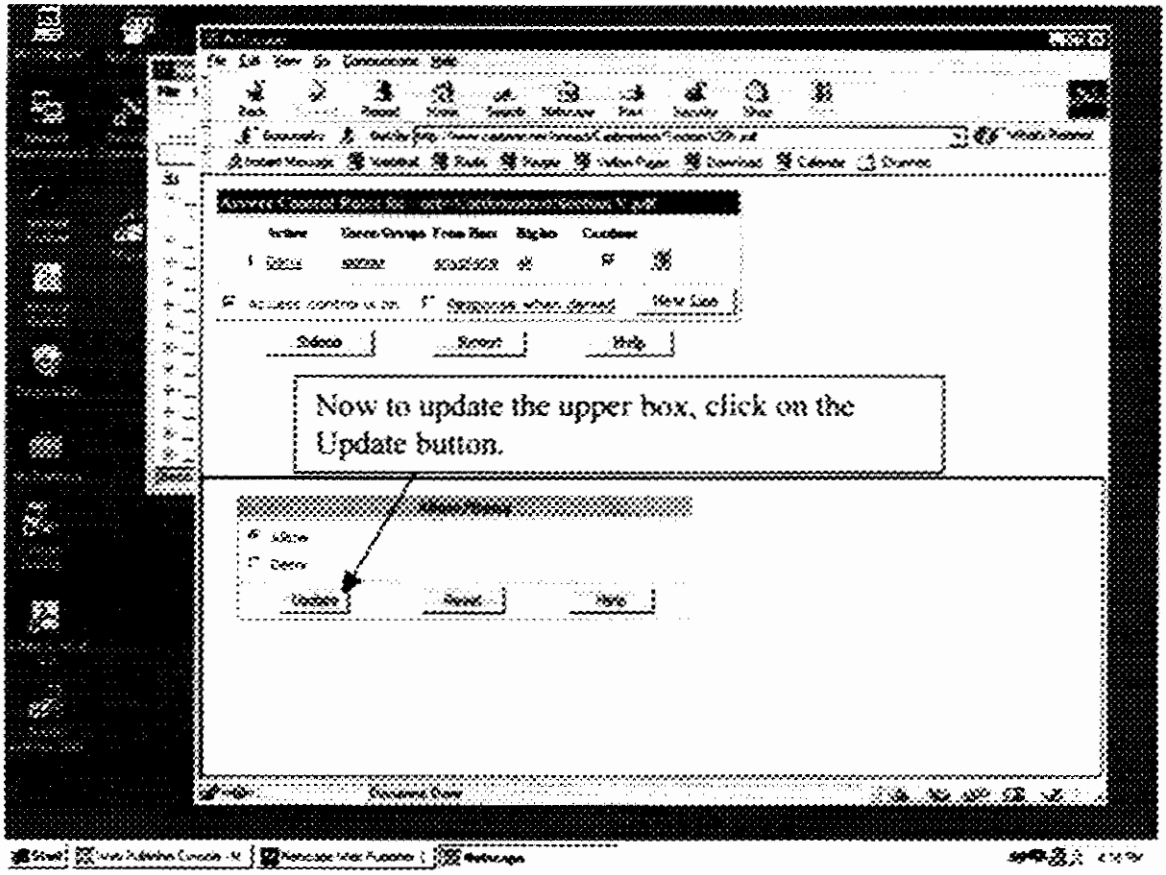

The search screen will allow the user to search the document exchange for other specific files.


Access Control will allow the user to set the access availability for the document that is highlighted.


Access Control Window appears. Note the name of the document in the header.
To turn on Access Control, click in the box "Access control is on"


With Access Control on, several options appear in blue and underlined so that you can choose options.
To start, click on Deny under the heading Action.


A new box appears for allowing or denying access. Choose an option by clicking on the appropriate circle. Click on the circle next to the Allow option.

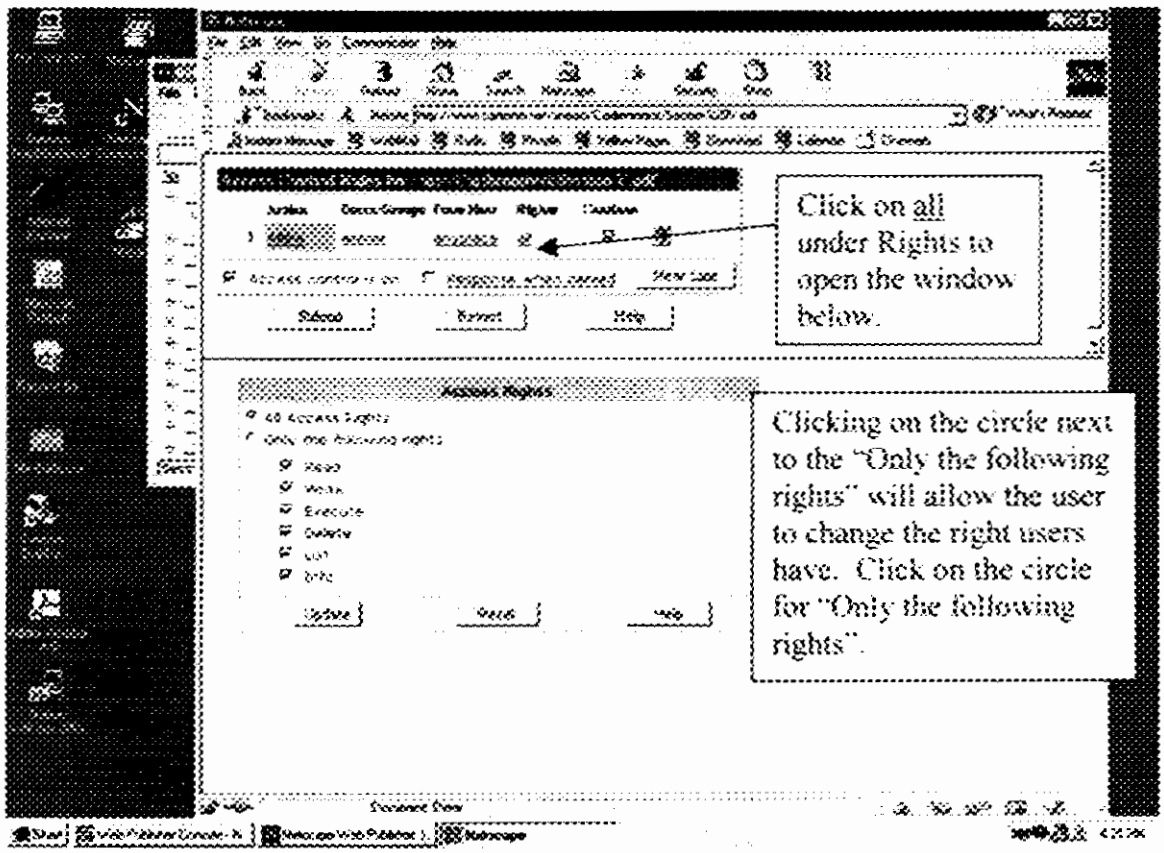

Now to update the upper box, click on the Update button.

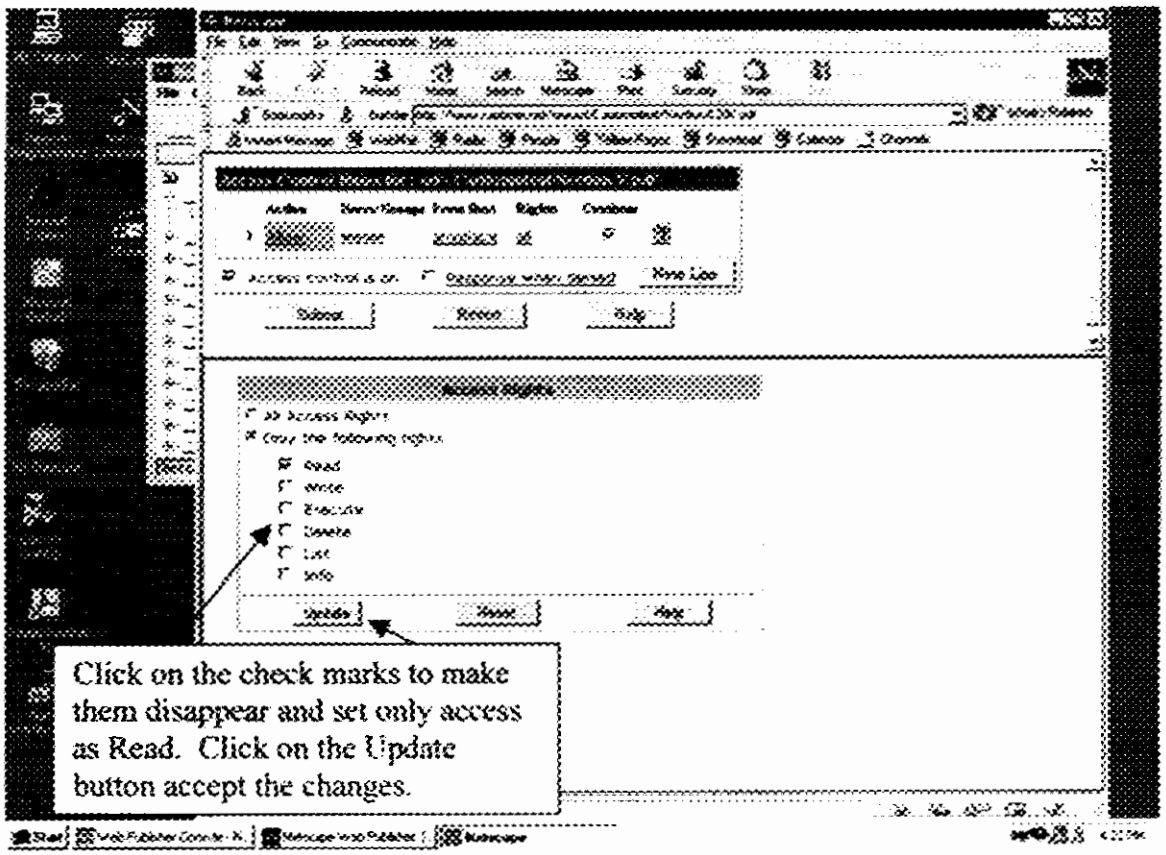
Note now the upper box states Allow.

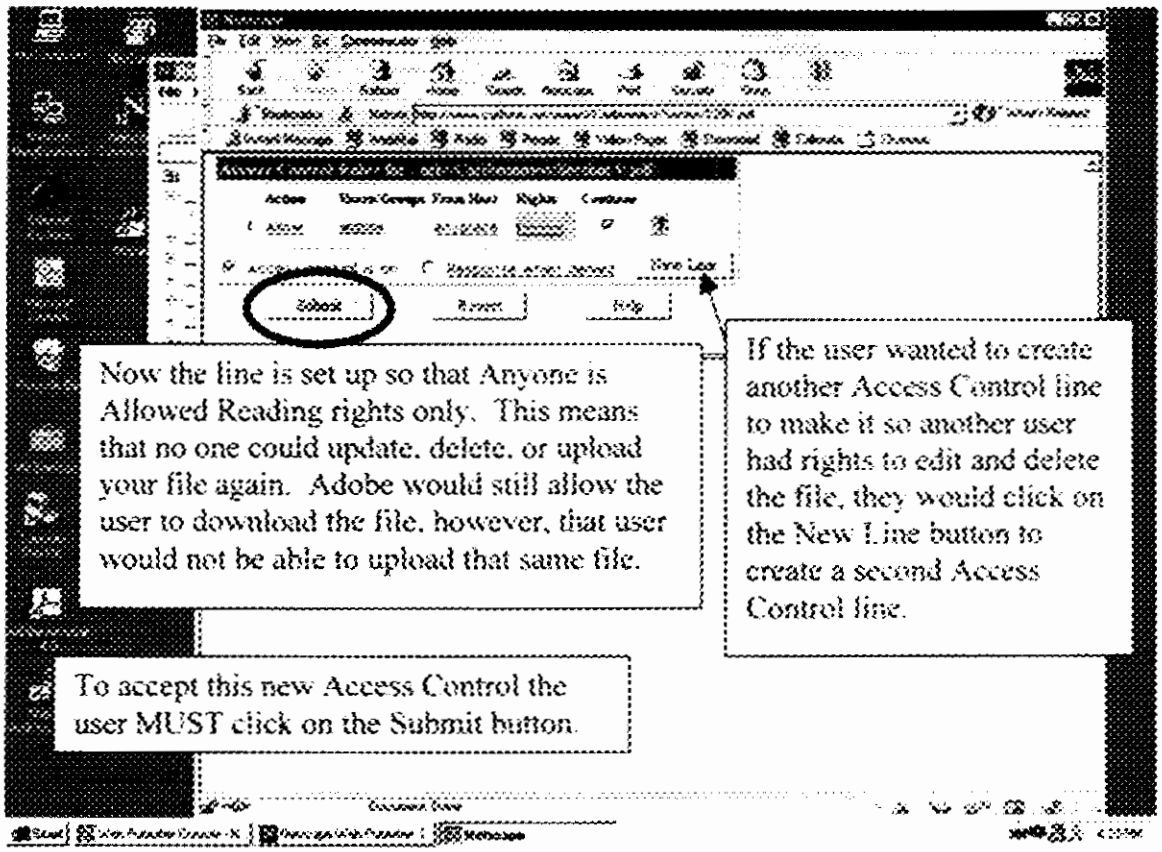
When anyone is clicked under the User/Groups option, a new window appears. This will set it so that anyone or group can be denied access or allowed access. Currently leave anyone as the option.

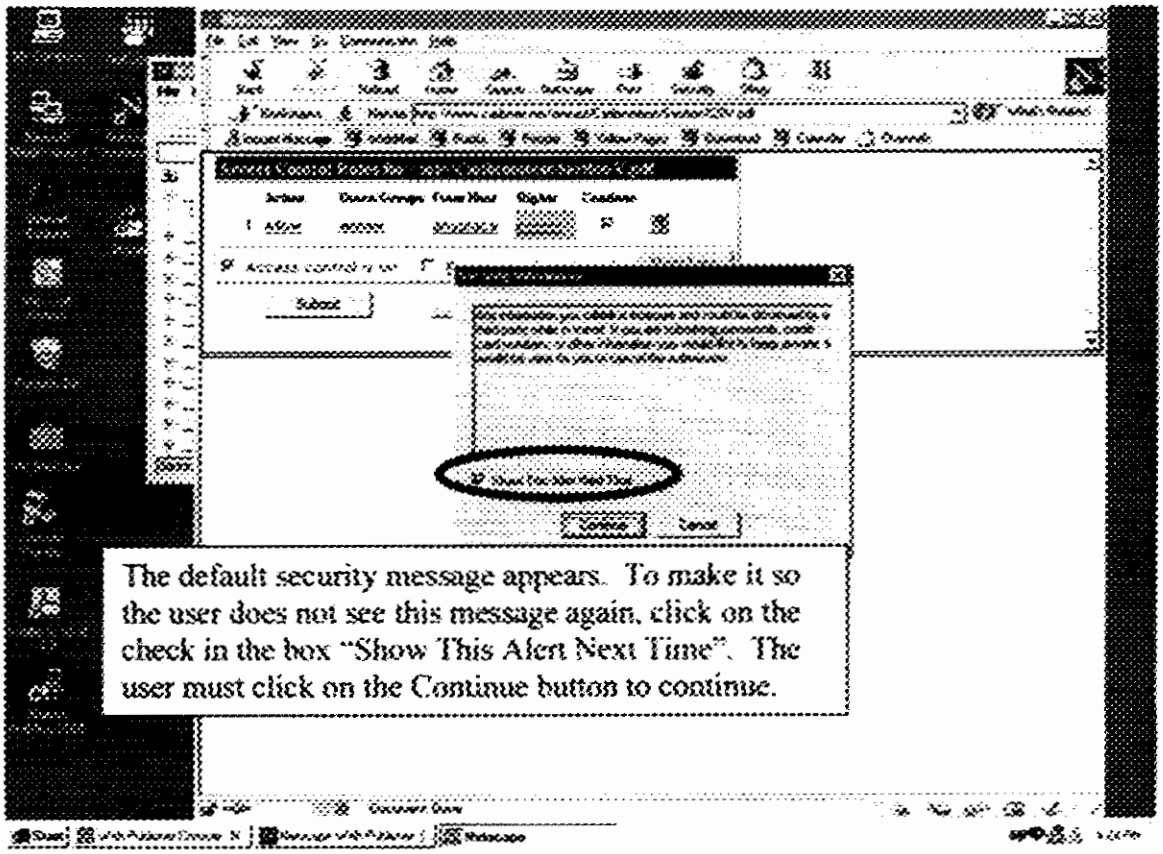
Anyone stays as the option at this level. Clicking on anyplace under From Host will bring up a new window.

To use this option the user would have to know the host name or an IP address. This will probably not be an option most users utilize.


Click on all under Rights to open the window below.
Clicking on the circle next to the "Only the following rights" will allow the user to change the right users have. Click on the circle for "Only the following rights".


Click on the check marks to make them disappear and set only access as Read. Click on the Update button accept the changes.


Now the line is set up so that Anyone is Allowed Reading rights only. This means that no one could update, delete, or upload your file again. Adobe would still allow the user to download the file, however, that user would not be able to upload that same file.
If the user wanted to create another Access Control line to make it so another user had rights to edit and delete the file, they would click on the New Line button to create a second Access Control line.
To accept this new Access Control the user MUST click on the Submit button.


The default security message appears. To make it so the user does not see this message again, click on the check in the box "Show This Alert Next Time". The user must click on the Continue button to continue.

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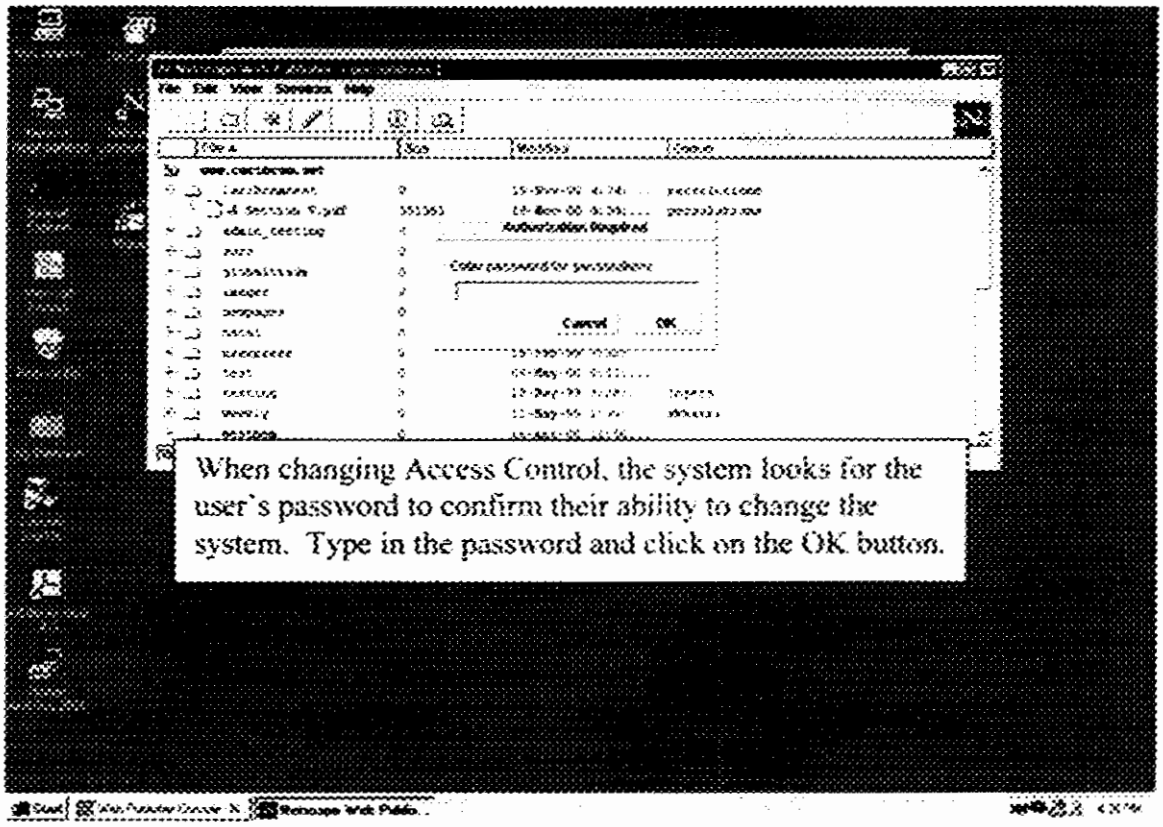
When changing Access Control, the system looks for the user's password to confirm their ability to change the system. Type in the password and click on the OK button.

