MAILMAN

GETTING STARTED MANUAL

Version 8.0

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Department of Veterans Affairs
VistA Health Systems Design & Development (HSD&D)
Infrastructure and Security Services (ISS)

Revision History

Documentation Revisions

The following table displays the revision history for this document. Revisions to the documentation are based on patches and new versions released to the field.

Date	Revision	Description	Author
07/17/03	1.0	Initial MailMan V. 8.0 software documentation creation.	Thom Blom, Oakland OIFO
01/13/05	1.1	Re-titled document to from "Installation Guide" to "Release Notes & Installation Guide." Reviewed document and edited for the "Data Scrubbing" and the "PDF 508 Compliance" projects. **Data Scrubbing—**Changed all patient/user TEST data to conform to HSD&D standards and conventions as indicated below: • The first three digits (prefix) of any Social Security Numbers (SSN) start with "000" or "666." • Patient or user names are formatted as follows: XMPATIENT,[N] or XMUSER,[N] respectively, where the N is a number written out and incremented with each new entry (e.g., XMPATIENT, ONE, XMPATIENT, TWO, etc.). • Other personal demographic-related data (e.g., addresses, phones, IP addresses, etc.) were also changed to be generic. **PDF 508 Compliance—**The final PDF document was recreated and now supports the minimum requirements to be 508 compliant (i.e., accessibility tags, language selection, alternate text for all images/icons, fully functional Web links, successfully passed Adobe Acrobat Quick Check).	Lauren Gorgoglione, Bay Pines, FL OIFO

Table i: Documentation revision history

Patch Revisions

Because this is a new release of VistA MailMan, there are no patches at this time. For a complete list of patches released with this software in the future, please refer to the Patch Module on FORUM.

Contents

Acknowledgements xii

Orientation xiv

Introduction—Customizing Your MailMan Message Center 1

1. Choosing Your Default Message Reader 1-1

Classic Message Reader 1-3
Detailed Full Screen Message Reader 1-10
Action Codes—Basket Message Lists 1-14
Summary Full Screen Message Reader 1-17
How to Set Your Default Message Reader 1-19

2. Organizing Your Mail Baskets and Messages 2-1

How to Name Your Mail Baskets 2-3
How to Set Your Delivery Basket Privileges 2-5
How to Set Your Mail Basket Prompt 2-9
How to Choose Your Message Display Order 2-13
How to Choose Your New Messages Read Order 2-16

3. Designating Other Preference Entries 3-1

Personal Preferences 3-3
Banners 3-3
Message Action Default 3-11
Show Titles 3-13
Priority Responses 3-15
P-MESSAGE From 3-23
MailMan Institution 3-25
Network Signature 3-29
Introduction 3-35
Preferred Editor 3-41
Contact Information 3-45

4. Managing Your Mail—Overview 4-1

Reading/Managing *New* Messages and Responses 4-3

Reading/Managing *All* Messages and Responses 4-5

Basket Action Commands 4-7

Individual Messages Action Commands 4-14

Sending Mail 4-18

Glossary 1

Index 1

Figures and Tables

Table i: Documentation revision history iv
Table ii: Documentation symbol descriptions xiv
Figure 1-1: Preview feature in Classic MailMan 1-4
Figure 1-2: An example using the Preview feature in Classic MailMan 1-4
Figure 1-3: An example *not* using the Preview feature in Classic MailMan 1-5
Figure 1-4: Setting the Message Preview prompt 1-5
Figure 1-5: Ignore action code in the Classic Message Reader 1-6
Figure 1-6: Classic Message Reader with summary information 1-7
Figure 1-7: Classic Message Reader with detailed information 1-8
Figure 1-8: Detailed Full Screen Message Reader 1-10
Figure 1-9: Sample list of available action commands using the Detailed or Summary Full Screen Message Readers 1-12
Figure 1-10: Paging commands on the first page when a mail basket has more than one page of messages 1-12
Figure 1-11: Paging commands on a middle page when a mail basket has more than one page of messages 1-13
Figure 1-12: Paging commands on the last page when a mail basket has more than one page of messages 1-13
Table 1-1: Additional action codes—Basket message lists 1-15
Figure 1-13: Summary Full Screen Message Reader 1-17
Figure 1-14: Choosing your Message Reader 1-19
Figure 1-15: Setting your Message Reader default 1-20
Figure 2-1: Creating a new mail basket beginning with a number 2-3
Figure 2-2: Choosing a basket by basket number 2-4
Figure 2-3: Delivery Basket Edit option 2-5
Figure 2-4: Setting your delivery basket privileges 2-7
Figure 2-5: Choosing to be prompted for a mail basket 2-9
Figure 2-6: Choosing a mail basket when sending messages to oneself 2-10
Figure 2-7: Choosing not to be prompted for a mail basket 2-10
Figure 2-8: Sending messages to oneself (mail basket defaults to "IN") 2-11
Figure 2-9: Setting your message display order in a basket 2-14
Figure 2-10: Sample list of messages 2-15
Figure 2-11: Setting your new messages read order 2-16

Figure 3-1: Other User Options Edit settings....3-2
Figure 3-2: Banners are displayed in the main MailMan Menu 3-3
Figure 3-3: Banners are displayed when addressing mail....3-3
Figure 3-4: Banners are displayed when displaying MailMan user information....3-4
Figure 3-5: User Options Edit option—Banner entry edit....3-5
Figure 3-6: Modifying your MailMan banner using the User Options Edit option 3-6
Figure 3-7: Banner Edit option 3-7
Figure 3-8: Modifying your MailMan banner using the Banner Edit option....3-8
Figure 3-9: Deleting your MailMan banner....3-9
Figure 3-10: MailMan banner has been deleted....3-9
Figure 3-11: Setting the Message Action Default 3-11
Figure 3-12: An example of the Message Action Default prompt in use....3-12
Figure 3-13: Setting the Show Titles prompt 3-13
Figure 3-14: An example of showing the sender's title....3-14
Figure 3-15: Setting the Priority Responses Flag default 3-16
Figure 3-16: Setting the Priority Responses Prompt default....3-18
Figure 3-17: (1 of 3) Choosing to have future responses to a priority message delivered as priority 3-19
Figure 3-18: (2 of 3) Next response to priority mail is delivered as priority 3-20
Figure 3-19: (3 of 3) Next response to priority mail is delivered as ordinary....3-21
Figure 3-20: Toggle the way replies are delivered for priority messages 3-22
Figure 3-21: Setting the P-MESSAGE FROM field default....3-23
Figure 3-22: An example of the P-MESSAGE FROM prompt in use....3-24
Figure 3-23: An example displaying the MailMan Institution....3-25
Figure 3-24: Setting the MailMan Institution prompt....3-26
Figure 3-25: An example displaying the MailMan Institution....3-26
Figure 3-26: Modifying your MailMan Institution 3-27
Figure 3-27: Deleting your MailMan Institution 3-28
Figure 3-28: MailMan Institution has been deleted 3-28
Figure 3-29: Including your Network Signature when answering a message....3-29
Figure 3-30: An example displaying the Network Signature lines 3-30
Figure 3-31: Setting the Network Signature prompts 3-31
Figure 3-32: Modifying your Network Signature 3-32
Figure 3-33: Deleting your Network Signature 3-33
Figure 3-34: Network Signature has been deleted 3-33
Figure 3-35: Text displayed when you must enter an Introduction....3-35

Figure 3-36: An example displaying the Introduction 3-36
Figure 3-37: Setting the MailMan Introduction prompt 3-37
Figure 3-38: Modifying your Introduction.....3-38
Figure 3-39: Deleting your Introduction.....3-39
Figure 3-40: Introduction has been deleted.....3-39
Figure 3-41: An example of using the editor 3-41
Figure 3-42: Setting the MailMan Preferred Editor prompt 3-42
Figure 3-43: Deleting your Preferred Editor.....3-43
Figure 3-44: Preferred Editor has been deleted.....3-43
Figure 3-45: An example displaying the Contact Information.....3-46
Figure 3-46: Setting your Contact Information prompts.....3-48
Figure 3-47: Modifying your Contact Information.....3-49
Figure 3-48: Deleting your Contact Information 3-50
Figure 4-1: Main MailMan Menu options 4-1
Figure 4-2: NML—New Messages and Response option.....4-3
Figure 4-3: RML—Read/Manage Messages option 4-5
Figure 4-4: Managing your mail in your mail baskets.....4-5
Figure 4-5: Displaying the command action list—Using the Detailed or Summary Full Screen Message Reader.....4-7
Figure 4-6: Displaying the command action list—Using the Classic Message Reader.....4-9
Table 4-1: Action codes—Basket message lists.....4-13
Figure 4-7: Displaying the message command action list—Using any Message Reader.....4-14
Table 4-2: Action codes—Messages 4-17
Figure 4-8: SML—Send a Message option.....4-18
Table 4-3: Action codes—Sending messages 4-20

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- ISS Program Director—Larry Weldon
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- Software Quality Assurance (SQA) and Software Tester—Gurbir Singh
- Technical Writer—Thom Blom

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Orientation

How to Use this Manual

Throughout this manual, advice and instructions are offered regarding the use of MailMan V. 8.0 and the functionality it provides for Veterans Health Information Systems and Technology Architecture (VistA) software products.

There are no special legal requirements involved in the use of MailMan's interface.

This manual uses several methods to highlight different aspects of the material:

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

Symbol	Description
	Used to inform the reader of general information including references to additional reading material.
	Used to caution the reader to take special notice of critical information.
	Used to inform the reader of helpful tips or tricks they can use when working with this product.

Table ii: Documentation symbol descriptions

- Descriptive text is presented in a proportional font (as represented by this font).
- "Snapshots" of computer online displays (i.e., roll-and-scroll screen captures/dialogues) and computer source code are shown in a *non*-proportional font and enclosed within a box.
  - User's responses to online prompts will be boldface type. The following example is a screen capture of computer dialogue, and indicates that the user should enter two question marks:

```
Select Primary Menu option: ??
```

  - The "**<Enter>**" found within these snapshots indicate that the user should press the Enter key on their keyboard. Other special keys are represented within < > angle brackets. For example, pressing the PF1 key can be represented as pressing **<PF1>**.
  - Author's comments are displayed in italics or as "callout" boxes.

Callout boxes refer to labels or descriptions usually enclosed within a box, which point to specific areas of a displayed image.

Unless otherwise noted, all sample screen captures/dialogue boxes in this manual are derived from using either MailMan's Detailed or Summary Full Screen message readers.

- All uppercase is reserved for the representation of M code, variable names, or the formal name of options, field and file names, and security keys (e.g., the XUPROGMODE key).

How to Obtain Technical Information Online

Exported file, routine, and global documentation can be generated through the use of Kernel, MailMan, and VA FileMan utilities.

Methods of obtaining specific technical information online will be indicated where applicable under the appropriate topic. Please refer to the *MailMan Technical Manual* for further information.

Help at Prompts

VistA MailMan has extensive online help, commonly used system default prompts, and bulletins. Users are strongly encouraged to enter question marks at any response prompt. At the end of the help display, you are immediately returned to the point from which you started. This is an easy way to learn about any aspect of MailMan.

To retrieve online documentation in the form of Help in any VistA character-based product:

- Enter a single question mark ("**?**") at a field/prompt to obtain a brief description. If a field is a pointer, entering one question mark ("**?**") displays the HELP PROMPT field contents and a list of choices, if the list is short. If the list is long, the user will be asked if the entire list should be displayed. A YES response will invoke the display. The display can be given a starting point by prefacing the starting point with an up-arrow ("^") as a response. For example, **^M** would start an alphabetic listing at the letter M instead of the letter A while **^127** would start any listing at the 127th entry.
- Enter two question marks ("**??**") at a field/prompt for a more detailed description. Also, if a field is a pointer, entering two question marks displays the HELP PROMPT field contents and the list of choices.
- Enter three question marks ("**???**") at a field/prompt to invoke any additional Help text stored in Help Frames.

  In addition to the "question mark" help, you can use the Help (User/Group Info., etc.) menu option on the main MailMan Menu to access the MailMan Help Frames through the following options:

  - New Features in MailMan
  - General MailMan Information
  - Questions and Answers on MailMan
  - Manual for MailMan Users

The Help Frames themselves are grouped according to function. The lead frame for a function contains the "keywords" or reference words, highlighted in reverse video, for linking to related frames. For example, while in a Help Frame, enter the desired keyword at the "Select HELP SYSTEM action or <return>:" prompt. The user can return to the previous Help frame simply by pressing the Enter key at the message prompt.

For more information on obtaining online help, please refer to Chapter 11,"Online Help/Information," in the *MailMan User Manual*.

Obtaining Data Dictionary Listings

Technical information about files and the fields in files is stored in data dictionaries. You can use the List File Attributes option on the Data Dictionary Utilities submenu in VA FileMan to print formatted data dictionaries.

For details about obtaining data dictionaries and about the formats available, please refer to the "List File Attributes" chapter in the "File Management" section of the *VA FileMan Advanced User Manual*.

VA FileMan

A knowledge of general VA FileMan is all that is required to use MailMan. VA FileMan menus present the viewer with information and then give the user an opportunity to make a selection based on the information, through the use of a message prompt. Most prompts require the entry of "**Y**" for yes or "**N**" for no (in any case). If yes or no is contained within the prompt, as in "YES//", pressing the Enter key (**<Enter>**) selects this response.

Text can also be entered at message prompts. Press the Enter key after typing the text in order for the computer to accept the information. If you wish to skip a prompt, just press the Enter key. If a keyword is being entered at the prompt, only the first four letters need to be entered, as VA FileMan recognizes the entire keyword from the first four letters.

If there is more than one selection for an entry, a list of all possible selections either appears or can be solicited by entering a question mark ("**?**"). The viewer can enter leading characters of the name or the list number of a selection. All of the entries, with the exception of question mark subject searches, can be entered in either upper- or lowercase.

Assumptions About the Reader

This manual is written with the assumption that the reader is familiar with the following:

- VistA computing environment
- VA FileMan data structures and terminology
- Microsoft Windows

- M programming language

It provides an overall explanation of configuring the MailMan interface and the changes contained in MailMan Version 8.0. However, no attempt is made to explain how the overall VistA programming system is integrated and maintained. Such methods and procedures are documented elsewhere. We suggest you look at the various VA home pages on the World Wide Web (WWW) for a general orientation to VistA. For example, go to the Veterans Health Administration (VHA) Office of Information (OI) Health Systems Design & Development (HSD&D) Home Page at the following web address:

http://vista.med.va.gov/

Reference Materials

Readers who wish to learn more about VistA MailMan should consult the following:

- *MailMan Release Notes*
- *MailMan Installation Guide*
- *MailMan User Manual*
- *MailMan Programmer Manual*
- *MailMan Technical Manual*
- *MailMan Network Reference Manual*
- VistA MailMan Home Page at the following web address:

  http://vista.med.va.gov/mailman/index.asp

  This site contains other information and provides links to additional documentation.

The VistA MailMan documentation is made available online in Microsoft Word format and Adobe Acrobat Portable Document Format (PDF). The PDF documents *must* be read using the Adobe Acrobat Reader (i.e., ACROREAD.EXE), which is freely distributed by Adobe Systems Incorporated at the following web address:

http://www.adobe.com/

For more information on the use of the Adobe Acrobat Reader, please refer to the *Adobe Acrobat Quick Guide* at the following web address:

http://vista.med.va.gov/iss/acrobat/index.asp

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Introduction—Customizing Your MailMan Message Center

This manual describes how you can customize the MailMan V. 8.0 interface.

MailMan has always given you the opportunity to customize the interface to best suit your needs. This flexibility saves you time and frustration when dealing with your e-mail.

The topics covered in this manual include:

- **Chapter 1—**"Choosing Your Default Message Reader"
- **Chapter 2—**"Organizing Your Mail Baskets and Messages"
- **Chapter 3—**"Designating Other Preference Entries"
- **Chapter 4—**"Managing Your Mail—Overview"

You might find it more helpful to customize the MailMan interface before you start using it. However, you can customize the interface and set your preferences at anytime. As you become more familiar with the MailMan interface, you may decide to go back and reset your preferences based on your experience.

1. Choosing Your Default Message Reader

Topics To Be Discussed:	• **Classic Message Reader** • **Detailed Full Screen Message Reader** • **Summary Full Screen Message Reader** • **How to Set Your Default Message Reader**

There are several ways to read and manage your messages. However, you should first choose the message reader that best suits your needs.

MailMan gives you the opportunity to choose how to display your messages when using the Read/Manage Messages option [synonym RML]. In addition to the original version of the MailMan reader (i.e., Classic), two other readers are available. Thus, you can choose from the following three message readers:

- **Classic (default)**
- **Detailed Full Screen**
- **Summary Full Screen**

These three message readers are described in greater detail below.

For more information on the Read/Manage Messages option [RML], please refer to Chapters 2 and 3 in the *MailMan User Manual*.

Classic Message Reader

The Classic message reader is basically the same reader you saw with earlier versions of MailMan (i.e., prior to MailMan Patch XM*7.1*50) but with a few improvements. It is "classic" in that it is the reader with which early MailMan users are most familiar (i.e., the only one that was available in the past). However, we suggest you try either of the two other message readers (i.e., Detailed Full Screen or Summary Full Screen). They give you more choices and additional functionality that can prove beneficial when working with MailMan.

Prior to initially configuring your MailMan interface, the reader is set to default to the Classic reader.

The following summary information is available with the Classic message reader (after you choose a mail basket from which to read and entering *one* question mark):

- **Basket—**Basket containing the messages (e.g., "IN").
- **Message Totals:**
  - How many messages in the basket
  - Range of message numbers in the basket
  - How many message are new in the basket
- **Flags—**Any special flags associated with the messages in the basket (e.g., Priority ["**!**"] or New ["*****"] flags).
- **Message Numbers—**The numbers associated with the messages (meaningful for this list only).
- **Subject—**Subject of each message in the mail basket.
- **From—**The name of the person who sent each message in the mail basket.

The following detailed information is available with the Classic message reader (after you choose a mail basket from which to read and enter *two* question marks):

- **Basket—**Basket containing the messages (e.g., "IN").
- **Message Totals:**
  - How many messages in the basket
  - Range of message numbers in the basket
  - How many message are new in the basket
- **Flags—**Any special flags associated with the messages in the basket (e.g., Priority ["**!**"] or New ["*****"] flags).
- **Message Numbers—**The numbers associated with the messages (meaningful for this list only).
- **MailMan Internal Message Identification Number—**The MailMan message numbers generated internally for each message (displayed in brackets).
- **Message Sent Date—**The date each message was sent (i.e., day, month, year).
- **Subject—**Subject of each message in the mail basket.

- **Lines—**Number of lines of text for each message in the mail basket.
- **From—**The name of the person who sent each message in the mail basket.
- **Read/Rcvd—**Total number of responses read and received for a message. If there are no responses to a message, no totals will be indicated.

MailMan continues to read messages sequentially depending on the message order you've specified. You set the message order display through the User Options Edit option on the Personal Preferences menu (i.e., "MESSAGE ORDER?:" prompt).

For more information on the "MESSAGE ORDER?:" prompt, please refer to the "How to Choose Your Message Display Order" topic in Chapter 2 in this manual.

Preview Messages

The Classic message reader can "preview" the next message to be read in a mail basket by displaying the message subject, sender, mail basket, and message number in that basket on two lines. For example:

```
Subj: Local: biweekly info exchange message # 84   From: POSTMASTER
MailMan Basket Message: 21//
```

Figure 1-1: Preview feature in Classic MailMan

When you are scrolling through the messages in a basket, you can choose whether or not MailMan should display (preview) the message subject and sender before you read the message.

Seeing the message subject and sender may help you decide whether or not you wish to read the message. If you decide not to read the message, you can "Ignore" it and move on to the next message.

The following is a sample dialogue showing the message preview feature:

```
Select MailMan Menu Option: R <Enter>  Read/Manage Messages
Select message reader:  Detailed Full Screen// Classic
Read mail in MAIL BASKET: IN// <Enter>      (199 messages, 1 n
Last message number: 248   Messages in basket: 199 (1 new)
Enter ??? for help.

Subj: MESSAGE A   From: USER,ONE
IN Basket Message: 248// I <Enter>   Ignore this message

Subj: MESSAGE B   From: USER,TWO
IN Basket Message: 247// I <Enter>   Ignore this message

Subj: MESSAGE C   From: USER,THREE
IN Basket Message: 246//
```

With "Preview" turned on, we can "Ignore" (skip) messages in a basket until we come to a message we want to read based on the subject and sender of the message shown (previewed).

Figure 1-2: An example using the Preview feature in Classic MailMan

The following is a sample dialogue *without* message preview. It is more difficult to decide whether to read the message or to ignore it:

```
Select MailMan Menu Option: R <Enter>  Read/Manage Messages
Select message reader:  Detailed Full Screen// Classic
Read mail in MAIL BASKET: IN// <Enter>      (199 messa
Last message number: 248   Messages in basket: 1
Enter ??? for help.

IN Basket Message: 248// I <Enter>   Ignore this messag

IN Basket Message: 247// I <Enter>   Ignore this messag

IN Basket Message: 246//
```

With "Preview" turned off, we can still "Ignore" messages, however, we can't see the subject and sender of the message before reading it.

Figure 1-3: An example *not* using the Preview feature in Classic MailMan

You can use the User Options Edit option to decide whether or not you want MailMan to preview messages when using the Classic message reader, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
NEW MESSAGES DEFAULT OPTION: LIST ALL NEW MESSAGES
         // <Enter>
SHOW MESSAGE PREVIEW: NO, DO NOT SHOW IT// ?
     Do you want to see a preview of the message subject and sender?
     Choose from:
       Y        YES, SHOW MESSAGE PREVIEW
       N        NO, DO NOT SHOW IT
SHOW MESSAGE PREVIEW: NO, DO NOT SHOW IT// yes <Enter>  YES, SHOW MESSAGE PREVIEW
```

Here we chose to preview our messages when using the Classic message reader.

Figure 1-4: Setting the Message Preview prompt

After choosing the User Options Edit option (Figure 1-4), we pressed the Enter key until we reached the "SHOW MESSAGE PREVIEW: NO, DO NOT SHOW IT//" prompt.

In order to see our options, we entered a single question mark ("**?**") at the prompt. MailMan indicated that entering a "Yes" would preview messages when using the Classic message reader. Entering a "No" would *not* preview messages. In this case, we chose to preview our messages by entering "**Yes**" at the "SHOW MESSAGE PREVIEW:" prompt.

This only applies to the Classic message reader.

Ignore Action

Another feature with the Classic message reader is the Ignore ("I") action code. You can enter the "I" action code after the default message to be read and MailMan automatically ignores that message and prepares to display the next message in the basket, as shown below:

```
Select MailMan Menu Option: rml <Enter>  Read/Manage Messages
Select message reader:  Detailed Full Screen// c <Enter>  Classic
Read mail in MAIL BASKET: IN// <Enter>      (5 messages, 1 new)
Last message number: 5    Messages in basket: 5 (1 new)
Enter ??? for help.

