

# HORIZON NEWSLETTER

Informing Businesses Using Computers

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## Season's Greetings!

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### E-mail Tips

Many times when visiting customers onsite, we notice that users have all of their messages in one huge mail box or worse yet, don't save any email. The same thing can be true for their contact list. Imagine if your paper files were unorganized in this manner. No one would ever be able to find anything.

**All email software provides the ability to create multiple mailboxes and multiple folders within each mailbox.** As most of our customers use *Eudora* for their email client, this article will focus on how to set-up new mailboxes and folders in *Eudora*.

### Mailboxes vs. Folder

To understand the difference between a mailbox and folder

- Relate a **mailbox** to a **drawer in a file cabinet**
- Relate a **folder** to the **manilla folders** you put in a particular drawer
- The actual **email messages** are similar to the **documents** you stuff in the folders

### Method

Before setting up new mailboxes some thought should be given to the organization method. **Usually thinking of how you would lookup or find past email is the best way to tackle this problem.** To start with you may want to

create mailboxes for customers, vendors, personal and internal company mail.

Within the customer's mailbox, you may want to create individual mailboxes for the more frequent customers and a catchall mailbox for less frequent customer mail.

When needed, you can always add an individual customer mailbox at a later time. The same is true for the other mailboxes. **Here is a sample outline.**

- Main Mail Box (*Standard*)
  - In (*Standard*)
  - Out (*Standard*)
  - Trash (*Standard*)
  - Company
    - Jane's Mail
      - Closed Folder
      - Open Folder
    - Joes' Mail
    - Other Employees Folder
    - Policies
    - Sales Staff
    - To Do
  - Customers
    - Customer A
      - Closed Folder
      - Open Folder
    - Customer B
    - Other Customers
  - Personnel
    - Friends
    - Services
  - Vendors
    - Vendor A
    - Vendor B

Note that mailboxes are **automatically listed alphabetically**. You can control the order by using a single letter or number as the first letter of the mailbox or folder description to control the order.

## New Mailbox or Folder

*To create a new mailbox or folder*

- **Right-hand click on an existing mailbox** where you want to create a sub-mailbox or folder
- Click on **New**
- Enter a **Description**
- Don't click on the "Make it a folder" box if you want folders within this mail box
- Do click on "Make it a folder" if there will be no other folders within

**Note that you cannot store messages in a mailbox that is not checked as "Make it a folder".**

## Deleting/Renaming

*If you want to delete or rename*

- **Right-hand click** on the mailbox or folder you want to delete or rename
- Click on **Delete** OR
- Click on **Rename** and edit the name

## Transferring Messages

To place a message in a different folder, simply click on the message and drag your mouse over to the folder where you want to store the message.

## Sorting Messages

Normally in the "In" box where new messages are received, you want messages listed in date received order, from oldest to newest. But in other folders you may want to sort the messages in a different manner.

**You can right-click on any of the message columns (Who, Date, Subject, Label) to change the sort order.** The options are ascending, descending or none. Sorting can be a useful tool to help find an old message.



## Using Labels

Eudora provides the ability to assign a label to a message.

*If you don't see a Label column for your messages*

- Click on **Tools**
- Click on **Options**
- **Scroll till you find Mailboxes**
- Click on **Mailboxes**
- **Check the box for Labels**
- Click **OK**

There is a limit of seven labels. You can control the color and title for each label.

*To set-up your preferences for labels*

- Click on **Tools**
- Click on **Options**
- **Scroll till you find Labels**
- Click on **Labels**
- **Enter the descriptions**
- **Click on the color buttons to change the color**
- Click **OK**

Now that you have labels set-up, to assign a label to a message . . .

- For the particular message, **right-hand click on message**
- Click on **Change Label**
- **Click on the Label choice** you want to assign

## Be More Efficient

Using mailboxes, folders and labels should help you to be more efficient in your use of email. You can use labels as reminders. Having multiple mailboxes speeds up finding old email. **Give it a try. You'll like it!**



## Online Shopping

**Did you know we provide hardware and software products?**

Over 100,000 different computer related products have always been available at our very low competitive prices. To make it even easier to buy and save from us, **we now have an online shopping cart on our web site.**

## Credit Card or Purchase Order

You can immediately check and compare prices. Purchases can be charged to **VISA, MC, American Express or Discover** or, if you already have an account with us, just **provide a purchase order number.**

## Personalize

You have the option of creating your own account so you don't have to re-enter billing and shipping information. **In addition our system will allow you to save selective purchases for easy re-ordering.** This is especially handy for consumable items like toner,

ribbons, CD media, etc.

## Easy to Find

Because there are so many products, we have organized products by a major category, sub-category and manufacturer to help ease the task of finding the right product.

### For example

**Major categories** are Printers, Monitors, Scanners, Systems, Notebooks, etc.

**Sub-categories** are laser, color laser, inkjet, dot matrix, etc under a major category of Printers.

In addition, **you can perform a search to find items** where you plug in one word or several phrases to find all items that match your search criteria.

Keep in mind the higher our overall sales, the bigger discounts we earn, which in turn, results in lower prices for you.



## Forms and Labels

**Did you know we can provide you with all of your business forms or labels?**

This includes checks that have the necessary security features. Very

seldom does anyone else beat our prices. In addition **all forms are covered by a 100% guarantee of satisfaction.** If there is anything you don't like about the form, they will be re-printed with the corrections at no charge!!

**So remember the next time you need new forms, checks, or labels, give us a call.**

## Email Backup

One of the easiest things to overlook is backing up your email and email contact list. If you are like me, I save the important email I receive or send. In addition, I have a large list of email contacts that would be very difficult and time-consuming to re-create.

Most users store their email and contact lists on their local workstation. **The problem with this is your workstation doesn't normally get backed up.** What happens if your disk drive fails? Bye, bye email information! The contact list can probably be re-created, but can you do without having the email history?

## Backup Methods

Two different methods can be implemented to make sure email is backed up properly. The simplest method is to store your email and contact lists on your server instead of your local workstation drive. Your server should be backing up to tape every day. This works fine as long as you are not mobile.

If you normally use a notebook for your in-office machine, you would not easily be able to use your email when you are remotely using your notebook. You would have to be connected to the server in order to use email. In this situation, a utility can be created on your notebook that would automatically copy your email and contact list to your server on a daily basis.

**If you are not sure email data is being backed up, call us to review your current status. Don't wait till something breaks and you lose the information.**



## Linux Updates

If you are one of our many customers using a Linux server, **your Linux server may need to be updated.** Recently there have been several security and other general updates that should be installed.

Updating with SuSE Linux is a fairly easy task. SuSE builds into Linux the ability to check your configuration against the latest versions available. A list is automatically generated of available updates. The updates are downloaded from the site and installed. There can be occasions where the server may have to be re-booted after updates have been installed.

**If you are not sure if you need an update, call us and we can check on your system's status.**