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Section V: Adobe Acrobat

Overview

Adobe Acrobat is essentially a program that allows a user to read a document that has been saved to a particular format (.pdf file). This format is in a read-only format so those users may not edit the content within the document. However, users will be able to print the document. This has become a widely used and effective tool to read documentation stored on the Internet.

In this section we will cover:

- Reading a document in Adobe Acrobat format
- Creating a document in Adobe Acrobat format

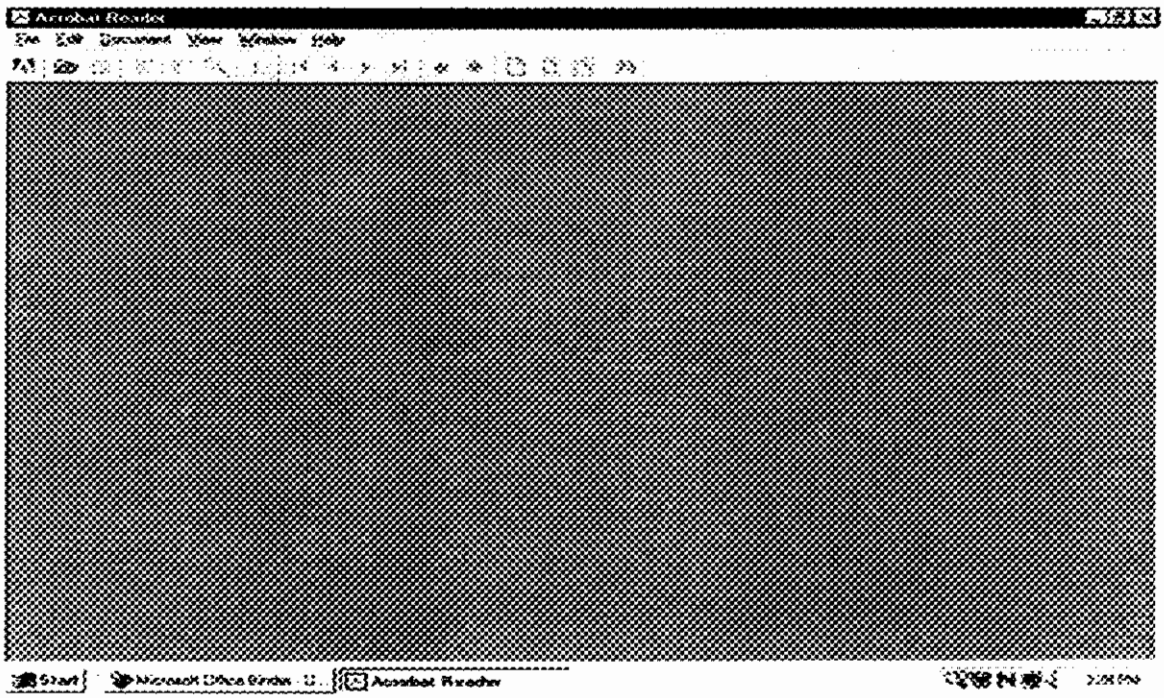
By the end of this section, any user should be familiar with:

- Opening an document in Adobe Acrobat format
- Navigating through a document
- Print a document
- Resize the document for easier reading ability
- How to zoom in on text or graphics within a document
- Find a word or phrase within a document
- Create a document in Adobe Acrobat format

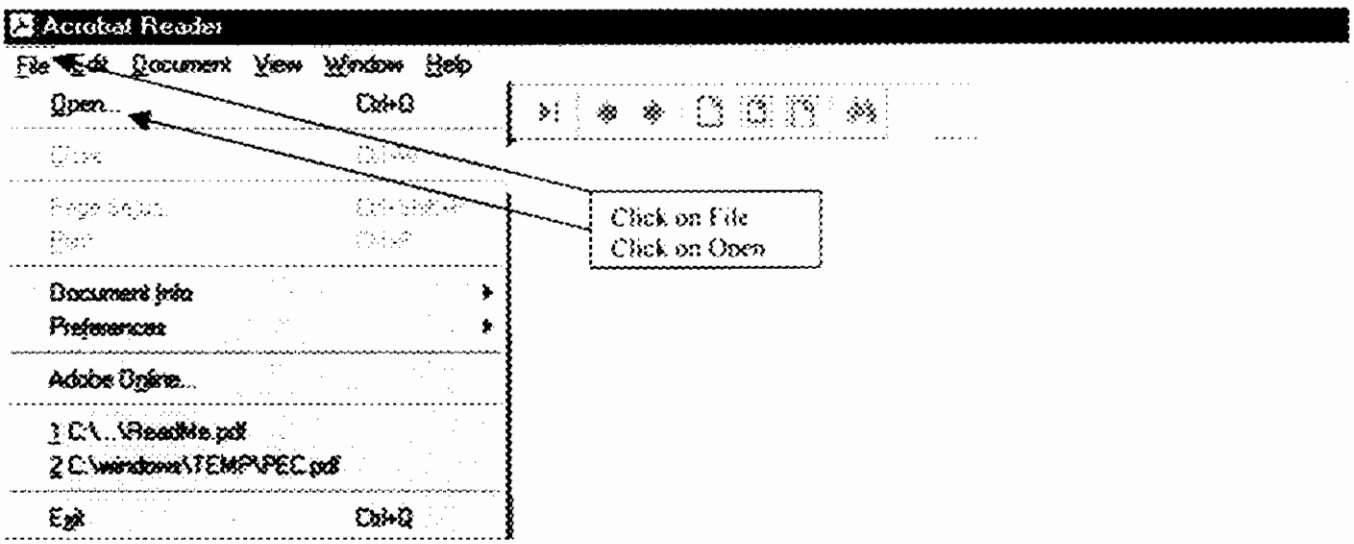
Adobe Acrobat Reader

Any document that is in Adobe format will be followed by the tag .pdf. The icon shown below is the Adobe icon. Any file with this icon should be read in Adobe Acrobat Reader.

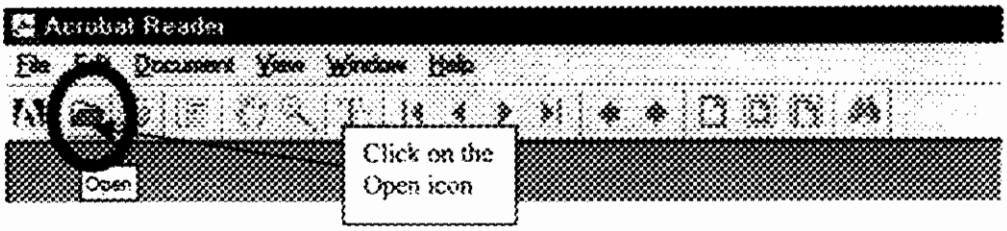
Open Adobe by double clicking on the icon on the desktop screen or through the Start menu. For easier use, maximize the window. Once the reader is opened and maximized, the computer screen should look like the image below.



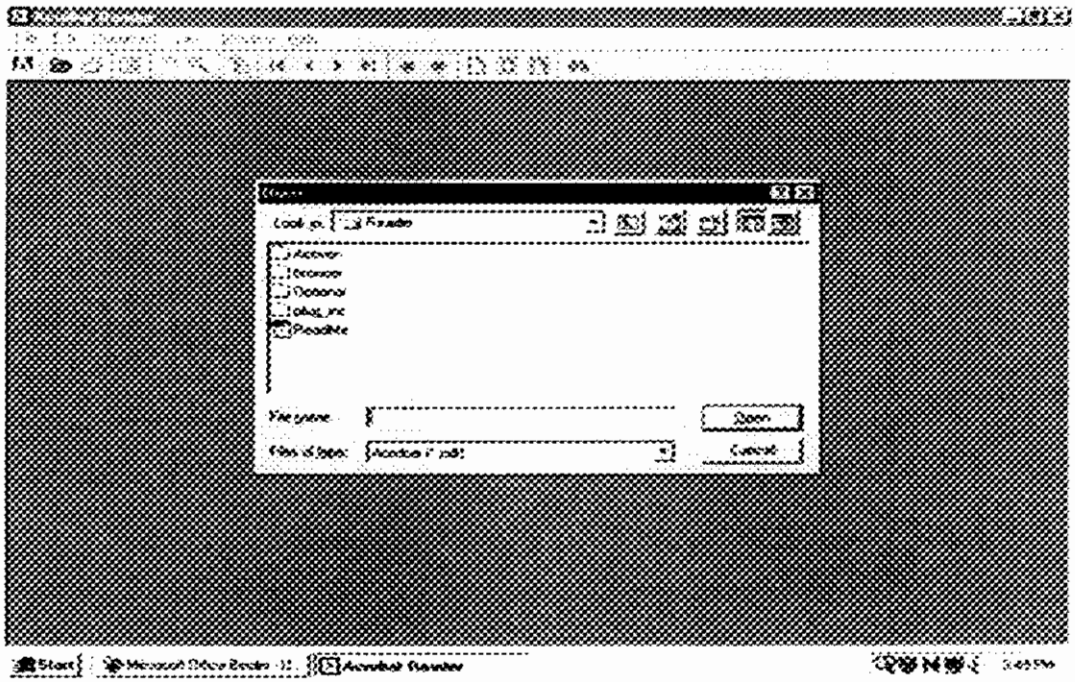
The main portion of the screen is bland (or gray) because there is currently no document to be viewed. To open a document, either click on the File option or on the open icon.



Or

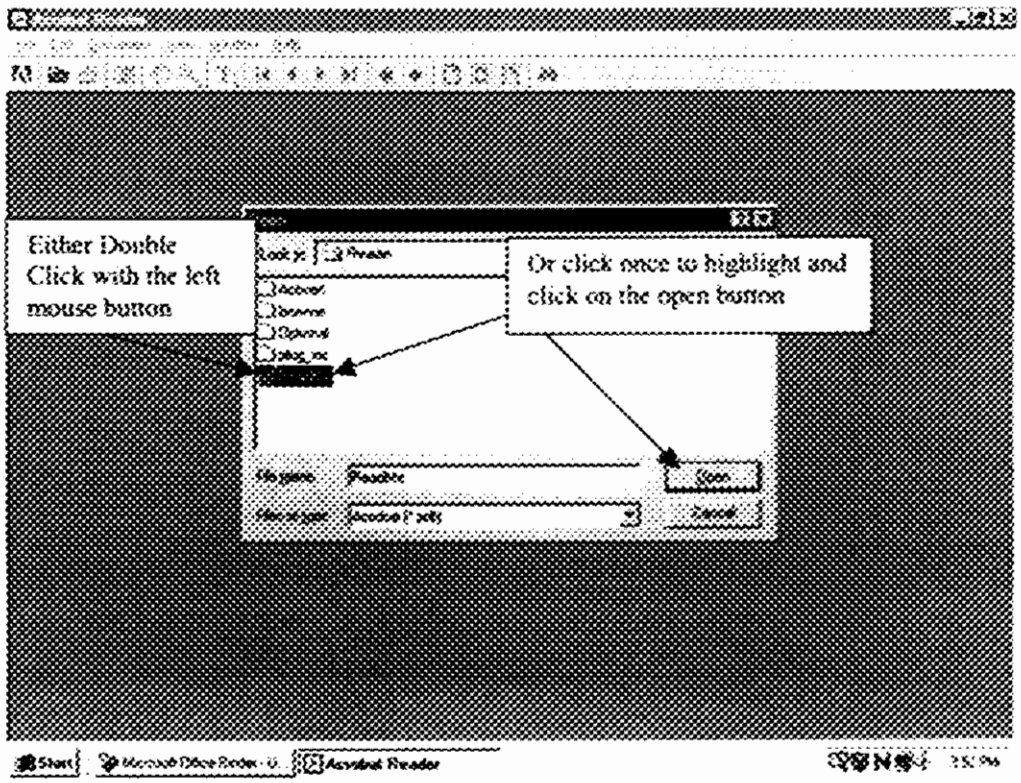


Either Option will give you the same pop-up window to search for a file.



For the purpose of this exercise we will choose the "read me" file for Adobe Acrobat to look at.

To open the "read me" file listed, either double click on the file itself or highlight by clicking on it once and then clicking on the open button in the lower right corner of the window.



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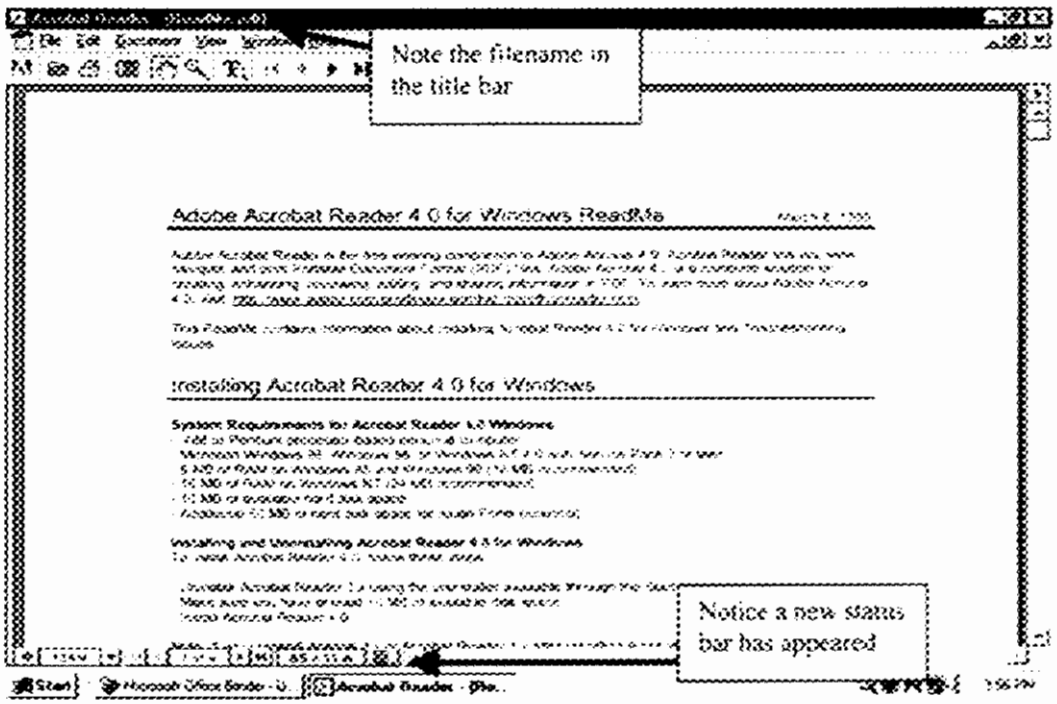
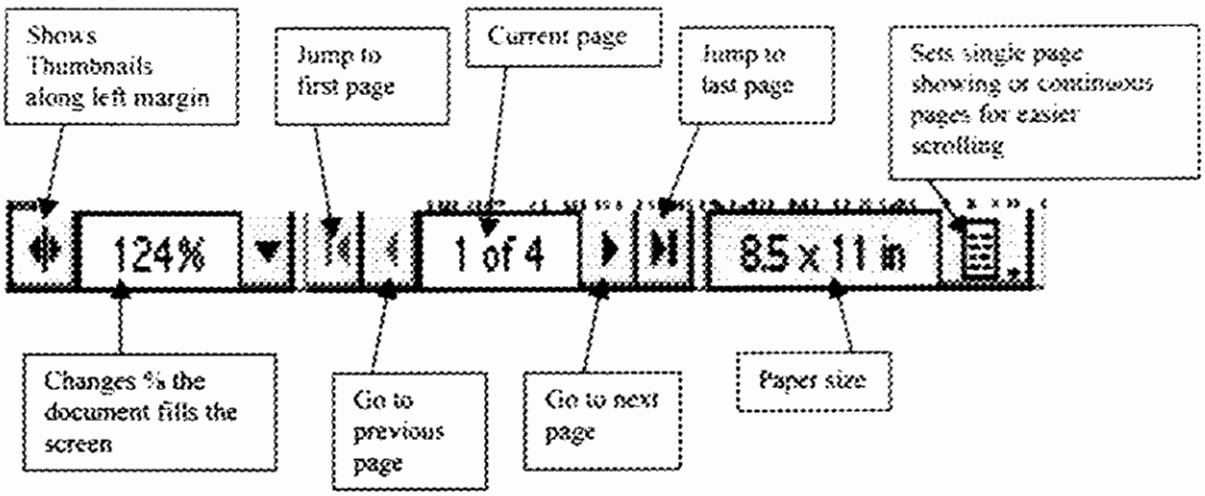


The status bar provides information about the current document being viewed. Below is an enlargement of the above status bar.

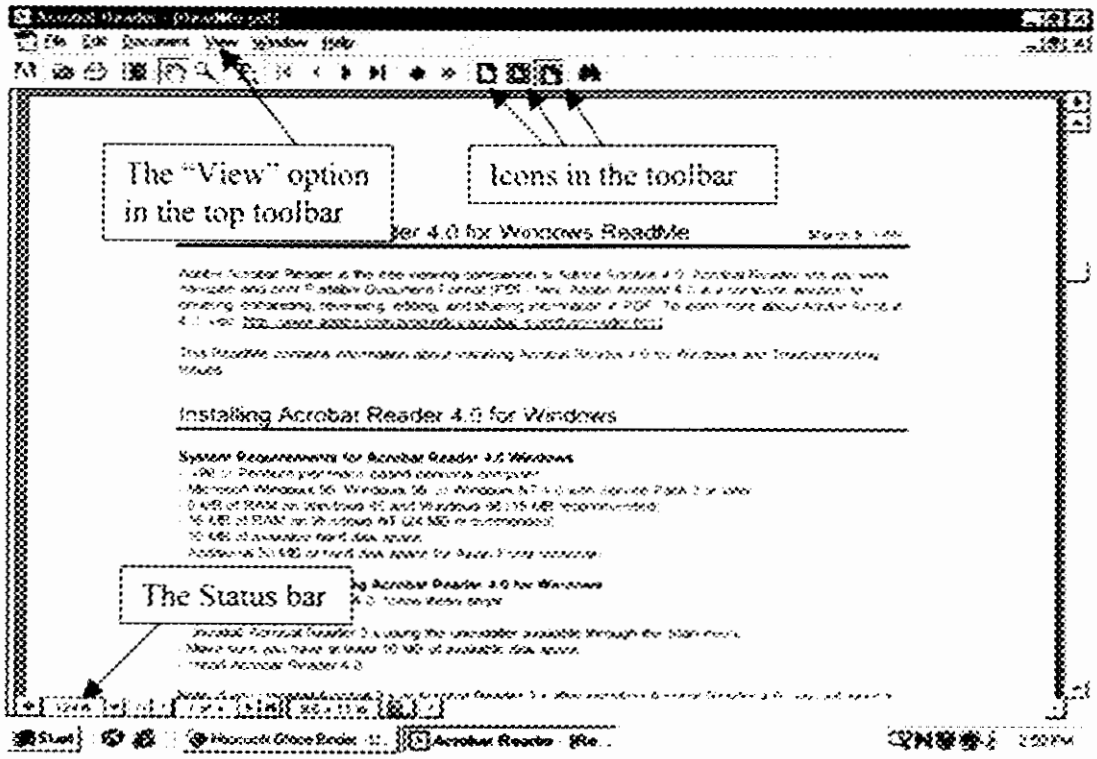


Viewing a Document

Documents in Adobe Acrobat Reader are set to standards prescribed by the author who placed them into Adobe. Thus each time you pull up a document, there is a possibility that each could be formatted in a different way. It is easy to change the view to see larger print or smaller print or to zoom in to see charts or graphs. The view can also be manipulated to see multiple pages at one time.

Changing the Size of the view can be conducted in four ways.

