



# **MAILMAN**

## **GETTING STARTED GUIDE**

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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.

**Table i. Documentation revision history**

Date	Revision	Description	Author
07/23/02	1.0	Initial MailMan V. 8.0 software and documentation release. MailMan V. 8.0 was first released as "DNS-Aware MailMan" in a supplemental document released in August 2002. However, the remaining MailMan documentation set was never updated.	Thom Blom and Gary Beuschel Oakland, CA Office of Information Field Office (OIFO)
09/25/06	2.0	<p>MailMan V. 8.0 documentation reformatting/revision.</p> <p>Reformatted document to follow the latest ISS styles and guidelines.</p> <p>As of this date, all content updates have been completed for all released MailMan patches.</p> <p>Also, reviewed document and edited for the "Data Scrubbing" and the "PDF 508 Compliance" projects.</p> <p>Data Scrubbing—Changed all patient/user TEST data to conform to HSD&amp;D standards and conventions as indicated below:</p> <ul style="list-style-type: none"> <li>• The first three digits (prefix) of any Social Security Numbers (SSN) start with "000" or "666."</li> <li>• Patient or user names are formatted as follows: XMPATIENT,[N] or XMUSER,[N]</li> <li>• Other personal demographic-related data (e.g., addresses, phones, IP addresses, etc.) were also changed to be generic.</li> </ul> <p>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).</p>	<p>MailMan Development Team Oakland, CA Office of Information Field Office (OIFO):</p> <ul style="list-style-type: none"> <li>• Maintenance Project Manager—Jack Schram</li> <li>• Project Planner—Laura Rowland</li> <li>• Developer—Gary Beuschel</li> <li>• Technical Writer—Thom Blom</li> </ul>

### **Patch Revisions**

For a complete list of patches released with this software, please refer to the Patch Module on FORUM.

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# Orientation

This *MailMan Developer's Guide* is intended for use in conjunction with Veterans Health Information Systems and Technology Architecture (VistA) MailMan. It outlines programmer details of the VistA MailMan software (e.g., Application Program Interfaces [APIs] and Direct Mode Utilities) and gives guidelines on how the software is used within VistA.

The intended audience of this manual is all primary (key) stakeholders. The primary stakeholders include:

- VistA Infrastructure and Security Services (ISS) Development Team.
- Other VistA project development teams and programmers.
- Information Resource Management (IRM) personnel responsible for maintaining MailMan.
- Enterprise VistA Support (EVS).

## 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. This manual discusses the use of MailMan's Application Program Interfaces (APIs) AND Direct Mode Utilities.

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

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:

**Table ii. Documentation symbol descriptions**

Symbol	Description
	<b>NOTE/REF:</b> Used to inform the reader of general information including references to additional reading material.
	<b>CAUTION or DISCLAIMER:</b> Used to inform the reader to take special notice of critical information.
	<b>TIP:</b> Used to inform the reader of helpful tips or tricks they can use when working with the software.

- Descriptive text is presented in a proportional font (as represented by this font).

- Conventions for displaying TEST data in this document are as follows:
    - The first three digits (prefix) of any Social Security Numbers (SSN) will begin with either "000" or "666".
    - Patient and user names will be formatted as follows: [Application Name]PATIENT,[N] and [Application Name]USER,[N] respectively, where "Application Name" is defined in the Approved Application Abbreviations document and "N" represents the first name as a number spelled out and incremented with each new entry. For example, in Kernel (KRN) test patient and user names would be documented as follows: KRNPATIENT,ONE; KRNPATIENT,TWO; KRNPATIENT,THREE; etc.
  - Sample HL7 messages, "snapshots" of computer online displays (i.e., roll-and-scroll screen or character-based screen captures/dialogues) and computer source code, if any, are shown in a *non*-proportional font and enclosed within a box.
    - User's the first three digits (prefix) of any Social Security Numbers (SSN) will begin with either "000" or "666".
    - Patient and user names will be formatted as follows: [Application Name]PATIENT,[N] and [Application Name]USER,[N] respectively, where "Application Name" is defined in the Approved Application Abbreviations document and "N" represents the first name as a number spelled out and incremented with each new entry. For example, in Kernel (KRN) test patient and user names would be documented as follows: KRNPATIENT,ONE; KRNPATIENT,TWO; KRNPATIENT,THREE; etc.
  - Sample HL7 messages, "snapshots" of computer online displays (i.e., roll-and-scroll screen or character-based screen captures/dialogues) and computer source code, if any, are shown in a *non*-proportional font and enclosed within a box.
    - User's responses to online prompts will be boldface.
    - References to "<Enter>" within these snapshots indicate that the user should press the **Enter** key on the keyboard. Other special keys are represented within < > angle brackets. For example, pressing the **PF1** key can be represented as pressing <PF1>.
    - Author's comments, if any, are displayed in italics or as "callout" boxes.
-  **NOTE:** Callout boxes refer to labels or descriptions usually enclosed within a box, which point to specific areas of a displayed image.
-  **NOTE:** 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.
- This manual refers in many places to the M programming language. Under the 1995 American National Standards Institute (ANSI) standard, M is the primary name of the M programming language, and M will be considered an alternate name. This manual uses the name M.

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.



**NOTE:** Methods of obtaining specific technical information online will be indicated where applicable under the appropriate topic.

#### Help at Prompts

VistA M Server-based software provides online help and commonly used system default prompts. Users are 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 the software.

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



**REF:** For more information on obtaining MailMan online help, please refer to Chapter 12, "Online Help Information" in the *MailMan User Guide*.

#### Obtaining Data Dictionary Listings

Technical information about VistA M Server-based files and the fields in files is stored in data dictionaries (DD). You can use the List File Attributes option on the Data Dictionary Utilities submenu in VA FileMan to print formatted data dictionaries.



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

#### Assumptions About the Reader

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

- VistA computing environment:

- Kernel—VistA M Server software
- VA FileMan data structures and terminology—VistA M Server software
- Microsoft Windows environment
- M programming language

This manual provides an overall explanation of MailMan and the changes contained in MailMan V. 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) and VA Intranet 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 Intranet Web address:

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

### **Reference Materials**

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

- *MailMan Release Notes*
- *MailMan Installation Guide*
- *MailMan Getting Started Guide*
- *MailMan Developer's Guide (this manual)*
- *MailMan User Guide*
- *MailMan Network Reference Guide*
- *MailMan Package Security Guide*
- *MailMan Systems Management Guide*
- *MailMan Technical Manual*
- 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.

VistA documentation is made available online in Microsoft Word format and in 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/>



**REF:** 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>

VistA documentation can be downloaded from the Health Systems Design and Development (HSD&D) VistA Documentation Library (VDL) Web site:

<http://www.va.gov/vdl/>

VistA documentation and software can also be downloaded from the Enterprise VistA Support (EVS) anonymous directories:

- Albany OIFO <ftp.fo-albany.med.va.gov>
- Hines OIFO <ftp.fo-hines.med.va.gov>
- Salt Lake City OIFO <ftp.fo-slc.med.va.gov>
- Preferred Method <download.vista.med.va.gov>

This method transmits the files from the first available FTP server.



**DISCLAIMER: The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of this VA Intranet Service.**



## 1.0 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.



## 2.0 Choosing Your Default Message Reader

The following topics are discussed in this chapter:

- Classic Message Reader
- Detailed Full Screen Message Reader
- Summary Full Screen Message Reader
- Set Your Default Message Reader

There are several ways to read and manage your messages. 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.



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

### 2.1 Classic Message Reader

The Classic message reader is basically the same reader you saw with earlier versions of MailMan (i.e., prior to MailMan Version 8.0) 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). We suggest that you try either of the two other message readers (i.e., Detailed Full Screen or Summary Full Screen), because they give you more choices and additional functionality that can prove beneficial when working with MailMan.