Subj: Local: biweekly info exchange message # 58   From: POSTMASTER
IN Basket Message: 5// ?

IN Basket, 5 messages (1-5)
*=New/!=Priority.......Subject.........................From...................
 *5. Local: biweekly info exchange message # 58        POSTMASTER
  4. XU*8*141 TEST v1                                 <"NPM   [#30846990]"@FOR
  3. Kernel Documentation                             FUCHSIA,GARY M.
  2. DSM VERSION FORMAT                               VON BLACKANDWHITE,HANS
  1. BROKER OPTIONS MISSISNG FROM OPED                BLACK,DONALD

Subj: Local: biweekly info exchange message # 58   From: POSTMASTER
IN Basket Message: 5// I <Enter>  Ignore this message

Subj: XU*8*141 TEST v1   From: <"NPM   [#30846990]"@FORUM.VA.GOV>
IN Basket Message: 4//
```

Figure 1-5: Ignore action code in the Classic Message Reader

In the previous example (Figure 1-5), we chose the **Classic** message reader to read messages in our "**IN**" mail basket.

We first chose to get a summary list of all messages in the "IN" basket by entering a question mark ("**?**") at the "IN Basket Message: 5//" prompt. MailMan displayed all of the messages in the basket. As a default, MailMan displayed our newest message first (i.e., number 5, "Local: biweekly info exchange message # 58").

By entering an "**I**" (Ignore) at the "IN Basket Message: 5//" prompt, MailMan ignored this message and changed the default to the next message (i.e., number 4, "XU*8*141 TEST v1").

Also, when you are using the Classic message reader, you can still enter a message number for a message you know does *not* exist in your mail basket and MailMan will automatically move you to the next message in the basket.

For example, if you have messages numbers 1-27 and 29-40 in a mail basket and your message display order is from newest to oldest, when you enter number 28 at the message action prompt, MailMan will display message number 27.

For more information on the message display order, please refer to the "How to Choose Your Message Display Order" topic in Chapter 2 in this manual.

Classic Summary Information

When reading your messages with the Classic message reader, you can get a summary list of messages in any mail basket. After you choose the mail basket, enter *one* question mark ("**?**") following the prompt, as shown in the following example:

```
Select MailMan Menu Option: RML <Enter>  Read/Manage Messages
Select message reader:  Classic// <Enter>
Read mail in MAIL BASKET: IN// <Enter>      (4 messages, 3 new)
Last message number: 4    Messages in basket: 4 (3 new)
Enter ??? for help.

Subj: For Technical Communicators....   From: Mike Brown <mbrown@xxxxxxx.com>
IN Basket Message: 4// ?

IN Basket, 4 messages (1-4), 3 new
*=New/!=Priority.......Subject..............From...............................
 *4. For Technical Communicators....        Mike Brown <mbrown@xxxxxxx.com>
  3. FW: Tribal Wisdom vs. Government Polic "Green, Rita" <greenr@xxxxx.army
 *2. 07/14/02 VACO BROADCAST                <POSTMASTER.FORUM@FORUM.VA.GOV>
 *1. Local: biweekly info exchange message  POSTMASTER

Subj: For Technical Communicators....   From: Mike Brown <mbrown@xxxxxxx.com>
IN Basket Message: 4//
```

Figure 1-6: Classic Message Reader with summary information

Here's a tip—The same summary information is available to you when you use the Summary Full Screen as your message reader. The Summary Full Screen message reader also provides more action commands to help you better manage your mail.

For more information on the Summary Full Screen message reader, please refer to the "Summary Full Screen Message Reader" topic that follows in this chapter.

Classic Detailed Information

When reading/managing your messages with the Classic message reader, you can get a detailed list of messages in any mail basket. After you choose the mail basket, enter *two* question marks ("**??**") following the prompt, as shown in the following example:

```
Select MailMan Menu Option: RML <Enter>  Read/Manage Messages
Select message reader:  Classic// <Enter>
Read mail in MAIL BASKET: IN// <Enter>      (4 messages, 3 new)
Last message number: 4    Messages in basket: 4 (3 new)
Enter ??? for help.

Subj: For Technical Communicators....   From: Mike Brown <mbrown@xxxxxxx.com>
IN Basket Message: 4// ??

IN Basket, 4 messages (1-4), 3 new
*=New/!=Priority.........Subject...................Lines.From..........Read/Rcvd
 *4. [1220595] 07/14/02 For Technical Communicator   503 Mike Brown <mbrown@xxxx
  3. [1220558] 07/14/02 FW: Tribal Wisdom vs. Gover   50 "Green, Rita" <greenr@x
 *2. [1220556] 07/14/02 07/14/02 VACO BROADCAST       14 <POSTMASTER.FORUM@FORUM
 *1. [1220526] 07/14/02 Local: biweekly info exchang   2 POSTMASTER          2/5

Subj: For Technical Communicators....   From: Mike Brown <mbrown@xxxxxxx.com>
IN Basket Message: 4//
```

Figure 1-7: Classic Message Reader with detailed information

Here's a tip—The same detailed information is available to you when you use the Detailed Full Screen as your message reader. The Detailed Full Screen message reader also provides more action commands to help you better manage your mail.

For more information on the Detailed Full Screen message reader, please refer to the "Detailed Full Screen Message Reader" topic that follows in this chapter.

Unless otherwise noted, all sample screen captures/dialogue boxes in this manual are derived from using either the Detailed or Summary Full Screen message readers.

Detailed Full Screen Message Reader

The Detailed Full Screen message reader provides you with a detailed message list. This list displays a wealth of information for each message in a specified basket. It provides more information than the Classic reader in summary view or the Summary Full Screen message reader.

The following information is available with the Detailed Full Screen message reader:

- **Basket—**Basket containing the messages (e.g., "IN").
- **Message Totals:**
  - How many messages in the basket
  - Range of message numbers in the basket
  - How many message are new in the basket
- **Flags—**Any special flags associated with the messages in the basket (e.g., Priority ["**!**"] or New ["*****"] flags).
- **Message Numbers—**The numbers associated with the messages (meaningful for this list only).
- **MailMan Internal Message Identification Number—**The MailMan message numbers generated internally for each message (displayed in brackets).
- **Message Sent Date—**The date each message was sent (i.e., day, month, year).
- **Subject—**Subject of each message in the mail basket.
- **Lines—**Number of lines of text for each message in the mail basket.
- **From—**The name of the person who sent each message in the mail basket.
- **Read/Rcvd—**Total number of responses read and received for a message. If there are no responses to a message, no totals will be indicated.

Unlike MailMan's Classic message reader, you are not required to enter two question marks ("**??**") in order to see the detailed information.

The following is an example of the Detailed Full Screen display when reading/managing your messages:

```
Select MailMan Menu Option: RML <Enter>  Read/Manage Messages
Select message reader:  Classic// detail <Enter>  Detailed Full Screen
Read mail in MAIL BASKET: IN// <Enter>      (4 messages, 3 new)


IN Basket, 4 messages (1-4), 3 new
*=New/!=Priority........Subject..................Lines.From..........Read/Rcvd
 *4. [1220595] 07/14/02 For Technical Communicator   503 Mike Brown <mbrown@xxxx
  3. [1220558] 07/14/02 FW: Tribal Wisdom vs. Gover   50 "Green, Rita" <greenr@x
 *2. [1220556] 07/14/02 07/14/02 VACO BROADCAST       14 <POSTMASTER.FORUM@FORUM
 *1. [1220526] 07/14/02 Local: biweekly info exchang   2 POSTMASTER          0/1
Enter message number or command:
```

Figure 1-8: Detailed Full Screen Message Reader

In this example (Figure 1-8), we have chosen the Detailed Full Screen as our message reader. After we choose the mail basket (i.e., "IN"), MailMan displays a list of messages in the selected basket with detailed information for each message.

Also, when you are using the Detailed Full Screen message reader and you enter a message number for a message you know does *not* exist in your mail basket or does *not* fall within the range of the messages currently displayed, MailMan will automatically display the screen with the range of messages that contains the message you requested. This can be useful when you have a mail basket with numerous messages that can't all be displayed in one screen.

For example, let's say the following conditions exist:

- The mail basket your working with has over 50 messages
- The reader is currently displaying messages 26-50
- You want to see a message in the first 1-25 messages

You could enter any number between 1-25, regardless if it exists or not, at the "Enter message number or command:" prompt and MailMan would display the first screen of messages to you.

From the list of messages you can either enter a specific message number and read that particular message or enter a single question mark ("**?**") and choose from any number of available action commands, as shown below:

```
*=New/!=Priority.........Subject...................Lin
 *4. [1220595] 07/14/02 For Technical Communicator   5
  3. [1220558] 07/14/02 FW: Tribal Wisdom vs. Gover
 *2. [1220556] 07/14/02 07/14/02 VACO BROADCAST
 *1. [1220526] 07/14/02 Local: biweekly info exchang
Enter message number or command: ?

Enter a message number (1-4) to read a message in this basket.
Enter an internal message number to read any message still on the system,
which you ever sent or received.  Enter:
 ?string             Search for messages in this basket whose subject
                     contains the specified string
 ??string            Search for messages you once sent or received
                     whose subject begins with the specified string
 .(-)n or n-m,a,c-d  (de)select message n or a list of messages
 .(-)*               (de)select all messages
 CD  Change Detail                       NT  New Toggle messages
 D   Delete messages                     P   Print messages
 F   Forward messages                    Q   Query (search for) messages
 FI  Filter messages                     R   Resequence messages
 H   Headerless Print messages           S   Save messages to another basket
 L   Later messages                      T   Terminate messages
 N   New message list                    V   Vaporize date set messages
Press ENTER or ^ to exit this list.  Enter = to refresh this page.

Enter message number or command:
```

Here is a sample list of basket action commands when using a Detailed or Summary Full Screen message reader.

Figure 1-9: Sample list of available action commands using the Detailed or Summary Full Screen Message Readers

As you can see from Figure 1-9, MailMan V. 8.0 provides numerous message list action commands. However, some of these action commands are only available when using the Detailed Full Screen or Summary Full Screen as your message reader.

If you've chosen a basket with a large number of messages (more than one "page") when using the Detailed Full Screen or Summary Full Screen as your message reader, MailMan will present you with alternative paging commands:

First Page:

```
.
.
.
Press ENTER or + to go to the next page.  Enter +n to page forward n pages.
Enter = to refresh this page; ^ to exit this list.

Enter message number or command:
```

Figure 1-10: Paging commands on the first page when a mail basket has more than one page of messages

Middle Page:

```
.
.
.
Press ENTER or + to go to the next page.  Enter +n to page forward n pages.
Enter - to go to the previous page.  Enter -n to page back n pages.
Enter 0 to go to the first page; = to refresh this page; ^ to exit.

Enter message number or command:
```

Figure 1-11: Paging commands on a middle page when a mail basket has more than one page of messages

Last Page:

```
.
.
.
Press ENTER or ^ to exit this list.
Enter - to go to the previous page.  Enter -n to page back n pages.
Enter 0 to go to the first page; = to refresh this page.

Enter message number or command:
```

Figure 1-12: Paging commands on the last page when a mail basket has more than one page of messages

Action Codes—Basket Message Lists

MailMan provides the following action commands for basket message lists. Most, but not all, of these action codes are only available when using either the Detailed or Summary Full Screen message reader (exceptions are noted below):

Action Code	Description
.n	Select message "**n**" for subsequent action—The decimal point ("**.**" period) before the message number ("**n**") tells MailMan to select the message for subsequent action. (*Not available with the Classic message reader.*)
.-n	Deselect the previously selected message "**n**"—The decimal point ("**.**" period) and minus sign ("**-**" hyphen) before the message number ("**n**") tells MailMan to deselect the message. (*Not available with the Classic message reader.*)
.n-m,a,c-d	Select a list of messages for subsequent group action—The decimal point ("**.**" period) before the message numbers ("**n-m,a,c-d**") tells MailMan to select messages for subsequent group action. (*Not available with the Classic message reader.*)
.-n-m,a,c-d	Deselect a list of previously selected messages—The decimal point ("**.**" period) and minus sign ("**-**" hyphen) before the message numbers ("**n-m,a,c-d**") tells MailMan to deselect messages. (*Not available with the Classic message reader.*)
.*	Select all messages for subsequent group action—The decimal point ("**.**" period) before the asterisk ("*****") tells MailMan to select *all* messages for subsequent group action. (*Not available with the Classic message reader.*)
.-*	Deselect all messages previously selected—The decimal point ("**.**" period) and minus sign ("**-**" hyphen) before the asterisk ("*****") tells MailMan to deselect *all* messages previously selected. (*Not available with the Classic message reader.*)
CD	Change Detail—Switch between Summary and Detailed Full Screen displays. (*Accomplishes what one or two question marks do at the message action prompt with the Classic message reader.*)
FI	Filter Messages—Filter messages in a basket based on mail filters you've previously established for your mailbox. (*Available with all message readers.*)
NT	New Toggle—Use this toggle to make messages "new" or "not new." (*Available with all message readers.*)
O	Opposite Selection Toggle—Use this toggle to deselect previously selected messages and select previously unselected messages from a list of messages. This action code is only available when messages have been selected for subsequent group action. (*Not available with the Classic message reader.*)
Z	Zoom Selection Toggle—Use this toggle to zoom in and only display *selected* messages or zoom out and display *all* messages. This action code is only available when messages have been selected for subsequent group action. (*Not available with the Classic message reader.*)

Action Code	Description
=	Refresh Page—The equal sign ("**=**") tells MailMan to redisplay the basket message list page you were viewing ("refresh" the page/screen). (*Not available with the Classic message reader.*)
+	Next Page—The plus sign ("**+**") tells MailMan to go to the next page. This action code is only available when you have more than one "page" of messages when using the Detailed or Summary Full Screen message readers. *(Use the Enter key with the Classic message reader.*)
+n	Page Forward "**n**" Pages—The plus sign ("**+**") before a number ("**n**") tells MailMan to go forward "**n**" pages. This action code is only available when you have more than one "page" of messages when using the Detailed or Summary Full Screen message readers. *(Use the Enter key with the Classic message reader.*)
-	Previous Page—The minus sign ("**-**" hyphen) tells MailMan to go to the previous page. This action code is only available when you have more than one "page" of messages. (*Not available with the Classic message reader.*)
-n	Page Back "**n**" Pages—The minus sign ("**-**" hyphen) before a number ("**n**") tells MailMan to go back "**n**" pages. This action code is only available when you have more than one "page" of messages. (*Not available with the Classic message reader.*)
0	First Page—A zero tells MailMan to go to the first page. This action code is only available when you have more than one "page" of messages. (*Not available with the Classic message reader.*)

Table 1-1: Additional action codes—Basket message lists

For more information on these and other action commands, please refer to Chapter 2 in the *MailMan User Manual*.

Here's a tip—Use the Detailed Full Screen message reader instead of the Classic reader in order to save you some time when displaying basket message lists with detailed information. Also, the Detailed Full Screen message reader allows you to better manage your mail by giving you more action commands from which to choose.

Unless otherwise noted, all sample screen captures/dialogue boxes in this manual are derived from using either the Detailed or Summary Full Screen message readers.

Summary Full Screen Message Reader

The Summary Full Screen message reader provides a summary view of all messages in all baskets. It provides less information than the Detailed Full Screen.

The following information is available with the Summary Full Screen reader:

- **Basket—**Basket containing the messages (e.g., "IN").
- **Message Totals:**
  - How many messages in the basket
  - Range of message numbers in the basket
  - How many message are new in the basket
- **Flags—**Any special flags associated with the messages in the basket (e.g., Priority ["**!**"] or New ["*****"] flags).
- **Message Numbers—**The numbers associated with the messages (meaningful for this list only).
- **Subject—**Subject of each message in the mail basket.
- **From—**The name of the person who sent each message in the mail basket.

To display summary information using the Classic message reader, you must enter one question mark ("**?**").

The following is an example of the Summary Full Screen display when reading/managing your messages:

```
Select MailMan Menu Option: RML <Enter>  Read/Manage Messages
Select message reader:  Classic// summary <Enter>  Summary Full Screen
Read mail in MAIL BASKET: IN// <Enter>      (4 messages, 3 new)

IN Basket, 4 messages (1-4), 3 new
*=New/!=Priority.......Subject.............          From....................
 *4. For Technical Communicators....                 Mike Brown <mbrown@xxxxxx
  3. FW: Tribal Wisdom vs. Government Policies       "Green, Rita" <greenr@xxx
 *2. 07/14/02 VACO BROADCAST                         <POSTMASTER.FORUM@FORUM.V
 *1. Local: biweekly info exchange message           POSTMASTER
Enter message number or command:
```

Figure 1-13: Summary Full Screen Message Reader

In this example (Figure 1-13), we have chosen the Summary Full Screen as our message reader. After we choose the mail basket (i.e., "IN"), MailMan displays a list of messages in the selected basket with summary information for each message.

From the list of messages you can either enter a specific message number and read that particular message or enter a single question mark ("**?**") and choose from any number of available action commands.

MailMan provides numerous command actions, some of which are only available when using the Detailed Full Screen or Summary Full Screen message readers.

See **Error! Reference source not found.** in this chapter for a sample list of additional action commands when using the Detailed or Summary Full Screen message readers. For a complete list and description of command action codes, please refer to Chapter 2 in the *MailMan User Manual*.

Also, when you are using the Summary Full Screen message reader and you enter a message number for a message you know does *not* exist in your mail basket or does *not* fall within the range of the messages currently displayed, MailMan will automatically display the screen with the range of messages that contains the message you requested. This can be useful when you have a mail basket with numerous messages that can't all be displayed in one screen.

For example, let's say the following conditions exist:

- The mail basket your working with has over 50 messages
- The reader is currently displaying messages 26-50
- You want to see a message in the first 1-25 messages

You could enter any number between 1-25, regardless if it exists or not, at the "Enter message number or command:" prompt and MailMan would display the first screen of messages to you.

Here's a tip—Use the Summary Full Screen message reader instead of the Classic reader in order to save time when displaying basket message lists with summary information. Also, the Summary Full Screen message reader allows you to better manage your mail by giving you more action commands from which to choose.

Unless otherwise noted, all sample screen captures/dialogue boxes in this manual are derived from using either the Detailed or Summary Full Screen message readers.

How to Set Your Default Message Reader

User Options Edit Option

To choose and set your message reader default, use the User Options Edit option on the Personal Preferences menu. The following figure shows you an example of how to choose your message reader:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option: personal Preferences


          User Options Edit
          Banner Edit
          Surrogate Edit
          Message Filter Edit
          Delivery Basket Edit
   GML    Enroll in (or Disenroll from) a Mail Group
          Personal Mail Group Edit
          Forwarding Address Edit

Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: Thom Blue, Technical Writer, OI Field Office Oakland
           Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Classic//  ?
     What should your default message reader be?
     Choose from:
       C        Classic
       D        Detailed Full Screen
       S        Summary Full Screen
MESSAGE READER: Classic// D <Enter>  Detailed Full Screen
```

Here we set the Detailed Full Screen as our default message reader.

Figure 1-14: Choosing your Message Reader

As you can see from this example (Figure 1-14), after you choose the User Options Edit option, you are eventually prompted to choose your message reader at the "MESSAGE READER:" prompt.

To choose your reader, enter either: Classic ("**C**"), Detailed ("**D**"), or Summary ("**S**"). For this example, we chose the **Detailed Full Screen** message reader as our default.

Message Reader Prompt

Once you have decided on a message reader, you can specify whether the reader that you just chose should be used all the time or that you want to be asked each time you use the Read/Manage Messages option [synonym RML].

While still using the User Options Edit option to configure your MailMan interface, at the "MESSAGE READER:" question, you are asked to set the "MESSAGE READER PROMPT:." The default for this prompt is "Yes, ask me." By answering "No" to this prompt, you avoid being asked each time to choose a MailMan message reader when reading your messages.

For example, if you wish to use the Detailed Full Screen reader exclusively, set the MESSAGE READER to "Detailed Full Screen" and the MESSAGE READER PROMPT to "No, don't ask me, just use the default" via the User Options Edit option, as shown below:

```
MESSAGE READER PROMPT: Yes, ask me// ??
     You have chosen a default 'message reader' in the previous selection.
     You chose either the 'classic' reader or one of the 'full-screen' readers.
     (If you didn't choose, then your default is the 'classic' reader.)

     In this selection, you must decide whether you want MailMan to ask you
     every time you use the message reader which reader to use, or not to ask
     you and just go ahead and use your default message reader.

     Answer 'Yes' if you want to be prompted for your reader choice every time
     you go to read messages in a basket.  This is the default answer, and is
     recommended until you have tried each reader and decided that you want to
     settle on using just one.

     Answer 'No" if you don't want to be prompted, and you just want to use
     your default reader every time.
     Choose from:
       Y        Yes, ask me
       N        No, don't ask me, just use the default


MESSAGE READER PROMPT: Yes, ask me// n <Enter>  No, don't ask me, just use the
default
```

Here we chose to always use our default message reader.

Figure 1-15: Setting your Message Reader default

Remember, you can change your message reader anytime by using the User Options Edit option and changing the MESSAGE READER and MESSAGE READER PROMPT values to whatever you want.

Here's a tip—Set the "MESSAGE READER PROMPT:" to No to save you time when reading your messages. You will avoid being prompted to choose your message reader and automatically use your default message reader.

2. Organizing Your Mail Baskets and Messages

Topics To Be Discussed:	• **How to Name Your Mail Baskets** • **How to Set Your Delivery Basket Privileges** • **How to Set Your Mail Basket Prompt** • **How to Choose Your Message Display Order** • **How to Choose Your New MEssages Read Order**

In addition to the existing functionality, MailMan provides numerous features when working with your mail baskets in your MailMan mailbox. Besides helping you to organize your mail baskets, MailMan also allows you to better organize your messages within those mail baskets.

All current functionality and features available with MailMan V. 8.0 are described in greater detail in this chapter.

How to Name Your Mail Baskets

MailMan allows you to give your mail baskets names starting with numbers. Also, when you list your baskets, they will be sorted in alphabetical order (those baskets beginning with numbers will be listed first). Mail basket names can be from 2 to 30 characters in length.