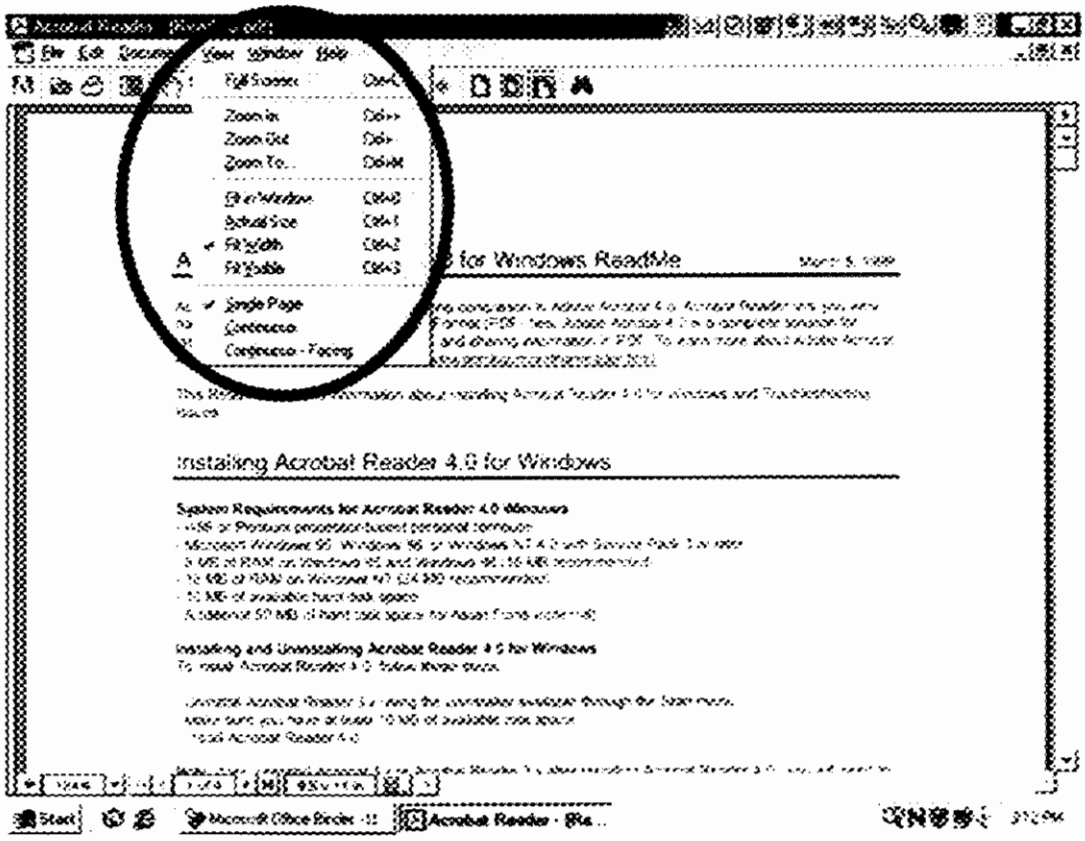
- Icons in the toolbar
- Under
- Using the Status bar
- Using the Zoom Button on the toolbar



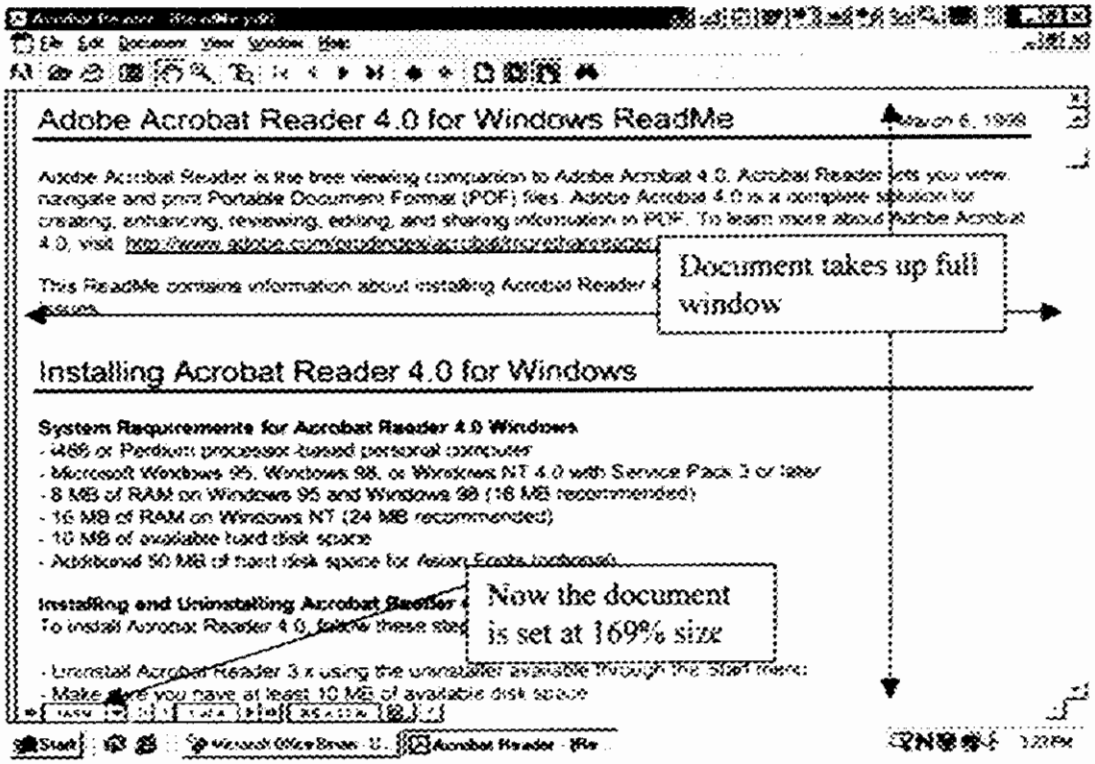
First click on the View option in the toolbar.

Several options appear in a drop down menu.

- Full Screen: will make one page fit the computer screen blocking out the rest of the screen with a black border.
- Zoom In: will make the document larger in increments
- Zoom Out: will make the document smaller in increments
- Fit in Window: will make the whole page fit the window available space within Adobe (note: sometimes smaller type will not be visible but represented by a small line).
- Actual Size: will resize the document to 100%
- Fit Width: will make the document take up the available window horizontally
- Fit Visible: will make the document fit the whole screen except for the toolbars, the Status bar, and the taskbar.



Click on the Fit Visible option.



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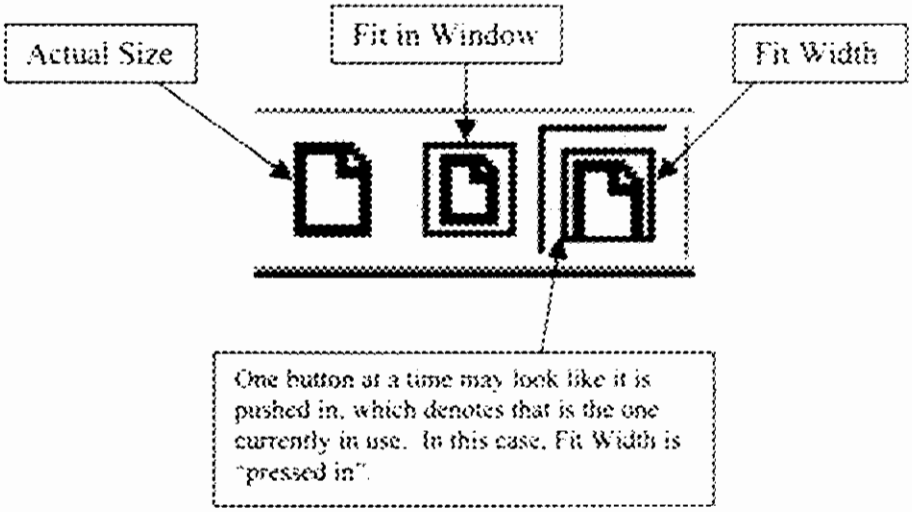
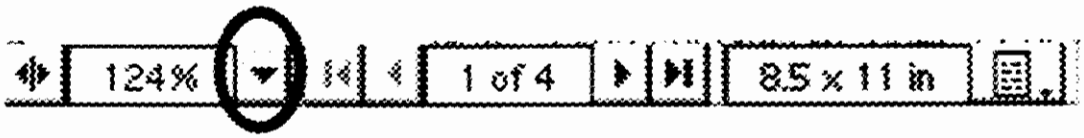
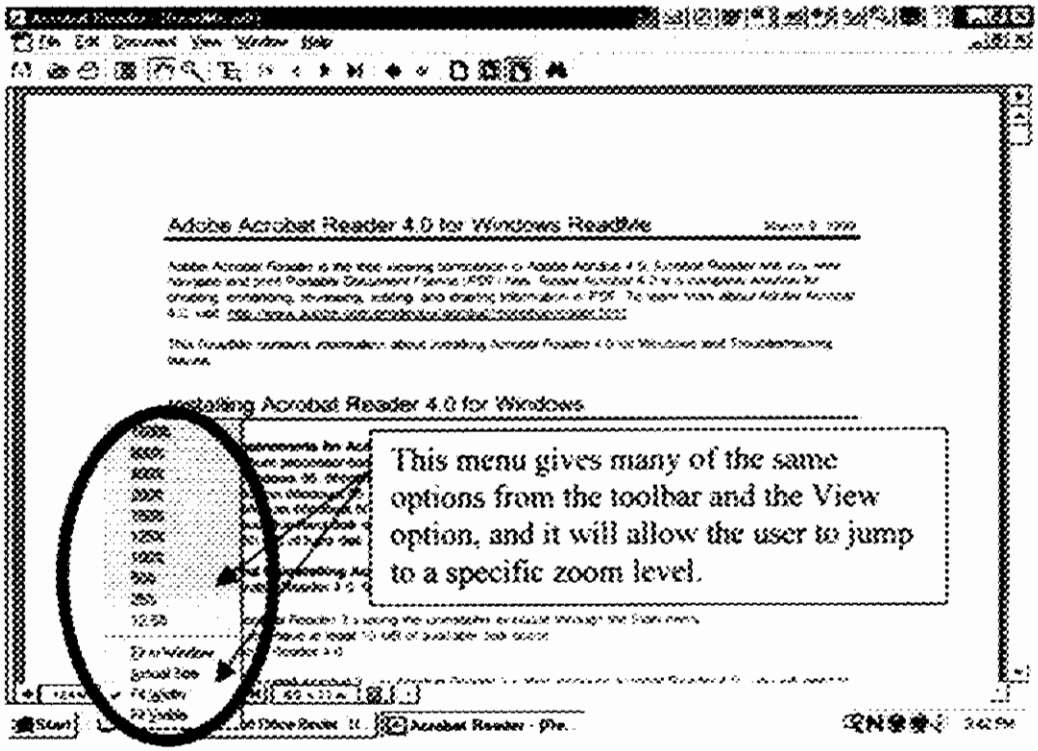
The three icons in the toolbar correspond with three options in the drop down menu.



The last option is in the status bar. Directly to the right of the % number there is a downward arrow. This denotes that there is a drop down box associated with this box.



Click on this downward arrow for the menu.



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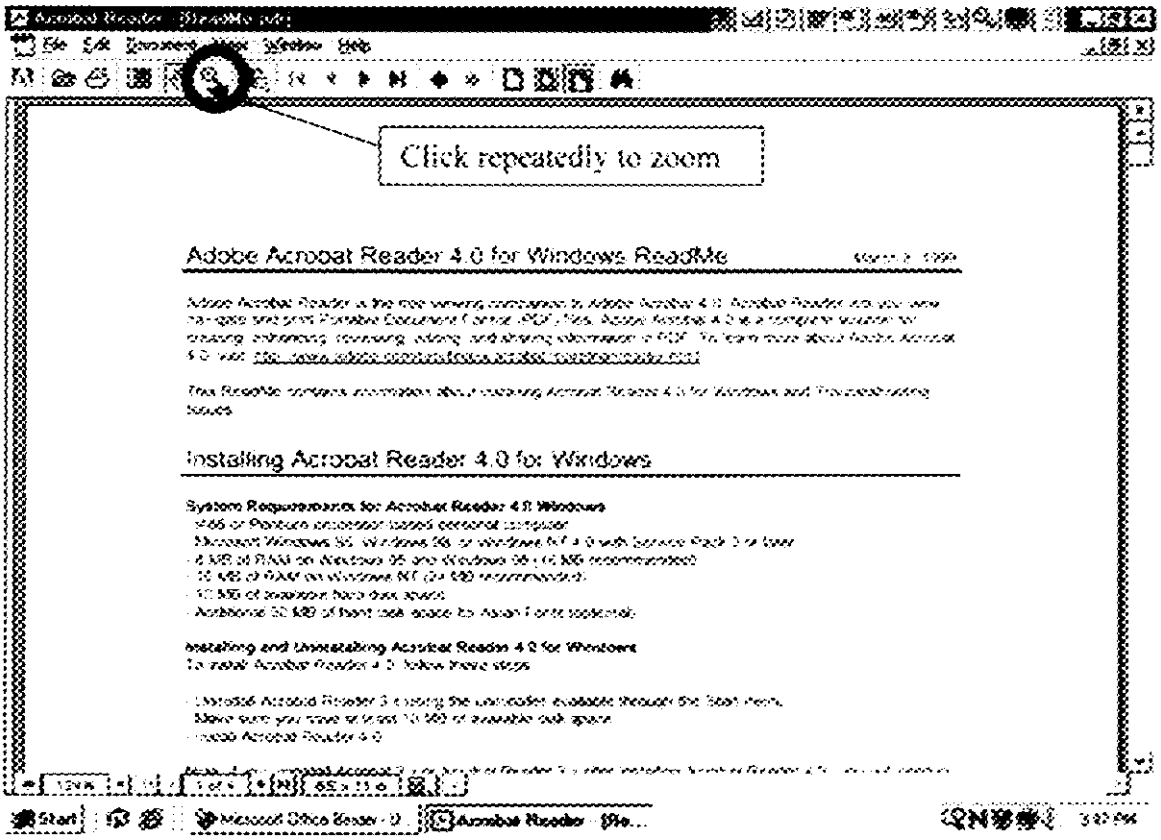
The zoom button on the toolbar will automatically increase the zoom level incrementally. The top zoom level is 1600% the normal size of the document. This will allow the user to read even the finest print.

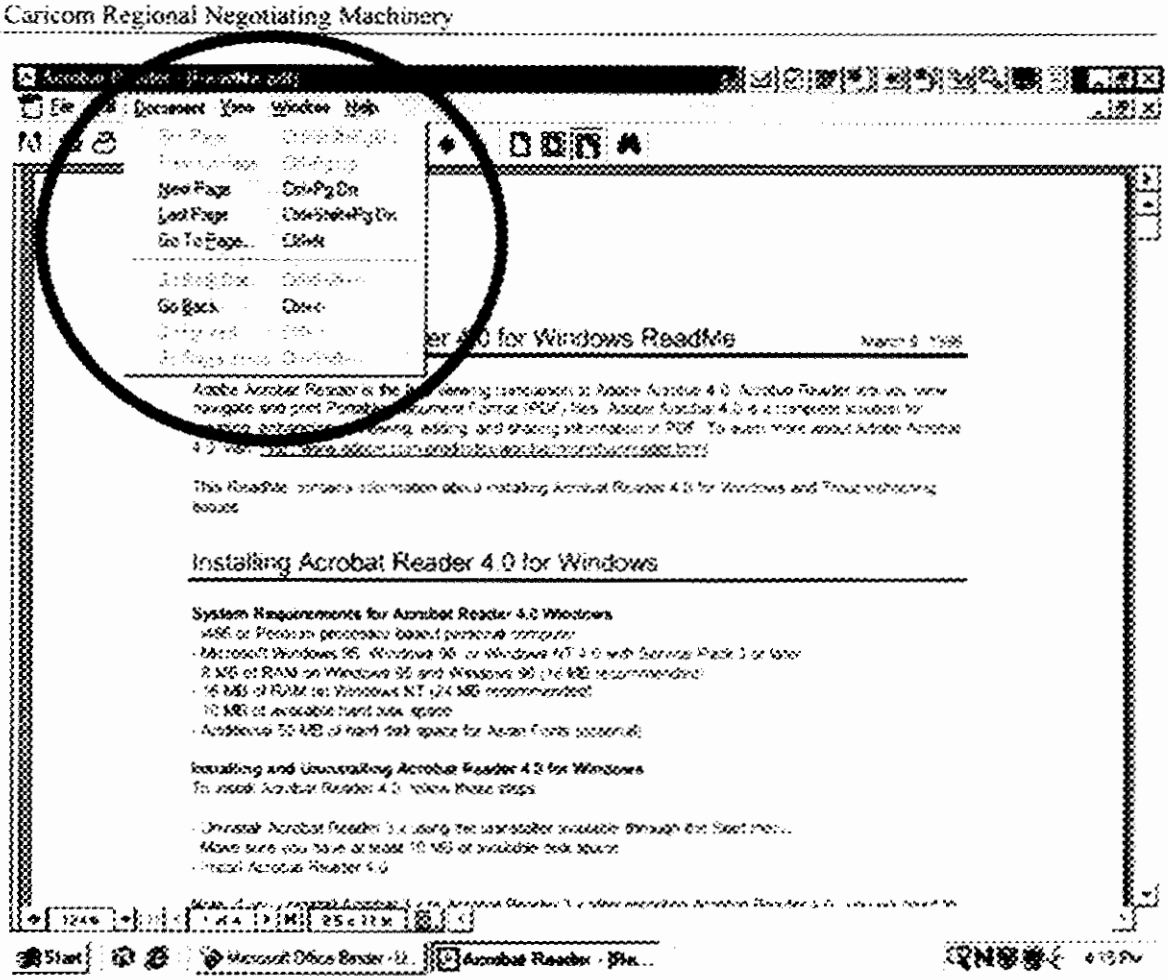


Navigating an Acrobat Document

Navigation though the pages of an Acrobat document is simple. Like changing views, there are four ways to navigate through a document

- Under the Document option on the top toolbar
- Using icons on the second toolbar
- Using icons on the status bar
- Using the thumbnail/bookmarks portion

First click on the Document option in the top toolbar.



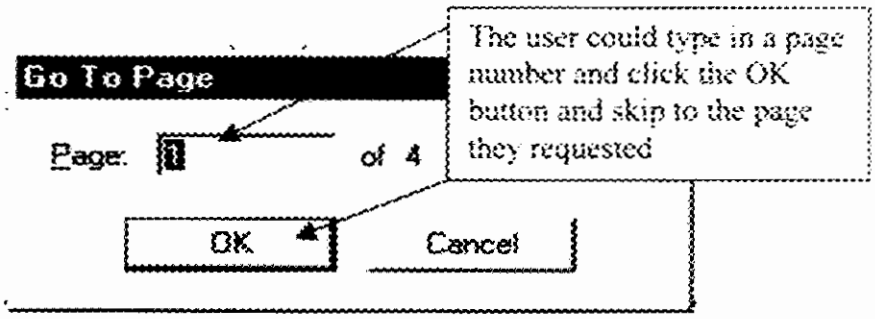
Several options are available.