**NOTE:** 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).



**REF:** For more information on the "MESSAGE ORDER?:" prompt, please refer to the "Choose Your Message Display Order" topic in Chapter 3.0 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 2-1. 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
Last message number: 248  Messages in basket: 199 (1 new)
Enter ??? for help.
```

<pre>Subj: MESSAGE A   From: USER, ONE IN Basket Message: 248// I &lt;Enter&gt;  Ignore this message  Subj: MESSAGE B   From: USER, TWO IN Basket Message: 247// I &lt;Enter&gt;  Ignore this message  Subj: MESSAGE C   From: USER, THREE IN Basket Message: 246//</pre>	<p><b>With "Preview" turned on, you can "Ignore" (skip) messages in a basket until you come to a message you want to read based on the subject and sender of the message shown (previewed).</b></p>
---	---

Figure 2-2. 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 messages)
Last message number: 248 Messages in basket:
Enter ??? for help.

IN Basket Message: 248// I <Enter> Ignore this message
IN Basket Message: 247// I <Enter> Ignore this message
IN Basket Message: 246//
```

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

Figure 2-3. 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 <Enter> 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 the user chose to preview the messages when using the Classic message reader.

Figure 2-4. Setting the Message Preview prompt

After choosing the User Options Edit option (Figure 2-4), the user pressed the **<Enter>** key until he reached the "SHOW MESSAGE PREVIEW: NO, DO NOT SHOW IT//" prompt.

In order to see the options, the user 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, the user chose to preview the messages by entering "Yes" at the "SHOW MESSAGE PREVIEW:" prompt.



**NOTE:** 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), 1 new
*=New/!=Priority.....Subject.....From.....
*5. Local: biweekly info exchange message # 58      POSTMASTER
 4. XU*8*141 TEST v1                                <"NPM  [#30846990]"@FOR
 3. Kernel Documentation                            XMUSER.ZERO
 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 2-5. Ignore action code in the Classic Message Reader

In the previous example (Figure 2-5), the user chose the **Classic** message reader to read messages in the "IN" mail basket.

The user 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 the 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.



**REF:** For more information on the message display order, please refer to the "Choose Your Message Display Order" topic in Chapter 3.0 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: Five Xmuser5 <fxmuser5@xxxxxxxxxx.com>
IN Basket Message: 4// ?

IN Basket, 4 messages (1-4), 3 new
*=New/!=Priority.....Subject.....From.....
 *4. For Technical Communicators....   Five Xmuser5 <fxmuser5@xxxxxxxxxx.com>
   3. FW: Tribal Wisdom vs. Government Polic "Xmuser3, Three" <xmuser5f@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: Five Xmuser5 <fxmuser5@xxxxxxxxxx.com>
IN Basket Message: 4//
```

Figure 2-6. Classic Message Reader with summary information



**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.



**REF:** 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: Two Xmuser2 <txmuser2@xxxxxxxx.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 Two Xmuser2 <txmuser2@x
```

```

3. [1220558] 07/14/02 FW: Tribal Wisdom vs. Gover    50 "Xmuser3, Thr" xmuser3@
*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: Two Xmuser2 <txmuser2@xxxxxxx.com>
IN Basket Message: 4//

```

Figure 2-7. Classic Message Reader with detailed information



**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.



**REF:** 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.



**NOTE:** 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.

## 2.2 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.



**NOTE:** 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 Two Xmuser2 <txmuser2@x
   3. [1220558] 07/14/02 FW: Tribal Wisdom vs. Gover 50 "Xmuser3, Th" <xmuser3t
 *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 2-8. Detailed Full Screen Message Reader

In this example (Figure 2-8), the user has chosen the Detailed Full Screen as their message reader. After the user 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 cannot 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 from 1 to 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:

```

IN Basket, 4 messages (1-4), 3 new
*=New/!=Priority.....Subject.....Line
*4. [1220595] 07/14/02 For Technical Communicator 50
 3. [1220558] 07/14/02 FW: Tribal Wisdom vs. Gover 5
*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
L Later messages         T Terminate messages
N New message list       V Vaporize date set messages
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:

```

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

Figure 2-9. Available action commands using the Detailed or Summary Full Screen Message Readers

As you can see from Figure 2-9, MailMan V. 8.0 provides numerous message list action commands. Some of these action commands, however, are only available when using the Detailed Full Screen or Summary Full Screen as your message reader.

**i REF:** For more information on the basket action codes, please refer to Table 5-1 in Chapter 5.0, "Managing Your Mail—Overview," in this manual.

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 2-10. First page paging commands with a mail basket having multiple pages 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 2-11. Middle page paging commands with a mail basket having multiple pages 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 2-12. Last page paging commands with a mail basket having multiple pages of messages



**TIP:** Use the Detailed Full Screen message reader instead of the Classic reader in order to save 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.



**NOTE:** 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.

## 2.3 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.



**NOTE:** 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....             Two Xmuser2 <txmuser2@xxx
   3. FW: Tribal Wisdom vs. Government Policies  "Xmuser3, Th" <xmuser3t@x
 *2. 07/14/02 VACO BROADCAST                     <POSTMASTER.FORUM@FORUM.V
 *1. Local: biweekly info exchange message       POSTMASTER
Enter message number or command:
```

Figure 2-13. Summary Full Screen Message Reader

In this example (Figure 2-13), the user has chosen the Summary Full Screen as their message reader. After the user chooses 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.



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



**REF:** For a list of basket action commands when using the Detailed or Summary Full Screen message readers, please refer to Table 5-1 in Chapter 5.0, "Managing Your Mail—Overview," in this manual.

For a complete list and description of basket command action codes, please refer to Chapter 3 in the *MailMan User Guide*.

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 cannot 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 from 1 to 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.



**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.



**NOTE:** 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.

## 2.4 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: pers <Enter> onal 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 <Enter> Options Edit

Editing data in the MAILBOX file:
BANNER: One Xmuser1, 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 the user set the Detailed Full Screen as the default message reader.

Figure 2-14. Choosing your Message Reader

As you can see from this example (Figure 2-14), 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, the user chose the **Detailed Full Screen** message reader as their 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
```

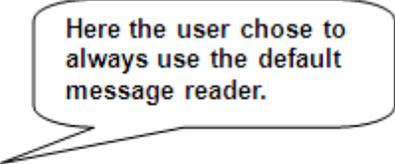


Figure 2-15. Setting your Message Reader default



**NOTE:** 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.



**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.

## 3.0 Organizing Your Mail Baskets and Messages

The following topics are discussed in this chapter:

- Name Your Mail Baskets
- Set Your Delivery Basket Privileges
- Set Your Mail Basket Prompt
- Choose Your Message Display Order
- 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.

### 3.1 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:

- **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).
- **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] 05/14/02 TEST DELIVERY          ZERO M      4/4
 *2. [1190657] 11/07/02 I'm so excited.      ZERO      722/723
 1. [1028185] 04/02/96 MAILMAN CUSTOM        XMUSER2,TW 2/2
Enter message number or command: 3

Subj: TEST DELIVERY BASKET [#1212448]
From: XMUSER.ZERO - PROGRAMMER
4 of 4 responses read. In 'MailMan' basket. Page
-----

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, the user has created a new mail basket whose name begins with a number (i.e., "1 Mail Test").

Figure 3-1. Creating a new mail basket beginning with a number



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



**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 could not find the mail basket number because the user forgot the accent grave.

Figure 3-2. Choosing a basket by basket number

As you can see by this example (Figure 3-2), by simply entering the basket number .5 without the accent grave (i.e., .5) the user got an error. In order to specify the .5 ("WASTE") basket, the user 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.