There are two methods of creating a new mail basket:

1. **Save a Message to a New Basket—**Save a message to a mail basket that does not yet exist (i.e., a new mail basket).
2. **Create a New Filter Basket—**Use the Message Filter Edit option to create a new filter mail basket.

For example, when you want to save a message into a new mail basket you can name that new mail basket beginning with a number, as shown below:

```
MailMan Basket, 3 messages (1-3), 1 new
*=New/!=Priority.........Subject...................Lines.From..........Read/Rcvd
  3. [1212448] 14 May 02 TEST DELIVERY                              GARY M.    4/4
 *2. [1190657] 11/07/02 I'm so excited.                              Y   722/723
  1. [1028185] 04/02/96 MAILMAN CUSTOM                              TE,HAR  2/2
Enter message number or command: 3

Subj: TEST DELIVERY BASKET  [#1212448]
From: FUCHSIA,GARY M. - PROGRAMMER
4 of 4 responses read.  In 'MailMan' basket.
-----------------------------------------------------------------------------

Enter message action (in MailMan basket): IGNORE// save
Save message into basket:  1 Mail Test
  Are you adding '1 Mail Test' as a new BASKET (the 73RD for this MAILBOX)? No// y
<Enter>  (Yes)
Message saved.
```

Here, we've created a new mail basket whose name begins with a number (i.e., "1 Mail Test").

Figure 2-1: Creating a new mail basket beginning with a number

For more information on saving messages to a new basket or for filtering your mail, please refer to the *MailMan User Manual*.

Here's a tip—You may find it easier to start your mail basket names with a number to help you better organize or categorize your mail baskets. For example, you may want to precede a mail basket name with the year (e.g., 2002 – budget).

When you wish to choose a mail basket by its basket number (e.g., ".5" for the "WASTE" basket), you must now precede the mail basket number with a grave accent mark or back tick (`), as shown below:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option: RML <Enter>  Read/Manage Messages
Select message reader:  Detailed Full Screen// <Enter>
Read mail in MAIL BASKET: IN// .5 <Enter> ??
Read mail in MAIL BASKET: IN// `.5 <Enter>  WASTE    (1 message)

WASTE Basket, 1 message
*=New/!=Priority.........Subject..................Lines.From..........Read/Rcvd
  1. [1221318] 07/20/02 Changes to routines            4 <POSTMASTER@NXT.KERNEL.
Enter message number or command:
```

Error ("??"): MailMan couldn't find the mail basket number because we forgot the accent grave.

Figure 2-2: Choosing a basket by basket number

As you can see by this example (Figure 2-2), by simply entering the basket number **.5** without the accent grave (i.e., **`.5**) we got an error. In order to specify the **.5** ("WASTE") basket, we had to precede the **.5** with an grave accent.

When you wish to choose a mail basket by its name (e.g., "INFRASTRUCTURE"), MailMan only requires that you enter the first portion of the name (case sensitive); MailMan will find the appropriate mail basket based on your partial entry and automatically display the rest of the basket name to you. If more than one basket is found based on your partial entry, MailMan will allow you to choose from a list. However, you'll narrow your choices by entering more characters of the name.

How to Set Your Delivery Basket Privileges

MailMan provides the ability for senders of mail messages to specify or target the mail basket into which a message should be delivered for all recipients. Recipients of such messages can decide whether to accept or reject delivery to any targeted basket. In this topic, we will discuss how you, as a recipient, can set the mail basket delivery privileges that work best for you.

To set up your mail delivery privileges, use the Delivery Basket Edit option on the Personal Preferences menu, as shown below:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option: personal Preferences


          User Options Edit
          Banner Edit
          Surrogate Edit
          Message Filter Edit
          Delivery Basket Edit
   GML    Enroll in (or Disenroll from) a Mail Group
          Personal Mail Group Edit
          Forwarding Address Edit

Select Personal Preferences Option: delivery Basket Edit
```

Figure 2-3: Delivery Basket Edit option

The Delivery Basket Edit option allows you to customize the way you receive messages from other MailMan users who have targeted messages for delivery to specific baskets. With this option you can, for example, permit other MailMan users to direct mail to a specific mail basket in your mailbox and/or create new baskets for you automatically. Specifically, you can choose to do any of the following:

- **YES, ACCEPT IT—**Choose this response if you will accept the mail in whatever mail basket is specified by the sender. If the mail basket specified does not already exist, it will automatically be created in your mailbox and the message will be delivered to this new mail basket. This is the *most* permissive setting.
- **NO, DON'T ACCEPT IT (default)—**Choose this response if you will *not* accept the mail in the mail basket specified by the sender. Thus, regardless of what the sender specifies, the mail will be delivered as usual (i.e., to your "IN" basket or, via your mail filters, to a different mail basket). With this default setting, no new mail baskets can be created by others in your mailbox. This is the *least* permissive setting.
- **EXISTING BASKETS ONLY—**Choose this response if you will accept the mail in the specified mail basket, only if that mail basket already exists in your mailbox. Otherwise, if the specified mail basket doesn't exist, the mail will be delivered as usual (i.e., to your "IN" basket or,

via your mail filters, to a different mail basket). With this setting, no new mail baskets can be created by others in your mailbox.

- **SELECTED BASKETS ONLY—**Choose this response if you will accept the mail in the specified mail basket, only if that mail basket already exists in your mailbox and you have specified that the basket will accept such messages. These mail baskets are also specified through the Delivery Basket Edit option. Otherwise, if the specified mail basket doesn't exist or is not set to accept the mail, the mail will be delivered as usual (i.e., to your "IN" basket or, via your mail filters, to a different mail basket). With this setting, no new mail baskets can be created by others in your mailbox.

For more information on setting the delivery basket when sending a message, please refer to the "Delivery Basket Set ('D') Action" topic in Chapter 4 in the *MailMan User Manual*.

For more information on mail filters, please refer to Chapter 6 in the *MailMan User Manual*.

Besides the Delivery Basket Edit option, you can also use mail filters to automatically redirect your mail to a specified mail basket based on certain criteria (i.e., subject, sender, recipients).

However, be aware that the settings you choose with the Delivery Basket Edit option that accept mail to a specific basket will override any mail filters you may have established.

The following figure shows you the various message delivery controls you can set. For this example, we will assume no mail filters have been established:

```
Select Personal Preferences Option: delivery Basket Edit
ACCEPT DELIVERY BASKET?: NO, DON'T ACCEPT IT// ?
     Accept message delivery into sender-specified baskets?
     Choose from:
       Y        YES, ACCEPT IT
       N        NO, DON'T ACCEPT IT
       E        EXISTING BASKETS ONLY
       S        SELECTED BASKETS ONLY
ACCEPT DELIVERY BASKET?: NO, DON'T ACCEPT IT// S <Enter>  SELECTED BASKETS ONLY
Select BASKET: Reports// <Enter>
  DELIVERY BASKET?: ??
     The sender of a message may specify the *basket* into which the message
     should be delivered for all recipients.

     This field is relevant only if you have set ACCEPT DELIVERY BASKET? to
     'SELECTED baskets only'.

     Is this basket one of those baskets which will accept messages from
     senders who have specified target delivery baskets?
     Choose from:
       Y        YES
       N        NO
  DELIVERY BASKET?: y <Enter>  YES
Select BASKET: Budget Info
  DELIVERY BASKET?: YES// <Enter>
Select BASKET: Supervisor Messages
  DELIVERY BASKET?: YES// <Enter>
Select BASKET: <Enter>
```

Here we are choosing additional mail baskets that we will allow to accept mail, if specified by the sender.

Figure 2-4: Setting your delivery basket privileges

In this example (Figure 2-4), we chose to limit the mail baskets that will accept delivery of mail to specified baskets by choosing the "SELECTED BASKETS ONLY" response to the "ACCEPT DELIVERY BASKET?:" prompt.

Previously, the default was set to "NO, DON'T ACCEPT IT," which meant the mail basket specified by the sender would be ignored and the mail would be delivered as usual. However, in this case, we chose to give senders limited privileges by only accepting mail delivery to the following mail baskets, if specified by the sender:

- **Reports**
- **Budget Info**
- **Supervisor Messages**

If the sender sends us a message and specifies the delivery mail basket as "Reports," the message will be accepted into our "Reports" mail basket, since we allowed the "Reports" mail basket to accept mail from senders. However, if the sender specifies any basket other than those three acceptable baskets (e.g., "Documents"), the mail will have to go through normal channels. In this case, since we stated no mail filters exist, the mail will automatically be delivered to our "IN" basket.

Here's a tip—When selecting specific mail baskets to accept mail you can create new mail baskets in your mailbox by entering a new mail basket name at the "Select BASKET:" prompt.

For information on how you can specify a mail basket when sending a message, please refer to the "Delivery Basket Set ('D') Action" topic in Chapter 4 in the *MailMan User Manual*.

How to Set Your Mail Basket Prompt

MailMan allows you to decide up front whether you want to be prompted each time to choose a mail basket whenever you send yourself e-mail. You can either choose to be prompted at each occurrence or automatically have the mail default to the "IN" basket.

To set your mail basket prompt, use the User Options Edit option on the Personal Preferences menu to answer the "ASK BASKET?:" question, as shown below:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option: personal Preferences


          User Options Edit
          Banner Edit
          Surrogate Edit
          Message Filter Edit
          Delivery Basket Edit
   GML    Enroll in (or Disenroll from) a Mail Group
          Personal Mail Group Edit
          Forwarding Address Edit

Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: Thom Blue, Technical Writer, OI Field Office Oakland
           Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
SHOW MESSAGE PREVIEW: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// ??
     If this is NO, MailMan will not ask for a basket name when the
     user sends a message to himself.
     Choose from:
       y        YES
       n        NO
ASK BASKET?: YES// <Enter>
```

Press the Enter key (<Enter>) until you reach this question.

Figure 2-5: Choosing to be prompted for a mail basket

In this example (Figure 2-5), we chose to be asked each time we send a message to ourselves by answering "Yes" at the "ASK BASKET?:" prompt. In this case, the default response was already set to "**Yes**" so we pressed the Enter key to accept the default.

Thus, whenever we compose a message and send it to ourselves, we will be prompted to choose the mail basket to which we want the message sent, as shown below:

```
Send mail to: BLUE,THOMAS E.// <Enter>
Select basket to send to: IN// TEST
And Send to: <Enter>

Select Message option:  Transmit now// <Enter>  Sending [1221582]...
  Sent
```

Here we are asked to choose the mail basket.

Figure 2-6: Choosing a mail basket when sending messages to oneself

In this case (Figure 2-6), we chose to send the message to our "TEST" mail basket rather than our "IN" basket. However, you can choose any of your existing mail baskets or send it to a new basket that you can create on the fly.

You can also use mail filters to automatically redirect any mail based on certain criteria (e.g., subject, sender, recipient, etc.) to a specified mail basket. For instance, you might create a filter to send all mail from yourself to a special mail basket.

For more information on mail filters, please refer to Chapter 6 in the *MailMan User Manual*.

Here's a tip—Whenever you think you might want to name a specific mail basket to receive mail you send to yourself, you should set the "ASK BASKET?:" prompt to "Yes."

In the next example (Figure 2-7), we chose *not* to be asked each time we send a message to ourselves by answering "No" at the "ASK BASKET?:" prompt, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: Thom Blue, Technical Writer, OI Field Office Oakland
           Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
SHOW MESSAGE PREVIEW: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// n <Enter>  NO
```

Press the Enter key (<Enter>) until you reach this question.

Figure 2-7: Choosing not to be prompted for a mail basket

Thus, whenever we compose a message and send it to ourselves, we will *not* be prompted to choose the mail basket to which we want the message sent, as shown below:

```
Send mail to: BLUE,THOMAS E.// <Enter>
And Send to: <Enter>

Select Message option:  Transmit now// <Enter>  Sending [xxxxxxx]...
  Sent
```

Here we are *not* asked to choose the mail basket.

Figure 2-8: Sending messages to oneself (mail basket defaults to "IN")

To see the difference in these two scenarios, compare this figure (Figure 2-8) with Figure 2-6.

How to Choose Your Message Display Order

MailMan lets you choose in which order to display your messages in a mail basket. This helps you to better organize your messages by keeping the basket message lists more orderly and, thus, more usable. You have two choices:

1. **Newest First—**This means that your messages are displayed in reverse order (i.e., highest to lowest basket message sequence number order).
2. **Oldest First—**This means that your messages are displayed in message number order (i.e., lowest to highest basket message sequence number order).

Generally, the basket message sequence number order will correspond to the message date sent order with the following exceptions:

- Messages not originally sent to you but forwarded to you at a later date.
- Messages sent from another location via the network (e.g., messages from a different site, FORUM messages).

To set your message order, use the User Options Edit option on the Personal Preferences menu to answer the "MESSAGE ORDER?:" question, as shown below:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option: personal Preferences


          User Options Edit
          Banner Edit
          Surrogate Edit
          Message Filter Edit
          Delivery Basket Edit
   GML    Enroll in (or Disenroll from) a Mail Group
          Personal Mail Group Edit
          Forwarding Address Edit

Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: Thom Blue, Technical Writer, OI Field Office Oakland
           Replace <Enter>
MESSAGE ORDER: Newest First// ??
     'Newest First' means messages are displayed in reverse message number order
.
     'Oldest First' means messages are displayed in message number order.
     Choose from:
       N        Newest First
       O        Oldest First
MESSAGE ORDER: Newest First// <Enter>
```

Press the Enter key (<Enter>) until you reach this question.

Figure 2-9: Setting your message display order in a basket

As you can see from Figure 2-9, we've chosen to have our messages listed from newest to oldest (reverse order or Newest First). In this case, the default response was already set to "**Newest First**" so we pressed the Enter key to accept the default.

The following figure shows a sample list of messages with detailed information that includes the basket message number from newest to oldest order and the date the message was sent:

This column indicates the basket message number.

This column shows the date the message was sent.

```
Infrastructure Basket, 10 messages (1-10)
*=New !=Priority........Subject...................Lines.From.........Read/Rcvd
  10. [1214831] 04 Jun 02 IMF Team's Weekly Status Rep  3 POSTMASTER       13/13
   9. [1213879] 28 May 02 WEEKLY REPORT FOR JEAN       20 RED,TAMI K.        6/6
   8. [1212315] 13 May 02 Notice of New Programmer To  25 <PURPLE.JEAN@FO    2/2
   7. [1212504] 14 May 02 WEEKLY REPORT FOR JEAN       14 RED,TAMI K.        7/7
   6. [1211599] 07 May 02 WEEKLY REPORT FOR JEAN       19 RED,TAMI K.        7/7
   5. [1210794] 30 Apr 02 Infrastructure Weekly Repor  10 MAGENTA,MICHAL   21/21
   4. [1209902] 23 Apr 02 Infrastructure Weekly Repor  10 BLUE,THOMAS E.     6/6
   3. [1209099] 16 Apr 02 WEEKLY REPORT FOR JEAN       16 RED,TAMI K.        3/3
   2. [1202475] 25 Feb 02 National IRM Conference Ca  346 <VIOLET.DONNA_M@FORUM
   1. [1207414] 02 Apr 02 WEEKLY REPORT FOR JEAN       11 RED,TAMI K.        6/6
```

Figure 2-10: Sample list of messages

As you can see from this example (Figure 2-10), the basket message numbers display in descending order from 10 to 1 and the message sent dates display in descending order from June 4, 2002 to April 2, 2002. This helps show how the basket message sequence numbers correspond to the dates the message was sent. However, you will also notice that we highlighted basket message number two in the list, because its date is *not* in date sequence compared to the others in the list. This is due to the fact that message number two was not sent locally but sent from a different location (i.e., FORUM). All other messages were sent locally so their dates and basket message sequence numbers correspond to the same order.

How to Choose Your New Messages Read Order

MailMan lets you choose the order in which you read your new messages in a mail basket. This allows you to decide in what order you want to read your new messages. You have two choices:

1. **Newest First—**This means that your new messages are read in reverse order (i.e., most recent date to oldest date).
2. **Oldest First—**This means that your messages are displayed in message number order (i.e., oldest date to most recent date).

To set your new message order, use the User Options Edit option on the Personal Preferences menu to answer the "NEW MESSAGE ORDER?:" question, as shown below:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option: personal Preferences


          User Options Edit
          Banner Edit
          Surrogate Edit
          Message Filter Edit
          Delivery Basket Edit
   GML    Enroll in (or Disenroll from) a Mail Group
          Personal Mail Group Edit
          Forwarding Address Edit

Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: Thom Blue, Technical Writer, OI Field Offic  Oakland
           Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// ??
        'Newest First' means new messages are read in reverse order.
        'Oldest First' means new messages are read in the order in which
        they were sent.

        If you don't choose, your new messages will be read 'Oldest First'.

        Note: When you display a list of new messages, they will be displayed
        in the order you selected in the previous field 'MESSAGE ORDER'.

     Choose from:
       N        Newest First
       O        Oldest First
NEW MESSAGES READ ORDER: Newest First// <Enter>
```

Press the Enter key (<Enter>) until you reach this question.

Figure 2-11: Setting your new messages read order

As you can see from Figure 2-11, we've chosen to have our new messages read from newest to oldest (reverse order or Newest First). In this case, the default response was already set to "**Newest First**" so we pressed the Enter key to accept the default.

3. Designating Other Preference Entries

Topics To Be Discussed:	Personal Preferences: • **Banners** • **Message Action Default** • **Show Titles** • **Priority Responses** • **P-MESSAGE From** • **MailMan Institution** • **Network Signature** • **Introduction** • **Preferred Editor** • **Contact Information**

In addition to choosing your message reader and message preview settings (Chapter 1), mail basket settings and message order settings (Chapter 2), the User Options Edit option on the Personal Preferences menu allows you to choose the following:

- **Banner—**Create or edit your banner.

  You can also use the Banner Edit option on the Personal Preferences menu to do the same thing.

- **Message Action Default—**Choose your default message action for the "IN" basket (e.g., ignore or delete messages).
- **Show Titles—**Enter or edit your option to display a sender's title.
- **Priority Responses Flag—**Choose if you want to have responses to priority mail automatically delivered to you as priority or ordinary responses.
- **Priority Responses Prompt—**Choose if you want to be prompted each time to decide how future responses to a priority message are delivered to you.
- **P-MESSAGE From—**Choose whether messages sent to the P-MESSAGE device appear to be sent from you or the Postmaster.
- **MailMan Institution—**Enter or edit your MailMan institution.
- **Network Signature—**Enter or edit your Network Signature (three lines).
- **Introduction—**Enter or edit your MailMan introduction.
- **Preferred Editor—**Choose your preferred MailMan editor when sending new or responding to messages.

- **Contact Information—**Enter or edit your contact information (e.g., business address, telephone).

All of these settings can be configured using the User Options Edit option on the Personal Preferences menu, as shown below:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option: personal Preferences


          User Options Edit
          Banner Edit
          Surrogate Edit
          Message Filter Edit
          Delivery Basket Edit
   GML    Enroll in (or Disenroll from) a Mail Group
          Personal Mail Group Edit
          Forwarding Address Edit

Select Personal Preferences Option: user Options Edit
```

Figure 3-1: Other User Options Edit settings

The current functionality associated with setting your personal preferences is described in greater detail in this chapter.

Personal Preferences

Banners

The MailMan Banner is used to display any information that you want other MailMan users to see. Banners can be used to list business information, personal information, favorite quotes, etc., whatever you feel is appropriate in a business environment. You are *not* required to have a MailMan Banner; it is up to you to decide.

Where is Your Banner Information Displayed?

Banners are displayed in the following three instances:

1. Your MailMan Banner and other information are displayed to you when you enter the main MailMan Menu, as shown below:

```
Select ISC OFFICE MENU OPTIONS Option: MailMan Menu

VA MailMan 8.0 service for BLUE.THOMAS_E+@FO-OAKLAND.MED.VA.GOV
You last used MailMan: 08/26/02@15:25
Your current banner: MailMan Version 8.0, It'll Change Your Life!
You have 5 new messages.


   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...
```

Your banner, if any, is displayed here on the MailMan Menu.

Figure 3-2: Banners are displayed in the main MailMan Menu

2. Your MailMan Banner is displayed to others when they are addressing mail to you, as shown below:

The mail recipient's banner, if any, will be displayed here.

```
Send mail to: BLUE,THOMAS E.// <Enter>
Select basket to send to: IN//  <Enter>
And Send to: fuchsiA,GARY M.     (DUZ 9999) INFORMATION SYSTEMS CENTER
     Last used MailMan: 07/24/02@10:32
          If wishes were horses, beggars would ride.
```

Figure 3-3: Banners are displayed when addressing mail

When addressing mail to yourself, you will not see your own banner displayed.

Here's a tip—If you will be out of the office and unable to check your mail for awhile, change your banner to let others know when you will return. That way when anyone addresses mail to you, they'll see your banner and know when they might expect a response.

3. Your MailMan Banner is also displayed to you or others when using the User Information option on the Help (User/Group Info., etc.) menu to obtain information about you, as shown below:

```
Select MailMan Menu Option: help (User/Group Info., etc.)


          User Information
          Group Information
          Remote User Information
          New Features in MailMan
          General MailMan Information
          Questions and Answers on MailMan
          Manual for MailMan Users

Select Help (User/Group Info., etc.) Option: user informat

User name: blue,THOMAS E.     (DUZ 6666) INFORMATION SYSTEMS CENTER
     Last used MailMan: 07/24/02@11:11
          MailMan Version 8.0, It'll Change Your Life!