- First Page
- Previous Page
- Next Page
- Last Page
- Go To Page

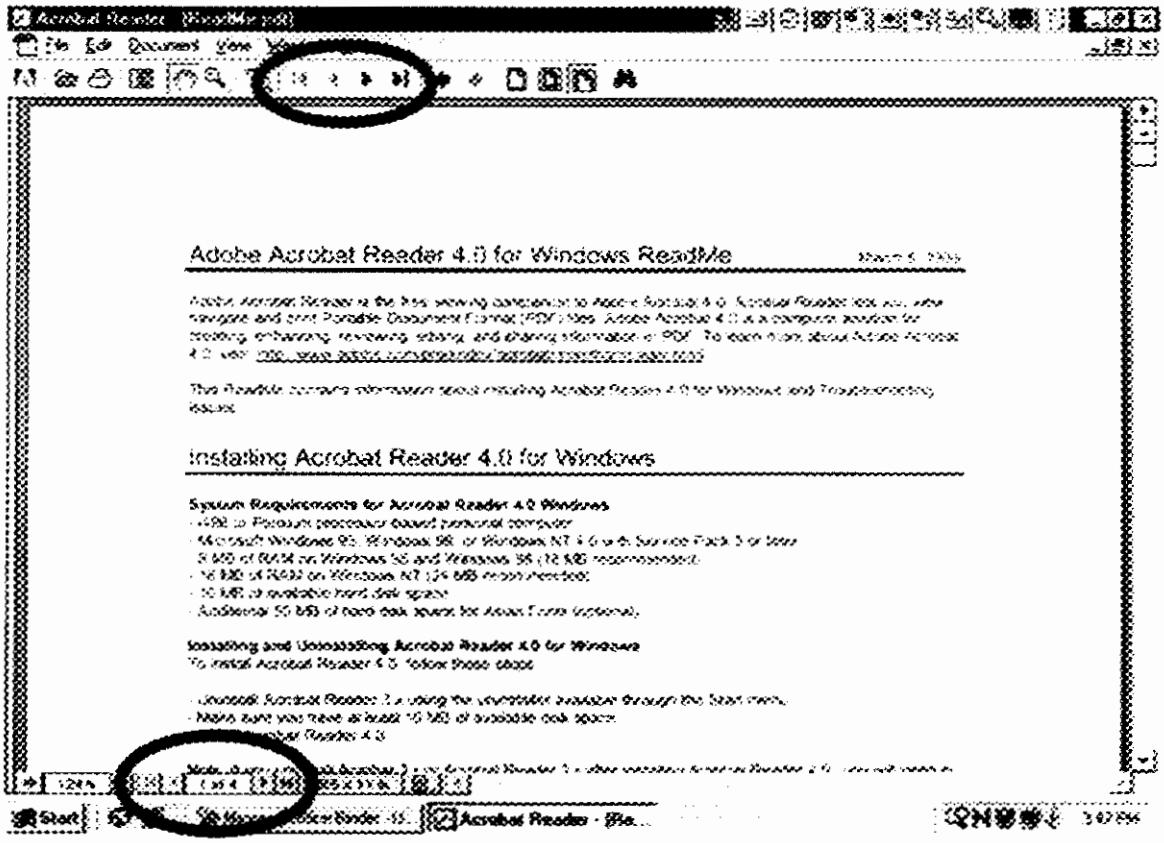
Note that the status bar states that this document is on page **1 of 4** pages. If next page were clicked on, then the status bar would read page **2 of 4**. If last page were clicked on, then the status bar would read page **4 of 4**.

There are two options that are unavailable at this point and they are faded or grayed-out. Those two options are First Page and Previous Page. Since the document is already on the first page, it cannot go back any further.

If the Go To Page option was chosen, then a pop-up window would appear for the user to choose a page number to skip to.



Using the icons in the second toolbar and the status bar are identical and achieve the same end product.



The left arrow with a line, seen above, gives the command for the First Page of the document.

The left arrow, seen above, gives the command for the Previous Page of the document.

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The right arrow with a line. Seen above, gives the command for the Last Page of the document.

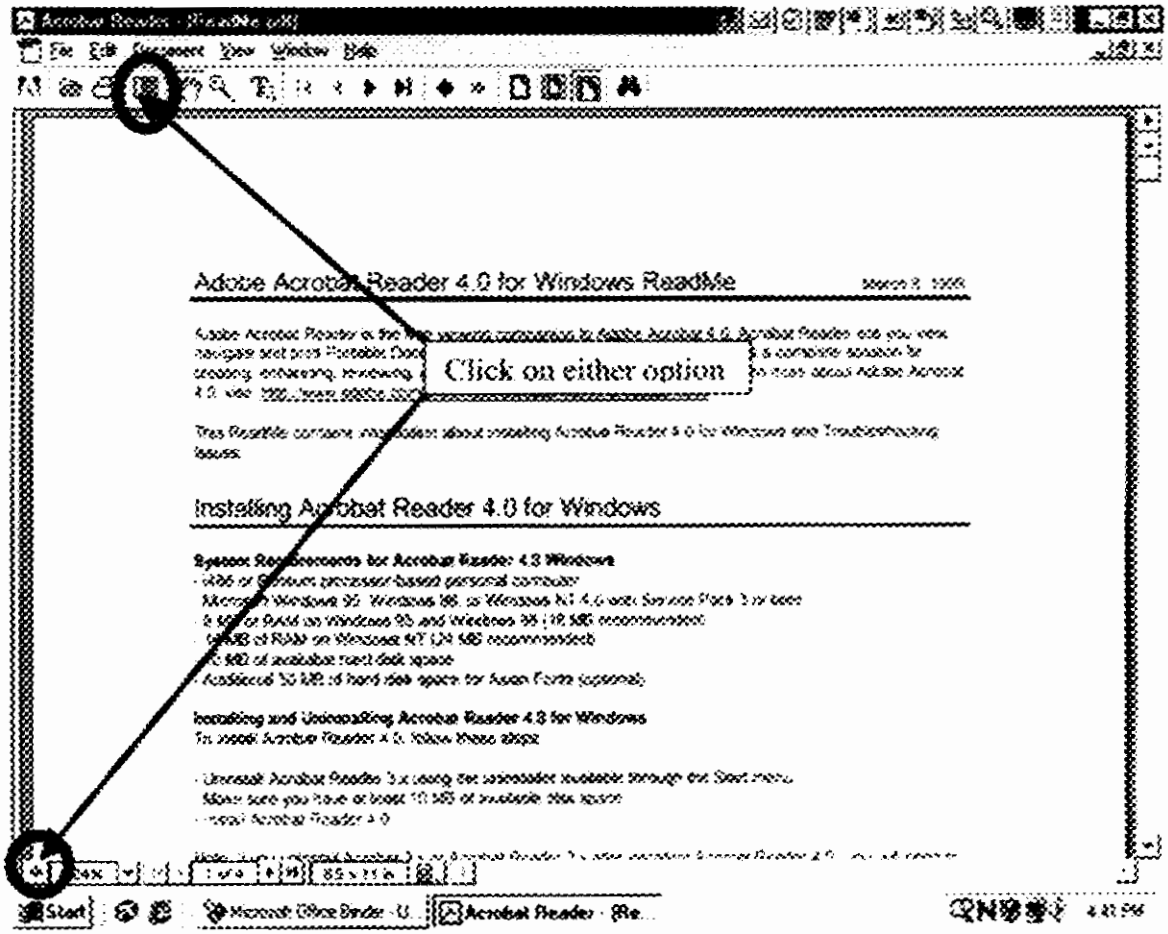
The right arrow, seen above, gives the command for the Next Page of the document.

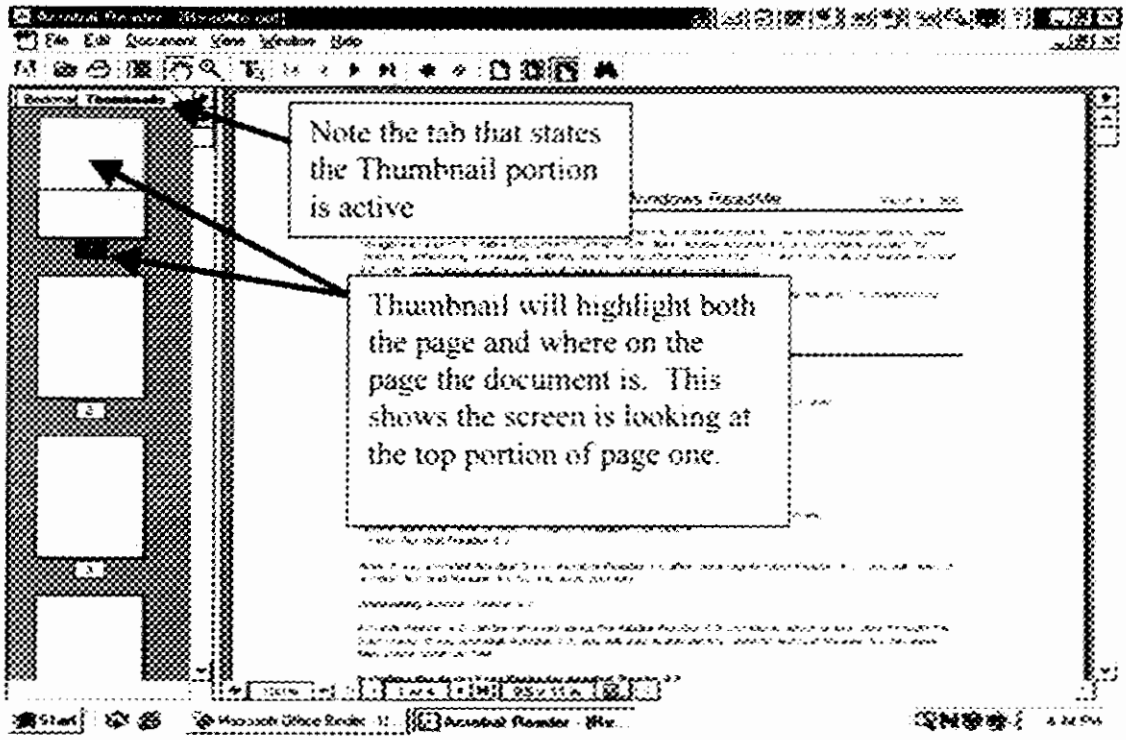
If either any of these are faded or grayed-out, then that means there is not a page in that direction, the same as seen in the drop down box of the Document option above.

Note: on the right side of the document there is a standard windows scroll bar to skip down pages.

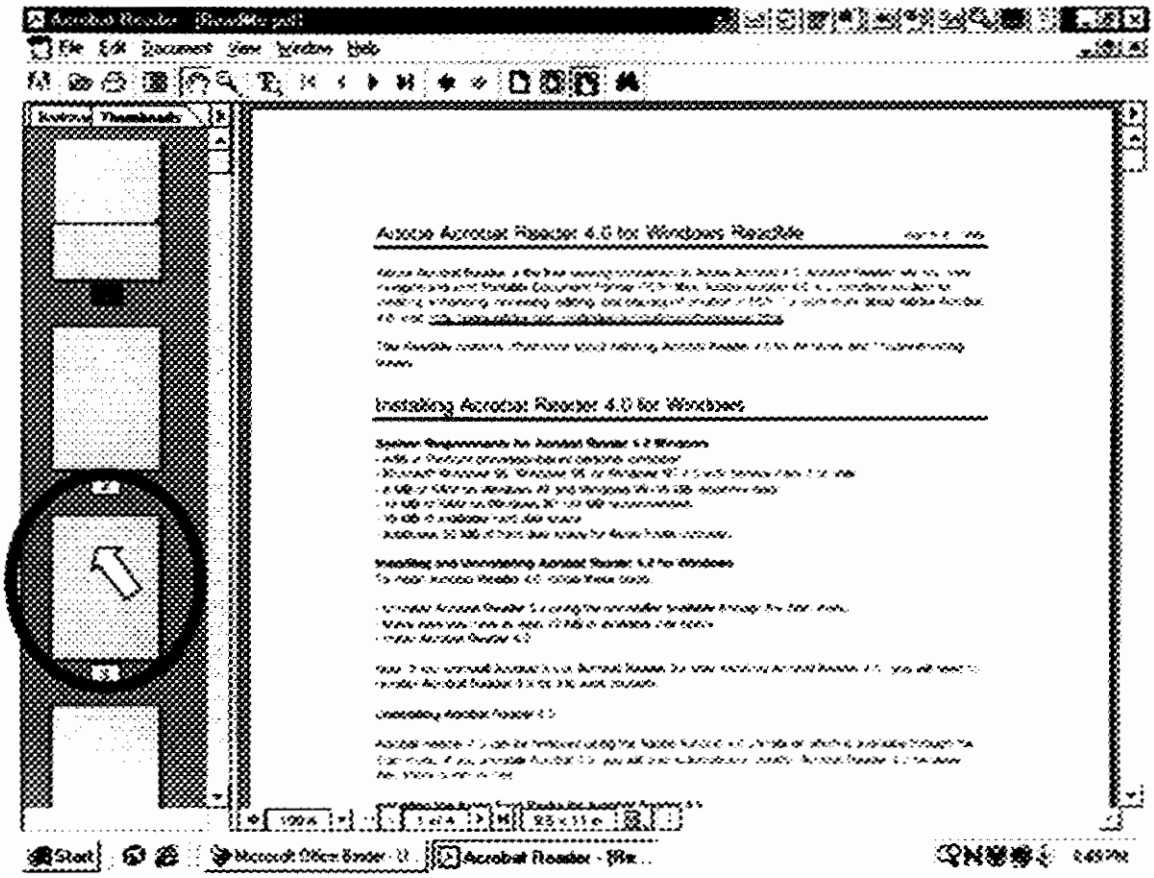
The Thumbnail/Bookmarks section of the Acrobat Reader can be viewed by clicking on the first button in the status bar or Show/Hide Navigation Pane button on the second toolbar. Click on either button as seen below.

Clicking either option will reveal the Navigation Pane.





To jump to the top portion of page three, double click the left mouse button in the top portion of the page three thumbnail.



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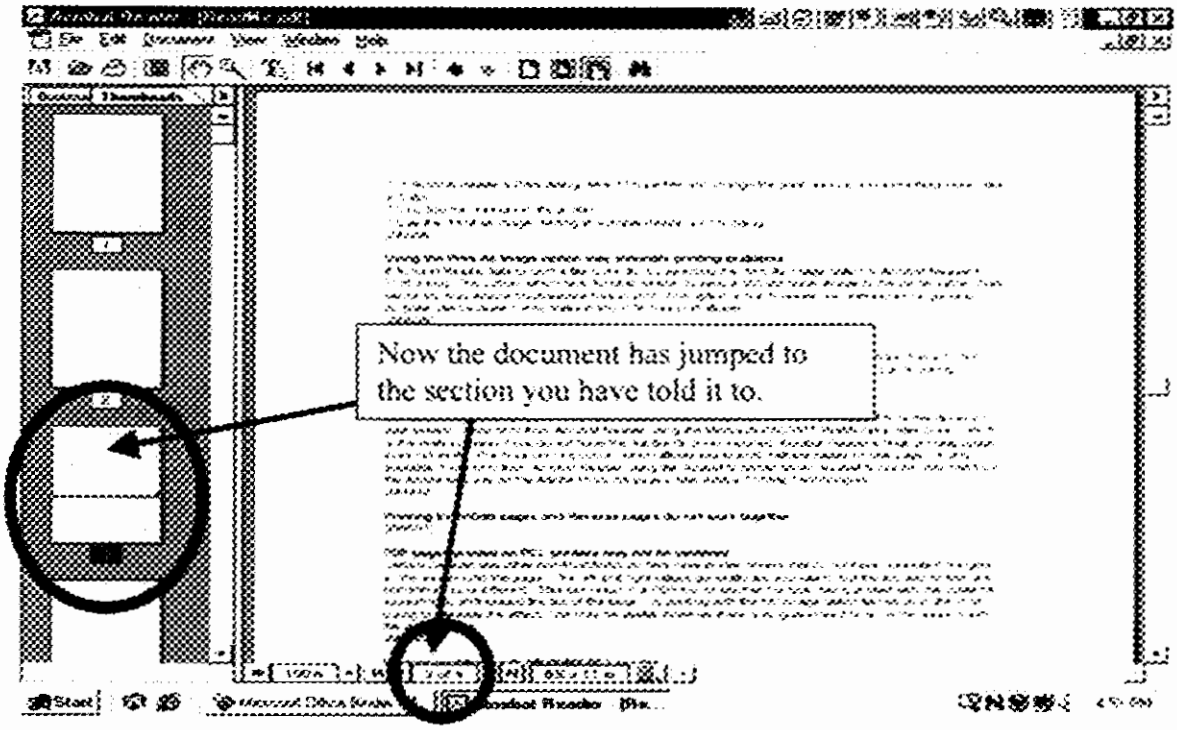
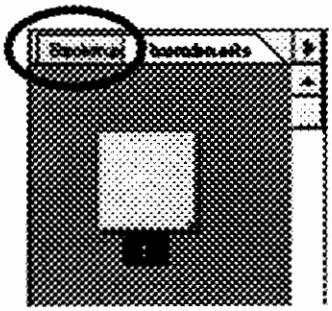
The document will then jump to the top portion of page three.

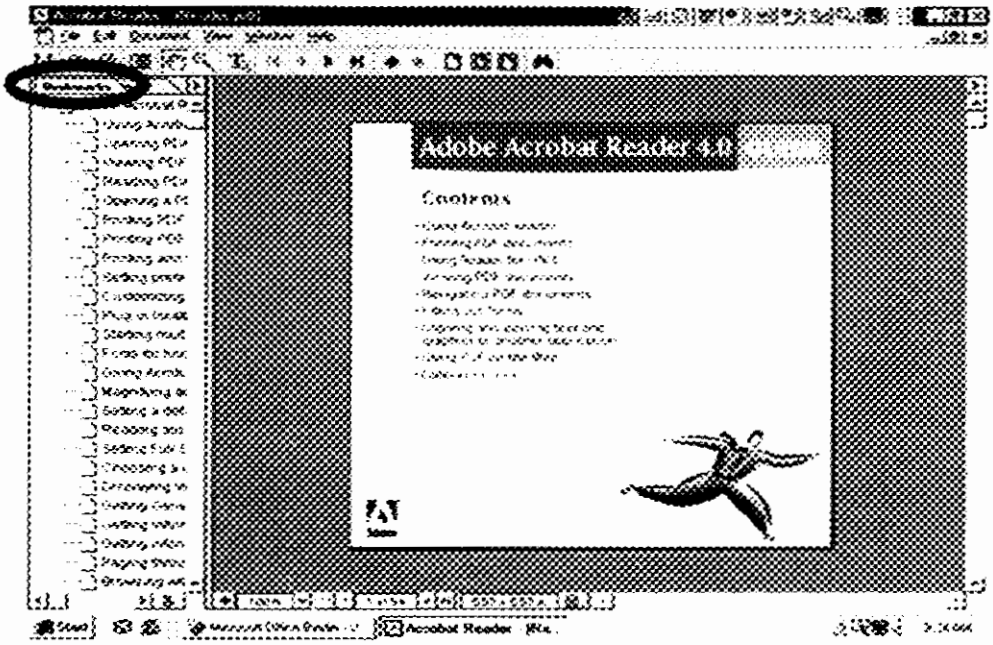


To the right side of the Navigation Pane there is a scroll bar. If there are many pages to the document the scroll bar can be used to skip down many pages before you double click to jump to a new page.

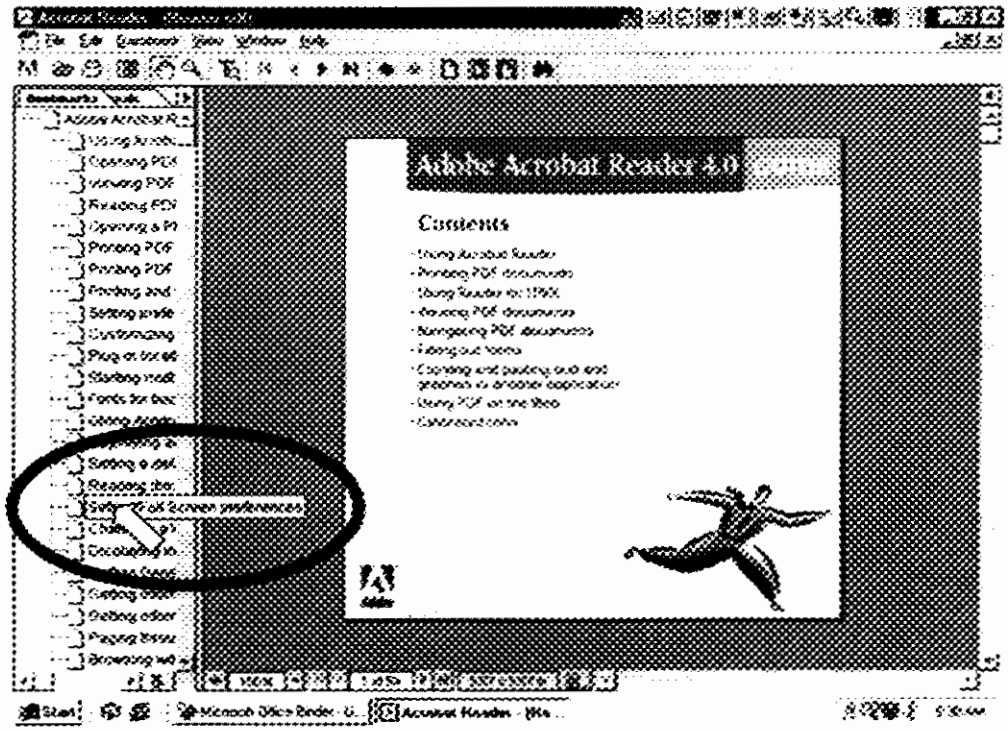
Bookmarks have to be set by the author at the time of saving the file to the Adobe Acrobat format. If the author chooses to select bookmarks, then the user would be able to jump from one section to another in the document. To see if there are bookmarks, click on the bookmarks tab in the Navigation Pane.