## 3.2 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. This topic discusses 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 <Enter> 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 <Enter> Basket Edit

```

Figure 3-3. 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 does not 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 does not 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.



**REF:** For more information on setting the delivery basket when sending a message, please refer to the "Delivery Basket Set ('D') Action" topic in Chapter 5 in the *MailMan User Guide*.

For more information on mail filters, please refer to Chapter 7 in the *MailMan User Guide*.



**CAUTION:** 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, no mail filters have been established:

```

Select Personal Preferences Option: delivery <Enter> 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>

```

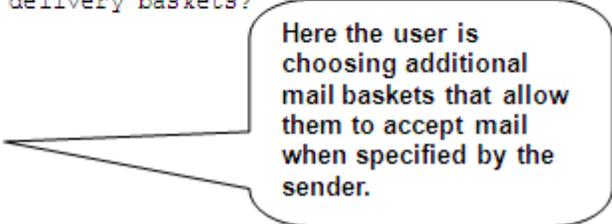


Figure 3-4. Setting your delivery basket privileges

In this example (Figure 3-4), the user 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. In this case, the user 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 a message and specifies the delivery mail basket as "Reports," the message will be accepted into the "Reports" mail basket, since the user allowed the "Reports" mail basket to accept mail from senders. 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 no mail filters exist, the mail will automatically be delivered to the "IN" basket.



**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.



**REF:** 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 5 in the *MailMan User Guide*.

### 3.3 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 <Enter> 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 <Enter> Options Edit

Editing data in the MAILBOX file:
BANNER: One Xmuser1, 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>
NEW MESSAGES DEFAULT OPTION: LIST ALL NEW MESSAGES
      // <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 until you reach this question.

Figure 3-5. Choosing to be prompted for a mail basket

In this example (Figure 3-5), the user chose to be asked each time he sends a message to himself by answering "Yes" at the "ASK BASKET?:" prompt. In this case, the default response was already set to "Yes" so he pressed the <Enter> key to accept the default.

Thus, whenever the user composes a message and send it to himself, he will be prompted to choose the mail basket to which he wants the message sent, as shown below:

```

Send mail to: XMUSER1,ONE // <Enter>
Select basket to send to: IN// TEST
And Send to: <Enter>

Select Message option: Transmit now// <Enter> Sending [122158z]...
Sent
    
```

Here the user is asked to choose the mail basket.

Figure 3-6. Choosing a mail basket when sending messages to oneself

In this case (Figure 3-6), the user chose to send the message to the "TEST" mail basket rather than the "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.

**i** **NOTE:** 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.

**i** **REF:** For more information on mail filters, please refer to Chapter 7 in the *MailMan User Guide*.

**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 3-7), the user chose *not* to be asked each time she sends a message to herself by answering "No" at the "ASK BASKET?:" prompt, as shown below:

```

Select Personal Preferences Option: user <Enter> Options Edit

Editing data in the MAILBOX file:
BANNER: One Xmuser1, 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>
NEW MESSAGES DEFAULT OPTION: LIST ALL NEW MESSAGES
// <Enter>
SHOW MESSAGE PREVIEW: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// n <Enter> NO
    
```

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

Figure 3-7. Choosing not to be prompted for a mail basket

Thus, whenever the user composes a message and sends it to herself, she will *not* be prompted to choose the mail basket to which she wants the message sent, as shown below:

```

Send mail to: XMUSER1,ONE // <Enter>
And Send to: <Enter>

Select Message option: Transmit now// <Enter> Sending [1221000]...
Sent

```

Here the user is *not* asked to choose the mail basket.

Figure 3-8. Sending messages to oneself (mail basket defaults to "IN")

To see the difference in these two scenarios, compare this figure (Figure 3-8) with Figure 3-6.

### 3.4 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:

- **N—Newest First.** This means that your messages are displayed in reverse order (i.e., highest to lowest basket message sequence number order).
- **O—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 <Enter> 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 <Enter> Options Edit

Editing data in the MAILBOX file:
BANNER: One Xmuser1, Technical Writer, Oakland 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>
```



Figure 3-9. Setting your message display order in a basket

As you can see from Figure 3-9, the user has chosen to have their messages listed from newest to oldest (reverse order or Newest First). In this case, the default response was already set to "**Newest First**" so the user 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] 06/04/02 IMF Team's Weekly Status Rep 3 POSTMASTER 13/13
 9. [1213879] 05/28/02 WEEKLY REPORT FOR FOUR 20 XMUSER4,FOUR 6/6
 8. [1212315] 05/13/02 Notice of New Programmer To 25 <XMUSER6.SIX@FO- 2/2
 7. [1212504] 05/14/02 WEEKLY REPORT FOR FOUR 14 XMUSER4,FOUR 7/7
 6. [1211599] 05/07/02 WEEKLY REPORT FOR FOUR 19 XMUSER4,FOUR 7/7
 5. [1210794] 04/30/02 Infrastructure Weekly Repor 10 XMUSER5,FIVE 21/21
 4. [1209902] 04/23/02 Infrastructure Weekly Repor 10 XMUSER1,ONE 6/6
 3. [1209099] 04/16/02 WEEKLY REPORT FOR FOUR 16 XMUSER4,FOUR 3/3
 2. [1202475] 02/25/02 National IRM Conference Ca 346 <XMUSER.SEVEN_M@FORUM
 1. [1207414] 04/02/02 WEEKLY REPORT FOR FOUR 11 XMUSER4,FOUR 6/6

```

Figure 3-10. Sample list of messages

As you can see from this example (Figure 3-10), 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. You will also notice that the user 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.

### 3.5 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:

- **Newest First (N)**—This means that your new messages are read in reverse order (i.e., most recent date to oldest date).
- **Oldest First (O, default)**—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 <Enter> 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 <Enter> Options

Editing data in the MAILBOX file:
BANNER: One Xmuser1, Technical Writer, OI Field Office 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>

```

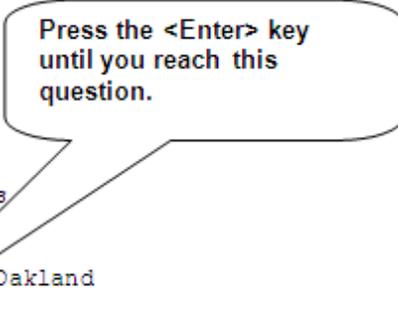


Figure 3-11. Setting your new messages read order

As you can see from Figure 3-11, the user has chosen to have their 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 the user pressed the **<Enter>** key to accept the default.

### 3.6 Choose Your New Messages Default Option

MailMan lets you choose the default selection to the prompt that appears with the New Messages and Responses option [XMNEW]. You have several choices:

- **LB—LIST BASKETS WITH NEW MAIL** Option. This means that the default response is to list all baskets with new mail.

- **LN—LIST ALL NEW MESSAGES (default).** This means that the default response is to list of all of your new messages for every basket.
- **P—PRINT ALL NEW MESSAGES.** This means that the default response is to print all of your new messages.
- **R—READ NEW MAIL BY BASKET.** This means that the default response is to read all of your new messages basket by basket.



**NOTE:** You can also edit the priority order for reading baskets with new messages. You do *not* need priority ordering, however, unless you want to change the default "read new messages" basket from the "IN" basket to other baskets.

To change the priority use the User Options Edit option on the Personal Preferences menu to answer the "Select BASKET:" question.

To set your new messages default option, use the User Options Edit option on the Personal Preferences menu to answer the "NEW MESSAGES DEFAULT OPTION:" 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 <Enter> 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 <Enter> Options Edit

Editing data in the MAILBOX file:
BANNER: One Xmuser1, Technical Writer, OI Field Office
      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
// ??
      This is the default choice which will appear when you select the
      'New Messages and Responses' option.

      If you don't choose a default, the default will be
      'Read new mail by basket'.