BLUE,THOMAS E.
Current Banner: MailMan Version 8.0, It'll Change Your Life!
Last used MailMan: 07/24/02@11:11
This user has 5 NEW messages (4 in the IN basket)
.
.
.
```

After entering a MailMan user, you will see their Banner, if any.

Figure 3-4: Banners are displayed when displaying MailMan user information

Creating/Editing Your Banner

Banners can range from 2 to 200 characters in length and can contain any combination of numbers, alphabetic characters, symbols (e.g., #, $, %, &, *), and punctuation marks.

You can enter or change your banner using either of two methods:

- Use the User Options Edit option with the "BANNER:" prompt
- Use the Banner Edit option on the Personal Preferences menu

User Options Edit Option—Banner Entry

The User Options Edit option on the Personal Preferences menu provides one method of entering or modifying your MailMan Banner via the "BANNER:" prompt, as shown below:

```
Select MailMan Menu Option: personal Preferences


          User Options Edit
          Banner Edit
          Surrogate Edit
          Message Filter Edit
          Delivery Basket Edit
   GML    Enroll in (or Disenroll from) a Mail Group
          Personal Mail Group Edit
          Forwarding Address Edit

Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: Thom Blue, MailMan Version 8.0, It'll Change Your Life!
           Replace ?
     ANSWER MUST BE 2-200 CHARACTERS IN LENGTH
BANNER: Thom Blue, MailMan Version 8.0, It'll Change Your Life!
           Replace ??
     The banner is displayed to others whenever they address mail to you.
```

Figure 3-5: User Options Edit option—Banner entry edit

In this figure (Figure 3-5), the first user edit prompt in the User Options Edit option is the "BANNER:" prompt. Your current MailMan Banner, if any, is displayed to you, and you are given the opportunity to make changes.

In this example (Figure 3-5), we entered question marks ("**?**" and "**??**") in order to display the online help associated with this option.

The following figure demonstrates how you can modify an already existing MailMan Banner:

```
          User Options Edit
          Banner Edit
          Surrogate Edit
          Message Filter Edit
          Delivery Basket Edit
   GML    Enroll in (or Disenroll from) a Mail Group
          Personal Mail Group Edit
          Forwarding Address Edit

Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: MailMan XM*7.1*50, It'll Change Your Life!
           Replace xm*7.1*50 <Enter> ??  Replace XM*7.1*50 <Enter> With Version 8.0
<Enter>  Replace <Enter>
   MailMan Version 8.0, It'll Change Your Life!
MESSAGE ORDER: Newest First// <Enter>
```

Error ("??"): Nothing in our current Banner matched the lowercase characters we entered.

Figure 3-6: Modifying your MailMan banner using the User Options Edit option

In this example (Figure 3-6), we wanted to change our banner from "MailMan XM*7.1*50, It'll Change Your Life!" to "MailMan Version 8.0, It'll Change Your Life!". Thus, we specifically wanted to replace "XM*7.1*50" in our banner with the phrase "Version 8.0." You'll notice, however, that when we entered "**xm*7.1*50**" in lowercase, we got an error (indicated by two question marks—"??"). Those lowercase characters didn't match any existing characters in the current banner. Thus, we were prompted to re-enter characters that matched other characters in the banner (i.e., uppercase "**XM**").

When we entered the characters in the correct case, a match was found and we were prompted to enter the replacement information (i.e., at the "With" prompt). In this case, we entered the phrase "**Version 8.0**."

At this point we were finished with our changes and pressed the Enter key after the next "Replace" prompt without entering any text.

MailMan then displayed our modified banner to us before proceeding to the next user edit prompt.

The "Replace" and "With" prompts are case sensitive. If you want to replace the entire entry, you can enter ellipsis points—three periods (...) at the "Replace" prompt and then type in the new entry at the "With" prompt. Also, these prompts are only presented to you when an entry is greater than or equal to 20 characters in length. If the entry is less than 20 characters, you will merely be shown the current default entry, if any, and you must type in your entire new entry after the prompt. These are VA FileMan conventions.

Banner Edit Option

The Banner Edit option provides another method of entering or modifying your MailMan Banner. The process of entering or editing your MailMan Banner is exactly the same as when using the User Options Edit option with the "BANNER:" prompt. However, unlike the User Options Edit option, the Banner Edit option is only used to create or modify your MailMan Banner.

The Banner Edit Option is available on the Personal Preferences menu, as shown below:

```
Select MailMan Menu Option: personal Preferences


          User Options Edit
          Banner Edit
          Surrogate Edit
          Message Filter Edit
          Delivery Basket Edit
   GML    Enroll in (or Disenroll from) a Mail Group
          Personal Mail Group Edit
          Forwarding Address Edit

Select Personal Preferences Option: banner Edit
BANNER: Thom Blue, Technical Writer, OI Field Office Oakland
           Replace ?
     ANSWER MUST BE 2-200 CHARACTERS IN LENGTH
BANNER: Thom Blue, Technical Writer, OI Field Office Oakland
           Replace <Enter>
```

Figure 3-7: Banner Edit option

In this figure (Figure 3-7), the Banner Edit option displays your current MailMan Banner, if any, at the "BANNER:" prompt. You are given the opportunity to make any changes you want. In this example, we entered a single question mark ("**?**") at the "BANNER:" prompt in order to display the online Help.

The functionality of the Banner Edit option is the same as when using the User Options Edit option with the "BANNER:" prompt (previously described).

As with the User Options Edit option and the "BANNER:" prompt, you would enter or modify your MailMan Banner in the same way:

```
Select Personal Preferences Option: banner Edit
BANNER: MailMan XM*7.1*50, It'll Change Your Life!
           Replace XM*7.1*50 <Enter> With Version 8.0 <Enter> Replace <Enter>
   MailMan Version 8.0, It'll Change Your Life!


           User Options Edit
           Banner Edit
           Surrogate Edit
           Message Filter Edit
           Delivery Basket Edit
   GML     Enroll in (or Disenroll from) a Mail Group
           Personal Mail Group Edit
           Forwarding Address Edit
```

Figure 3-8: Modifying your MailMan banner using the Banner Edit option

In this example (Figure 3-8), we, again, changed our banner just as we did when using the User Options Edit option at the "BANNER:" prompt (Figure 3-6).

Deleting Your Banner

The following figure demonstrates how you can delete an already existing MailMan Banner:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: MailMan Version 8.0, It'll Change Your Life!
           Replace @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
MESSAGE ORDER: Newest First// ^
```

Enter the "@" here to delete your Banner.

Figure 3-9: Deleting your MailMan banner

In this example (Figure 3-9), we deleted our current banner simply by entering the at-sign ("**@**" Shift-2 key on most keyboards) at the "Replace" prompt.

MailMan then asked us to confirm our delete request. We confirmed the delete by entering "**Yes**" at the "SURE YOU WANT TO DELETE?" prompt.

When we went back to see our banner, we saw that it had in fact been deleted:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER:
```

Figure 3-10: MailMan banner has been deleted

As you can see from this example (Figure 3-10), the MailMan Banner has been deleted (i.e., no banner default response is displayed at the "BANNER:" prompt).

Message Action Default

MailMan allows you to decide the default response after reading a message in your "IN" mail basket via the "MESSAGE ACTION DEFAULT:" prompt. Whatever you enter into this field will control the default for the "Enter message action" prompt that you answer after reading each MailMan message in your "IN" mail basket.

There are two possible responses:

1. **Ignore (default)—**Leaves the message in the same MailMan basket.
2. **Delete—**Moves the message to your MailMan "WASTE" basket.

If you do *not* enter anything in this field, the default will be whatever IRM has set for your site in the MAILMAN SITE PARAMETERS file (#4.3). If IRM has *not* set a value, the default will be "**Ignore**."

The "MESSAGE ACTION DEFAULT:" prompt can be set through the User Options Edit option on the Personal Preferences menu, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: Thom Blue, Technical Writer, OI Field Office Oakland
           Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
SHOW MESSAGE PREVIEW: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// ?
     Enter an 'I' for 'Ignore' or a 'D' for 'Delete'.
     Choose from:
       I        IGNORE
       D        DELETE
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
```

Press the Enter key (<Enter>) until you reach this question.

Figure 3-11: Setting the Message Action Default

As you can see from the previous figure (Figure 3-11), we have chosen to ignore our messages in the "IN" basket after reading them. Thus, if we choose the default response (i.e., Ignore) after reading each of our messages, the messages will remain in the same mail basket.

For example, after reading a message, you are given the option of performing an action on the message:

```
Subj: Local: biweekly info exchange message # 122  [#1220526]
07/14/02@09:38  2 lines
From: POSTMASTER  23 of 23 responses read.  In 'IN' basket.
-----------------------------------------------------------

You are at the end of this message.  Enter 'B' to Backup and re   w it.

Enter message action (in IN basket): IGNORE// <Enter>
```

Our MESSAGE ACTION DEFAULT is set to "IGNORE."

Figure 3-12: An example of the Message Action Default prompt in use

From this example (Figure 3-12), you can see that **Ignore** is the default response we set previously (Figure 3-11). Thus, when we press the Enter key to accept the default, the message will remain in our "IN" basket.

This field only allows you to set the default for the "IN" mail basket. All other mail baskets will automatically have a default of "Ignore."

Show Titles

MailMan allows you to decide if you want a message sender's title to be displayed in the message header. If you elect to show titles, they will be preceded by a hyphen (i.e., generated by MailMan) and appear after the sender's name in the "From" portion of the message header.

There are two possible responses to this question:

- **Yes—**Display a sender's title in the message header.
- **No (default)—**Do not display a sender's title in the message header.

If you do *not* set this field, the sender's title will *not* appear in the message header.

The Title field is entered and maintained in the NEW PERSON file (#200).

The "SHOW TITLES:" prompt can be set through the User Options Edit option on the Personal Preferences menu, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: Thom Blue, Technical Writer, OI Field Office Oakland
           Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
SHOW MESSAGE PREVIEW: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// <Enter>
SHOW TITLES: YES// ?
     Enter 'Yes' if you want to see senders' and recipients' titles.
     Choose from:
       1        YES
       0        NO
SHOW TITLES: YES// <Enter>
```

Press the Enter key (<Enter>) until you reach this question.

Figure 3-13: Setting the Show Titles prompt

As you can see from the previous figure (Figure 3-13), we have chosen to show a sender's title in the message header by pressing the Enter key and accepting the "**Yes**" default response. Thus, when we read a message, the sender's title will be displayed following their name in the "From" portion of the message header.

The following figure (Figure 3-14) illustrates what you would see if you chose to show titles:

```
Subj: Test Message to Myself #2  [#1221583] 07/22/02@10:42  1 line
From: BLUE,THOMAS E. - COMPUTER SPECIALIST
1 of 1 response read.  In 'TEST' basket.   Page 1
-------------------------------------------------------

Enter message action (in TEST basket): IGNORE//
```

Here we see the message sender's title in the message header.

Figure 3-14: An example of showing the sender's title

In this example (Figure 3-14), we sent ourselves a message so our own information will be displayed in the header. Since we elected to show a sender's title in the message header (Figure 3-13), we see the sender's title displayed (i.e., COMPUTER SPECIALIST) preceded by a hyphen and following the sender's name (i.e., BLUE,THOMAS E.) in the "From" portion of the message header.

Priority Responses

MailMan users sending a message have the capability of designating their mail as priority mail. By sending mail priority, the sender indicates the message is very important and should take precedence over any other mail in your mailbox. Because of that, MailMan notifies you when you have new priority mail by:

- Highlighting priority mail in your list of messages by placing an exclamation point ("**!**") next to the priority messages.
- Displaying priority messages to you *before* other new messages, when you read new messages.

MailMan also provides you with the ability to control the way responses to priority mail are handled via the following user prompts:

- **PRIORITY RESPONSES FLAG**
- **PRIORITY RESPONSES PROMPT**

These prompts work in conjunction with one another and can be set through the User Options Edit option available on the Personal Preferences menu. We will discuss each of these prompts in this topic.

Priority Responses Flag

MailMan allows you to decide whether or not you want to have responses to priority mail delivered to you as priority or ordinary responses. Setting the PRIORITY RESPONSES FLAG field allows you to choose what your default should be.

There are two possible values from which to choose when answering the "PRIORITY RESPONSES FLAG:" question:

- **0, Responses are PRIORITY (default)—**Responses to priority mail will be delivered to you as *priority* responses.
- **1, Responses are ORDINARY—**Responses to priority mail will be delivered to you as *ordinary* responses.

If you do *not* set this field, then responses will be priority.

Once you enter a value for the PRIORITY RESPONSES FLAG field, you set the default value for all responses to priority mail. However, you can use the PRIORITY RESPONSES PROMPT field to let you override the default for individual priority mail.

For more information on the PRIORITY RESPONSES PROMPT field, please refer to the "Priority Responses Prompt" topic that follows in this chapter.

The PRIORITY RESPONSES FLAG field default can be set through the User Options Edit option on the Personal Preferences menu, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
SHOW MESSAGE PREVIEW: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// <Enter>
SHOW TITLES: YES// <Enter>
PRIORITY RESPONSES FLAG: Responses are ORDINARY// ?
     Choose from:
       0        Responses are PRIORITY
       1        Responses are ORDINARY
PRIORITY RESPONSES FLAG: Responses are ORDINARY// <Enter>
```

Press the Enter key (<Enter>) until you reach this question.

Figure 3-15: Setting the Priority Responses Flag default

In this example (Figure 3-15), we chose to set the PRIORITY RESPONSES FLAG to "Responses are ORDINARY" by pressing the Enter key to accept the "**Responses are ORDINARY**" default response. Thus, any responses to a priority message sent to us will be delivered to our mailbox as *ordinary* mail. MailMan will treat the responses as any other responses.

If we had set this flag to "Responses are PRIORITY," any response(s) to a priority message would be delivered to us as *priority* mail. MailMan would notify us that we have priority mail and highlight the priority message.

Here's a tip—If you set the PRIORITY RESPONSES FLAG default to Responses are ORDINARY, you can override it on a message-by-message basis by setting the PRIORITY RESPONSES PROMPT default to "ASK EACH TIME MESSAGE IS READ." This gives you the opportunity to choose to receive future responses to a particular priority message as priority even though your default is set to treat responses to priority messages as ordinary.

Priority Responses Prompt

MailMan also allows you to decide whether or not you will be prompted to choose to have future responses to an individual priority message delivered to you as priority or ordinary mail. The answer you give here determines whether or not MailMan will ask you to choose each time a priority message is delivered. Setting the PRIORITY RESPONSES PROMPT field allows you to choose what your default will be.

This prompt allows you to determine on a message-by-message basis whether or not MailMan will deliver responses to a priority message as priority mail, regardless of what your default is for the PRIORITY RESPONSES FLAG. MailMan will either ask or not ask you for a new value for this flag each time you read a priority message, depending on what you enter in the PRIORITY RESPONSES PROMPT field.

Internally, MailMan marks the recipient information on that particular priority message appropriately. Thus, MailMan will know whether it should or should not deliver future responses to that same message as priority mail.

For example, if you are reading a priority message and you decide to have responses delivered as priority for this particular priority message, MailMan will internally tag that message to always deliver responses to you as priority mail until you decide otherwise.

There are two possible choices when answering the "PRIORITY RESPONSES PROMPT:" question:

- **0, ASK EACH TIME MESSAGE IS READ (default)—**MailMan will prompt you to decide each time you read a priority mail message whether you want the future responses to be delivered as priority mail. This value allows you to override the default value you set in the PRIORITY RESPONSES FLAG field.
- **1, DO NOT ASK EACH TIME MESSAGE IS READ—**MailMan will *not* prompt you to decide each time you read a priority mail message whether you want the future responses to be delivered as priority mail. The default value you set in the PRIORITY RESPONSES FLAG field will be in effect.

If you do *not* set this field, then you will be prompted to choose whether future responses will be delivered as priority or not.

The PRIORITY RESPONSES PROMPT field can be set through the User Options Edit option on the Personal Preferences menu, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
SHOW MESSAGE PREVIEW: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// <Enter>
SHOW TITLES: YES// <Enter>
PRIORITY RESPONSES FLAG: Responses are ORDINARY// <Enter>
PRIORITY RESPONSES PROMPT: DO NOT ASK EACH TIME MESSAGE IS READ// ?
     Enter 'Ask' or 'Do not ask'.
     Choose from:
       0        ASK EACH TIME MESSAGE IS READ
       1        DO NOT ASK EACH TIME MESSAGE IS READ
PRIORITY RESPONSES PROMPT: DO NOT ASK EACH TIME MESSAGE IS READ
         // 0 <Enter> ASK EACH TIME MESSAGE IS READ
```

Press the Enter key (<Enter>) until you reach this question.

Figure 3-16: Setting the Priority Responses Prompt default

In this example (Figure 3-16), we chose to set the PRIORITY RESPONSES PROMPT to "ASK EACH TIME MESSAGE IS READ," by entering a zero ("**0**") and pressing the Enter key. Thus, after reading any responses to a priority message in our mailbox, MailMan will prompt us to decide whether we want any future responses to that priority message delivered as priority mail.

If we had set this field to "DO NOT ASK EACH TIME MESSAGE IS READ," MailMan would *not* prompt us to choose how to handle any future responses to that particular priority message. Responses would be delivered based on the default value we entered in the PRIORITY RESPONSES FLAG field.

For more information on the PRIORITY RESPONSES FLAG field, please refer to the "Priority Responses Flag" topic previously described in this chapter.

The following series of screen captures (Figure 3-17, Figure 3-18, and Figure 3-19) better illustrates how the PRIORITY RESPONSES PROMPT field functions in conjunction with the PRIORITY RESPONSES FLAG:

```
Subj: test priority  [#1222296] 07/28/02@09:10  1 line
From: FUCHSIA,GARY M. - PROGRAMMER   (Oakland OI Field Office)
0 of 1 response read.  In 'TEST' basket.   Page 1  !Priority!
-------------------------------------------------------------------------------
original

1) FUCHSIA,GARY M. - PROGRAMMER   (Oakland OI Field Office)
07/28/02@09:10  1 line

response 1

Enter message action (in TEST basket): IGNORE// <Enter>

This message is a priority message.
Deliver future responses to this message as Priority Mail? No// y <Enter>  YES
Responses will be delivered as Priority Mail.
```

This message was sent and delivered as priority mail.

Figure 3-17: (1 of 3) Choosing to have future responses to a priority message delivered as priority

In this example (Figure 3-17), we previously set our PRIORITY RESPONSES FLAG field to "Responses are ORDINARY" (Figure 3-15) and our PRIORITY RESPONSES PROMPT field to "ASK EACH TIME MESSAGE IS READ" (Figure 3-16). After reading the original text and first response, we chose to ignore the message and leave it in our "TEST" basket.

MailMan then asked us if we wanted any future responses to this message to be delivered as priority mail. You'll notice that the initial default response is "No" based on our "Responses are ORDINARY" setting in the PRIORITY RESPONSES FLAG field (Figure 3-15). For this example, we chose to have future responses delivered as priority mail by answering "Yes" to the prompt. Thus, we are overriding, for this particular message, our default of "Responses our ORDINARY" in the PRIORITY RESPONSES FLAG field.

The following figure illustrates what happens when the next response to the priority message is delivered to our mailbox:

```
 !3. IN [1454246] 08/27/02 Priority Message           1 FUCHSIA,GARY M.

VA MailMan 8.0 service for: [illegible]OM_THOMAS_E+@FO-OAKLAND.MED.VA.GOV
You last used MailMan: 08/27/02@1[illegible]
Your current banner: ISS Technical Writer
You have 7 new messages.


   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...


You've got PRIORITY mail!


Select MailMan Menu Option: NML <Enter>  New Messages and Responses


Subj: test priority  [#1222296] 07/28/02@09:10  1 line
From: FUCHSIA,GARY M. - PROGRAMMER   (Oakland OI Field Office)
1 of 2 responses read.  In 'TEST' basket.   Page 1  !Priority!
-------------------------------------------------------------------------------

2) FUCHSIA,GARY M. - PROGRAMMER   (Oakland OI Field Office)
07/28/02@09:19  1 line

RESPONSE 2

Enter message action (in TEST basket): IGNORE// <Enter>

This message is a priority message.
Deliver future responses to this message as Priority Mail? Yes// n <Enter>  NO
Responses will not be delivered as Priority Mail.
```

The next response comes in and MailMan notifies us that we have priority mail.

Here's another priority mail notification from MailMan.

MailMan, again, prompts us to choose how to handle future responses to this message.

Figure 3-18: (2 of 3) Next response to priority mail is delivered as priority

In this example, while our PRIORITY RESPONSES FLAG field was set to "Responses are ORDINARY," we previously chose to have future responses to this particular priority message to be delivered as priority (Figure 3-17). Thus, when the next response came in (i.e., #2) it was, in fact, delivered as priority. After reading this second response, we again chose to ignore the message and leave it in our "TEST" basket.

MailMan, again, asked us if we want any future responses to this message to be delivered as priority mail. You'll notice that the default response is now "Yes," since we previously wanted the future responses for this particular message delivered as priority mail (Figure 3-17). However, in this case (Figure 3-18), we chose *not* to have future responses delivered as priority mail by answering "No" to the prompt.

As you can see in the following figure, when the next response came in it was delivered as an ordinary response:

```
Subj: test priority  [#1222296] 07/28/02@09:10  1 line
From: FUCHSIA,GARY M. - PROGRAMMER   (Oakland OI Field Office)
2 of 3 responses read.  In 'TEST' basket.   Page 1  *New*
-------------------------------------------------------------------------------

3) FUCHSIA,GARY M. - PROGRAMMER   (Oakland OI Field Office)
07/28/02@09:34  1 line

response 3

Enter message action (in TEST basket): IGNORE// <Enter>

This message is a priority message.
Deliver future responses to this message as Priority Mail? No// <Enter>  NO
```

This message was delivered as ordinary mail. (Compare this header to Figure 3-17.)

Figure 3-19: (3 of 3) Next response to priority mail is delivered as ordinary

In this last example of the series (Figure 3-19), we received the third response to the priority mail as ordinary, since we previously chose to have future responses delivered as ordinary (Figure 3-18).

You'll notice, however, MailMan continues to ask us each time if we want to receive any future response to this priority message delivered to us as priority mail. To avoid this prompt, you will have to change the value for the PRIORITY RESPONSES PROMPT field to "DO NOT ASK EACH TIME MESSAGE IS READ."

You can toggle the value of the PRIORITY RESPONSES PROMPT field from "No" to "Yes" or vice versa, by entering "**K**" at the "Enter message action" prompt, as shown below:

```
Subj: test priority  [#1222296] 07/28/02@09:10  1 line
From: FUCHSIA,GARY M. - PROGRAMMER   (Oakland OI Field Offi
3 of 3 responses read.  In 'TEST' basket.   Page 1
-------------------------------------------------------------

Enter message action (in TEST basket): IGNORE// ?

Enter a code from the list.

A      Answer                          Q      Query
B      Backup                          Q xxx  Qu
C      Copy                            QD     etailed
D      Delete                          QN     uery Network
F      Forward                                Reply
H      Headerless Print                RI     Reply and Include responses
I      Ignore                          S      Save
K      Priority replies                T      Terminate
L      Later                           V      Vaporize date edit
N      New                             W      Write
P      Print

Enter message action (in TEST basket): IGNORE// k
Responses will be delivered as Priority Mail.

