

Transitioning to First Class - Frequently asked Questions

Q. How do I change my password?

A. Currently you cannot change your password but this feature may be enabled soon.

Q. How do I quote an email in my reply?

A. With your mouse, highlight the text that you want quoted and click "Reply". Or open up the email and select "Reply With Quote" to quote the entire email.

Q. How do I add a signature to my messages?

A. At the top of the screen, click on "Edit > Preferences". Next click on the "Messaging" tab and then the "Initial Content" tab. Check the box next to "Automatically add signatures to new messages" and type your signature in the "Signature Text" box.

Q. How can I combine a group calendar (a shared calendar or a calendar in a conference) with my personal calendar?

A. Right click "Add To Desktop" on the group calendar. A new calendar icon will be created on your desktop. Drag the new group calendar icon into your calendar folder. When you open your personal calendar, the group calendar items should be combined.

Q. I have reached my quota for storage so I deleted a bunch of stuff. Why did my quota not change?

A. Whenever you upload data or delete data, your quota will not change until the next time you log in, or when the nightly audit is run (at 3:00am). Simply exit and log back in for the quota to update.

Q. How long do items stay in my trash can?

A. Items remain in your trash can for approximately 14 days. Your trash is emptied automatically. You cannot empty it.

Q. When I change a preference or setting it doesn't seem to work, why?

A. Some preference or setting changes will not take effect until your next login. Exit the client and log back in and the changes should take effect.

Q. My view settings aren't working properly - OR - I want to reset my view settings

A. Select the window that you wish to reset the view settings on and at the top of the screen select "View > Change View Properties". Click "Default", then click "Apply", "OK".

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Q. I have lost the column on the left side of my desktop that lets me navigate to my inbox and my folders. Where did it go?

A. Look for a small triangle on the left side margin of your desktop. Click on it to collapse or expand that window.

Q. My emails aren't sorting the way I want them to - OR - I want my emails separated (not threaded).

A. Select your mailbox or inbox. At the top of the screen select "View > Change View Properties". On the "Sorting" tab, change "Group items on:" to "None". Click "Apply", then click "OK".

Q. I can only see new messages. I cannot see email that I have already opened.

A. Select View > Filter. Select Show all items

Q. I see a new rolodex for shared address lists on my desktop but I cannot use it.

A. Drag the rolodex icon over and drop it on top of your default rolodex icon.

Q. When I click on my mailbox I see all my messages, both sent and received. How do I change my mailbox to look like Outlook?

A. At the top of the screen, click on "Edit > Preferences". On the general tab, change the "New Mail Form:" to "Outlook". Also, change the "Mailbox Style" to "Separate Inbox/Outbox". Click on "OK" to save the settings. You may have to log out and log back in to see the changes. You should see a sent box as well as an inbox and new messages should look like the new message form in Outlook, with the address on the top line and subject below it.