Choose from:
LB    LIST BASKETS WITH NEW MAIL
LN    LIST ALL NEW MESSAGES
P     PRINT ALL NEW MESSAGES
R     READ NEW MAIL BY BASKET
NEW MESSAGES DEFAULT OPTION: LIST ALL NEW MESSAGES
// <Enter>
```

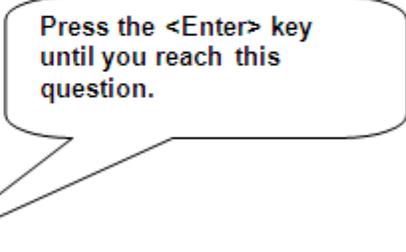


Figure 3-12. Setting your new messages default option

As you can see from Figure 3-12, the user chose to list all new messages as the default when using the New Messages and Responses option [XMNEW]. In this case, the default response was already set to "LIST ALL NEW MESSAGES" so the user pressed the <Enter> key to accept the default.

## 4.0 Designating Other Preference Entries

The following topics are discussed in this chapter:

- 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 2.0), mail basket settings and message order settings (Chapter 3.0), the User Options Edit option on the Personal Preferences menu allows you to choose the following:

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



**NOTE:** 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 <Enter> 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 <Enter> Options Edit
```

Figure 4-1. Other User Options Edit settings

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

## 4.1 Personal Preferences

### 4.1.1 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 XMUSER.ONE+@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 4-2. 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:

```
Send mail to: XMUSER1,ONE // <Enter>
Select basket to send to: IN// <Enter>
And Send to: xmuser0,zero <Enter>      INFORMATION
Last used MailMan: 07/24/02@10:32
If wishes were horses, beggars would ride.
```

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

Figure 4-3. Banners are displayed when addressing mail



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



**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 <Enter> (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 info <Enter> rmation

User name: xmuser1,one <Enter>          INFORMATION SYSTEM CENTER
Last used MailMan: 07/24/02@11:11
MailMan Version 8.0, It'll Change Your Life!

XMUSER1,ONE
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)
.
.
.
```

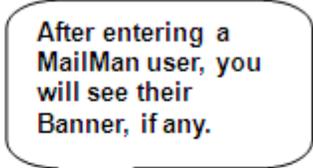


Figure 4-4. Banners are displayed when displaying MailMan user information

### 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 <Enter> 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 <Enter> Options Edit

Editing data in the MAILBOX file:
BANNER: One Xmuser1, MailMan Version 8.0, It'll Change Your Life!
  Replace ?
  ANSWER MUST BE 2-200 CHARACTERS IN LENGTH
BANNER: One Xmuser1, MailMan Version 8.0, It'll Change Your Life!
  Replace ??
  The banner is displayed to others whenever they address mail to you.

```

Figure 4-5. User Options Edit option—Banner entry edit

In this figure (Figure 4-5), 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 4-5), the user 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 <Enter> 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 the current Banner matched the lowercase characters entered.**

Figure 4-6. Modifying your MailMan banner using the User Options Edit option

In this example (Figure 4-6), the user wanted to change their banner from "MailMan XM\*7.1\*50, It'll Change Your Life!" to "MailMan Version 8.0, It'll Change Your Life!". Thus, the user specifically wanted to replace "XM\*7.1\*50" in their banner with the phrase "Version 8.0." You'll notice, however, that when the user entered "xm\*7.1\*50" in lowercase, he got an error (indicated by two question marks—"??"). Those lowercase characters did not match any existing characters in the current banner. Thus, the user was prompted to re-enter characters that matched other characters in the banner (i.e., uppercase "XM").

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

At this point the user was finished with their changes and pressed the <Enter> key after the next "Replace" prompt without entering any text.

MailMan then displayed the user's modified banner before proceeding to the next user edit prompt.



**NOTE:** 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. Unlike the User Options Edit option, however, 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 <Enter> 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 <Enter> Edit
BANNER: One Xmuser1, Technical Writer, OI Field Office Oakland
  Replace ?
  ANSWER MUST BE 2-200 CHARACTERS IN LENGTH
BANNER: One Xmuser1, Technical Writer, OI Field Office Oakland
  Replace <Enter>
```

Figure 4-7. Banner Edit option

In this figure (Figure 4-7), 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, the user entered a single question mark ("?") at the "BANNER:" prompt in order to display the online Help.



**NOTE:** 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 <Enter> 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 4-8. Modifying your MailMan banner using the Banner Edit option

In this example (Figure 4-8), the user, again, changed their banner just as he did when using the User Options Edit option at the "BANNER:" prompt (Figure 4-6).

### Deleting Your Banner

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

```
Select Personal Preferences Option: user <Enter> 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 4-9. Deleting your MailMan banner

In this example (Figure 4-9), the user deleted their current banner simply by entering the at-sign ("@") at the "Replace" prompt.

MailMan then asked the user to confirm their delete request. She confirmed the delete by entering "Yes" at the "SURE YOU WANT TO DELETE?" prompt.

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

```
Select Personal Preferences Option: user <Enter> Options Edit

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

Figure 4-10. MailMan banner has been deleted

As you can see from this example (Figure 4-10), the MailMan Banner has been deleted (i.e., no banner default response is displayed at the "BANNER:" prompt).

### 4.1.2 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:

- **Ignore (default)**—Leaves the message in the same MailMan basket.
- **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 <Enter> Options Edit

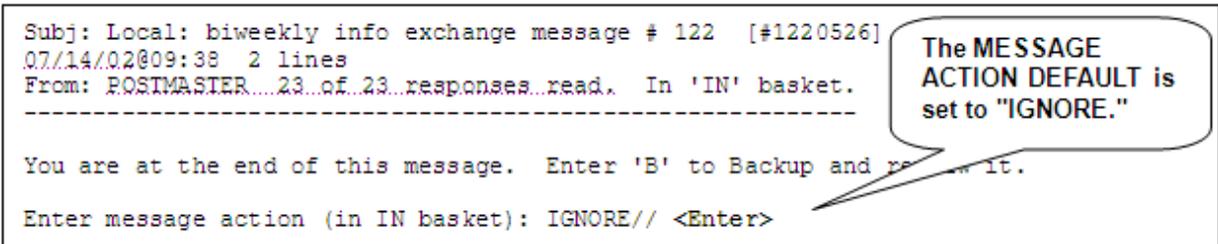
Editing data in the MAILBOX file:
BANNER: One Xmuser1, Technical Writer, OI Field Office Oakland
        Replace <Enter>
MESSAGE ORDER: Newest First// <Enter>
NEW MESSAGES READ ORDER: Newest First// <Enter>
MESSAGE READER: Detailed Full Screen// <Enter>
MESSAGE READER PROMPT: Yes, ask me// <Enter>
NEW MESSAGES DEFAULT OPTION: LIST ALL NEW MESSAGES
// <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>
```



Figure 4-11. Setting the Message Action Default

As you can see from the previous figure (Figure 4-11), the user has chosen to ignore his messages in the "IN" basket after reading them. Thus, if he chose the default response (i.e., Ignore) after reading each of his 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 read it.
Enter message action (in IN basket): IGNORE// <Enter>
  
```

Figure 4-12. An example of the Message Action Default prompt in use

From this example (Figure 4-12), you can see that **Ignore** is the default response the user set previously (Figure 4-11). Thus, when he presses the **<Enter>** key to accept the default, the message will remain in his "IN" basket.

**i** **NOTE:** 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."

### 4.1.3 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.

**i** **NOTE:** 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 <Enter> Options Edit

Editing data in the MAILBOX file:
BANNER: One Xmuser1, 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>
NEW MESSAGES DEFAULT OPTION: LIST ALL NEW MESSAGES
      // <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 until you reach this question.

Figure 4-13. Setting the Show Titles prompt

As you can see from the previous figure (Figure 4-13), the user has chosen to show a sender's title in the message header by pressing the <Enter> key and accepting the "Yes" default response. Thus, when she reads a message, the sender's title will be displayed following their name in the "From" portion of the message header.

The following figure (Figure 4-14) illustrates what you would see if you chose to show titles:

```
Subj: Test Message to Myself #2 [#1221583] 07/22/02@10:42 1
From: XMUSER1,ONE.....COMPUTER SPECIALIST
1 of 1 response read. In 'TEST' basket. Page 1
-----
Enter message action (in TEST basket): IGNORE//
```

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

Figure 4-14. An example of showing the sender's title

In this example (Figure 4-14), the user sent herself a message so her own information will be displayed in the header. Since she elected to show a sender's title in the message header (Figure 4-13), she sees the sender's title displayed (i.e., COMPUTER SPECIALIST) preceded by a hyphen and following the sender's name (i.e., XMUSER1,ONE ) in the "From" portion of the message header.

#### 4.1.4 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. Each of these prompts are discussed 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.



**NOTE:** 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.



**REF:** 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 <Enter> 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: <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 until you reach this question.

Figure 4-15. Setting the Priority Responses Flag default

In this example (Figure 4-15), the user 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 the user will be delivered to their mailbox as *ordinary* mail. MailMan will treat the responses as any other responses.

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



**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.



**NOTE:** 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 <Enter> 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: <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 until you reach this question.

Figure 4-16. Setting the Priority Responses Prompt default

In this example (Figure 4-16), the user 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 her mailbox, MailMan will prompt the user to decide whether she want any future responses to that priority message delivered as priority mail.

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



**REF:** 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 4-17, Figure 4-18, and Figure 4-19) 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: XMUSER.ZERO - PROGRAMMER (Oakland OI Field Office)
0 of 1 response read. In 'TEST' basket. Page 1 !Priority!
-----
original
1) XMUSER.ZERO - 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 4-17. Choosing to have future responses to a priority message delivered as priority (1 of 3)

In this example (Figure 4-17), the user previously set the PRIORITY RESPONSES FLAG field to "Responses are ORDINARY" (Figure 4-15) and the PRIORITY RESPONSES PROMPT field to "ASK EACH TIME MESSAGE IS READ" (Figure 4-16). After reading the original text and first response, the user chose to ignore the message and leave it in her "TEST" basket.

MailMan then asked the user if she 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 the user's "Responses are ORDINARY" setting in the PRIORITY RESPONSES FLAG field (Figure 4-15). For this example, the user chose to have future responses delivered as priority mail by answering "Yes" to the prompt. Thus, the user is overriding, for this particular message, her default of "Responses are ORDINARY" in the PRIORITY RESPONSES FLAG field.

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

```

!3. IN [1454246] 08/27/02. Priority Message          1 XMUSER.ZERO
VA MailMan 8.0 server for XMUSER.ONE+@FO-OAKLAND.MED.VA.GOV.
You last used MailMan: 08/27/02 11:55
Your current banner: ISS Technical Writing
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: XMUSER.ZERO.....PROGRAMMER  (Oakland OI Field Office)
1 of 2 responses read.  In 'TEST' basket.  Page 1  !Priority!
-----
2) XMUSER.ZERO - 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 the user that she has priority mail.

Here's another priority mail notification from MailMan.

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

Figure 4-18. Next response to priority mail is delivered as priority (2 of 3)

In this example, while the PRIORITY RESPONSES FLAG field was set to "Responses are ORDINARY," the user previously chose to have future responses to this particular priority message to be delivered as priority (Figure 4-17). Thus, when the next response came in (i.e., #2) it was, in fact, delivered as priority. After reading this second response, the user again chose to ignore the message and leave it in her "TEST" basket.

MailMan, again, asked the user if she wants any future responses to this message to be delivered as priority mail. You'll notice that the default response is now "Yes," since the user previously wanted the future responses for this particular message delivered as priority mail (Figure 4-17). In this case (Figure 4-18), the user chose *not* to have future responses delivered as priority mail by answering "No" to the prompt.

## Designating Other Preference Entries

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: XMUSER.ZERO.....PROGRAMMER (Oakland OI Field Office)
2 of 3 responses read. In 'TEST' basket. Page 1 *New*
-----
3) XMUSER.ZERO - 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
```

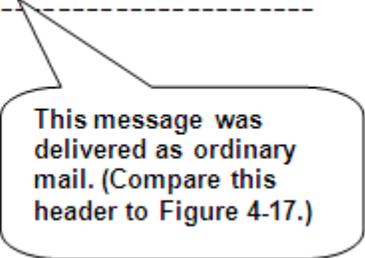


Figure 4-19. Next response to priority mail is delivered as ordinary (3 of 3)

In this last example of the series (Figure 4-19), the user received the third response to the priority mail as ordinary, since she previously chose to have future responses delivered as ordinary (Figure 4-18).

You'll notice, however, MailMan continues to ask the user each time if she wants to receive any future response to this priority message delivered to her 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: XMUSER.ZERO...PROGRAMMER (Oakland OI Field Office)
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          P      Print
B      Backup          Q      Query
BR     Print to the Browser Q xxx  Query reci
C      Copy            QC     Query Curr
D      Delete          QD     Query Deta
E      Edit            QN     Query Net
F      Forward         QNC    Query
H      Headerless Print QT
HG     Help:Group Information R
HU     Help:User Information Reply and In
I      Ignore          S      Save
IN     Information only T      Terminate
K      Priority replies V      Vaporize date edit
L      Later           W      Write
N      New

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 4-20. Toggle the way replies are delivered for priority messages

By entering a **"K"** at the "Enter message action (in TEST basket): IGNORE//" prompt, the user toggled the way she wants responses for this priority message to be delivered from **"No—do not want future responses delivered as priority"** (Figure 4-19) 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.



**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.

#### 4.1.5 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 the message is sent. The result is a message sent to you.

If you queue the print, this is from whom the message is sent. If you do not 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:

- **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.
- **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.



**NOTE:** 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 <Enter> 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: <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 until you reach this question.

Figure 4-21. Setting the P-MESSAGE FROM field default

As you can see from the previous figure (Figure 4-21), the user has chosen to have messages sent to the P-MESSAGE device to appear to be sent from the Postmaster as the default response.

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

```

Subj: Test [#1211500] 05/06/02@14:30 1 line
From: XMUSER1,ONE - 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-MESSAGE FROM prompt
.
End of file reached

Select one of the following:

      M      Me
      P      Postmaster

From whom: Postmaster// <Enter>
Send mail to: XMUSER1,ONE // <Enter> XMUSER1,ONE
And Send to: <Enter>
Message subject: Testing the P-MESSAGE FROM prompt, Message number: 1360357

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

```

Printing a message to the P-MESSAGE device.

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

Figure 4-22. An example of the P-MESSAGE FROM prompt in use

Previously (Figure 4-21), the user had chosen to have messages sent to the P-MESSAGE device to appear to be sent from the Postmaster. Thus, when the user was sending a message to the P-MESSAGE device (Figure 4-22), MailMan displayed "Postmaster" as the default response at the "From whom:" prompt.

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



**REF:** For more information on the P-MESSAGE device, please refer to the "Sending Mail Using the P-MESSAGE Device" topic in Chapter 5 in the *MailMan User Guide*.

#### 4.1.6 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.



**NOTE:** 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:

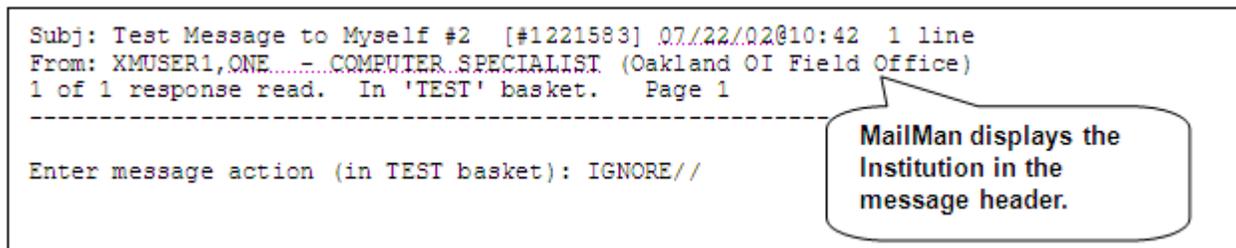


Figure 4-23. An example displaying the MailMan Institution



**NOTE:** 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 <Enter> 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: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// <Enter>
SHOW TITLES: YES// <Enter>
PRIORITY RESPONSES FLAG: Responses are CABINERY// <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 until you reach this question.

Figure 4-24. Setting the MailMan Institution prompt

As you can see from the previous figure (Figure 4-24), the user did not have a MailMan Institution entered. For this example, the user chose to enter a new MailMan Institution by entering "**Oakland OI Field Office**" at the "MAILMAN INSTITUTION:" prompt. Thus, the new MailMan Institution will be displayed to others when a message is sent.

The following figure (Figure 4-25) illustrates what you would see if you entered a MailMan Institution and sent a message:

```
Subj: Test Message to Myself #2 [#1221583] 07/22/02@10:42 1 line
From: XMUSER1,ONE...- COMPUTER SPECIALIST (Oakland OI Field Office)
1 of 1 response read. In 'TEST' basket. Page 1
-----
Enter message action (in TEST basket): IGNORE//
```

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

Figure 4-25. An example displaying the MailMan Institution

In the previous example (Figure 4-25), the user sent herself a message so her own information will be displayed in the header. Since the user previously chose to enter a MailMan Institution (Figure 4-24), she will see the MailMan Institution (i.e., Oakland OI Field Office) enclosed within parentheses, following her name (i.e., XMUSER1,ONE ) 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 <Enter> 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: <Enter>
MESSAGE ACTION DEFAULT: IGNORE// <Enter>
ASK BASKET?: YES// <Enter>
SHOW TITLES: YES// <Enter>
PRIORITY RESPONSES FLAG: Responses as 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:
```

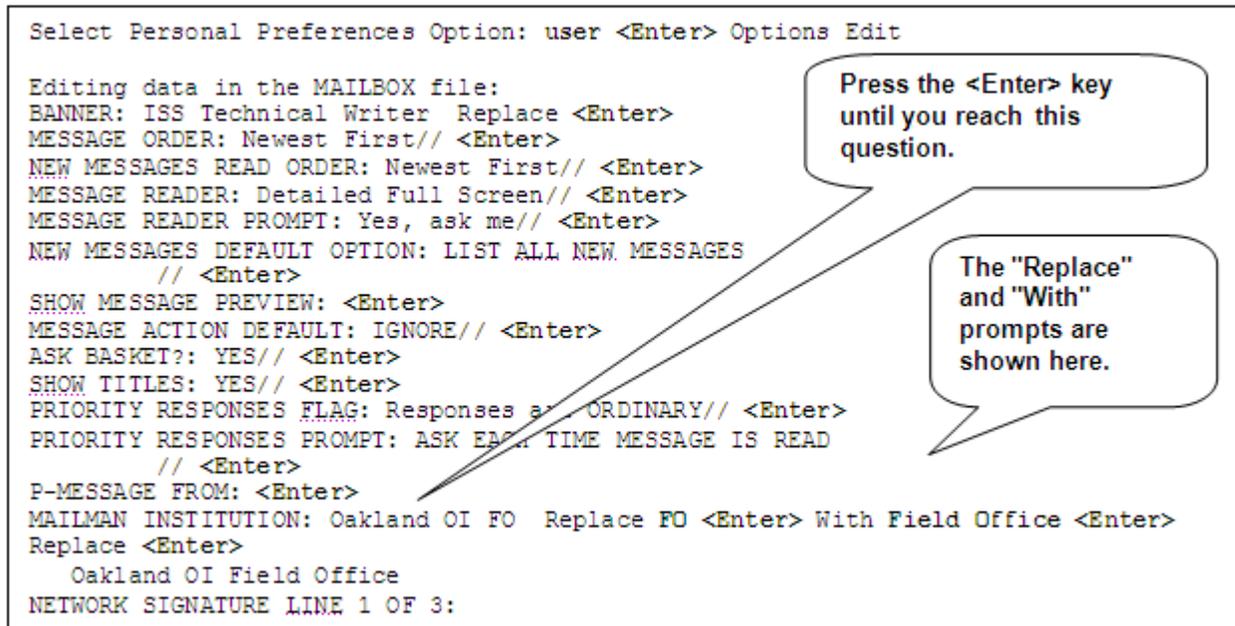


Figure 4-26. Modifying your MailMan Institution

In this example (Figure 4-26), the user wanted to change her MailMan Institution from "Oakland OI FO" to "Oakland OI Field Office". Thus, she specifically wanted to replace "FO" in her institution with the phrase "Field Office." To do this, she entered the "FO" characters in the correct case at the "Replace" prompt and she then entered the phrase "Field Office" at the "With" prompt.

At this point the user had finished her changes and pressed the <Enter> key after the next "Replace" prompt without entering any text.

MailMan then displayed the user's modified MailMan Institution before proceeding on to the next user edit prompt.



**NOTE:** 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 <Enter> 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 4-27. Deleting your MailMan Institution

In this example (Figure 4-27), the user deleted the current MailMan Institution simply by entering the at-sign ("@" ) at the "Replace" prompt.

MailMan will then ask you to confirm your delete request. The user 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 <Enter> Options Edit
.
.
MAILMAN INSTITUTION:
```

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

Figure 4-28. MailMan Institution has been deleted

### 4.1.6.1 Network Signature

The Network Signature is yet another piece of information that helps identify you to other MailMan users. It consists of up to 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.



**REF:** For more information on the "Answer" command, please refer to the "Answer ('A') Action" topic in Chapter 4 in the *MailMan User Guide*.

#### 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.

**i** **REF:** For more information on the "Network Signature" command, please refer to the "Network Signature ('NS') Action" topic in Chapter 5 in the *MailMan User Guide*.

The "Answer" command issues a new message that is sent to the sender of the original message. This new message will contain 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: XMUSER1,ONE
>
>here is a test

Here is the answer.

-----

One Xmuser1
Technical Writer
Oakland OI Field Office

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

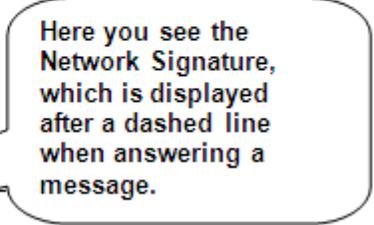


Figure 4-29. Including your Network Signature when answering a message

**i** **NOTE:** 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: XMUSER1,ONE - COMPUTER SPECIALIST (Oakland OI Field Office)
In 'IN' basket. Page 1
-----
>Original Msg: 'Test' From: XMUSER1,ONE
>
>here is a test

Here is the answer.

-----

One Xmuser1
Technical Writer
Oakland OI Field Office

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

Figure 4-30. 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 <Enter> 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: One Xmuser1
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
```

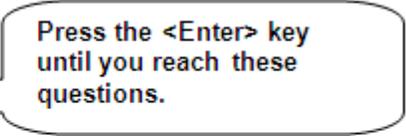


Figure 4-31. Setting the Network Signature prompts

As you can see from the previous figure (Figure 4-31), the user initially did not have a Network Signature entered (no default values set). Then, he entered data into all three lines of the Network Signature.

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

- At the "NETWORK SIGNATURE LINE 1 OF 3:" prompt, he entered "**One Xmuser1**"
- At the "NETWORK SIGNATURE LINE 2 OF 3:" prompt, he entered "**Technical Writer**"
- At the "NETWORK SIGNATURE LINE 3 OF 3:" prompt, he entered "**Oakland OI Field Office**"

The user's new Network Signature will be included at the end of an "Answer" to a message.