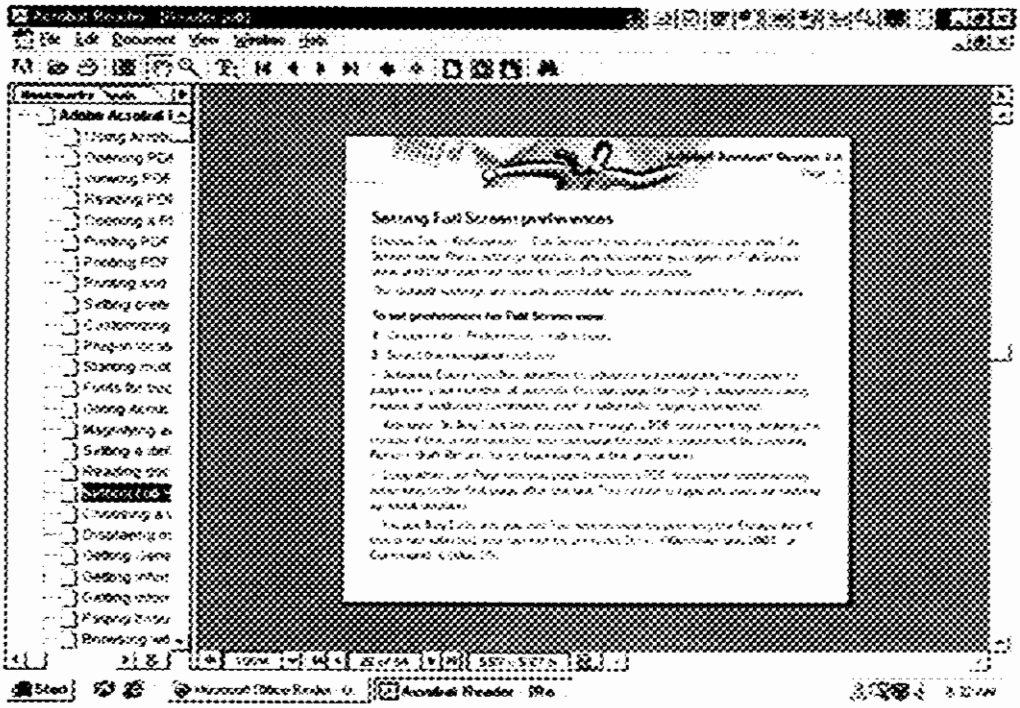
Example: If the author has a long document and makes each section heading a bookmark when he/she saves the document, then the user clicking on the bookmark tab would see each heading listed in the Navigation Pane. Then the user could click on that heading and skip to that portion of the document.



The items now appearing in the Navigation Pane are the bookmarks set by the author. Now the user can scan the headings to see the chapter or section they wish to jump to. If the user holds the mouse over one of the headings, the full heading will appear.

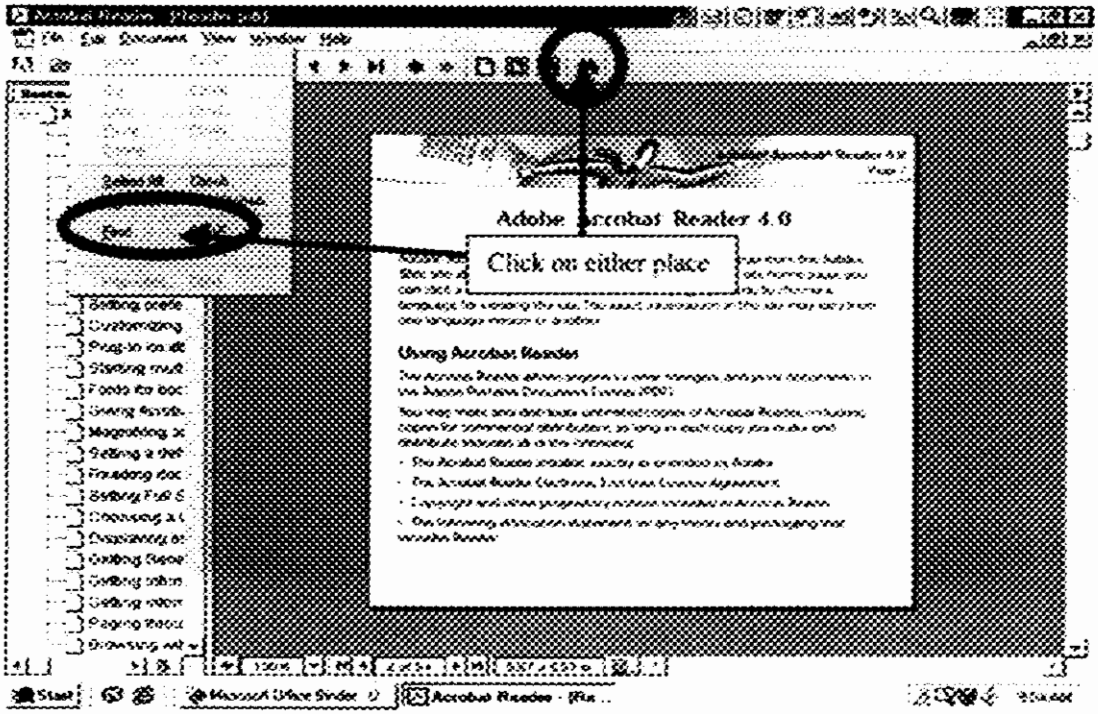


To jump to the section on "Setting Full Screen Preferences", just click on the bookmark.

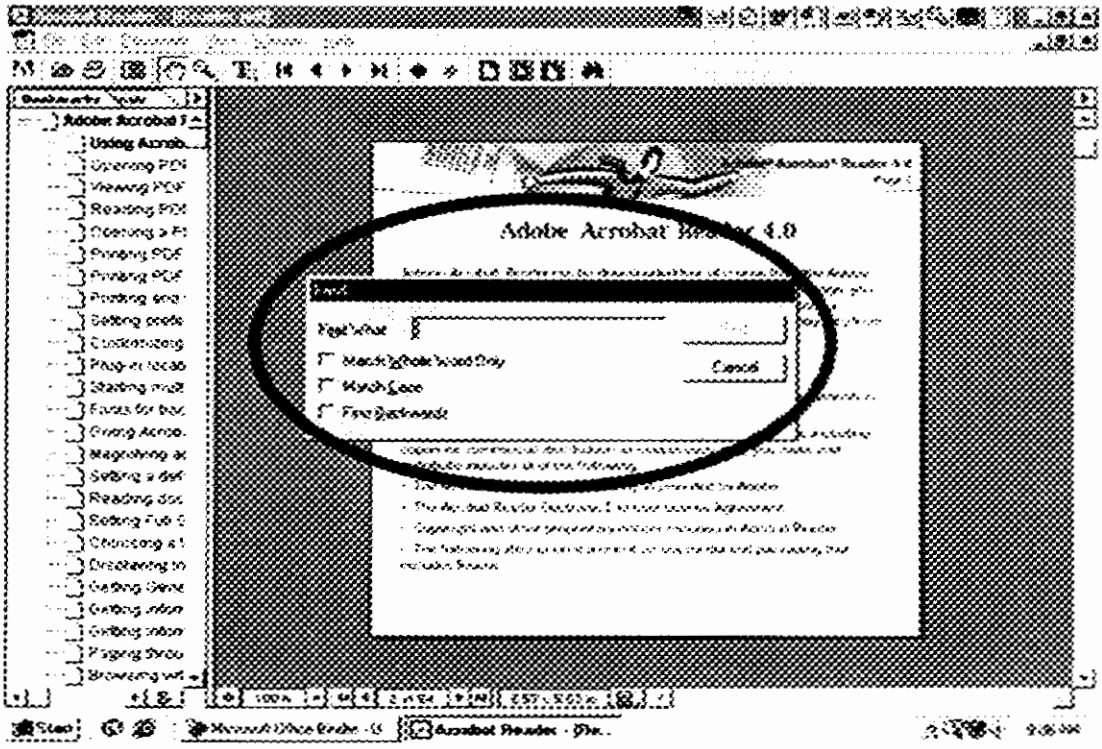


Using the Find Button

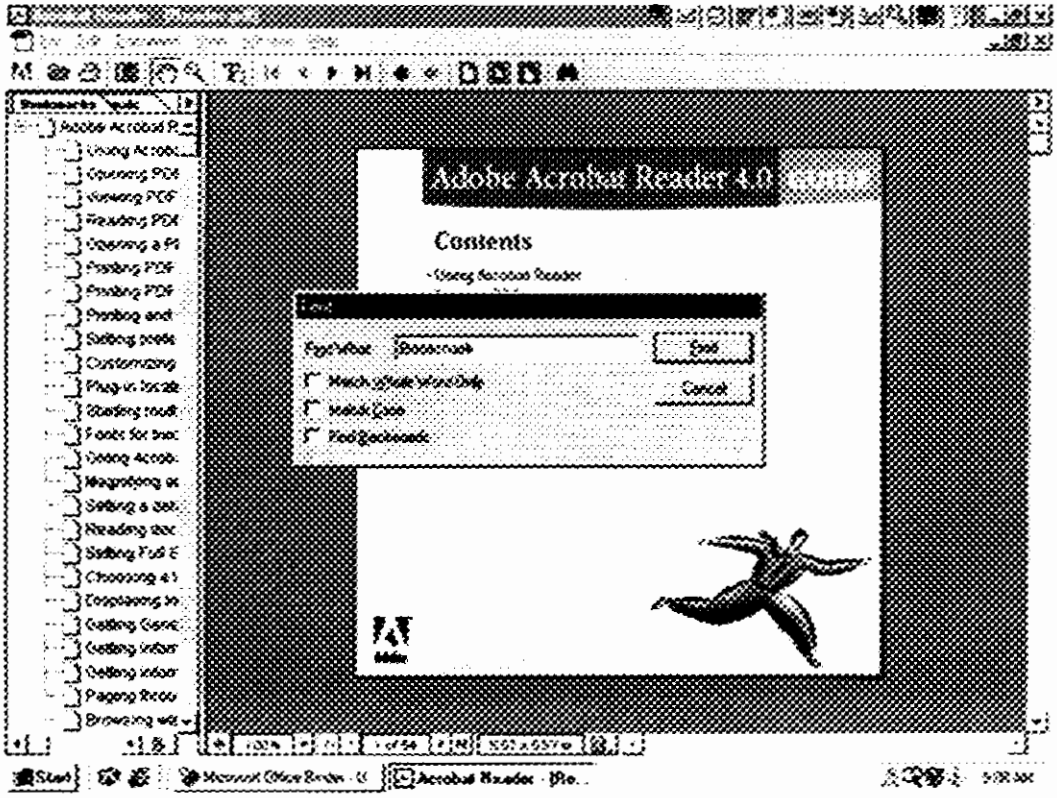
Find is a command/button that the user can utilize to search for a particular word, phrase, or string of characters. There are two ways of accessing this option and each one works the same way. Either click on the Edit option and then on the top toolbar or on the Find icon on the second toolbar.



The end result is a pop up window with a place to type and three options.



First type in the word or phrase that you want to search for.



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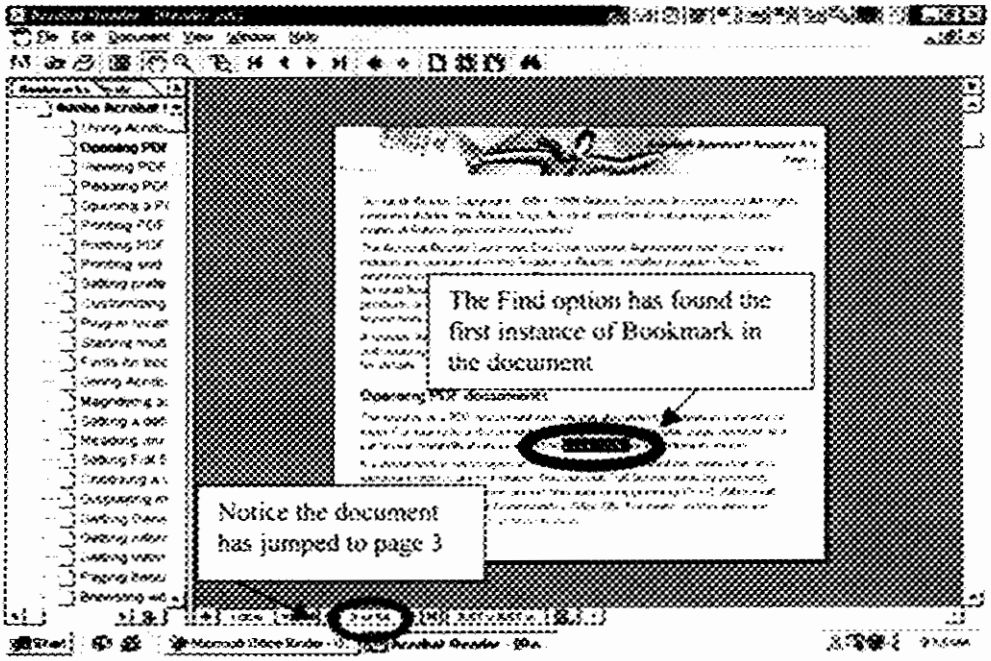
With the word "Bookmark" typed in the Find What box, the user can choose from three options:

Match Whole Word Only: this will look for the whole word throughout the text

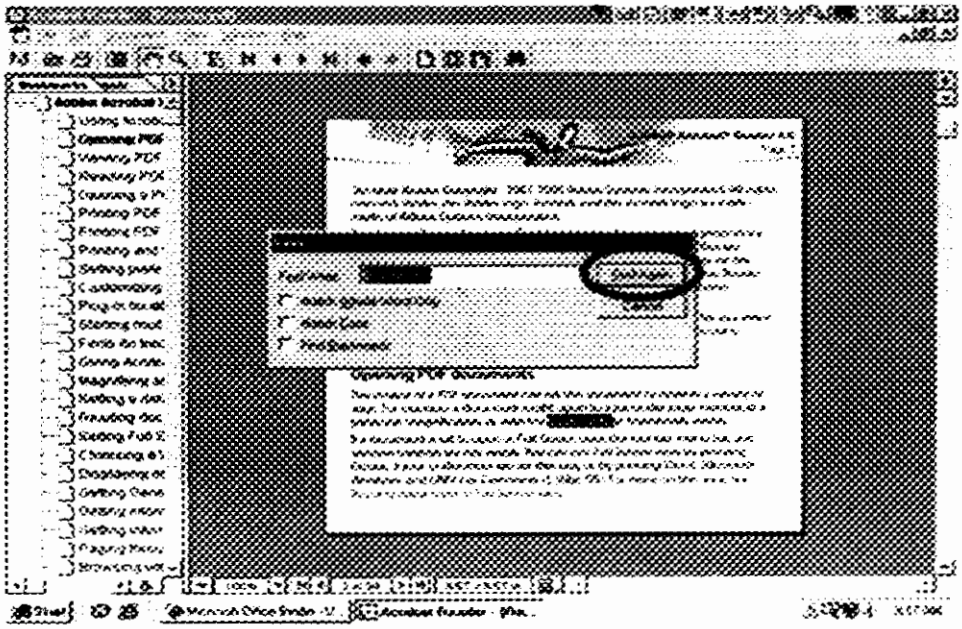
Match Case: this will search for the word, but with the exact case used in the type (this means the example Bookmark would only search for Bookmark with a capital B)

Find Backwards: the search option searches from the point in the document to the end, if the work or phrase the user is looking for is somewhere in the past text, click on this to search toward the beginning of the document.

Once the user is ready, click on the Find button



If the user clicks on the Find option a second time the box appears again, asking if the user wants to find the same word or phrase again.



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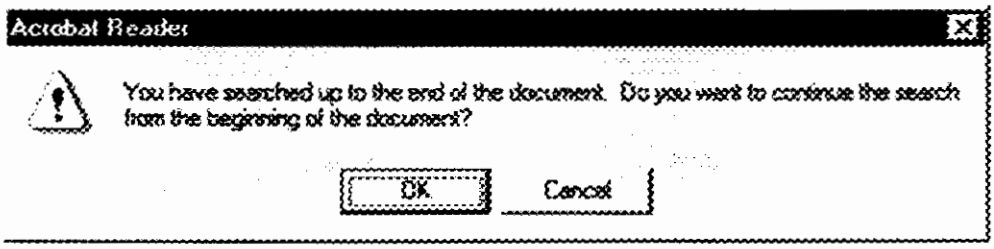
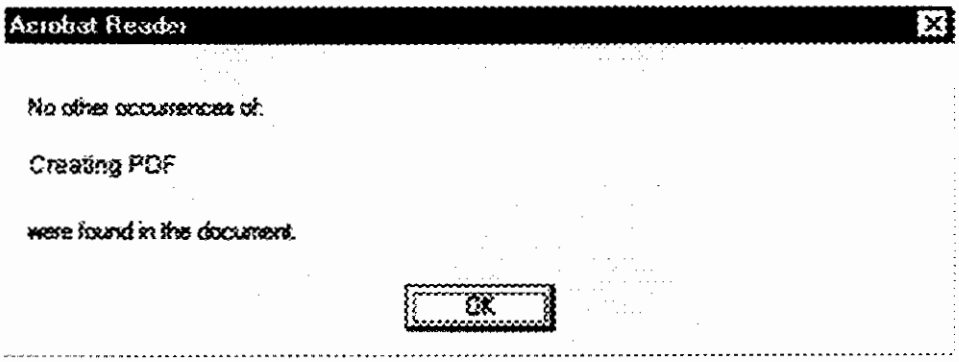
If the user started the search in the middle of a document, when the Find option has searched all the way to the end of the document, a window will appear to ask:



If the user clicks okay, the beginning of the document will be searched. If cancel is clicked it will end the search.

The user should pay attention to page numbers while using the Find option. There is nothing to state that the whole document has been searched. The search may continue to wrap around the document and start over from page one. If it reaches an end, in some documents a message will be displayed.



If you have any other questions about Adobe Acrobat Reader, then search for the file named Reader.pdf located under the Help option on the top toolbar. This will give the user other details to the use of Adobe Acrobat Reader.

Creating a .PDF file

To create a .pdf file, the Adobe Acrobat Writer must be installed along with the Reader portion of the program. This will allow users to save other files as .pdf files and edit other .pdf files. Not all users receive the Writer portion, however, anyone needing to create .pdf files should ask that it be installed.