Enter message action (in TEST basket): IGNORE//
```

Here the "K" action code will set replies to be priority. Conversely, if replies were already set to be priority, the "K" action code would say "Un Priority replies," thus, making future replies ordinary.

Figure 3-20: Toggle the way replies are delivered for priority messages

By entering a "**K**" at the "Enter message action (in TEST basket): IGNORE//" prompt, we toggled the way we want responses for this priority message to be delivered from "**No**—don't want future responses delivered as priority" (Figure 3-19) to "**Yes**—deliver future responses as priority." This also sets the default answer the next time you are presented with the "Deliver future responses to this message as Priority Mail?" prompt.

Here's a tip—If you set the PRIORITY RESPONSES FLAG default to "Responses are PRIORITY" and you know you will always want responses to priority messages to be delivered to you as priority mail, you should set the PRIORITY RESPONSES PROMPT default to "DO NOT ASK EACH TIME MESSAGE IS READ." This avoids your being prompted each time you read a response to a priority message to choose the way you want to see future responses to that message.

P-MESSAGE From

The "P-MESSAGE FROM:" prompt pertains to anything you may print to the P-MESSAGE device. MailMan allows you to decide from whom should the message be. The result is a message sent to you.

If you queue the print, this is from whom the message will be. If you don't queue the print, this is the default that will appear in a dialogue with MailMan to determine from whom the message will be.

There are two possible responses:

1. **ME (default)—**Answer ME if the message should be from you. It will *not* be delivered new to you, but you will be able to edit it.
2. **POSTMASTER—**Answer POSTMASTER if the message should be from the Postmaster. It will be delivered new to you, but you will *not* be able to edit it.

If you do not enter anything in this field, the default will be "**ME**."

The "P-MESSAGE FROM:" prompt can be set through the User Options Edit option on the Personal Preferences menu, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
SHOW MESSAGE PREVIEW: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// <Enter>
SHOW TITLES: YES// <Enter>
PRIORITY RESPONSES FLAG: Responses are ORDINARY// <Enter>
PRIORITY RESPONSES PROMPT: ASK EACH TIME MESSAGE IS READ
         // <Enter>
P-MESSAGE FROM: ?
     From whom should your P-MESSAGEs be?
     Choose from:
       M        ME
       P        POSTMASTER
P-MESSAGE FROM:  p <Enter>  POSTMASTER
```

Press the Enter key (<Enter>) until you reach this question.

Figure 3-21: Setting the P-MESSAGE FROM field default

As you can see from the previous figure (Figure 3-21), we have chosen to have messages sent to the P-MESSAGE device to appear to be sent from the Postmaster as our default response.

For example, after reading a message, we decide to send it to the P-MESSAGE device. MailMan will ask you the following:

```
Subj: Test  [#1211500] 06 May 02 14:30  1 line
From: BLUE,THOMAS E. - COMPUTER SPECIALIST (Oakland OI Field Office)
In 'TEST' basket.   Page 1
-------------------------------------------------------------------------------
this is a test message

Enter message action (in TEST basket): IGNORE// p
Print recipient list? No// <Enter>  NO
DEVICE: HOME// p-message <Enter>  P-MESSAGE-HFS  HFS FILE=>MESSAGE


Moving text to MailMan message... (Creating now)
Subject: Testing the P-MESAGE FROM prompt
.
End of file reached


     Select one of the following:

          M         Me
          P         Postmaster

From whom: Postmaster// <Enter>
Send mail to: BLUE,THOMAS E.// <Enter>  BLUE,THOMAS E.
And Send to: <Enter>
Message subject: Testing the P-MESAGE FROM prompt, Message number: 1360357


Enter message action (in TEST basket): IGNORE//
```

Printing a message to the P-MESSAGE device.

Here, MailMan gives us the opportunity to either accept the default sender of the message to the P-MESSAGE device ("From whom: Postmaster") or lets us change it to be sent from us.

Figure 3-22: An example of the P-MESSAGE FROM prompt in use

Previously (Figure 3-21), we had chosen to have messages sent to the P-MESSAGE device to appear to be sent from the Postmaster. Thus, when we were sending a message to the P-MESSAGE device (Figure 3-22), MailMan displayed "Postmaster" as the default response at the "From whom:" prompt.

At this point we can choose to accept the default (Postmaster) by pressing the Enter key or entering "ME" at the "From whom: Postmaster//" prompt. In this case, we chose to have the message appear to be sent from the **Postmaster**. Thus, the message will appear as "new" in our mailbox.

For more information on the P-MESSAGE device, please refer to the "Sending Mail Using the P-MESSAGE Device" topic in Chapter 4 in the *MailMan User Manual*.

MailMan Institution

The MailMan Institution is another piece of information that helps identify you to other MailMan users. It is usually the office or site where you are located (i.e., your physical location) and is most useful in systems such as FORUM where people from many different sites interact.

MailMan allows you to enter your own MailMan Institution that will be displayed to other users. You are *not* required to enter a MailMan Institution on local mail. However, on FORUM, it is a policy that all users must enter a MailMan Institution to better identify themselves.

The MailMan Institution is shown in MailMan when the SHOW INSTITUTIONS IN MAILMAN field (#5) in the MAILMAN SITE PARAMETERS file (#4.3) indicates it.

Where is Your MailMan Institution Displayed?

Your MailMan Institution is displayed to others when they receive messages from you. It is shown in parentheses following your name and title in the heading of every local message or response that you send, as shown below:

Here we see our MailMan Institution displayed in the message header.

```
Subj: Test Message to Myself #2  [#1221583] 07/22/02@10:42  1 line
From: BLUE,THOMAS E. - COMPUTER SPECIALIST (Oakland OI Field Office)
1 of 1 response read.  In 'TEST' basket.   Page 1
-------------------------------------------------------------------------------

Enter message action (in TEST basket): IGNORE//
```

Figure 3-23: An example displaying the MailMan Institution

MailMan generates the parentheses enclosing the MailMan Institution.

Creating/Editing Your MailMan Institution

The MailMan Institution can range from 3 to 30 characters in length and can contain any combination of numbers, alphabetic characters, symbols (e.g., #, $, %, &, *), and punctuation marks.

The "MAILMAN INSTITUTION:" field can be set through the User Options Edit option on the Personal Preferences menu, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
SHOW MESSAGE PREVIEW: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// <Enter>
SHOW TITLES: YES// <Enter>
PRIORITY RESPONSES FLAG: Responses are ORDIN[illegible]// <Enter>
PRIORITY RESPONSES PROMPT: ASK EACH TIME MESSAGE IS READ
         // <Enter>
P-MESSAGE FROM: <Enter>
MAILMAN INSTITUTION: ?
     Answer must be 3-30 characters in length.
MAILMAN INSTITUTION: Oakland OI Field Office
```

Press the Enter key (<Enter>) until you reach this question.

Figure 3-24: Setting the MailMan Institution prompt

As you can see from the previous figure (Figure 3-24), we did not have a MailMan Institution entered. For this example, we chose to enter a new MailMan Institution by entering "**Oakland OI Field Office**" at the "MAILMAN INSTITUTION:" prompt. Thus, our new MailMan Institution will be displayed to others when we send a message.

The following figure (Figure 3-25) illustrates what you would see if you entered a MailMan Institution and sent a message:

Here we see the MailMan Institution we entered displayed in the message header.

```
Subj: Test Message to Myself #2  [#1221583] 07/22/02@10:42  1 line
From: BLUE,THOMAS E. - COMPUTER SPECIALIST (Oakland OI Field Office)
1 of 1 response read.  In 'TEST' basket.   Page 1
-------------------------------------------------------------------------------

Enter message action (in TEST basket): IGNORE//
```

Figure 3-25: An example displaying the MailMan Institution

In the previous example (Figure 3-25), we sent ourselves a message so our own information will be displayed in the header. Since we previously chose to enter a MailMan Institution (Figure 3-24), we will see the MailMan Institution (i.e., Oakland OI Field Office) enclosed within parentheses, following our name (i.e., BLUE,THOMAS E.) and title (i.e., COMPUTER SPECIALIST) displayed in the "From" portion of the message header.

Modifying Your MailMan Institution

You can modify your MailMan Institution at anytime. If you choose to edit your MailMan Institution, simply use the User Options Edit option and move to the "MAILMAN INSTITUTION:" prompt. As with other prompts, if the current institution is 20 characters or more, you will be presented with the "Replace" and "With" prompts to change the value, as demonstrated below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
SHOW MESSAGE PREVIEW: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// <Enter>
SHOW TITLES: YES// <Enter>
PRIORITY RESPONSES FLAG: Responses are ORDINARY// <Enter>
PRIORITY RESPONSES PROMPT: ASK EACH TIME MESSAGE IS READ
         // <Enter>
P-MESSAGE FROM: <Enter>
MAILMAN INSTITUTION: Oakland OI FO  Replace FO <Enter> With Field Office <Enter>
Replace <Enter>
   Oakland OI Field Office
NETWORK SIGNATURE LINE 1 OF 3:
```

Press the Enter key (<Enter>) until you reach this question.

The "Replace" and "With" prompts are shown here.

Figure 3-26: Modifying your MailMan Institution

In this example (Figure 3-26), we wanted to change our MailMan Institution from "Oakland OI FO" to "Oakland OI Field Office". Thus, we specifically wanted to replace "FO" in our institution with the phrase "Field Office." To do this, we entered the "**FO**" characters in the correct case at the "Replace" prompt and we then entered the phrase "**Field Office**" at the "With" prompt.

At this point we had finished our changes and pressed the Enter key after the next "Replace" prompt without entering any text.

MailMan then displayed our modified MailMan Institution to us before proceeding on to the next user edit prompt.

The "Replace" and "With" prompts are case sensitive. If you want to replace the entire entry, you can enter ellipsis points—three periods (...) at the "Replace" prompt and then type in the new entry at the "With" prompt. Also, these prompts are only presented to you when an entry is greater than or equal to 20 characters in length. If the entry is less than 20 characters, you will merely be shown the current default entry, if any, and you must type in your entire new entry after the prompt. These are VA FileMan conventions.

Deleting Your MailMan Institution

The following figure demonstrates how you can delete an already existing MailMan Institution:

```
Select Personal Preferences Option: user Options Edit
.
.
.
MAILMAN INSTITUTION: Oakland OI Field Office
           Replace @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
NETWORK SIGNATURE LINE 1 OF 3: ^
```

Enter the "@" here to delete your MailMan Institution.

Figure 3-27: Deleting your MailMan Institution

In this example (Figure 3-27), we deleted our current MailMan Institution simply by entering the at-sign ("**@**" Shift-2 key on most keyboards) at the "Replace" prompt.

MailMan will then ask you to confirm your delete request. We confirmed the delete by entering "**Yes**" at the "SURE YOU WANT TO DELETE?" prompt.

When you go back to the MAILMAN INSTITUTION field, you'll see that it has in fact been deleted (i.e., no MailMan Institution default response is displayed at the "MAILMAN INSTITUTION:" prompt):

```
Select Personal Preferences Option: user Options Edit
.
.
.
MAILMAN INSTITUTION:
```

Press the Enter key (<Enter>) until you reach this question.

Figure 3-28: MailMan Institution has been deleted

Network Signature

The Network Signature is yet another piece of information that helps identify you to other MailMan users. It consists of three separate lines of information. MailMan allows you to enter your own Network Signature. You must enter a Network Signature in order to use the "Answer" command on a message.

For more information on the "Answer" command, please refer to the "Answer ('A') Action" topic in Chapter 3 in the *MailMan User Manual*.

Where is Your Network Signature Displayed?

The Network Signature field is used when a user chooses to "Answer" a message rather than "Reply" to a message or uses the Network Signature (NS) action code to append a Network Signature to a message before sending it.

For more information on the "Network Signature" command, please refer to the "Network Signature ('NS') Action" topic in Chapter 4 in the *MailMan User Manual*.

The "Answer" command issues a new message to send to the sender of the original message. This new message will contain the three lines of your Network Signature, which will appear at the end of your answer, as shown below:

```
Enter message action (in TEST basket): IGNORE// a
Subject: Re: Test// <Enter>
Copying original message and network signature...
You may edit the text of the message...


==[ WRAP ]==[ INSERT ]==============< Re: Test >============[ <PF1>H=Help ]=====
>Original Msg: 'Test' From: BLUE,THOMAS E.
>
>here is a test


Here is my answer.

-----------------------------------------------------------------------------
Thom Blue
Technical Writer
Oakland OI Field Office

<======T=======T=======T=======T=======T=======T=======T=======T=======T=>=====T
```

Here we see our Network Signature displayed after a dashed line when answering a message.

Figure 3-29: Including your Network Signature when answering a message

MailMan generates the dashed line preceding your Network Signature.

This is how the message would appear to the recipient:

```
Subj: Re: Test  [#1222500] 07/29/02@11:29  12 lines
From: BLUE,THOMAS E. - COMPUTER SPECIALIST (Oakland OI Field Office)
In 'IN' basket.   Page 1
-------------------------------------------------------------------------------
>Original Msg: 'Test' From: BLUE,THOMAS E.
>
>here is a test

Here is my answer.


-------------------------------------------------------------------------------
Thom Blue
Technical Writer
Oakland OI Field Office

Enter message action (in IN basket): IGNORE//
```

Figure 3-30: An example displaying the Network Signature lines

Creating/Editing Your Network Signature

Each of the three lines comprising the Network Signature can range from 3 to 70 characters in length and can contain any combination of numbers, alphabetic characters, symbols (e.g., #, $, %, &, *), and punctuation marks. In order to have a valid Network Signature recognized by MailMan, you must enter data in at least one of the three Network Signature lines. Any line of the three is acceptable as long as one line contains data.

The "NETWORK SIGNATURE LINE n OF 3:" field (where n equals one, two, or three) can be set through the User Options Edit option on the Personal Preferences menu, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.
NETWORK SIGNATURE LINE 1 OF 3: ?
     Answer must be 3-70 characters in length.
NETWORK SIGNATURE LINE 1 OF 3: Thom Blue
NETWORK SIGNATURE LINE 2 OF 3: ?
     Answer must be 3-70 characters in length.
NETWORK SIGNATURE LINE 2 OF 3: Technical Writer
NETWORK SIGNATURE LINE 3 OF 3: ?
     Answer must be 3-70 characters in length.
NETWORK SIGNATURE LINE 3 OF 3: Oakland OI Field Office
```

Press the Enter key (<Enter>) until you reach these questions.

Figure 3-31: Setting the Network Signature prompts

As you can see from the previous figure (Figure 3-31), we initially did not have a Network Signature entered (no default values set). Then, we entered data into all three lines of the Network Signature.

For this example, we chose to enter the following information:

- At the "NETWORK SIGNATURE LINE 1 OF 3:" prompt, we entered "**Thom Blue**"
- At the "NETWORK SIGNATURE LINE 2 OF 3:" prompt, we entered "**Technical Writer**"
- At the "NETWORK SIGNATURE LINE 3 OF 3:" prompt, we entered "**Oakland OI Field Office**"

Our new Network Signature will be included at the end of an "Answer" to a message.

For an example of a how our Network Signature will appear when answering a message, please refer to Figure 3-29 in this chapter.

Modifying Your Network Signature

You can modify your Network Signature at anytime. If you choose to edit your Network Signature simply use the User Options Edit option and move to "NETWORK SIGNATURE LINE n OF 3:" field (where n equals one, two, or three). As with other prompts, if your current signature information in a line is 20 characters or more, you will be presented with the "Replace" and "With" prompts to change the value, as demonstrated below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.
NETWORK SIGNATURE LINE 1 OF 3: Thom Blue//
NETWORK SIGNATURE LINE 2 OF 3: Technical Writer//
NETWORK SIGNATURE LINE 3 OF 3: Oakland OI FO
           Replace FO <Enter> With Field Office <Enter>  Replace <Enter>
   Oakland OI Field Office
INTRODUCTION:
  No existing text
  Edit? NO// <Enter>
```

Press the Enter key (<Enter>) until you reach these questions.

The "Replace" and "With" prompts are shown here.

Figure 3-32: Modifying your Network Signature

In this example (Figure 3-32), we wanted to change the third line of our Network Signature from "Oakland OI FO" to "Oakland OI Field Office". Thus, we specifically wanted to replace "FO" in our signature with the phrase "Field Office." To do this, we entered the "**FO**" characters in the correct case at the "Replace" prompt and we then entered the phrase "**Field Office**" at the "With" prompt.

At this point we were finished with our changes and pressed the Enter key after the next "Replace" prompt without entering any text.

MailMan then displayed our modified third line of our Network Signature to us before proceeding on to the next user edit prompt.

The "Replace" and "With" prompts are case sensitive. If you want to replace the entire entry, you can enter ellipsis points—three periods (...) at the "Replace" prompt and then type in the new entry at the "With" prompt. Also, these prompts are only presented to you when an entry is greater than or equal to 20 characters in length. If the entry is less than 20 characters, you will merely be shown the current default entry, if any, and you must type in your entire new entry after the prompt. These are VA FileMan conventions.

Deleting Your Network Signature

The following figure demonstrates how you can delete an already existing Network Signature:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.
NETWORK SIGNATURE LINE 1 OF 3: Thom Blue// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
NETWORK SIGNATURE LINE 2 OF 3: Technical Writer// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
NETWORK SIGNATURE LINE 3 OF 3: Oakland OI Field Office
           Replace @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
```

Press the Enter key (<Enter>) until you reach these questions.

Enter the "@" after each Network Signature line prompt to delete your entire Network Signature.

Figure 3-33: Deleting your Network Signature

In this example (Figure 3-33), we deleted all three lines of our current Network Signature simply by entering the at-sign ("**@**" Shift-2 key on most keyboards) after each prompt.

MailMan asked us to confirm our delete request. We confirmed the delete by entering "**Yes**" at the "SURE YOU WANT TO DELETE?" prompt for all three lines.

When you go back to the Network Signature fields, you'll see that they have in fact been deleted:

```
Select Personal Preferences Option: user Options Edit
.
.
.
NETWORK SIGNATURE LINE 1 OF 3:
NETWORK SIGNATURE LINE 2 OF 3:
NETWORK SIGNATURE LINE 3 OF 3:
```

Press the Enter key (<Enter>) until you reach this question.

Figure 3-34: Network Signature has been deleted

As you can see from this example (Figure 3-34), our Network Signature has been deleted (i.e., no Network Signature default responses are displayed after any of three "NETWORK SIGNATURE LINE n OF 3:" prompts).

Introduction

The Introduction field provides you with the opportunity to "introduce" yourself to other MailMan users. Since it is a word processing field, MailMan allows you to enter as much information as you wish. You may or may not be required to enter an Introduction depending on your site's policy.

IRM has the option to set the REQUIRE INTRODUCTIONS? field in the MAILMAN SITE PARAMETERS file (#4.3) to require users to enter an Introduction before using MailMan. If users at your site are required to enter an Introduction, you will see the following display when trying to use MailMan:

```
You have not yet introduced yourself to the group.
Please enter a short introduction, so that others may use
the HELP option to find out more about you.


You may change your INTRODUCTION later
under 'Personal Preferences|User Options Edit.
```

Figure 3-35: Text displayed when you must enter an Introduction

You will then immediately be placed into your editor to enter your Introduction before you are allowed to access the MailMan menu. Upon entering an Introduction, you will then be allowed to use MailMan.

Where is Your Introduction Displayed?

Your Introduction is only displayed when users do a lookup on you via the User Information option on the Help (User/Group Info., etc.) menu, as shown below:

```
Select MailMan Menu Option: help (User/Group Info., etc.)


          User Information
          Group Information
          Remote User Information
          New Features in MailMan
          General MailMan Information
          Questions and Answers on MailMan
          Manual for MailMan Users

Select Help (User/Group Info., etc.) Option: user information

User name: blue,THOMAS E.     (DUZ 6666) INFORMATION SYSTEMS CENTER
     Last used MailMan: 07/29/02@16:04
          ISS Technical Writer

BLUE,THOMAS E.
Current Banner: ISS Technical Writer
Last used MailMan: 07/29/02@16:04
This user has 1 NEW message (1 in the IN basket)

Introduction:
  My name is Thom and I am the Technical Writer for all Infrastructure
  products.
```

Here we see an Introduction displayed after doing a lookup.

Figure 3-36: An example displaying the Introduction

Creating/Editing Your Introduction

Since the Introduction field is a word processing field there is no upper limit on the number of characters you can enter. You can also include any combination of numbers, alphabetic characters, symbols (e.g., **#**, **$**, **%**, **&**, *****), and punctuation marks.

The "INTRODUCTION:" field can be set through the User Options Edit option on the Personal Preferences menu, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.
INTRODUCTION:
  No existing text
  Edit? NO// y <Enter>  YES

==[ WRAP ]==[ INSERT ]============< INTRODUCTION >===========[ <PF1>H=Help ]====
My name is Thom and I am the Technical Writer for all Infrastructure
products.


<======T=======T=======T=======T=======T=======T=======T
```

Press the Enter key (<Enter>) until you reach this question.

In our editor, we added our new introductory text.

Figure 3-37: Setting the MailMan Introduction prompt

As you can see from the previous figure (Figure 3-37), MailMan indicated to us that we did not currently have an Introduction entered ("No existing text"). Thus, we answered "**Yes**" to edit our Introduction and were put into our editor.

In the editor, we entered a short descriptive sentence, saved our entry, and closed the editor.

Our new Introduction will be displayed to other MailMan users when they do a lookup on us.

For an example of how our Introduction will appear when doing a lookup on a message (i.e., User Information option), please refer to Figure 3-36 in this chapter.

Modifying Your Introduction

You can modify your Introduction at anytime. If you choose to edit your Introduction, simply use the User Options Edit option and move to the "INTRODUCTION:" prompt. Answer "Yes" at the "Edit? NO//" prompt, as demonstrated below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.
INTRODUCTION:
My name is Thom and I am the Technical Writer for all Infrastructure
products.

  Edit? NO// y <Enter>  YES

==[ WRAP ]==[ INSERT ]============< INTRODUCTION >=======
My name is Thom and I am the Technical Writer for all Infrastructure
products (e.g., Kernel, VA FileMan, MailMan, Toolkit).