**REF:** For an example of how the Network Signature will appear when answering a message, please refer to Figure 4-29 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 <Enter> Options Edit

Editing data in the MAILBOX file:
BANNER: ISS Technical Writer Replace <Enter>
.
.
.
NETWORK SIGNATURE LINE 1 OF 3: One Xmuser1//
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>
```

Figure 4-32. Modifying your Network Signature

In this example (Figure 4-32), the user wanted to change the third line of his Network Signature from "Oakland OI FO" to "Oakland OI Field Office". Thus, he specifically wanted to replace "FO" in his signature with the phrase "Field Office." To do this, he entered the "FO" characters in the correct case at the "Replace" prompt and he then entered the phrase "Field Office" at the "With" prompt.

At this point the user was finished with his changes and pressed the <Enter> key after the next "Replace" prompt without entering any text.

MailMan then displayed the user's modified third line of his Network Signature before proceeding on to the next user edit prompt.



**NOTE:** 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 <Enter> Options Edit
Editing data in the MAILBOX file:
BANNER: ISS Technical Writer Replace <Enter>
.
.
.
NETWORK SIGNATURE LINE 1 OF 3: One Xmuser1// @
  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)
```

The screenshot shows the MailMan interface for deleting network signatures. It displays three lines of network signatures, each followed by a confirmation prompt: "SURE YOU WANT TO DELETE? y <Enter> (Yes)". Two callout boxes provide instructions: the top one says "Press the <Enter> key until you reach these questions." and the bottom one says "Enter the '@' after each Network Signature line prompt to delete your entire Network Signature."

Figure 4-33. Deleting your Network Signature

In this example (Figure 4-33), the user deleted all three lines of his current Network Signature simply by entering the at-sign ("@") after each prompt.

MailMan asked the user to confirm the delete request. The user 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 <Enter> Options Edit
.
.
.
NETWORK SIGNATURE LINE 1 OF 3:
NETWORK SIGNATURE LINE 2 OF 3:
NETWORK SIGNATURE LINE 3 OF 3:
```

The screenshot shows the MailMan interface after the network signatures have been deleted. The three lines of network signatures are now empty, showing only the prompts: "NETWORK SIGNATURE LINE 1 OF 3:", "NETWORK SIGNATURE LINE 2 OF 3:", and "NETWORK SIGNATURE LINE 3 OF 3:". A callout box says "Press the <Enter> key until you reach this question."

Figure 4-34. Network Signature has been deleted

As you can see from this example (Figure 4-34), the user's 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).

## 4.2 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 4-35. 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 <Enter> (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 info <Enter> rmation  
  
User name: xmuser1,one <Enter>      INFORMATION SYSTEMS CENTER  
Last used MailMan: 07/29/02@16:04  
ISS Technical Writer  
  
XMUSER1,ONE.  
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 One and I am the Technical Writer for all Infrastructure  
products.
```

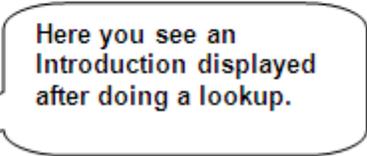


Figure 4-36. An example displaying the Introduction

## 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 <Enter> 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 One and I am the Technical Writer for all Infrastructure
products.

<=====I=====I=====I=====I=====I=====I=====

```

Figure 4-37. Setting the MailMan Introduction prompt

As you can see from the previous figure (Figure 4-37), MailMan indicated to the user that she did not currently have an Introduction entered ("No existing text"). Thus, the user answered "Yes" to edit her Introduction and she was put into the editor.

In the editor, the user entered a short descriptive sentence, saved her entry, and closed the editor.

The user's new Introduction will be displayed to other MailMan users when a lookup is performed.



**REF:** For an example of how the Introduction will appear when doing a lookup on a message (i.e., User Information option), please refer to Figure 4-36 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:

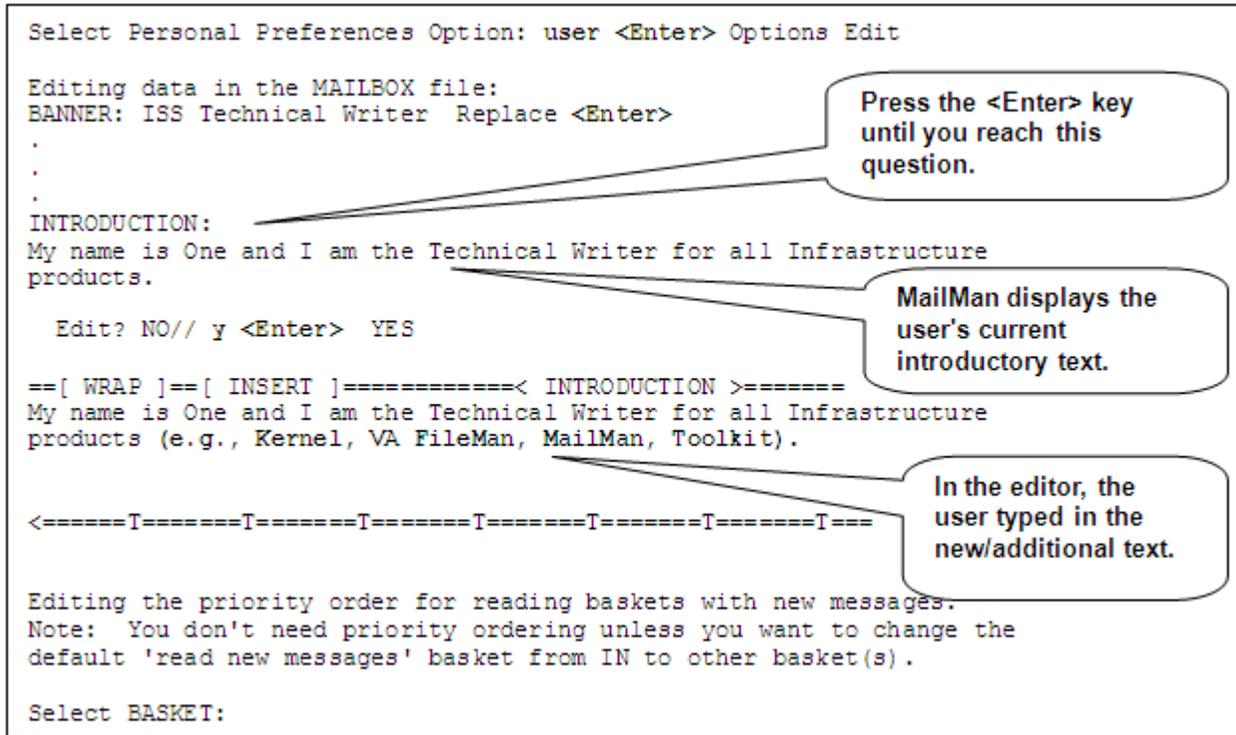


Figure 4-38. Modifying your Introduction

In this example (Figure 4-38), the user wanted to add more information at the end of her Introduction, specifically: "(e.g., Kernel, VA FileMan, MailMan, and Toolkit)". To do this, the user answered "Yes" at the "Edit? NO//" prompt and she was placed back into the editor (e.g., Screen Editor).

In the editor, the user typed in the phrase she wanted to add after the existing text. When the user was finished, she saved her modifications and closed the editor.

MailMan then returned the user 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 <Enter> Options Edit

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

<=====I=====I=====I=====I=====I=====I=====I=====I=====

Editing the priority order for reading baskets with new messages.
Note: You don't need priority ordering unless you want to change the
default 'read new messages' basket from IN to other basket(s).

Select BASKET:
    
```

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

Figure 4-39. Deleting your Introduction

In this example (Figure 4-39), the user again got back into the editor by answering "Yes" at the "Edit? NO//" prompt. While in the editor, the user deleted her Introduction by deleting all of the introductory text. When the user had deleted everything, she closed the editor and MailMan returned her to the next user edit prompt.