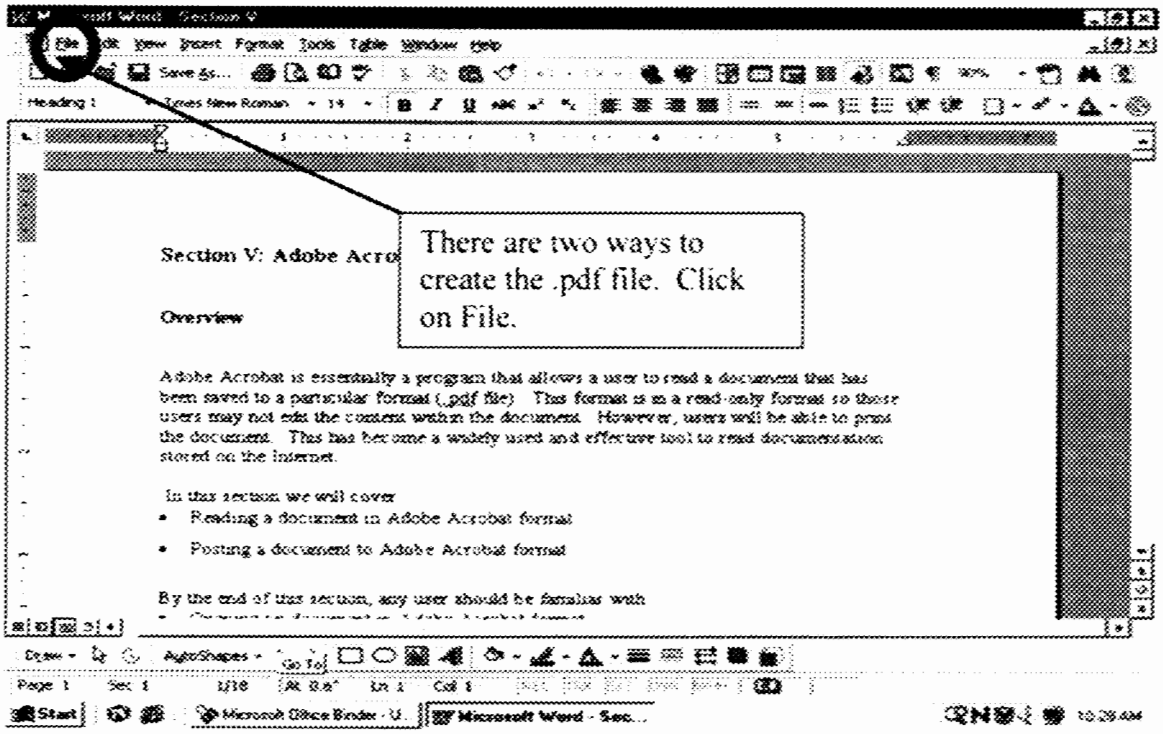
There are two ways to create a .pdf file:

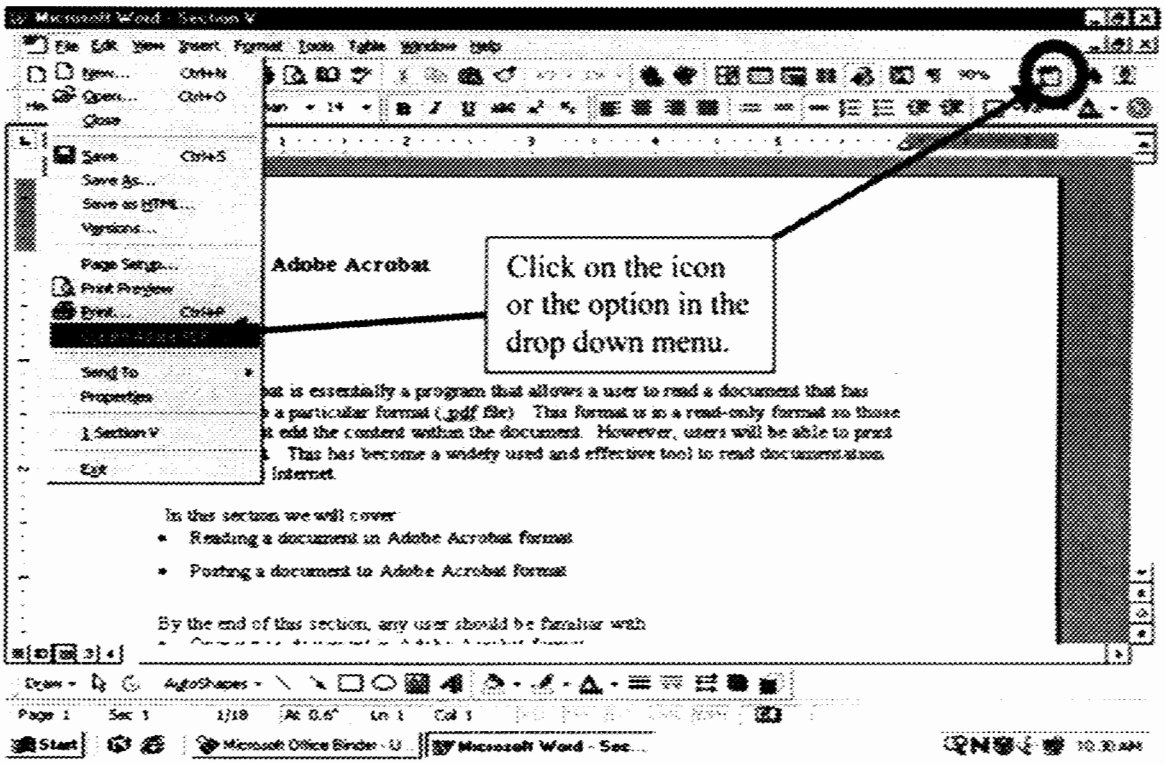
- Using MS Office
- Printing to a .pdf file

Using MS Office

When Adobe Acrobat Writer is installed an icon will appear on a toolbar in the MS Office products: Word, Excel, and PowerPoint. This will automatically take existing documentation and insert it into Adobe format.

Below is an existing Word document.





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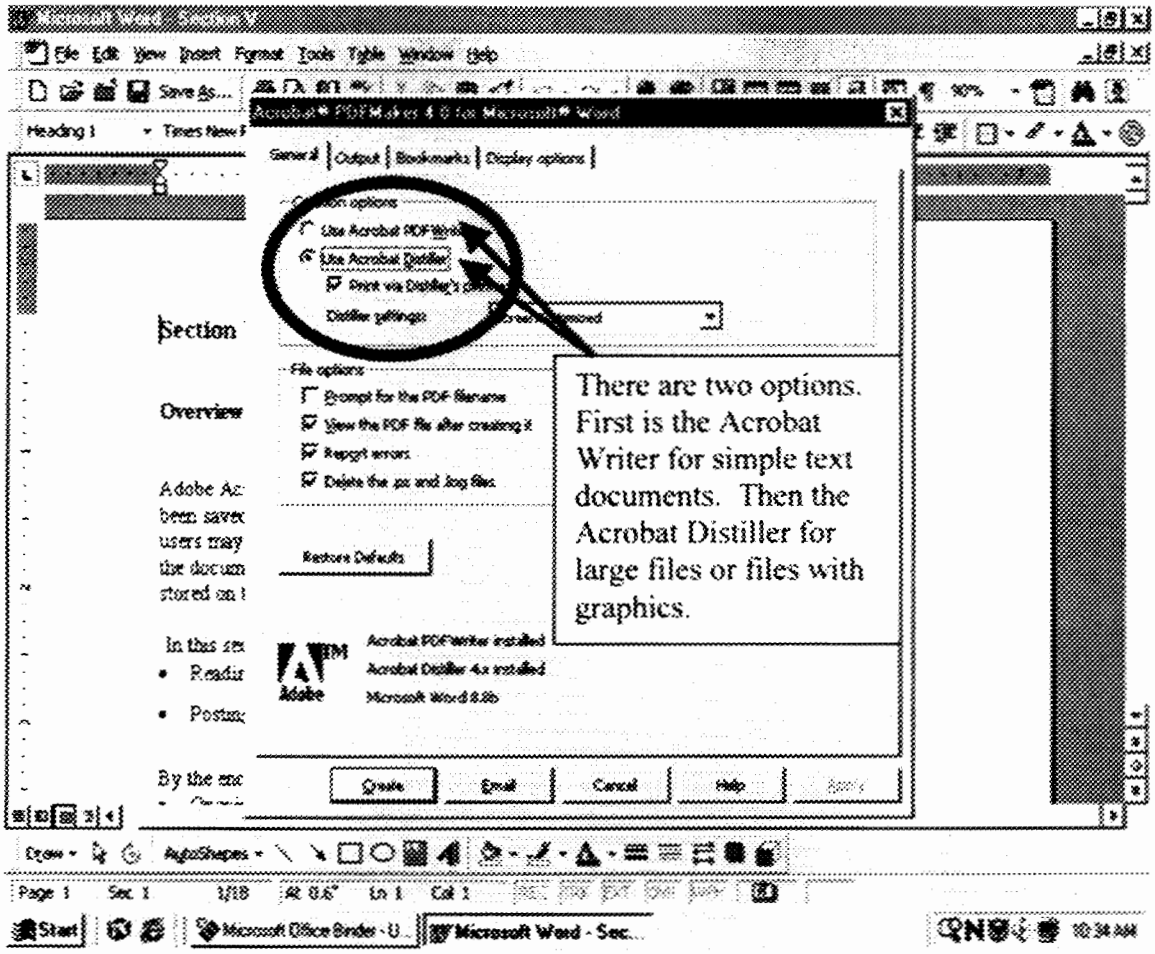
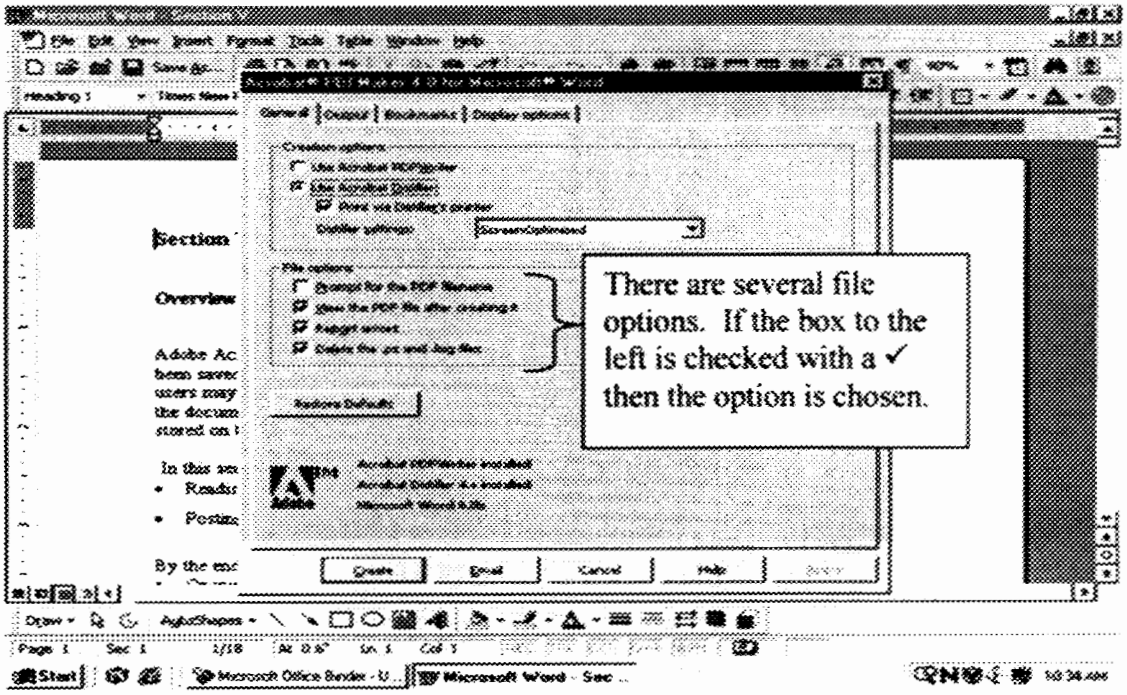
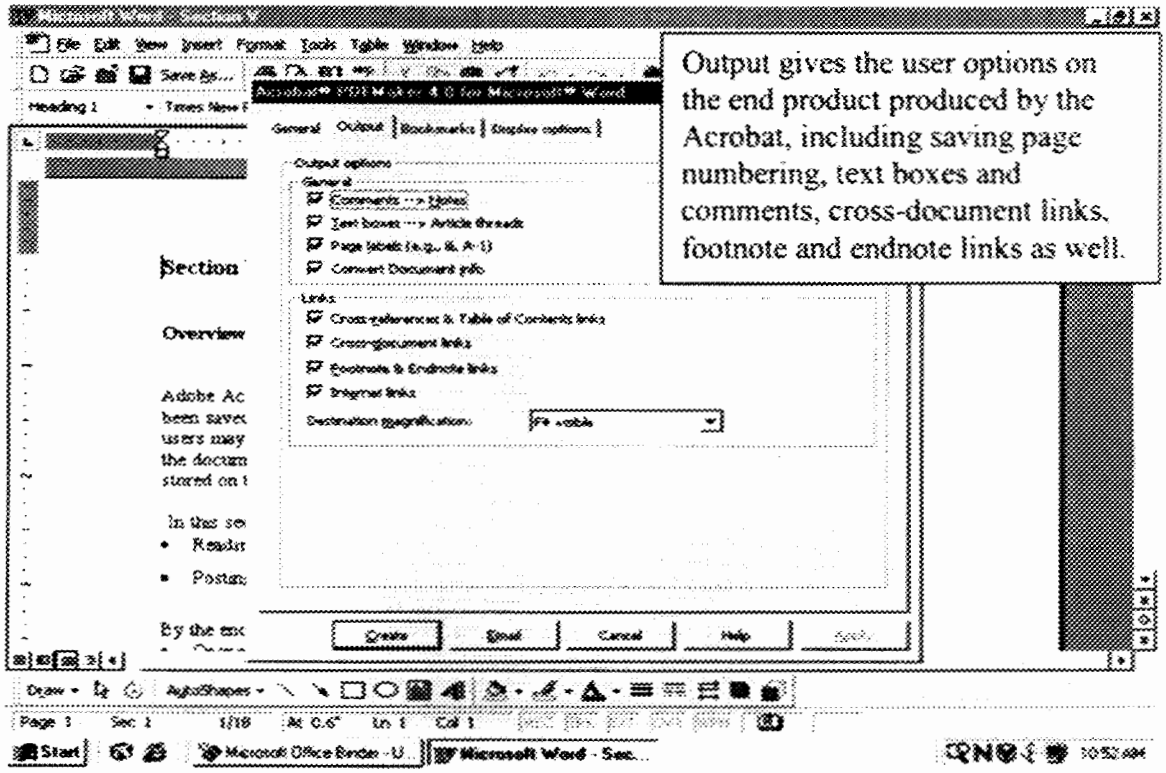
A new window appears with options for creating the new file.

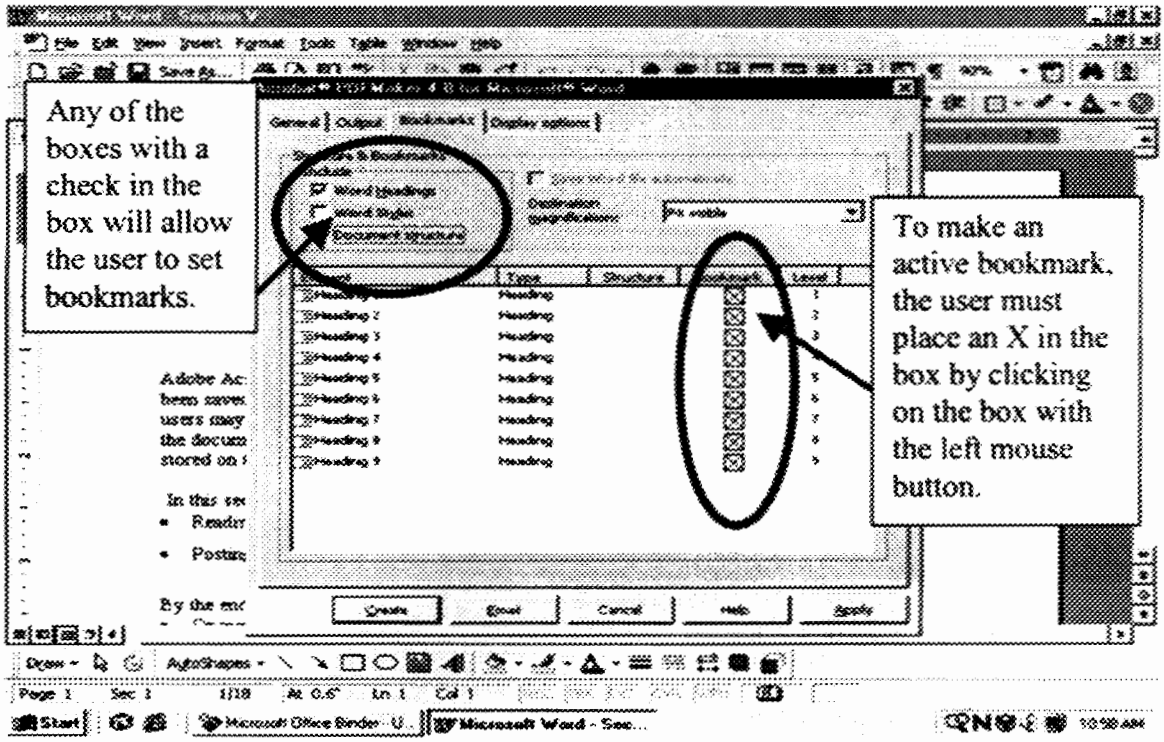


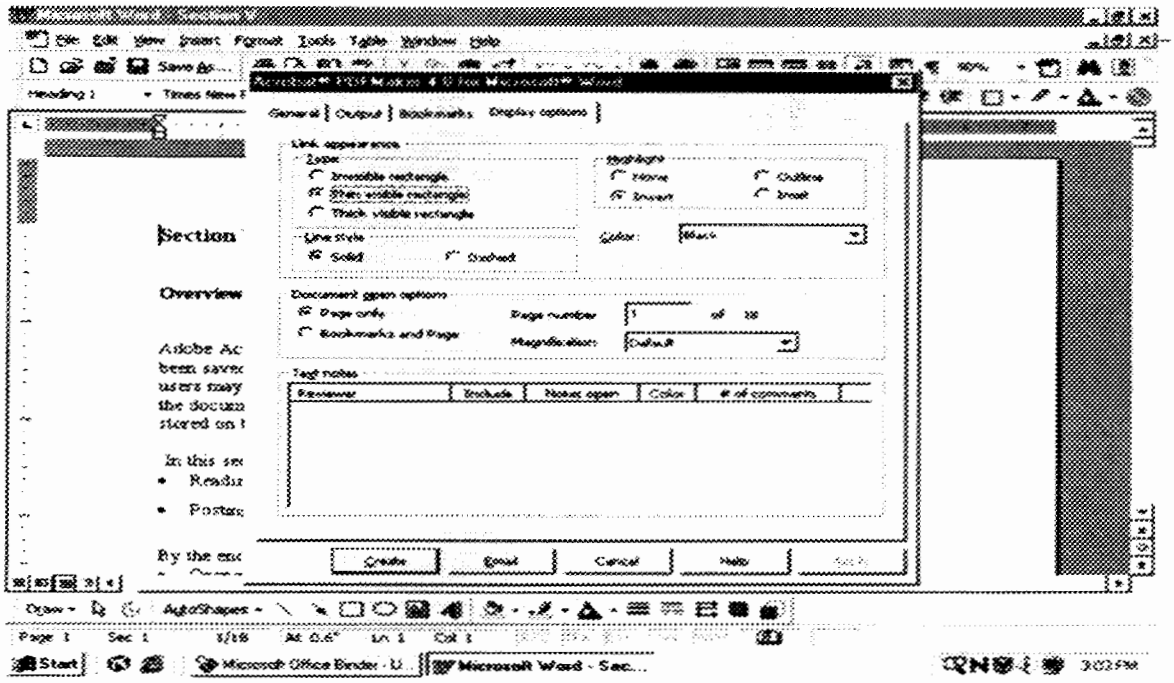
In this instance we will use Distiller, since the document being converted has many graphics.



All the file options in the figure above are checked, which will open up the document to be viewed in Adobe when finished, any errors will be reported, and it will automatically delete any .ps or .log files. The one option that is not checked is the prompt for name. This will automatically create a filename for the .pdf file. There is a Restore Defaults button that will allow the user to reset the options. The other tabs across the top of the window allow for other options to be set.