<======T=======T=======T=======T=======T=======T=======T===


Editing data in the NEW PERSON file:
PREFERRED EDITOR: SCREEN EDITOR - VA FILEMAN//
```

Press the Enter key (<Enter>) until you reach this question.

MailMan displays your current introductory text.

In the editor, we typed in the new/additional text.

Figure 3-38: Modifying your Introduction

In this example (Figure 3-38), we wanted to add more information at the end of our Introduction, specifically: "(e.g., Kernel, VA FileMan, MailMan, Toolkit)". To do this, we answered "Yes" at the "Edit? NO//" prompt and we were placed back into our editor (e.g., Screen Editor).

In the editor, we typed in the phrase we wanted to add after the existing text. When we were finished, we saved our modifications and closed our editor.

MailMan then returned us to the next user edit prompt.

Deleting Your Introduction

The following figure demonstrates how you can delete an already existing Introduction:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.
INTRODUCTION:
My name is Thom and I am the Technical Writer for all Infrastructure
products (e.g., Kernel, VA FileMan, MailMan, Toolkit).

  Edit? NO// y <Enter>  YES
==[ WRAP ]==[ INSERT ]============< INTRODUCTION >===========[ <PF1>H=Help ]====
~~My name is Thom and I am the Technical Writer for all Infrastructure~~
~~products (e.g., Kernel, VA FileMan, MailMan, Toolkit).~~

<======T=======T=======T=======T=======T=======T=======T======


Editing data in the NEW PERSON file:
PREFERRED EDITOR: SCREEN EDITOR - VA FILEMAN// ^
```

Press the Enter key (<Enter>) until you reach this question.

Figure 3-39: Deleting your Introduction

In this example (Figure 3-39), we again got back into the editor by answering "Yes" at the "Edit? NO//" prompt. While in the editor, we deleted our Introduction by deleting all of the introductory text. When we had deleted everything, we closed the editor and MailMan returned us to the next user edit prompt.

When we went back in to see our Introduction, we saw that it had in fact been deleted (i.e., MailMan displayed "No existing text" at the "INTRODUCTION:" prompt):

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.
INTRODUCTION:
  No existing text
  Edit? NO//
```

Press the Enter key (<Enter>) until you reach this question.

Our Introduction has been successfully deleted.

Figure 3-40: Introduction has been deleted

Preferred Editor

The Preferred Editor field provides you with the opportunity to choose the editor you wish to use while in MailMan. You use an editor when editing a VA FileMan word-processing field (e.g., when you respond to or type a new message). If you have chosen a Preferred Editor and you are editing a word-processing field, MailMan will automatically transfer you into your Preferred Editor. If you don't enter a specific editor in the Preferred Editor field, MailMan will default to either the VA FileMan screen editor when editing within ScreenMan or the VA FileMan Line Editor in all other cases.

When will You Use Your Preferred Editor?

Your Preferred Editor is used whenever you must enter text into a word-processing field in MailMan. For example, when composing a new message or replying to a message, as shown below:

```
Select MailMan Menu Option: send a Message
Subject: Preferred Editor Test
You may enter the text of the message...

==[ WRAP ]==[ INSERT ]========< Preferred Edi
Here you use your Preferred Editor.


<======T=======T=======T=======T=======T=======T=======T=======T=======T=>=====T
```

When sending a new message, you are placed into your Preferred Editor to enter the text of the message.

Figure 3-41: An example of using the editor

Another example of using your Preferred Editor is when you are creating or editing your MailMan Introduction (previously described in the "Introduction" topic in this chapter, Figure 3-37).

Choosing Your Preferred Editor

Your choice of editors is based on the editors available at your particular location. MailMan lets you choose from the list of available editors.

The "PREFERRED EDITOR:" field can be set through the User Options Edit option on the Personal Preferences menu, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.

Editing data in the NEW PERSON file:
PREFERRED EDITOR: LINE EDITOR - VA FILEMAN// ?
 Answer with ALTERNATE EDITOR NAME
Choose from:
   KERMIT LOAD
   LINE EDITOR - VA FILEMAN
   SCREEN EDITOR - VA FILEMAN
   VMSEDT
   WPSE - LETTERMAN

PREFERRED EDITOR: LINE EDITOR - VA FILEMAN// screen EDITOR - VA FILEMAN
```

Press the Enter key (<Enter>) until you reach this question.

This is just a sample list, your choices may vary.

Figure 3-42: Setting the MailMan Preferred Editor prompt

As you can see from the previous figure (Figure 3-42), we entered a single question mark ("**?**") at the "PREFERRED EDITOR: LINE EDITOR - VA FILEMAN//" prompt in order to display a list of available editors. Currently, our default editor is set to use the VA FileMan Line Editor.

For this example, we chose to change our editor to the VA FileMan **Screen Editor** by entering it at the "PREFERRED EDITOR:" prompt.

You can change your Preferred Editor at anytime. If you want to change your editor, simply use the User Options Edit option and move to the "PREFERRED EDITOR:" prompt and enter a new editor from the available list.

Deleting Your Preferred Editor

The following figure demonstrates how you can delete your Preferred Editor:

```
Select Personal Preferences Option: user Options Edit
.
.
.

Editing data in the NEW PERSON file:
PREFERRED EDITOR: SCREEN EDITOR - VA FILEMAN// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
STREET ADDRESS 1: 1301 Clay Street.// ^
```

Press the Enter key (<Enter>) until you reach this question.

Enter the "@" here to delete your Preferred Editor.

Figure 3-43: Deleting your Preferred Editor

In this example (Figure 3-43), we deleted our current Preferred Editor simply by entering the at-sign ("**@**" Shift-2 key on most keyboards) at the "PREFERRED EDITOR: SCREEN EDITOR - VA FILEMAN//" prompt.

MailMan will then ask you to confirm your delete request. We confirmed the delete by entering "**Yes**" at the "SURE YOU WANT TO DELETE?" prompt.

When you go back in to see your Preferred Editor, you'll see that it has in fact been deleted:

```
Select Personal Preferences Option: user Options Edit
.
.
.

Editing data in the NEW PERSON file:
PREFERRED EDITOR:
```

Press the Enter key (<Enter>) until you reach this question.

Figure 3-44: Preferred Editor has been deleted

As you can see from this example (Figure 3-44), the Preferred Editor has been deleted (i.e., no Preferred Editor default response is displayed at the "PREFERRED EDITOR:" prompt). Without a Preferred Editor entry, MailMan will automatically default to either the VA FileMan Screen Editor when editing within ScreenMan or the VA FileMan Line Editor in all other cases.

Contact Information

Your contact information is comprised of the following fields, which reside in the NEW PERSON file (#200):

- **STREET ADDRESS 1—**This is the first line of the street address of the permanent address of the user.
- **STREET ADDRESS 2—**This is the second line of the street address.
- **STREET ADDRESS 3—**This is the third line of the street address.
- **CITY—**This is the user's city.
- **STATE—**This is the user's state.
- **ZIP CODE—**This is the user's postal ZIP code.
- **OFFICE PHONE—**This is the user's business/office contact telephone number.
- **FAX NUMBER—**This field contains the telephone number for a user's FAX machine. It needs to be in a format that can be understood by a sending modem.
- **VOICE PAGER—**This field contains the telephone number for a user's *analog* pager. It needs to be in a format that can be understood by a sending modem.
- **DIGITAL PAGER—**This field contains the telephone number for a user's *digital* page. It needs to be a format that can be understood by a sending modem.
- **ADD'L PHONE 1—**This is an alternate (additional) telephone number where the user might also be reached.
- **ADD'L PHONE 2—**This is another alternate (additional) telephone number where the user might also be reached.

These fields are all self-explanatory. You can use these fields to store your business (or personal) information. You are *not* required to enter any information into these fields; it is up to you to decide.

Where is Your Contact Information Displayed?

Your contact information is only displayed when users do a lookup on you through the User Information option on the Help (User/Group Info., etc.) menu, as shown below:

```
Select MailMan Menu Option: help (User/Group Info., etc.)


          User Information
          Group Information
          Remote User Information
          New Features in MailMan
          General MailMan Information
          Questions and Answers on MailMan
          Manual for MailMan Users

Select Help (User/Group Info., etc.) Option: user information

User name: blue <Enter>  BLUE,THOMAS E   INFORMATION SYSTEMS CENTER
     Last used MailMan: 08/28/02@07:29
          ISS Technical Writer

BLUE,THOMAS E. - COMPUTER SPECIALIST (Oakland OI Field Office)
Current Banner: ISS Technical Writer
Last used MailMan: 08/28/02@07:29
NEW messages: 7 (7 in the IN basket)

Office phone:  (510) 768-6874
Fax:           (510) 768-6870
Voice pager:   (510) 555-5555
Digital pager: (510) 555-5555
Add'l phone:   (510) 555-5555
Add'l phone:   (510) 555-5555

Address:
  Department of Veterans Affairs
  1301 Clay Street
  Suite 1350N
  Oakland, CA  94612

Introduction:
  My name is Thom Blom and I am one of the Technical Writers for the
  Infrastructure Security Services (ISS) products/projects (e.g., Broker,
  Components, Kernel, VA FileMan, MailMan, Toolkit).

Mail Groups:
  ISC STAFF                                    (Public)
  ISC - SAN FRANCISCO BASED                    (Public)
  .
  .
  .

User name:
```

Here we see our contact telephone information displayed after doing a lookup on ourselves.

Here we see our contact address information displayed after doing a lookup on ourselves. The address is only shown if the SHOW ADDRESS ON USER LOOKUP field (#7.4) in the MAILMAN SITE PARAMETERS file (#4.3) is set to "Yes." Some sites store home address information and don't want that displayed when doing a lookup.

Here we see a list of the mail groups to which we belong after doing a lookup on ourselves.

Figure 3-45: An example displaying the Contact Information

Creating/Editing Your Contact Information

The contact information consists of several fields, we will list the allowable entries for each field:

- **STREET ADDRESS 1, 2, and 3—**Answer *must* be from 2 to 50 characters in length. It can contain any combination of alphabetic characters, numbers, symbols, and punctuation marks.
- **CITY—**Answer *must* be from 2 to 30 characters in length. It can contain any combination of alphabetic characters, numbers, symbols, and punctuation marks.
- **STATE—**Answer with the state number, name, or abbreviation. You also have the option of displaying the list of acceptable state entries and choosing from that list.
- **ZIP CODE—**Answer must contain exactly five numbers (Zip Code) or five numbers, a hyphen, and four additional numbers (Zip Code+4). Other symbols, punctuation marks, or alphabetic characters are *not* allowed.
- **OFFICE PHONE—**Answer *must* be from 4 to 20 characters in length. It can only contain numbers, symbols, and punctuation marks. Alphabetic characters are *not* allowed.
- **FAX NUMBER—**Answer *must* be from 7 to 20 characters in length. It can only contain numbers, symbols, and punctuation marks. Alphabetic characters are *not* allowed.
- **VOICE PAGER—**Answer *must* be from 3 to 20 characters in length. It can only contain numbers, symbols, and punctuation marks. Alphabetic characters are *not* allowed.
- **DIGITAL PAGER—**Answer *must* be from 3 to 20 characters in length. It can only contain numbers, symbols, and punctuation marks. Alphabetic characters are *not* allowed.
- **ADD'L PHONE 1—**Answer *must* be from 4 to 20 characters in length. It can only contain numbers, symbols, and punctuation marks. Alphabetic characters are *not* allowed.
- **ADD'L PHONE 2—**Answer *must* be from 4 to 20 characters in length. It can only contain numbers, symbols, and punctuation marks. Alphabetic characters are *not* allowed.

The contact information fields start with the "STREET ADDRESS 1:" field through the "ADD'L PHONE 2:" field and can be set through the User Options Edit option on the Personal Preferences menu, as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.

Editing data in the NEW PERSON file:
PREFERRED EDITOR: SCREEN EDITOR - VA FILEMAN// <Enter>
STREET ADDRESS 1: Department of Veterans Affairs
STREET ADDRESS 2: 1301 Clay Street
STREET ADDRESS 3: Suite 1350N
CITY: Oakland
STATE: ?
 Answer with STATE NUMBER, or NAME, or ABBREVIATION
 Do you want the entire 62-Entry STATE List? n <Enter>  (No)
STATE: CALIFORNIA
ZIP CODE: 94612
OFFICE PHONE: (510) 555-5555
FAX NUMBER: (510) 555-5555
VOICE PAGER: (510) 555-5555
DIGITAL PAGER: (510) 555-5555
ADD'L PHONE 1: (510) 555-5555
ADD'L PHONE 2: (510) 555-5555
```

Press the Enter key (<Enter>) until you reach these questions.

You can display a list from which to choose the acceptable State information.

Figure 3-46: Setting your Contact Information prompts

As you can see from the previous figure (Figure 3-46), we entered the appropriate contact information for each of the 12 prompts comprising our contact information. When asked to enter the STATE information, we entered a question mark ("**?**") where we could choose to display the list of acceptable state entries.

Our new contact information will be displayed to other MailMan users when they do a lookup on us.

For an example of how our contact information will appear when doing a lookup on a user, please refer to Figure 3-45 in this chapter.

Modifying Your Contact Information

You can modify your contact information at any time. If you choose to edit your contact information, simply use the User Options Edit option and move to the first prompt of your contact information (i.e., "STREET ADDRESS 1:" prompt), as shown below:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.

Editing data in the NEW PERSON file:
PREFERRED EDITOR: SCREEN EDITOR - VA FILEMAN// <Enter>
STREET ADDRESS 1: Department of Veterans Affairs  Replace Department <Enter> With
Dept. <Enter>  Replace <Enter>
   Dept. of Veterans Affairs
STREET ADDRESS 2: 1301 Clay Street// <Enter>
STREET ADDRESS 3: Suite 1350N// <Enter>
CITY: Oakland// <Enter>
STATE: CALIFORNIA// <Enter>
ZIP CODE: 94612// <Enter>
OFFICE PHONE: (510) 555-5555// <Enter>
FAX NUMBER: (510) 555-5555// <Enter>
VOICE PAGER: (510)555-5555// <Enter>
DIGITAL PAGER: (510) 555-5555// <Enter>
ADD'L PHONE 1: (510) 555-5555// <Enter>
ADD'L PHONE 2: (510) 555-5555// <Enter>
```

Press the Enter key (<Enter>) until you reach these questions.

The "Replace" and "With" prompts are shown here.

Figure 3-47: Modifying your Contact Information

In this example (Figure 3-47), we wanted to change the STREET ADDRESS 1 field from "Department of Veterans Affairs" to "Dept. of Veterans Affairs". Thus, we specifically wanted to replace "Department" with the abbreviation "Dept." To do this, we entered the "**Department**" characters in the correct case at the "Replace" prompt and we then entered the phrase "**Dept.**" at the "With" prompt.

At this point we were finished with our changes and pressed the Enter key after the next "Replace" prompt without entering any text.

MailMan then displayed our modified STREET ADDRESS 1 field of our contact information to us before proceeding on to the next user edit prompt. Since we didn't want to change any other contact information entries, we kept pressing the Enter key.

The "Replace" and "With" prompts are case sensitive. If you want to replace the entire entry, you can enter ellipsis points—three periods (...) at the "Replace" prompt and then type in the new entry at the "With" prompt. Also, these prompts are only presented to you when an entry is greater than or equal to 20 characters in length. If the entry is less than 20 characters, you will merely be shown the current default entry, if any, and you must type in your entire new entry after the prompt. These are VA FileMan conventions.

Deleting Your Contact Information

The following figure demonstrates how you can delete your already existing contact information:

```
Select Personal Preferences Option: user Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer  Replace <Enter>
.
.
.

Editing data in the NEW PERSON file:
PREFERRED EDITOR: SCREEN EDITOR - VA FILEMAN// <Enter>
STREET ADDRESS 1: Dept. of Veterans Affairs  Replace @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
STREET ADDRESS 2: 1301 Clay Street// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
STREET ADDRESS 3: Suite 1350N// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
CITY: Oakland// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
STATE: CALIFORNIA// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
ZIP CODE: 94612// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
OFFICE PHONE: (510) 555-5555// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
FAX NUMBER: (510) 555-5555// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
VOICE PAGER: (510)555-5555// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
DIGITAL PAGER: (510) 555-5555// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
ADD'L PHONE 1: (510) 555-5555// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
ADD'L PHONE 2: (510) 555-5555// @
   SURE YOU WANT TO DELETE? y <Enter>  (Yes)
```

Press the Enter key (<Enter>) until you reach these questions.

Enter the "@" after each contact information line prompt to delete your entire contact information.

Figure 3-48: Deleting your Contact Information

In this example (Figure 3-48), we deleted all 12 lines of our current contact information simply by entering the at-sign ("**@**" Shift-2 key on most keyboards) after each prompt.

MailMan asked us to confirm our delete request. We confirmed the delete by entering "**Yes**" at the "SURE YOU WANT TO DELETE?" prompt for all 12 lines.

When you go back in to see your contact information fields, you'll see that they have in fact been deleted (i.e., no contact information default responses are displayed after any of the contact information prompts).

4. Managing Your Mail—Overview

Topics To Be Discussed:	Overview:
	• **Reading/Managing *New* Messages and Responses**
	• **Reading/Managing *All* Messages and Responses**
	  ➢ **Basket Action Commands**
	  ➢ **Individual Messages Action Commands**
	• **Sending Mail**
	  ➢ **Sending Mail Action Commands**

The MailMan interface provides several options to read, send, and manage your mail:

- **New Messages and Responses [synonym NML]**
- **Read/Manage Messages [synonym RML]**
- **Send a Message [synonym SML]**
- **Query/Search for Messages**
- **Become a Surrogate (SHARED,MAIL or Other) [synonym AML]**
- **Personal Preferences**
- **Other MailMan Functions**
- **Help (User/Group Info., etc.)**

These options are located on the main MailMan Menu, as shown below:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option:
```

Figure 4-1: Main MailMan Menu options

The current functionality and features of these options are described in greater detail in the *MailMan User Manual*:

- **Chapter 1—**"Reading/Managing Messages—New Messages and Responses"
- **Chapter 2—**"Reading/Managing Messages—In a Basket"
- **Chapter 3—**"Reading/Managing Messages—Individual Messages"
- **Chapter 4—**"Sending Mail"
- **Chapter 5—**"Searching for Mail"
- **Chapter 6—**"Filtering Mail"
- **Chapter 7—**"Mail Groups"
- **Chapter 8—**"Surrogates"
- **Chapter 9—**"Having Your Mail Automatically Forwarded"
- **Chapter 10—**"Reports and Lists"
- **Chapter 11—**"Online Help/Information"

In this chapter we will give a *brief* overview of the following options:

- **New Messages and Responses [synonym NML]**
- **Read/Manage Messages [synonym RML]**
- **Send a Message [synonym SML]**

Reading/Managing *New* Messages and Responses

Use the New Messages and Responses option [synonym NML] when you specifically wish to process *new* mail in your mailbox.

It provides you with the following choices of how you choose to read your new mail:

- **Read new mail by basket (default)**
- **List Baskets with new mail**
- **List all new messages**
- **List all priority messages**
- **Print all new messages**
- **Scan all new messages**
- **Quit**

The New Messages and Responses option is available on the main MailMan menu, as shown below:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option: NML <Enter>  New Messages and Responses
Select New mail option: Read new mail by basket// ?

Enter a code from the list.

     Select one of the following:

          R         Read new mail by basket
          LB        List Baskets with new mail
          LN        List all new messages
          LP        List all priority messages
          P         Print all new messages
          S         Scan all new messages
          Q         Quit

Select New mail option: Read new mail by basket//
```

You can choose how you read your new mail by choosing from this list of options.

Figure 4-2: NML—New Messages and Response option

When listing new messages, all new message information is displayed in detail, regardless of the message reader you choose. Also, the list of messages will be displayed in the order you set when using the User Options Edit option to set your preferences.

For more information on setting your preferences, please refer to Chapters 1-3 in this manual.

For a more detailed explanation of the New Messages and Responses option [NML], please refer to Chapter 1 in the *MailMan User Manual*.

Besides the New Messages and Responses option, you can also use the Read/Manage Messages option [synonym RML] to read all of your messages in your mailbox, including the new messages.

For a more detailed information on the Read/Manage Messages option [RML], please refer to Chapter 2 and 3 in the *MailMan User Manual*.

Reading/Managing *All* Messages and Responses

Use the Read/Manage Messages option [synonym RML] to better manage your e-mail. It allows you to perform numerous actions on both new and existing messages stored on the system (e.g., in a particular mail basket, mailbox, etc.).

The number of actions available to you depends on whether you are using the Detailed/Summary Full Screen message readers or the Classic message reader.

As long as a message is still in the MESSAGE file (#3.9) and you were a recipient or sender of the message, it is available to you.

The Read/Manage Messages option is available on the main MailMan Menu, as shown below:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option: RML <Enter>  Read/Manage Messages
```

Figure 4-3: RML—Read/Manage Messages option

After selecting the Read/Manage Messages option, you can begin to manage your mail within each of your mail baskets:

```
Select MailMan Menu Option: RML <Enter>  Read/Manage Messages
Select message reader:  Detailed Full Screen// <Enter>
Read mail in MAIL BASKET: IN// MailMan      (5 messages)

MailMan Basket, 5 messages (1-5)
*=New/!=Priority.........Subject...................Lines.From..........Read/Rcvd
  5. [1225160] 08/17/02 MailMan surprise               3 VON BLACK&WHITE,HA  1/1
  4. [1190657] 11/07/97 I'm so excited...             59 FUCHSIA,GARY    733/733
  3. [1182059] 08/29/97 RFC 822 Sender               355 <gjb@xxxxx.com>     1/1
  2. [1028185] 04/02/96 MAILMAN CUSTOM HEADERS        20 VON BLACK&WHITE,HA  2/2
  1. [1019674] 03/15/96 imap.vs.pop (fwd)            717 <gjb@xxxx.com>
Enter message number or command:
```

Figure 4-4: Managing your mail in your mail baskets

In the previous example (Figure 4-4), after selecting the Read/Manage Messages option (**RML**), MailMan prompted us to choose a message reader. We chose the **Detailed Full Screen** message reader (default) as our message reader by pressing the Enter key at the "Select message reader: Detailed Full Screen//" prompt.

MailMan then prompted us to choose the mail basket. We entered "**MailMan**" at the "Read mail in MAIL BASKET: IN//" prompt. Because we chose the Detailed Full Screen message reader, MailMan displayed a detailed list of all new and existing messages in our "MailMan" mail basket. However, in this basket, we didn't have any new messages (no asterisk to the left of the message numbers).

At this point, we can take any number of actions on any or all of the messages in this basket (e.g., read a message).

Basket Action Commands

Detailed/Summary Full Screen Message Reader Command Actions

The following example (Figure 4-5) illustrates how you would display the available actions for a particular mail basket list of messages when using either the Detailed or Summary Full Screen message readers:

```
Select MailMan Menu Option: RML <Enter>  Read/Manage Messages
Select message reader:  Detailed Full Screen// <Enter>
Read mail in MAIL BASKET: IN// Transportation News      (4 messages, 4 new)

Transportation News Basket, 4 messages (1-4), 4 new
*=New/!=Priority........Subject..................Lines.From..........Read/Rcvd
 *4. [1223680] 06 Aug 02 Digest bat-list.v004.n187   563 bat-list-errors@lists.b
 *3. [1223730] 04 Aug 02 Digest bat-list.v004.n181   584 bat-list-errors@lists.b
 *2. [1223731] 06 Aug 02 Digest bat-list.v004.n183   738 bat-list-errors@lists.b
 *1. [1223733] 04 Aug 02 Digest bat-list.v004.n182   954 bat-list-errors@lists.b
Enter message number or command: .1-4

Transportation News Basket, 4 messages (1-4), 4 new
*=New/!=Priority........Subject..................Lines.From..........Read/Rcvd
>*4. [1223680] 06 Aug 02 Digest bat-list.v004.n187   563 bat-list-errors@lists.b
>*3. [1223730] 04 Aug 02 Digest bat-list.v004.n181   584 bat-list-errors@lists.b
>*2. [1223731] 06 Aug 02 Digest bat-list.v004.n183   738 bat-list-errors@lists.b
>*1. [1223733] 04 Aug 02 Digest bat-list.v004.n182   954 bat-list-errors@lists.b
Enter message number or command: ?

Enter a message number (1-4) to read a message in this basket.
Enter an internal message number to read any message still on the system,
which you ever sent or received.  Enter:
 .(-)n or n-m,a,c-d  (de)select message n or a list of messages
 .(-)*               (de)select all messages
 C                   Change the name of this basket
 CD                  Change Detail
 D                   Delete messages
 F                   Forward messages
 FI                  Filter messages
 H                   Headerless Print messages
 L                   Later messages
 NT                  New Toggle messages
 O                   Opposite selection toggle
 P                   Print messages
 S                   Save messages to another basket
 T                   Terminate messages
 Z                   Zoom selection toggle
Press ENTER or ^ to exit this list.  Enter = to refresh this page.

Enter message number or command:
```

Enter a question mark here to display the list of action commands with the Detailed or Summary Full Screen message readers.

Figure 4-5: Displaying the command action list—Using the Detailed or Summary Full Screen Message Reader

In the previous figure (Figure 4-5), we chose the Detailed Full Screen message reader to manage messages in our "Transportation News" mail basket.

We first selected messages using the message selection functionality, so we could subsequently perform group actions on the selected messages. For this example, we chose to select all four messages by entering "**.1-4**" at the "Enter message number or command:" prompt.

After selecting the messages, we entered a single question mark ("**?**") at the "Enter message number or command:" prompt. MailMan displayed the list of available action codes.

For more information on selecting messages for subsequent group action, please refer to the action codes described in the "Message Selection Actions" topic in Chapter 2 in the *MailMan User Manual*.

The list of action codes available with the Detailed or Summary Full Screen message readers will differ from those action codes available with MailMan's Classic message reader. Also, some action codes are only available when certain conditions exist (e.g., messages selected for subsequent group action).

For a complete list of action commands available with basket message lists, please refer to Table 4-1 that follows in this chapter.

MailMan's Classic Message Reader Command Actions

The following example (Figure 4-6) illustrates how you would display the available actions for a particular mail basket when using MailMan's Classic message reader:

```
Select MailMan Menu Option: rml <Enter>  Read/Manage Messages
Select message reader:  Detailed Full Screen// cla <Enter>  Classic
Read mail in MAIL BASKET: IN// TEST II    (4 messages, 1 new)
Last message number: 4   Messages in basket: 4 (1 new)
Enter ??? for help.

Subj: TEST BROADCAST   From: POSTMASTER
TEST II Basket Message: 4// ???

Press ENTER to read message 4.  Enter a message number (1-4) to rea
a message in this basket.  Enter an internal message number to read any
message still on the system, which you ever sent or received.  Enter:
 ? or ??        Display a summary or detailed list of messages in this basket
 ???? or ?HELP  Display detailed help
 ?string        Search for messages in this basket whose subject
                contains the specified string
 ??string       Search for messages you once sent or received
                whose subject begins with the specified string
 C   Change the name of this basket      N   New message list
 D   Delete messages                     NT  New Toggle messages
 F   Forward messages                    P   Print messages
 FI  Filter messages                     Q   Query (search for) messages
 H   Headerless Print messages           R   Resequence messages
 I   Ignore this message                 S   Save messages to another basket
 L   Later messages                      T   Terminate messages

Subj: TEST BROADCAST   From: POSTMASTER
TEST II Basket Message: 4//
```

Enter three question marks here to display the list of action commands available with the Classic message reader.

Figure 4-6: Displaying the command action list—Using the Classic Message Reader

In this figure (Figure 4-6), we chose the MailMan's **Classic** message reader to manage messages in our "TEST II" mail basket. Upon entering three question marks ("**???**") at the "TEST II Basket Message: 4//" prompt, MailMan displayed the list of available action codes.

The list of action codes available with MailMan's Classic message reader will differ from those action codes available with the Detailed or Summary Full Screen message readers.

For a complete list of action commands available with basket message lists, please refer to Table 4-1 that follows in this chapter.

Action Codes—Baskets

The following table lists *all* of the possible actions that you can perform after listing messages in a particular mail basket when using either the Detailed or Summary Full Screen message reader. Many, but not all, of these action codes are also available with MailMan's Classic message reader (exceptions are noted below):

Action Code	Action Description
n	Message Number ("**n**")—Enter the message number "**n**" from the list or the MailMan internal message identification number in order to read a specific message located anywhere on the system. (*Available with all message readers.*)
.n	Select Message "**n**" (for subsequent action)—The decimal point ("**.**" period) before the message number ("**n**") tells MailMan to select the message from a list of messages to subsequently perform an action on the selected message. (*Not available with the Classic message reader.*)
.-n	Deselect Message "**n**"—The decimal point ("**.**" period) and minus sign ("**-**" hyphen) before the message number ("**n**") tells MailMan to deselect a previously selected message. (*Not available with the Classic message reader.*)
.n-m,a,c-d	Select a List of Messages (for subsequent group action)—The decimal point ("**.**" period) before the message numbers ("**n-m,a,c-d**") tells MailMan to select any combination of messages from a list of messages to subsequently perform group actions on all selected messages. (*Not available with the Classic message reader.*)
.-n-m,a,c-d	Deselect a List of Messages—The decimal point ("**.**" period) and minus sign ("**-**" hyphen) before the message numbers ("**n-m,a,c-d**") tells MailMan to deselect any combination of previously selected messages. (*Not available with the Classic message reader.*)
.*	Select All Messages (for subsequent group action)—The decimal point ("**.**" period) before the asterisk ("*****") tells MailMan to select *all* messages from a list of messages to subsequently perform group actions on all selected messages. (*Not available with the Classic message reader.*)
.-*	Deselect All Messages—The decimal point ("**.**" period) and minus sign ("**-**" hyphen) before the asterisk ("*****") tells MailMan to deselect *all* previously selected messages. (*Not available with the Classic message reader.*)
C	Change the Name of This Basket—Change the name of any mail basket in your mailbox except the "IN" and "WASTE" baskets. (*Available with all message readers.*)
CD	Change Detail—Change your view to detailed information, when summary information is displayed or change to summary information when detailed information is displayed. (*Not available with the Classic message reader.*)
D	Delete Messages—Move messages to the "WASTE" basket. The messages are *not* permanently deleted from your mailbox or the system until all recipients delete or terminate the message. (*Available with all message readers.*)
F	Forward Messages—Send messages to another individual or group of individuals. (*Available with all message readers.*)

Action Code	Action Description
FI	Filter Messages—Filter messages in a basket based on mail filters you've previously established for your mailbox. (*Available with all message readers.*)
H	Headerless Print Messages—Print messages without the print and header information to any device that you choose. MailMan only prints the body of the message. (*Available with all message readers.*)
L	Later Messages—Make messages "new" for a specified later date and time; it can act as a reminder. (*Available with all message readers.*)
N	New Message List—List all new messages in a mail basket. (*Available with all message readers.*)
O	Opposite Selection Toggle (for subsequent group action)—Use this toggle to deselect previously selected messages and select previously unselected messages from a list of messages. This action code is only available when messages have been selected for subsequent group action. (*Not available with the Classic message reader.*)
NT	New Toggle—Use this toggle to make messages "new" or "not new." (*Available with all message readers.*)
P	Print Messages—Print messages to any device you choose. (*Available with all message readers.*)
Q	Query (Search for) Messages in This Basket—Search for messages based on criteria you enter. (*Available with all message readers.*)
R	Resequence Messages—Resequence the order of messages in a mail basket. All messages will be resequenced in the order of their MailMan internal message identification numbers. (*Available with all message readers.*)
S	Save Messages to Another Basket—Save messages to another existing mail basket or create a new mail basket. (*Available with all message readers.*)
T	Terminate Messages—Move messages to the "WASTE" basket and permanently delete the messages from your mailbox. You will *not* receive further replies to those messages. Messages are not permanently deleted from the system until all recipients of the messages have deleted or terminated them. (*Available with all message readers.*)
Z	Zoom Selection Toggle (for subsequent group action)—Use this toggle to zoom in and only display *selected* messages or zoom out and display *all* messages. This action code is only available when messages have been selected for subsequent group action. (*Not available with the Classic message reader.*)
=	Refresh Page—The equal sign ("**=**") tells MailMan to redisplay the basket message list page you were viewing ("refresh" the page/screen). (*Not available with the Classic message reader.*)
+	Next Page—The plus sign ("**+**") tells MailMan to go to the next page. This action code is only available when you have more than one "page" of messages when using the Detailed or Summary Full Screen message readers. *(Use the Enter key with the Classic message reader.*)

Action Code	Action Description
+n	Page Forward "**n**" Pages—The plus sign ("**+**") before a number ("**n**") tells MailMan to go forward "**n**" pages. This action code is only available when you have more than one "page" of messages when using the Detailed or Summary Full Screen message readers. *(Use the Enter key with the Classic message reader.*)
-	Previous Page—The minus sign ("**-**" hyphen) tells MailMan to go to the previous page. This action code is only available when you have more than one "page" of messages. (*Not available with the Classic message reader.*)
-n	Page Back n Pages—The minus sign ("**-**" hyphen) before a number ("**n**") tells MailMan to go back "**n**" pages. This action code is only available when you have more than one "page" of messages. (*Not available with the Classic message reader.*)
0	First Page—A zero tells MailMan to go to the first page. This action code is only available when you have more than one "page" of messages. (*Not available with the Classic message reader.*)
?string	Search for messages in the basket whose subject contains the string entered. (*Available with all message readers.*)
??string	Search for messages anywhere on the system, which you ever sent or received, whose subject begins with the string entered. (*Available with all message readers.*)
^	Exit the List (up-arrow, "**^**" Shift-6 key on most keyboards)—Exit from the list of messages. (*Available with all message readers.*)

Table 4-1: Action codes—Basket message lists

Please remember that not all action codes are available with every message list or with every message reader. Some action codes are only available when certain conditions exist.

For a detailed explanation of each action code, please refer to Chapter 2 in the *MailMan User Manual*.

Individual Messages Action Commands

Displaying Action Codes

The following example (Figure 4-7) illustrates how you would display the available actions for a particular message you are reading when using any three of the message readers. For this example, we were using the Detailed Full Screen message reader:

```
Subj: Local: biweekly info exchange message # 122  [#1220526]
07/14/02@09:38  2 lines
From: POSTMASTER  12 of 12 responses read.  In 'IN' basket.
-------------------------------------------------------------

Enter message action (in IN basket): IGNORE// ?

Enter a code from the list.

 A      Answer                          Q      Query
 B      Backup                          Q xxx  Query recipient(s) xxx
 BR     Print to the Browser            QC     Query Current
 C      Copy                            QD     Query Detailed
 D      Delete                          QN     Query Network
 F      Forward                         QNC    Query Not Current
 H      Headerless Print                QT     Query Terminated
 HG     Help:Group Information          R      Reply
 HU     Help:User Information           RI     Reply and Include responses
 I      Ignore                          S      Save
 L      Later                           T      Terminate
 N      New                             V      Vaporize date edit
 P      Print                           W      Write

Enter message action (in IN basket): IGNORE//
```

Enter a question mark here to display the list of action commands available after reading a message.

Figure 4-7: Displaying the message command action list—Using any Message Reader

In this example (Figure 4-7), we are currently reading message #1220526. In order to get the command list of actions, we simply enter a single question mark ("**?**") at the "Enter message action (in IN basket): IGNORE//" prompt.

MailMan then displays the available actions we can take with this particular message. However, *not* all of the action codes provided by MailMan are available (listed) with this particular message.

Please remember that some action codes are only available when certain conditions exist (e.g., Priority messages, PackMan messages).

For a complete list of message action commands, please refer to Table 4-2 that follows in this chapter.

Action Codes—Individual Messages

The following table lists all of the possible message action codes that you can perform after reading a particular message. All of these action codes are available when using any of the three message readers (i.e., the Detailed Full Screen, Summary Full Screen, or Classic message readers):

Action Code	Action Description
A	Answer—The "Answer" command issues a *new* message to send to the sender of the original message.
B	Backup—Back up to the original text of the message or to a particular response.
BR	Print to the Browser.
C	Copy—Create a copy of a message.
D	Delete—Delete a message by moving it to your "WASTE" basket.
E	Edit—Edit a message you sent.
F	Forward—Forward a message to different recipients.
H	Headerless Print—Print a message without print or header information (i.e., no Subject and From lines).
HG	Help: Group Information
HU	Help: User Information
I	Ignore—Ignore the message and leave it in the current mail basket.
IN	Information Only Toggle—Toggle whether or not a message, sent by you, is Information Only. Recipients *can't* respond to Information Only messages.
K	Priority Replies Toggle—Toggle whether or not all future replies to this priority message are received as priority or ordinary.
L	Later—Have the message made "new" in your mailbox at a specified later date and time.
N	New/Un New Toggle—Toggle a message to be new or *not* new.
P	Print—Print a message to a specified device.
Q	Query—Obtain general recipient information on a message.
Q xxx	Query Recipient(s) xxx—Obtain information on a specified recipient of a message, where "xxx" represents the name of the recipient.
QC	Query Current—Obtain ?????? on a message.
QD	Query Detailed—Obtain detailed recipient information on a message.
QN	Query Network—Obtain network and detailed recipient information on a message.
QNC	Query Not Current—Obtain ?????? on a message.
QT	Query Terminated—Obtain ?????? on a message.
R	Reply—Compose and send a reply to a message.

Action Code	Action Description
RI	Reply and Include responses—Compose and send a reply to a message with previous responses included in your reply.
S	Save—Save a message to an existing mail basket or to a new basket that you create on the fly.
T	Terminate—Terminate a message by putting it in your "WASTE" basket and stop receiving any future replies to that message.
V	Vaporize Date Edit—Set a specified date and time to vaporize (delete) a message from your mail basket.
W	Write—Send a *new* message while reading another message.
X	Extract KIDS or PackMan Messages—Provides a list of specific actions you can perform on these types of messages (for IRM personnel or developers).
^	Exit the Message (up-arrow, "^" Shift-6 key on most keyboards)—Acts like the Ignore action code.

Table 4-2: Action codes—Messages

Please remember that not all action codes are available with every message. Some action codes are only available when certain conditions exist.

For a detailed explanation of each action code, please refer to Chapter 3 in the *MailMan User Manual*.

Sending Mail

Sending messages gives you the opportunity to obtain or disseminate information. In addition to replying to an existing message, the MailMan interface provides the Send a Message option [synonym SML] for you to send new mail.

Use the Send a Message option when you wish to send new messages to any number of recipients. It is available on the MailMan Menu, as shown below:

```
   NML    New Messages and Responses
   RML    Read/Manage Messages
   SML    Send a Message
          Query/Search for Messages
   AML    Become a Surrogate (SHARED,MAIL or Other)
          Personal Preferences ...
          Other MailMan Functions ...
          Help (User/Group Info., etc.) ...