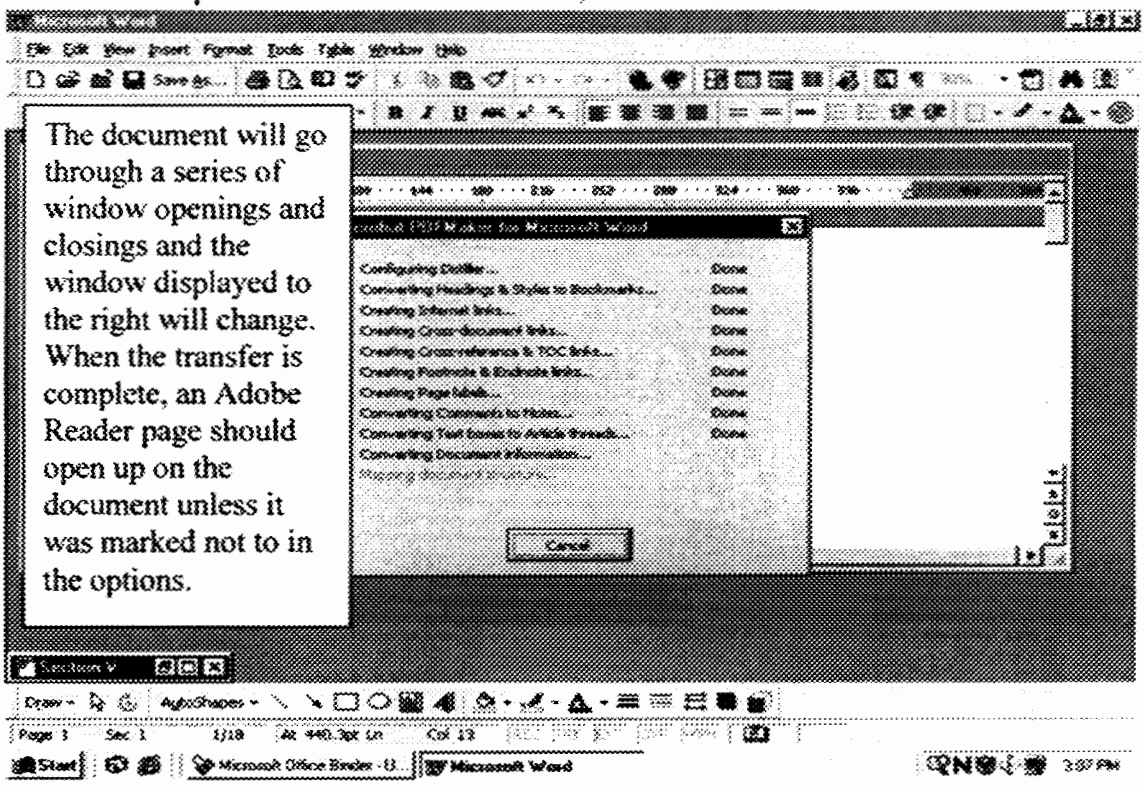


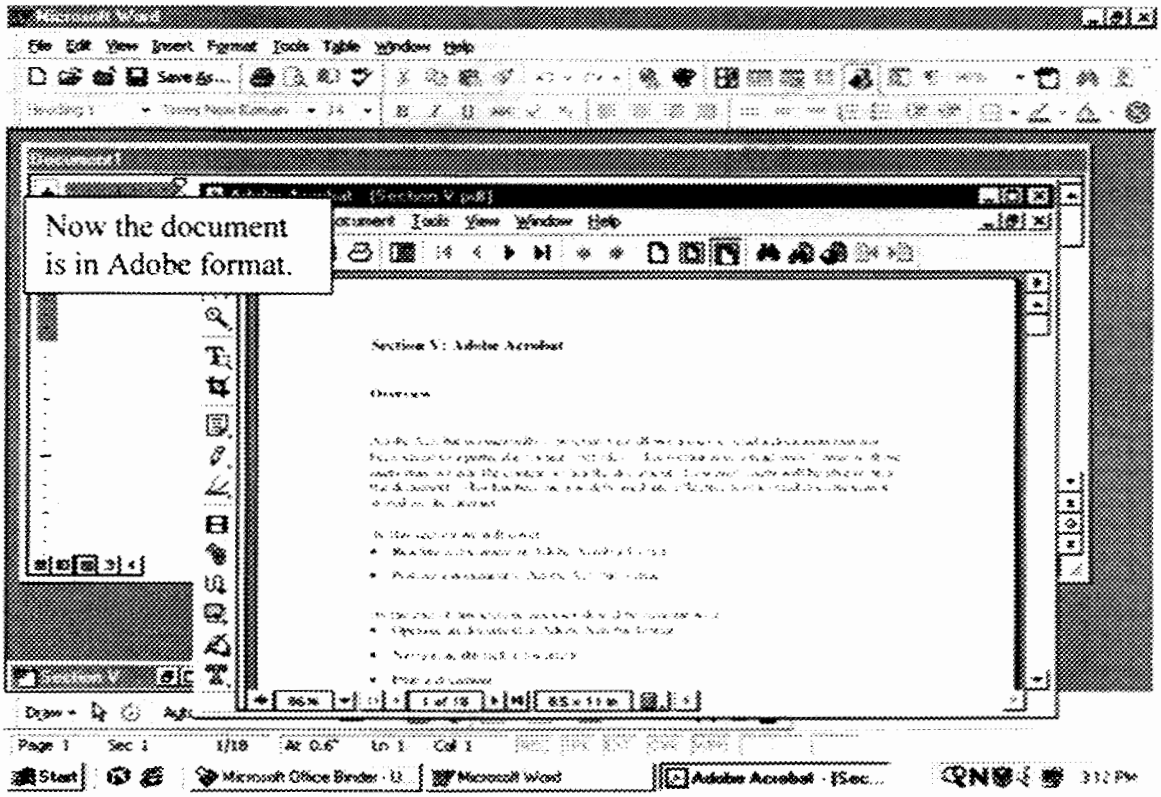


The Display Options tab allows the user to set the default display the document will open up with in Adobe. The types of settings are:

- Link Type (to change click in the circle)
- Line Style (to change click on the circle)
- Document Open Options (the way the page looks in adobe and what page displays)
- Highlight options
- Color options (text)
- Text Notes shows who worked on the document.

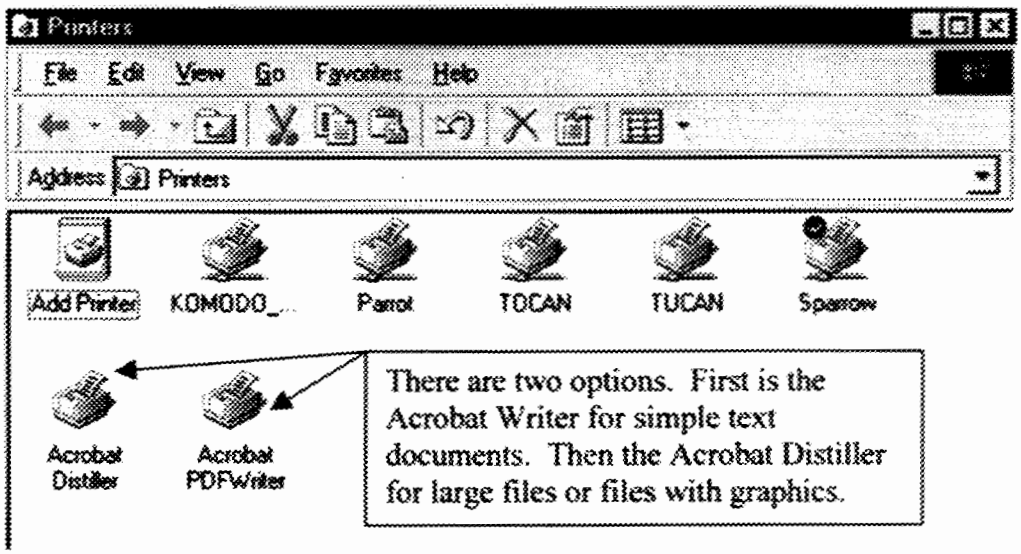
Once all the options are set in the document, click on Create.



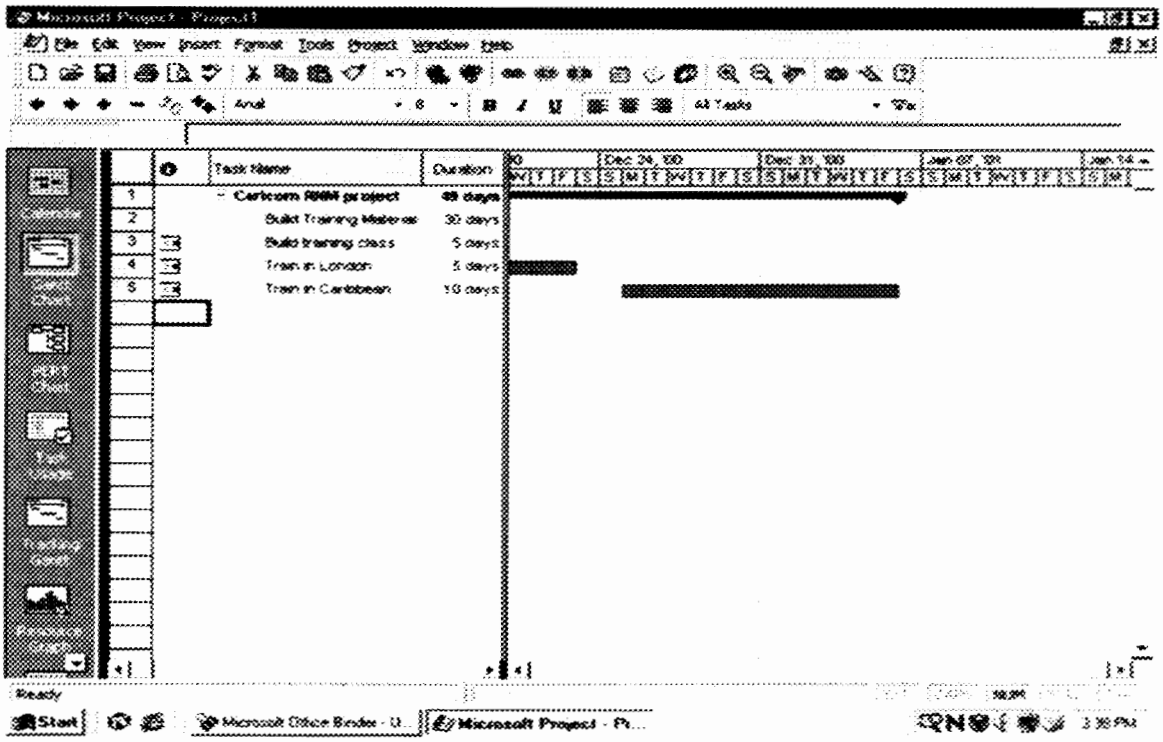


Printing to a .pdf file

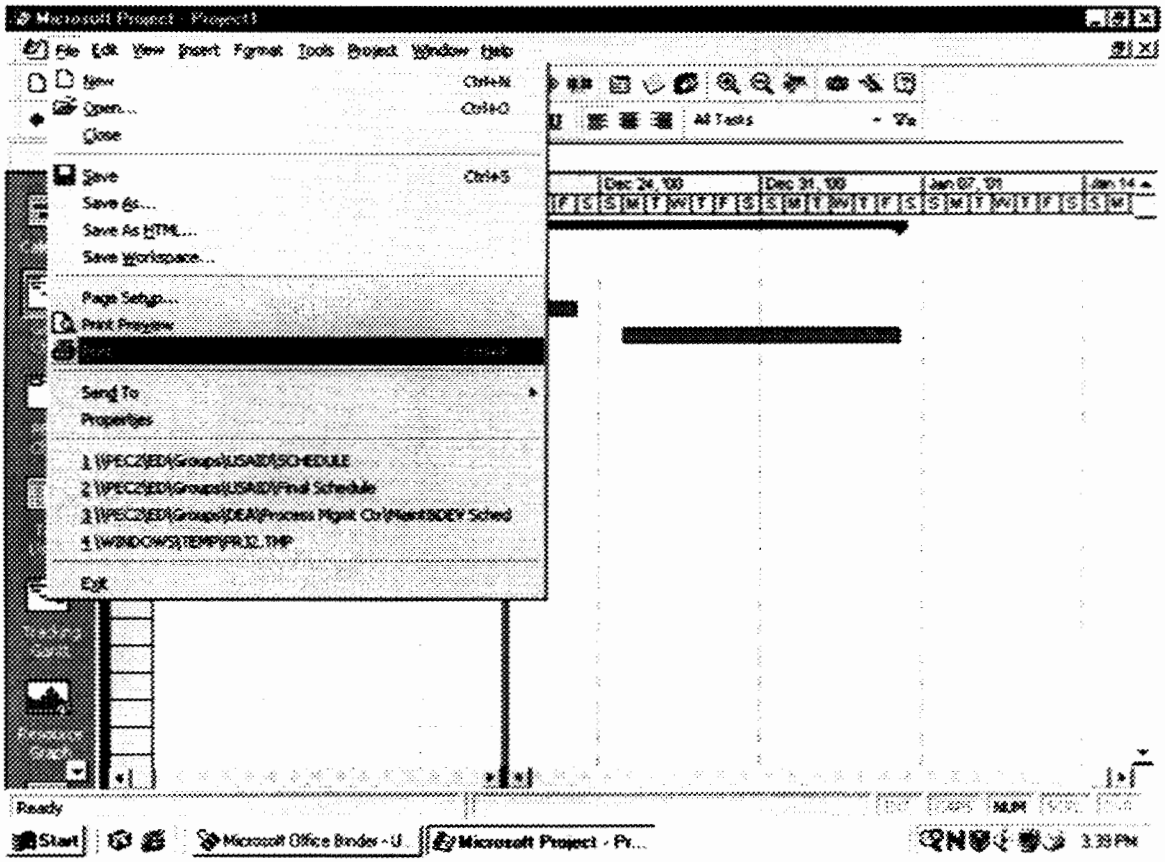
Not all programs have an icon to produce an Adobe Acrobat document, however, if writer is installed with reader, then two print drivers are installed to create .pdf files.



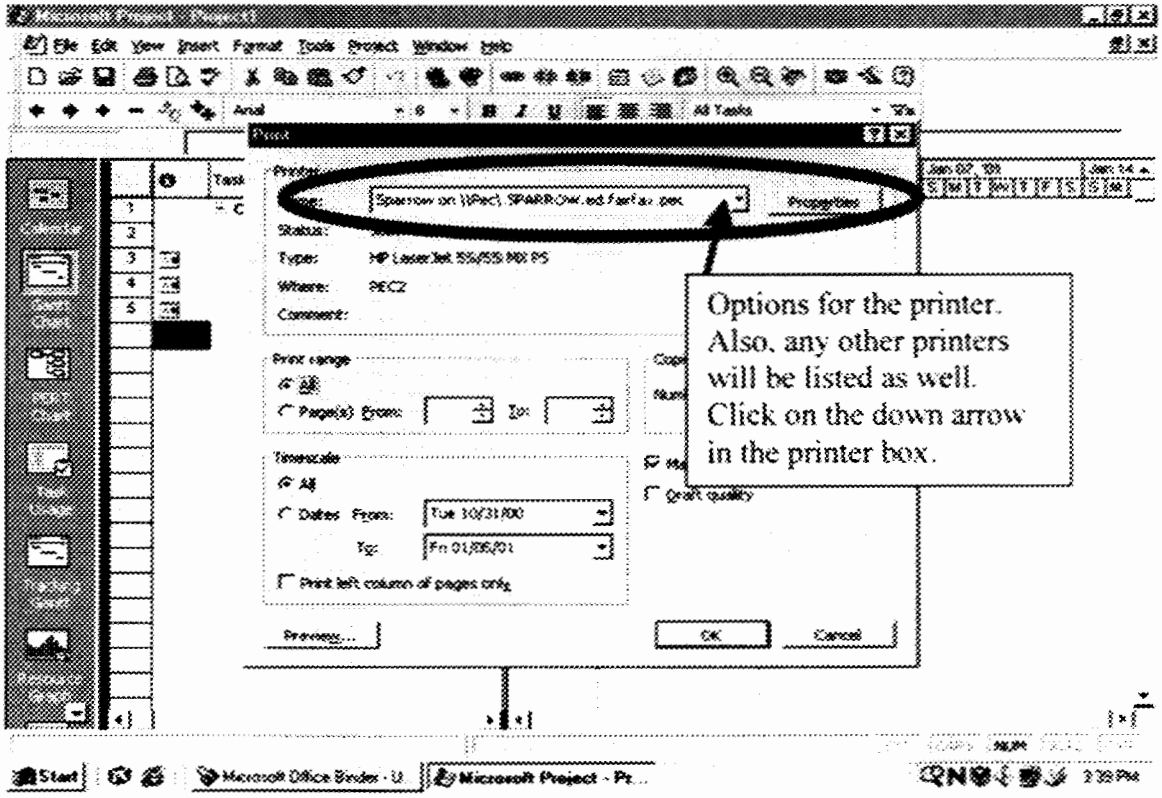
First there has to be a program that you want files turned into Adobe Acrobat format. For this example, there is a document in MS Project that you need in Adobe Acrobat format. Start with the document.

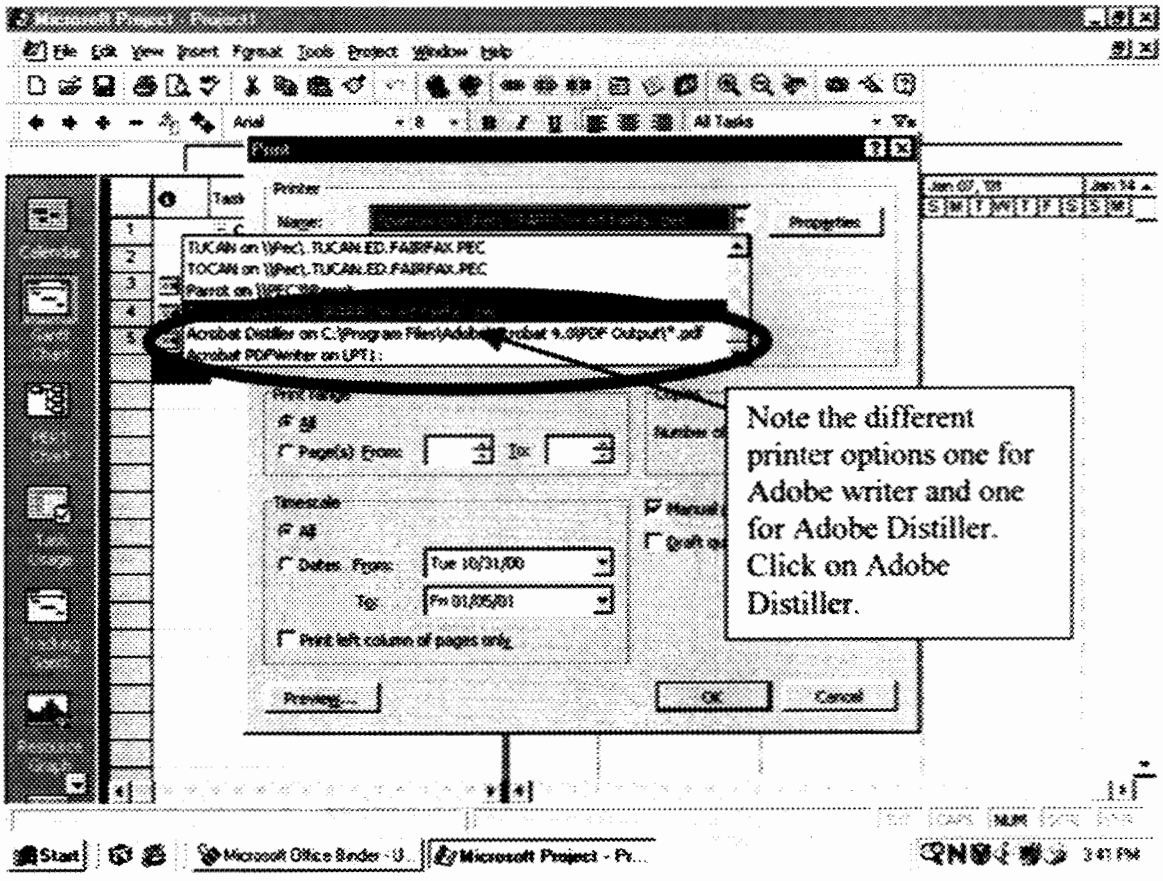


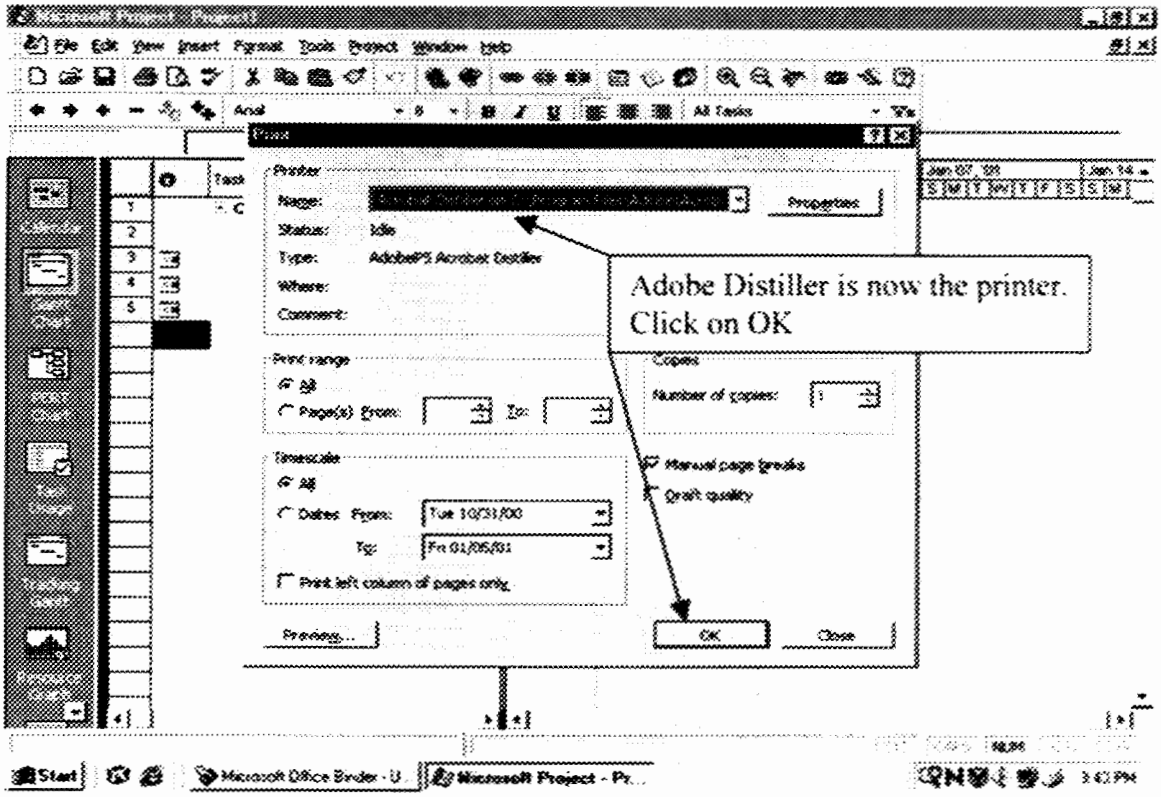
Then click on the File Option.