Select MailMan Menu Option: SML <Enter>  Send a Message
```

Figure 4-8: SML—Send a Message option

Once you select the Send a Message option, MailMan allows you to send new mail in four easy steps:

1. Enter the subject of your message.
2. Compose your message (i.e., enter the text of your message).
3. Address your message (e.g., send it to individual recipients or a mail group).
4. Send your message. You can further customize your message before sending it using action commands (e.g., make it: priority, closed, confidential, information only, etc.).

For a complete list of message action commands when sending a message, please refer to Table 4-3 that follows in this chapter.

The functionality and features associated with sending mail are described in greater detail in Chapter 4 in the *MailMan User Manual*.

Action Codes—Sending Messages

The following table lists *all* of the possible actions that you can perform when sending a message:

Action Code	Action Description
B	Backup—Back up to review the message you were just editing before you send it.
C	Confidential Toggle—Toggle whether or not a message can only be read by the designated recipient and *not* their surrogate(s).
D	Delivery Basket Set—Specify the delivery basket to send the message for all recipients. However, each recipient controls how they actually will receive the mail.
ER	Edit Recipients—Edit just the recipients of your message.
ES	Edit Subject—Edit just the text in the subject of your message.
ET	Edit Text—Edit just the text in the body of your message.
I	Information Only Toggle—Toggle whether or not a message prevents recipients from replying.
L	Transmit later—Send your message to all addressees at a specified date and time.
NS	Network Signature—Append a Network Signature to the text of your message.
P	Priority Delivery Toggle—Toggle whether or not a message is sent as priority mail.
R	Confirm Receipt Toggle—Toggle whether or not a message will send you a notification message when a recipient has opened your message.
S	Scramble Text With Password—Scrambles your message text when passing sensitive or private information. Recipient(s) *must* be given a "Scramble Hint" to decipher the password to unscramble and read the message.
T	Transmit Now—Immediately send your message to all addressees.
V	Vaporize date set—Automatically set your message for deletion from all recipients' mailboxes at a specified date and time. However, recipients can edit this date for themselves.
X	Closed Message Toggle—Toggle whether or not a message prevents recipients from forwarding your message.
^	Up-arrow ("**^**" Shift-6 key on most keyboards)—Cancel your message before sending it. (Available at any prompt during the send process.)

Table 4-3: Action codes—Sending messages

For a detailed explanation of each action code, please refer to Chapter 4 in the *MailMan User Manual*.

Glossary

ABBREVIATED RESPONSE	This feature allows you to enter data by typing only the first few characters for the desired response. This feature will not work unless the information is already stored in the computer.
ACCESS CODE	A code that, along with the Verify Code, allows the computer to identify you as a user authorized to gain access to the computer. Your code must be greater than 6 and less than 20 characters in length. It can be numeric, alphabetic, or a combination of both, and is usually assigned by a site manager or application coordinator. It is used by the Kernel's Signon/Security system to identify the user (see Verify Code).
APPLICATION PACKAGE	In VistA, software and documentation that support the automation of a service, such as Laboratory or Pharmacy within VA medical centers (see Package).
APPLICATION PROGRAM INTERFACE (API)	Programmer calls provided by MailMan for use by application programmers. APIs allow programmers to carry out standard computing activities without needing to duplicate MailMan utilities in their own packages. APIs also further DBA goals of system integration by channeling activities, such as adding new users, through a limited number of callable entry points.
ASCII	**A**merican **S**tandard **C**ode for **I**nformation **I**nterchange. A standardized coding scheme that assigns numeric values to letters, numbers, punctuation marks, and other characters to enable computer systems to exchange information.
BANNER	A line of text with a user's name and domain, which is displayed to everyone who sends mail to the user.
BULLETIN	Electronic mail messages that are automatically delivered by MailMan under certain conditions. For example, a bulletin can be set up to fire when database changes occur, such as adding a record to the file of users. Bulletins are fired by bulletin-type cross-references.
DBIA	**D**ata**b**ase **I**ntegration **A**greement, a formal understanding between two or more VistA packages which describes how data is shared or how packages interact. The DBA maintains a list of DBIAs between package developers allowing the use of internal entry points or other package-specific features that are not available to the general programming public.

DEFAULT	A response the computer considers the most probable answer to the prompt being given. It is identified by double slash marks (//) immediately following it. This allows you the option of accepting the default or entering your own answer. To accept the default, you press the Enter key. To change the default answer, type in your response and then press the Enter key.
DELETE	The key on the keyboard (may also be called **rubout** or **backspace** on some terminals) which allows you to delete individual characters working backwards by placing the **cursor** immediately after the last character of the string of characters you wish to delete. The at-sign ("**@**" Shift-2 key on most keyboards) may also be used to delete a file entry or data attribute value. The computer will ask "Are you sure you want to delete this entry?" to insure you do not delete an entry by mistake.
DEVICE	A peripheral connected to the host computer, such as a printer, terminal, disk drive, modem, and other types of hardware and equipment associated with a computer. The Host files of underlying operating systems can be treated like devices in that they can be written to (e.g., for spooling).
DHCP	The **D**ecentralized **H**ospital **C**omputer **P**rogram (DHCP) of the Department of Veterans Affairs (VA). DHCP software, developed by the VA and now known as VistA, is used to support clinical and administrative functions at VA sites nationwide. It is written in MUMPS (M) and, via the Kernel, runs on all major M implementations, regardless of vendor. VistA is composed of packages that conform to namespacing and other VistA standards and conventions.
DOMAIN	A site for sending and receiving mail.
DOUBLE QUOTE (")	A symbol used in front of a Common option's menu text or synonym to select it from the Common menu. For example, the four-character string "TBOX" selects the User's Toolbox Common option.
ELECTRONIC SIGNATURE CODE	A secret password that some users may need to establish in order to sign documents via the computer.
ENTER	Pressing the Enter key tells the computer to execute your instruction or command or to store the information you just entered. It is used in VistA to terminate "reads" and is symbolized by **<Enter>** in the documentation.
FORUM	The central e-mail system within VistA. VA personnel use it to communicate at a national level regarding programming and other issues. FORUM is located at the Washington, DC OIFO.

FREE TEXT	The use of any combination of numbers, letters, and symbols when entering data.
HELP FRAMES	Entries in the HELP FRAME file (#9.2) that can be distributed with application packages to provide online documentation. Frames can be linked with other related frames to form a nested structure.
HELP PROMPT	The brief help that is available at the field level when entering one or more question marks.
IDCU	The **I**ntegrated **D**ata **C**ommunications **U**tility that is a wide area network (WAN) used by VA for transmitting data between VA sites.
IRM	**I**nformation **R**esource **M**anagement. A service at VA medical centers responsible for computer management and system security.
KEY	The purpose of Security Keys is to set a layer of protection on the range of computing capabilities available with a particular software package. The availability of options is based on the level of system access granted to each user.
KEYWORD	A reference name that calls a Help Frame when entered at a message prompt.
KEY	A security code that is assigned to individual users. It allows access to options.
LINE EDITOR	This is VA FileMan's special line-oriented text editor. Users enter information one line at a time. This editor is used for the word-processing data type.
LOCAL	The system to which a user is currently signed on.
LOG IN/ON	The process of gaining access to a computer system.
LOG OUT/OFF	The process of exiting from a computer system.
MAIL BASKET	Mail baskets provide a way of saving messages in a sorted fashion similar to a filing system. Mail baskets are created at the "message action" prompt by typing an "S" to save and then the name you wish to call the basket. If the basket already exists, the message will be put in it. If the basket does not exist, you will be asked if you want it created. Placing a message in a mail basket other than the "IN" or "WASTE" baskets protects the message from being automatically purged when the IN BASKET PURGE is run.

MAIL MESSAGE	An entry in the MESSAGE file (#3.9). The VistA electronic mail system (MailMan) supports local and remote networking of messages.
MAILMAN	The VistA package software that provides a mechanism for handling electronic communication, whether it is user-oriented mail messages, automatic firing of bulletins, or initiation of server-handled data transmissions.
MENU	A menu is a list of choices or options you are authorized access to and may select from for computing activity. It is a type of option designed to identify a series of items (other options) for presentation to the user for selection. When displayed, menu-type options are preceded by the word "Select" and followed by the word "option" as in Select Menu Management option: (the menu's select prompt).
MENU TREE	A series of menus you sequence through in order to get to the specific option you desire.
MESSAGE-ID	A message identifier which shows the message number, and the domain name of the message.
MIME	**M**ultipurpose **I**nternet **M**ail **E**xtension. A standard that allows you to create structured message bodies.
MODEM	A device for connecting a terminal to a telephone line, allowing it to communicate with another modem. Modems include the following types:

Direct Connect	The modem is directly hooked into the phone line.
Acoustic	The modem is connected to the telephone through the handset.
Auto Answer	When it detects a ring signal, the modem will "answer the phone."
Auto Dial	The modem, upon command from the terminal or the computer, will dial another modem.

MUMPS (M)	A programming language recognized by the **A**merican **N**ational **S**tandards **I**nstitute (ANSI). The acronym MUMPS stands for **M**assachusetts General Hospital **U**tility **M**ulti-**p**rogramming **S**ystem.
OIFO	**O**ffice of **I**nformation **F**ield **O**ffice.

ONLINE	A device is online when it is connected to the computer.
PASSWORD	A user's secret sequence of keyboard characters, which *must* be entered at the beginning of each computer session to verify the user's identity in order to gain access to software.
PERIPHERAL DEVICE	Any hardware device other than the computer itself (central processing unit plus internal memory). Typical examples include card readers, printers, CRT units, and disk drives.
PHYSICAL LINK DEVICE	Hardware used to establish outgoing communication.
"PLAYING A SCRIPT"	A method of opening a transmission link for a message. It is used to force message transmission and testing.
POINTER	Points to another file where the computer stores information needed for the field of the file in which you are currently working. If you change any of the information in the field in which you are working, the new information is automatically entered into the "pointed to" file.
POLLER	An option that opens the transmission line to all domains with "P" in the Flags field.
POSTMASTER	The basket where message queues are stored. Also, the person who manages this basket for a particular site.
PROMPT	The computer interacts with the user by issuing questions, called **prompts**, to which the user enters a response.
PROTOCOL	Code containing logic for opening and closing links, and for sending/receiving transmissions.
PURGE	A procedure used to delete messages or message pointers.
QUEUE	A list that stores messages destined for a given domain.
QUEUING	Requesting that a job be processed in the background rather than in the foreground within the current session. Jobs are processed sequentially (first-in, first-out). The Kernel's TaskMan handles the queuing of tasks.
READ ACCESS	A user's authorization to read information stored in a computer file.
REMOTE	Any system which a user is not signed on to.

REVERSE VIDEO	The MailMan online Help system sometimes highlights key words within a block of text (paragraph) using "reverse video." Reverse video is the reversal of light and dark in the display of selected characters on a video screen. For example, if text is normally displayed as black letters on a white background, reverse video presents the text as white letters on a black background or vice versa. These highlighted key words can be entered at the Help System Action prompt in order to get more information on a subject specific to that key word.
ROUTINE	A program or a sequence of instructions called by a program that may have some general or frequent use. M routines are groups of program lines that are saved, loaded, and called as a single unit via a specific name.
SCREEN EDITOR	This is VA FileMan's special screen-oriented text editor. Users enter a block of information rather than a single line at a time. This editor is used for the word-processing data type.
SCRIPT	A set of MailMan commands and transmission scripts to a remote domain in the DOMAIN file (#4.2).
SERVER	An automatic mail reader for internal messages.
SIGN-ON/SECURITY	The Kernel module that regulates access to the menu system. It performs a number of checks to determine whether access can be permitted at a particular time. A log of signons is maintained.
SYSTEM MANAGER/IRM CHIEF	At each site, the individual who is responsible for managing computer systems, installing and maintaining new modules, and serving as liaison to the OIFOs.
SMTP	**S**imple **M**ail **T**ransport **P**rotocol. The primary transport protocol for MailMan
SPACEBAR RETURN FEATURE	You can answer a VA FileMan prompt by pressing the spacebar and then the Enter key. This indicates to VA FileMan that you would like to repeat the last response you gave at that prompt.
SURROGATE	A person who is authorized to read and/or send mail in another user's name.
TASKMAN	The Kernel module that schedules and processes background tasks (also called Task Manager).
TRANSMISSION SCRIPT	List of commands for directing a message stored in the TRANSMISSION SCRIPT field.

TRIGGER	A trigger is an instruction that initiates a procedure. In VA FileMan, a trigger can be set up when entry of data in one field automatically updates a second field value.
TYPE-AHEAD	A buffer used to store characters that are entered before the corresponding prompt appears. Type-ahead is a shortcut for experienced users who can anticipate an expected sequence of prompts.
UP-ARROW	A character on the keyboard that looks like this: ^. Generally, the "^" character is the Shift-6 key on most keyboards. The "^" character is used mainly for exiting or opting out of answering VA FileMan prompts, jumping to other fields in VA FileMan, and/or exiting an option.
USER ACCESS	Access to a computer system. The user's access level determines the degree of computer use and the types of computer programs available. The systems manager assigns the user an access level.
USER INTERFACE	The way the package is presented to the user, such as: prompts, help messages, menu choices, etc. A standard user interface can be achieved by using VA FileMan for data manipulation, the menu system to provide option choices, and VA FileMan's Reader, the ^DIR utility, to present interactive dialogue.
VA FILEMAN (ALSO CALLED VA FILEMANAGER)	A set of programs used to enter, maintain, access, and manipulate a database management system consisting of files. A package of on-line computer routines written in the M language which can be used as a stand-alone database system or as a set of application utilities. In either form, such routines can be used to define, enter, edit, and retrieve information from a set of computer-stored files.
VERIFY CODE	A user's secret sequence of keyboard characters, which *must* be entered at the beginning of each computer session with a valid Access Code to verify the user's identity in order to gain access to VistA software. Kernel's Sign-on/Security system uses the Verify Code to validate the user's identity. This is an additional security precaution used in conjunction with the Access Code. Like the Access Code, it is also 6 to 20 characters in length. If entered incorrectly, it does not allow the user to access the computer. To protect the user, both codes are invisible on the terminal screen.

Index

A

Acknowledgements, xi
Action Codes
  Basket Message Lists, 1-14
  Baskets, 4-11
  Commands for Basket Message Lists, 1-14
  Displaying All Codes for Messages, 4-14
  Messages, 4-14, 4-16
  Sending Messages, 4-20
Action Codes for Classic Message Reader, 4-9
Action Codes for Detailed/Summary Full Screen Message Readers, 4-7
ADD'L PHONE 1 Field, 3-45
  Creating or Editing, 3-47
ADD'L PHONE 2 Field, 3-45
  Creating or Editing, 3-47
AML, Become a Surrogate (SHARED,MAIL or Other) Option, 4-1
ASK BASKET Field, 2-9
ASK EACH TIME MESSAGE IS READ (Default Response For PRIORITY RESPONSES PROMPT Field), 3-17
Assumptions About the Reader, xv

B

Banner Edit Option, 3-1, 3-5, 3-7
BANNER Field, 3-3
  Creating or Editing, 3-5
  Deleting, 3-9
  Where is It Displayed?, 3-3
Basket Message Lists
  Action Codes, 1-14
Basket Number, 2-4
Baskets
  Action Codes, 4-11
  Delivery Privileges, 2-5
  Message List Action Codes, 1-14
  Message Location, 1-3, 1-10, 1-17
  Naming, 2-3
  Organizing, 2-1
  Set Your Mail Basket Prompt, 2-9
Become a Surrogate (SHARED,MAIL or Other) [AML] Option, 4-1

C

Choose Your Message Display Order, How to, 2-13
Choose Your New Messages Read Order, How to, 2-16
Choosing
  Default Message Reader, 1-1
  Preferred Editor, 3-42
CITY Field, 3-45
  Creating or Editing, 3-47
Classic Detailed Information, 1-3, 1-8
Classic MailMan Message Reader, 1-3
Classic Summary Information, 1-3, 1-7
Command Action Codes
  Basket Message List Acion Codes, 1-14
  Baskets, 4-11
  Message, 4-14
  Messages, 4-16
  Sending Messages, 4-20
Command Actions for Classic Message Reader, 4-9
Command Actions for Detailed/Summary Full Screen Message Readers, 4-7
Configure
  Banner Edit Option, 3-1, 3-5, 3-7
  Delivery Basket Edit Option, 2-5
  User Options Edit Option, 1-4, 1-19, 2-9, 2-14, 2-16, 3-1, 3-3, 3-11, 3-13, 3-15, 3-17, 3-23, 3-25, 3-29, 3-35, 3-41, 3-45
Contact Information, 3-45
  Creating or Editing, 3-47
  Deleting, 3-50
  Modifying, 3-49
  Where is It Displayed?, 3-46
Contents For the MailMan Getting Started Manual, v
Creating
  Banners, 3-1, 3-5, 3-7
  Contact Information, 3-47
  Introduction, 3-37
  MailMan Institution, 3-26
  Network Signature, 3-31
Customizing Your MailMan Message Center, 1

D

Data Dictionary
Data Dictionary Utilities Menu, xv
Listings, xv
Default Message Reader, How to Set, 1-19
Delete, MESSAGE ACTION DEFAULT Field Value, 3-11
Deleting
Banners, 3-9
Contact Information, 3-50
Introduction, 3-39
MailMan Institution, 3-28
Network Signature, 3-33
Preferred Editor, 3-43
Delivery Basket Edit Option, 2-5
Delivery Basket Privileges, How to Set, 2-5
Designating
Other Preference Entries, 3-1
Detailed Full Screen Message Reader, 1-10
Detailed Information
Classic, 1-3, 1-8
Detailed Full Screen, 1-10
DIGITAL PAGER Field, 3-45
Creating or Editing, 3-47
Displaying Command Action Codes
Message, 4-14
DO NOT ASK EACH TIME MESSAGE IS READ (Response For PRIORITY RESPONSES PROMPT Field), 3-17
Documentation
History, iii
Documentation Symbols, xiii

E

Editing
Banners, 3-1, 3-5, 3-7
Contact Information, 3-47
Delivery Basket, 2-5
Introduction, 3-37
Mail Filters, 2-3
MailMan Institution, 3-26
Network Signature, 3-31
Editor, Preferred, 3-41
EXISTING BASKETS ONLY (Response For Delivery Basket Privileges), 2-5

F

FAX NUMBER Field, 3-45
Creating or Editing, 3-47
Figures and Tables, vii
Flags, 1-3, 1-10, 1-17
From, 1-4, 1-10, 1-17

G

Glossary, 1

H

Header, 3-13, 3-27
Help
At Prompts, xiv
Online, xiv
Help (User/Group Info., etc.)
User Information Option, 3-4, 3-36, 3-37, 3-46
Help (User/Group Info., etc.) Option, 3-4, 3-36, 3-46, 4-1
History, Revisions to Documentation and Patches, iii
Home Pages
Adobe Acrobat Quick Guide Web Address, xvi
Adobe Web Address, xvi
Health Systems Design and Development (HSD&D) Web Address, xvi
MailMan Home Page Web Address, xvi
How to
Obatain Technical Information Online, xiv
How To
Choose Your Message Display Order, 2-13
Choose Your New Messages Read Order, 2-16
Name Your Mail Baskets, 2-3
Set Your Default Message Reader, 1-19
Set Your Delivery Basket Privileges, 2-5
Set Your Mail Basket Prompt, 2-9
Use this Maunual, xiii

I

Ignore Action
Classic Message Reader, 1-6
Ignore, MESSAGE ACTION DEFAULT Field Value, 3-11
Internal Message Identification Number, 1-3, 1-10, 4-11, 4-12
Introduction
Managing Your Mail, 4-1
INTRODUCTION Field, 3-35
Creating or Editing, 3-37
Deleting, 3-39

Modifying, 3-38
Where is It Displayed?, 3-36
Introduction To MailMan Getting Started Manual, 1

K

Keywords, xv

L

Lines, 1-4, 1-10
List File Attributes Option, xv

M

Mail Basket Prompt, How to Set, 2-9
MailMan
Home Page Web Address, xvi
MAILMAN INSTITUTION Field, 3-25
Creating or Editing, 3-26
Deleting, 3-28
Modifying, 3-27
Where is It Displayed?, 3-25
MAILMAN SITE PARAMETERS File, 3-11, 3-25, 3-35
Managing Your Mail
Introduction, 4-1
ME, P-MESSAGE FROM Field Value, 3-23
Menus
Data Dictionary Utilities, xv
MESSAGE ACTION DEFAULT Field, 3-11
MESSAGE File, 4-5
Message Filter Edit Option, 2-3
Message Numbers, 1-3, 1-10, 1-17, 4-11
MESSAGE ORDER Field, 1-4, 2-14, 2-16
Message Reader
How to Set Your Default, 1-19
MESSAGE READER Field, 1-19
MESSAGE READER PROMPT Field, 1-20
Message Readers, 1-1
Classic, 1-3
Command Actions, 4-9
Detailed Full Screen, 1-10
Command Actions, 4-7
Summary Full Screen, 1-17
Command Actions, 4-7
Message Sent Date, 1-3, 1-10
Messages
Action Codes, 4-14, 4-16
Displaying Action Codes, 4-14
Header, 3-13, 3-27
Organizing, 2-1
Modifying
Contact Information, 3-49
Introduction, 3-38
MailMan Institution, 3-27
Network Signature, 3-32

N

Name Your Mail Baskets, How to, 2-3
Network Signature, 3-29
Creating or Editing, 3-31
Deleting, 3-33
Modifying, 3-32
Where is It Displayed?, 3-29
NETWORK SIGNATURE Field
LINE 1 OF 3, 3-29
LINE 2 OF 3, 3-29
LINE 3 OF 3, 3-29
New Messages and Responses [NML] Option, 4-1, 4-2, 4-3
Newest First Message Order, 2-13, 2-16
NML, New Messages and Responses Option, 4-1, 4-2, 4-3
NO, DON'T ACCEPT IT (Default Response For Delivery Basket Privileges), 2-5

O

OFFICE PHONE Field, 3-45
Creating or Editing, 3-47
Oldest First Message Order, 2-13, 2-16
Online
Documentation, xiv
Technical Information, How to Obtain, xiv
Online Help Frames, xiv
Options
Banner Edit, 3-1, 3-5, 3-7
Become a Surrogate (SHARED,MAIL or Other), 4-1
Delivery Basket Edit, 2-5
Help (User/Group Info., etc.), 3-4, 3-36, 3-46, 4-1
List File Attributes, xv
Message Filter Edit, 2-3
New Messages and Responses [NML], 4-1, 4-2, 4-3
Other MailMan Functions, 4-1
Personal Preferences, 1-4, 1-19, 2-5, 2-9, 2-14, 2-16, 3-1, 3-2, 3-3, 3-5, 3-7, 3-11, 3-13, 3-15, 3-16, 3-18, 3-23, 3-26, 3-31, 3-37, 3-42, 3-48, 4-1

Query/Search for Messages, 4-1
Read/Manage Messages [RML], 1-1, 1-20, 4-1, 4-2, 4-5
Send a Message [SML], 4-1, 4-2, 4-18
User Information Option, 3-4, 3-36, 3-37, 3-46
User Options Edit, 1-4, 1-5, 1-19, 2-9, 2-14, 2-16, 3-1, 3-2, 3-3, 3-5, 3-7, 3-11, 3-13, 3-15, 3-17, 3-23, 3-25, 3-29, 3-35, 3-41, 3-45
Organizing Your Mail Baskets and Messages, 2-1
Orientation For MailMan Getting Started Manual, xiii
Other MailMan Functions Option, 4-1
Overview
Sending Mail, 4-18
Overview—Reading/Managing *New* Messages and Responses, 4-3

P

Patches
History, iii
Personal Preferences Option, 1-4, 1-19, 2-5, 2-9, 2-14, 2-16, 3-1, 3-2, 3-3, 3-5, 3-7, 3-11, 3-13, 3-15, 3-16, 3-18, 3-23, 3-26, 3-31, 3-37, 3-42, 3-48, 4-1
Banner Edit Option, 3-1, 3-5, 3-7
Delivery Basket Edit Option, 2-5
User Options Edit Option, 1-4, 1-19, 2-9, 2-14, 2-16, 3-1, 3-3, 3-11, 3-13, 3-15, 3-17, 3-23, 3-25, 3-29, 3-35, 3-41, 3-45
P-MESSAGE FROM Field, 3-23
POSTMASTER, P-MESSAGE FROM Field Value, 3-23
Preferences
Banner Edit Option, 3-1, 3-5, 3-7
Delivery Basket Edit Option, 2-5
User Options Edit Option, 1-4, 1-19, 2-9, 2-14, 2-16, 3-1, 3-3, 3-11, 3-13, 3-15, 3-17, 3-23, 3-25, 3-29, 3-35, 3-41, 3-45
PREFERRED EDITOR Field, 3-41
Choosing, 3-42
Deleting, 3-43
When Will You Use It?, 3-41
Preview Messages (Classic Message Reader), 1-4
Priority Mail, 1-3, 1-10, 1-17, 3-15, 3-17
Priority Responses, 3-15
PRIORITY RESPONSES FLAG Field, 3-15
PRIORITY RESPONSES PROMPT Field, 3-17

Q

Query/Search for Messages Option, 4-1
Question Mark Help, xiv

R

Read/Manage Messages [RML] Option, 1-1, 1-20, 4-1, 4-2, 4-5
Read/Rcvd, 1-4, 1-10
Reader, Assumptions About the, xv
Reading/Managing *New* Messages and Responses, Overview, 4-3
Reference Materials, xvi
REQUIRE INTRODUCTIONS Field, 3-35
Responses are ORDINARY (Response For PRIORITY RESPONSES FLAG Field), 3-15
Responses are PRIORITY (Response For PRIORITY RESPONSES FLAG Field), 3-15
Revision History, iii
Documentation, iii
Patches, iii
RML, Read/Manage Messages Option, 1-1, 1-20, 4-1, 4-2, 4-5

S

ScreenMan, 3-43
SELECTED BASKETS ONLY (Response For Delivery Basket Privileges), 2-6
Send a Message
Action Codes, 4-20
ASK BASKET Field, 2-9
MailMan Institution, 3-26
SML Option, 4-18
Send a Message [SML] Option, 4-1, 4-2
Sending Mail, Overview, 4-18
SHOW TITLES Field, 3-13
SML, Send a Message Option, 4-1, 4-2, 4-18
STATE Field, 3-45
Creating or Editing, 3-47
STREET ADDRESS 1 Field, 3-45
Creating or Editing, 3-47
STREET ADDRESS 2 Field, 3-45
Creating or Editing, 3-47
STREET ADDRESS 3 Field, 3-45
Creating or Editing, 3-47
Subject of the Message, 1-3, 1-10, 1-17, 4-20
Summary Full Screen Message Reader, 1-17
Summary Information
Classic, 1-3, 1-7
Summary Full Screen, 1-17

Symbols Found in the Documentation, xiii

T

Toggles
  Priority Replies Action Code, 3-22

U

Up-arrow, 4-13, 4-17, 4-20
URLs
  Adobe Acrobat Quick Guide Web Address, xvi
  Adobe Home Page Web Address, xvi
  Health Systems Design and Development (HSD&D) Home Page Web Address, xvi
  MailMan Home Page Web Address, xvi
Use this Manual, How to, xiii
User Information Option, 3-4, 3-36, 3-37, 3-46
User Options Edit Option, 1-4, 1-5, 2-9, 2-14, 2-16, 3-1, 3-2, 3-5, 3-7
  ADD'L PHONE 1 Field, 3-45
  ADD'L PHONE 2 Field, 3-45
  ASK BASKET Field, 2-9
  BANNER Field, 3-3
  CITY Field, 3-45
  DIGITAL PAGER Field, 3-45
  FAX NUMBER Field, 3-45
  INTRODUCTION Field, 3-35
  MAILMAN INSTITUTION Field, 3-25
  MESSAGE ACTION DEFAULT Field, 3-11
  MESSAGE ORDER Field, 1-4, 2-14, 2-16
  MESSAGE READER Field, 1-19
  MESSAGE READER PROMPT Field, 1-20
  NETWORK SIGNATURE Field
    LINE 1 OF 3, 3-29
    LINE 2 OF 3, 3-29
    LINE 3 OF 3, 3-29
  OFFICE PHONE Field, 3-45
  P-MESSAGE FROM Field, 3-23
  PREFERRED EDITOR Field, 3-41
  PRIORITY RESPONSES FLAG Field, 3-15
  PRIORITY RESPONSES PROMPT Field, 3-17
  SHOW TITLES Field, 3-13
  STATE Field, 3-45
  STREET ADDRESS 1 Field, 3-45
  STREET ADDRESS 2 Field, 3-45
  STREET ADDRESS 3 Field, 3-45
  VOICE PAGER Field, 3-45
  ZIP CODE Field, 3-45

V

VA FileMan Line Editor, 3-43
VA FileMan Screen Editor, 3-43
VOICE PAGER Field, 3-45
  Creating or Editing, 3-47

W

Web Pages
  Adobe Acrobat Quick Guide Web Address, xvi
  Adobe Home Page Web Address, xvi
  Health Systems Design and Development (HSD&D) Home Page Web Address, xvi
  MailMan Home Page Web Address, xvi

Y

YES, ACCEPT IT (Response For Delivery Basket Privileges), 2-5

Z

ZIP CODE Field, 3-45
  Creating or Editing, 3-47