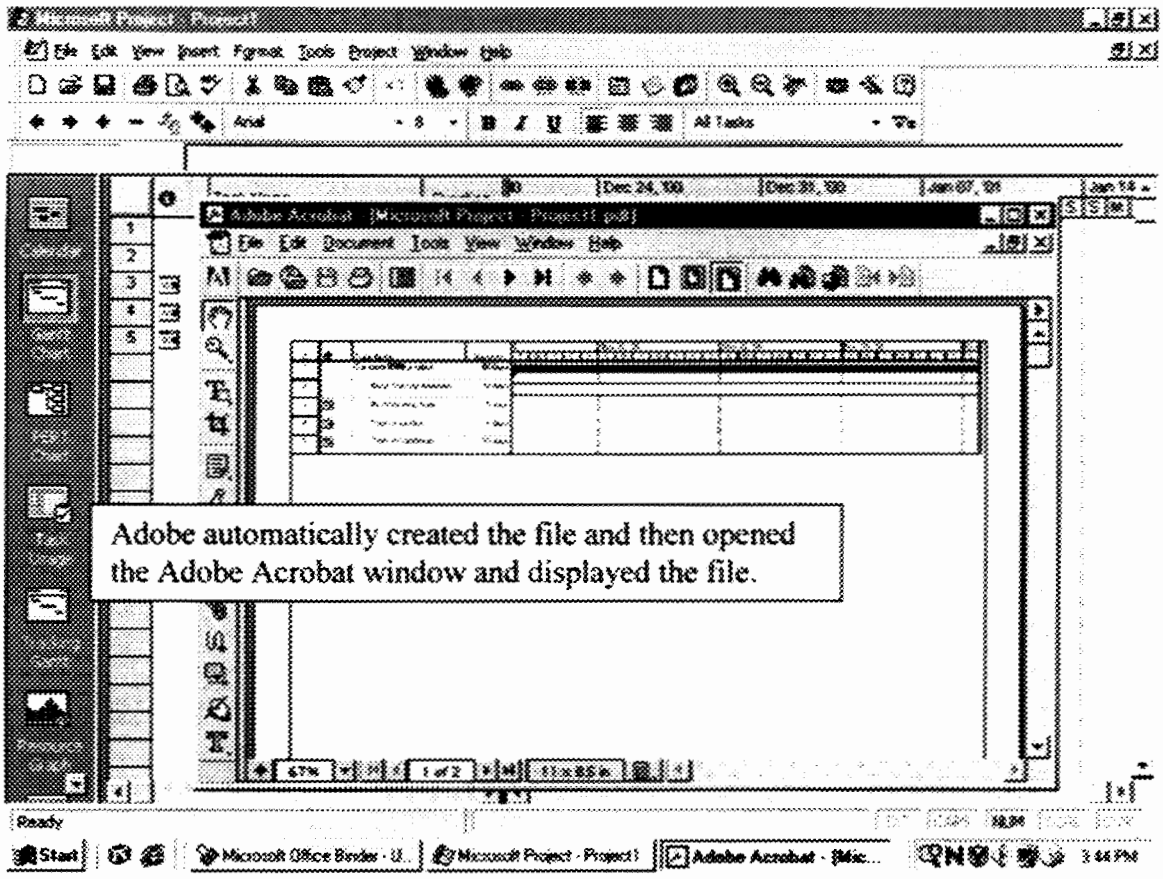


Then click on Print.


Options for the printer. Also, any other printers will be listed as well. Click on the down arrow in the printer box.


Note the different printer options one for Adobe writer and one for Adobe Distiller. Click on Adobe Distiller.


Adobe Distiller is now the printer.
Click on OK


Adobe automatically created the file and then opened the Adobe Acrobat window and displayed the file.

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Section VI: Printing

Overview

There are two basic ways to print from most windows-based programs that users need to become familiar with. There is usually a Print icon in the toolbar, and usually under the File option on the top toolbar there is a Print option. Generally the Print icon will print the current open file to the default printer. The Print option under the File option will allow the user more detailed printing or printing part of the file and it will allow the user to change the printer.

In this section we will cover:

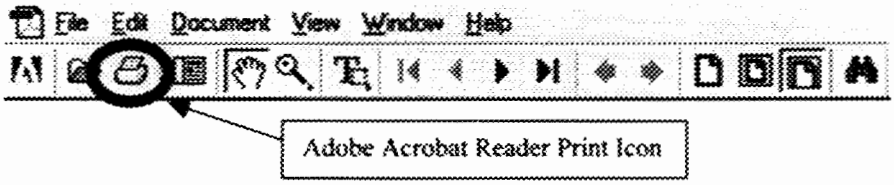
- How to print from the Print icon
- How to print from the File option

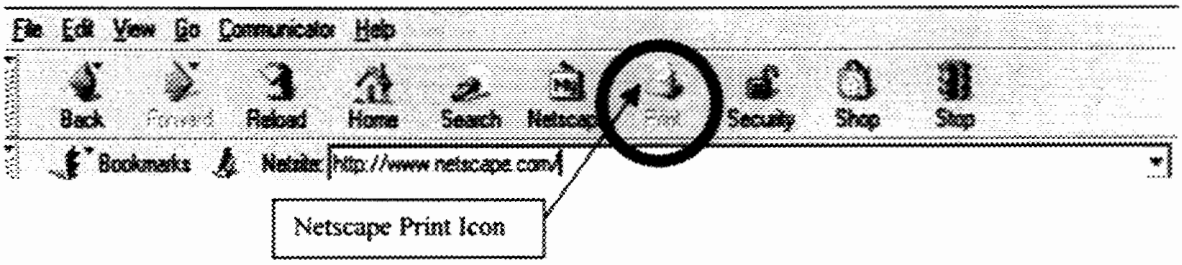
Objectives for this section:

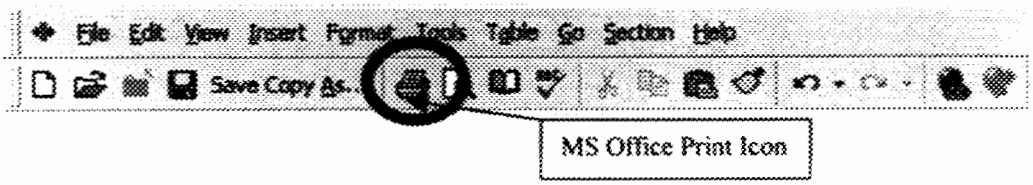
- Learn how to quickly print a document or web page
- Learn how to print to a different printer
- Learn how to change the number of copies being printed.

Printing from the Print Icon

There are many different Print icons throughout many different programs although they are all similar. Below there are many different styles of Print icons.



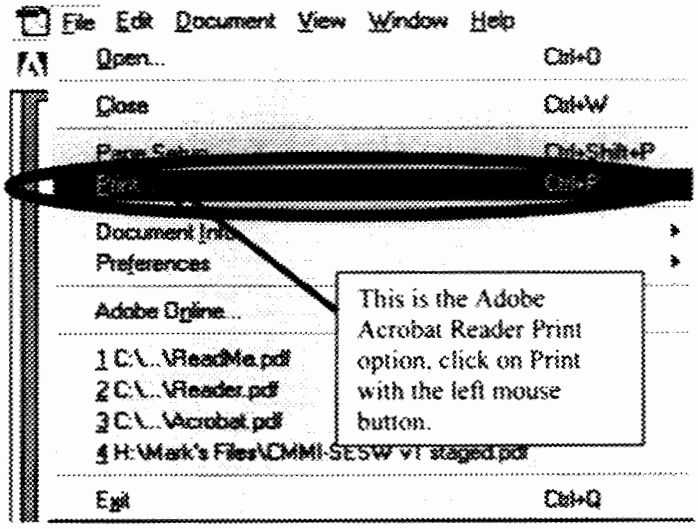




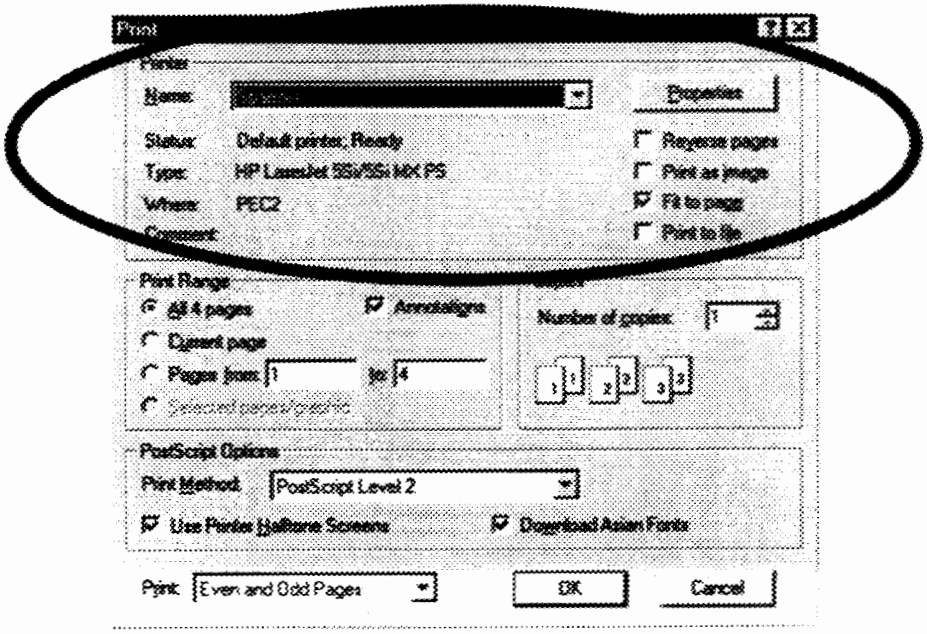
In the Netscape example above, the icon is faded, which means that the print function is disabled on that screen for some reason. However to print from either of the other two examples the user could click once with the left mouse button on the print icon. It is always important to know your default printer so that you know where your document is being printed. If you do not know where your default printer is, ask your system administrator.

Printing from the File Option

To open the more detailed Print option start at the File option in the top toolbar and then click on the Print option listed.



Clicking on the Print option will open up another window.



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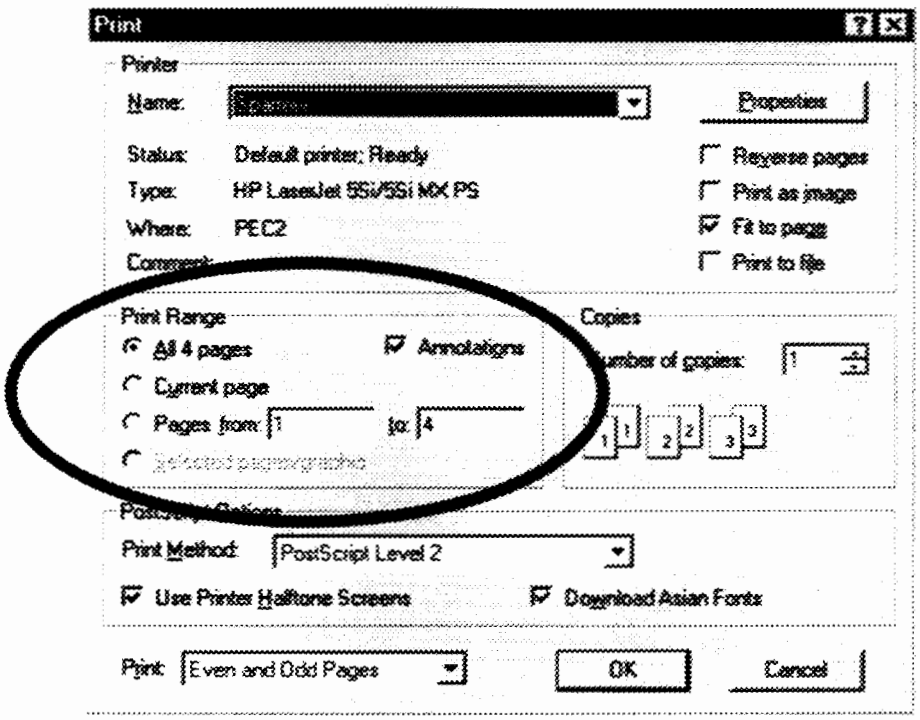
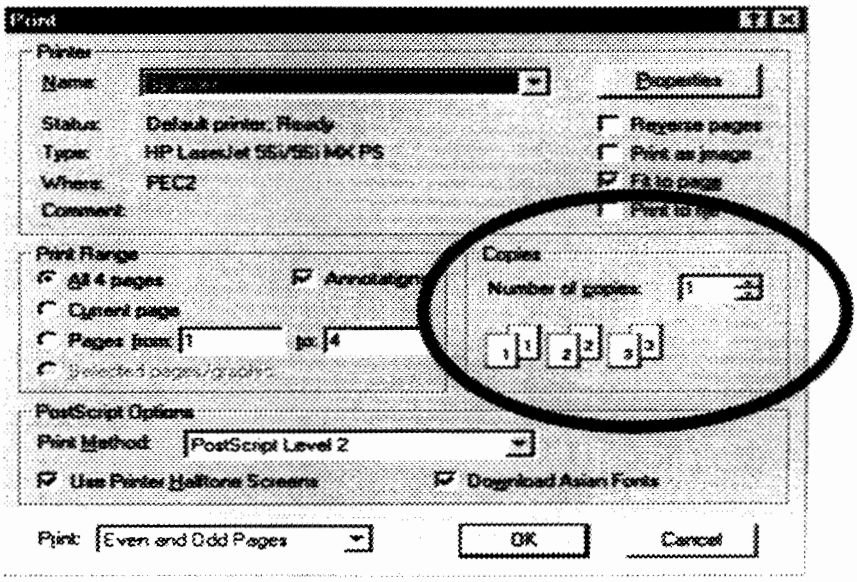
The first part of the window deals with the printer itself. Sparrow is the name of the default printer for this particular user (sometimes computer printers are named and sometimes it may just give a room number or some other designation). The user can change the printer bye clicking on the downward arrow next to the word Sparrow and see if there are any other printers available. In most cases the user will have only one printer available to them.



The print range will allow the user to print the whole document or web page, or only part of the document in this case. The user can set to print only the current page or pages in a particular range.



The Copies section allows the user to set the number of copies printed. Reminder, if you print off several copies, make certain that the printer has paper and the

Once the correct printer is set, the correct pages are set, and the correct amount of copies is set, click on the Okay button. This will send the command to the printer.

Note: the print window will change wording accordingly with the type of printing or the document type that the user is printing from.

Welcome

To The

Caricom Regional Negotiating Machinery Virtual Secretariat End User Training

Training Agenda

Day One

- Basic Computer Use
  - If Needed
- Basic Internet
  - As Needed
- iPlanet functions/MS Office Overview
  - Email

Day Two

- iPlanet Functions (cont.)
  - Calendar
  - AOL Instant Messenger
  - Messenger Express
  - Calendar Express
  - Collabra

Training Agenda (cont.)

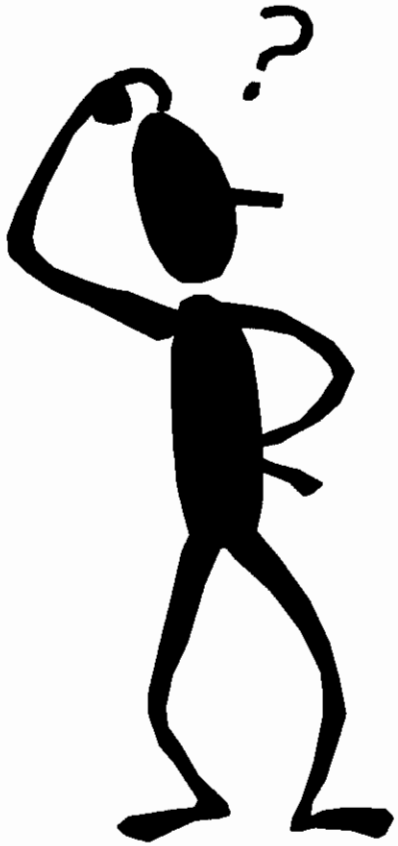
Day Three

- Document Posting
- Adobe Acrobat
  - Reader
  - Writer
- Printing

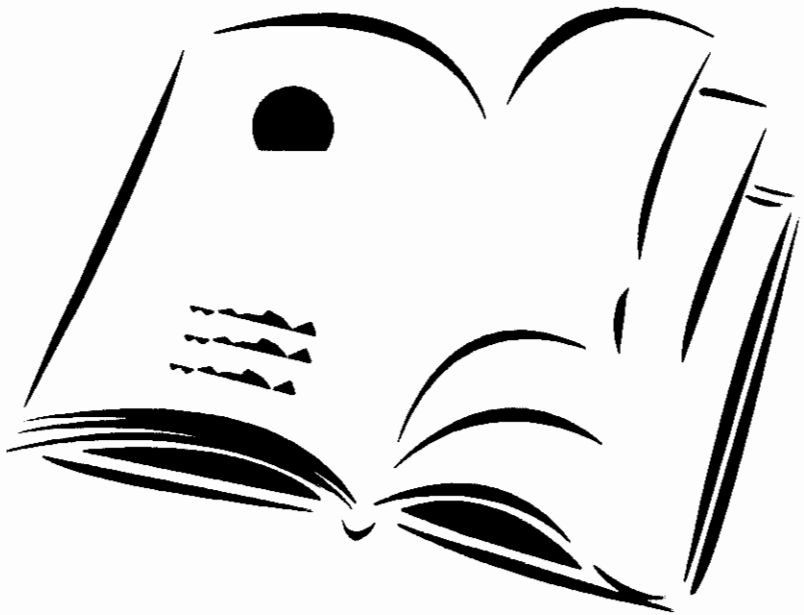
- Day 4
- Super User Training
- Training Users
- Training Documentation

Questions

- If you have any questions, please ask!
- This class is for you.
- Feel free to stop me at any time and ask a question.



The Training Guide



- Is yours to keep.
- Also a User Guide back at your desk.
- Class will flow with the book and often refer to pages in the book.
- Please open the book to section 1 page 1.