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

```

Select Personal Preferences Option: user <Enter> Options Edit

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

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

The Introduction has been successfully deleted.

Figure 4-40. Introduction has been deleted



```

Select Personal Preferences Option: user <Enter> 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 <Enter> EDITOR - VA FILEMAN

```

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

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

Figure 4-42. Setting the MailMan Preferred Editor prompt

As you can see from the previous figure (Figure 4-42), the user entered a single question mark ("?") at the "PREFERRED EDITOR: LINE EDITOR - VA FILEMAN//" prompt in order to display a list of available editors. Currently, the default editor is set to use the VA FileMan Line Editor.

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



**NOTE:** 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 <Enter> 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 until you reach this question.

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

Figure 4-43. Deleting your Preferred Editor

In this example (Figure 4-43), the user deleted his current Preferred Editor simply by entering the at-sign ("@") at the "PREFERRED EDITOR: SCREEN EDITOR - VA FILEMAN//" prompt.

MailMan will then ask you to confirm your delete request. The user 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:

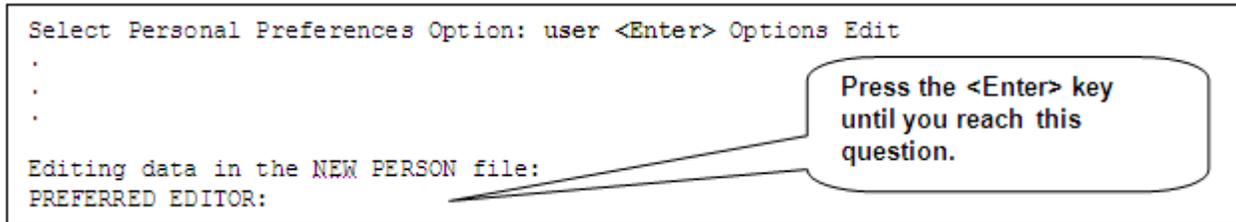


Figure 4-44. Preferred Editor has been deleted

As you can see from this example (Figure 4-44), 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.

## 4.2.2 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 in 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 <Enter> (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: xmuser1,o <Enter> XMUSER1,ONE  INFORMATION SYSTEMS CENTER
    Last used MailMan: 08/28/02@07:29
    ISS Technical Writer

XMUSER1,ONE - 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) 555-5555
Fax:           (510) 555-5555
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 One Xmuser1 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 you see the user's contact telephone information displayed after doing a lookup on himself.

Here you see the user's contact address information displayed after doing a lookup on himself. 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 do not want that displayed when doing a lookup.

Here we see a list of the mail groups to which the user belongs after doing a lookup on himself.

Figure 4-45. An example displaying the Contact Information

### Creating/Editing Your Contact Information

The contact information consists of several fields; the list of allowable entries for each field is listed below:

- **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 <Enter> 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
```

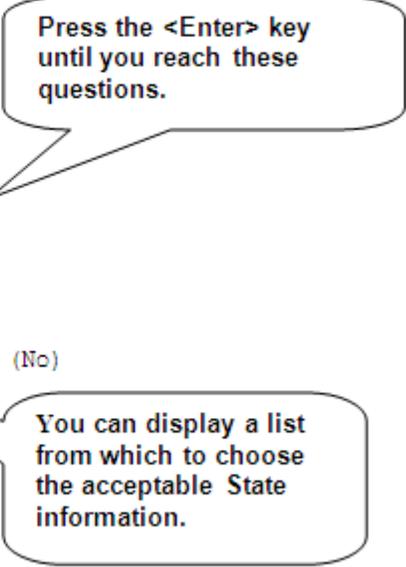


Figure 4-46. Setting your Contact Information prompts

As you can see from the previous figure (Figure 4-46), the user entered the appropriate contact information for each of the 12 prompts comprising the contact information. When asked to enter the STATE information, the user entered a question mark ("?") where he could choose to display the list of acceptable state entries.

The user's new contact information will be displayed to other MailMan users when a lookup is performed.

 **REF:** For an example of how the contact information will appear when doing a lookup on a user, please refer to Figure 4-45 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 <Enter> 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 until you reach these questions.

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

Figure 4-47. Modifying your Contact Information

In this example (Figure 4-47), the user wanted to change the STREET ADDRESS 1 field from "Department of Veterans Affairs" to "Dept. of Veterans Affairs". Thus, the user specifically wanted to replace "Department" with the abbreviation "Dept." To do this, he entered the **"Department"** characters in the correct case at the "Replace" prompt and then entered the phrase **"Dept."** at the "With" prompt.

At this point the user was finished with his changes and pressed the <Enter> key after the next "Replace" prompt without entering any text.

MailMan then displayed the user's modified STREET ADDRESS 1 field of his contact information before proceeding on to the next user edit prompt. Since the user did not want to change any other contact information entries, he kept pressing the <Enter> key.

**i** **NOTE:** 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 <Enter> 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 until you reach these questions.

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

Figure 4-48. Deleting your Contact Information

In this example (Figure 4-48), the user deleted all 12 lines of his current contact information simply by entering the at-sign ("@") after each prompt.

MailMan asked the user to confirm the delete request. The user 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).

## 5.0 Managing Your Mail—Overview

The following topics are discussed in this chapter:

- New Messages *and* Responses
- All Messages *and* Responses
  - Error! Reference source not found.
  - 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 5-1. Main MailMan Menu options

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

- **Chapter 2**—"Reading/Managing Messages—New Messages and Responses"
- **Chapter 3**—"Reading/Managing Messages—In a Basket"

- **Chapter 4**—"Reading/Managing Messages—Individual Messages"
- **Chapter 5**—"Sending Mail"
- **Chapter 6**—"Searching for Mail"
- **Chapter 7**—"Filtering Mail"
- **Chapter 8**—"Mail Groups"
- **Chapter 9**—"Surrogates"
- **Chapter 10**—"Forwarding Mail"
- **Chapter 11**—"Reports and Lists"
- **Chapter 12**—"Online Help/Information"

This chapter gives a *brief* overview of the following options:

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

## 5.1 New Messages and Responses

Use the New Messages and Responses option [XMNEW; 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:

- LB—List Baskets with new mail
- LN—List all New messages
- LP—List all Priority messages
- P—Print all new messages
- Q—Quit
- R—Read new mail by basket (default)
- S—Scan all new messages

The New Messages and Responses option [XMNEW; synonym NML] is available on the main MailMan menu, as shown below:

```

\ NML   New Messages and Responses                                [XMNEW]
  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:

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

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 5-2. NML—New Messages and Response option

**i** **NOTE:** Besides the New Messages and Responses option [XMNEW, synonym NML], you can also use the Read/Manage Messages option [XMREAD; synonym RML] to read all of your messages in your mailbox, including the new messages.

**i** **REF:** For more information on the Read/Manage Messages option [XMREAD; synonym RML], please refer to Chapters 3 and 4 in the *MailMan User Guide*.

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.

**i** **REF:** 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 2 in the *MailMan User Guide*.

**i** **NOTE:** Some command actions are only available when using the Detailed or Summary Full Screen message readers.

## 5.2 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.).



**NOTE:** 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 [XMREAD; synonym RML] is available on the main MailMan Menu, as shown below:

```
NML   New Messages and Responses
RML   Read/Manage Messages  [XMREAD]
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 5-3. RML—Read/Manage Messages option

After selecting the Read/Manage Messages option [XMREAD; synonym RML], you can begin to manage your mail within each of your mail baskets, for example:

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

MailMan Basket, 5 messages (1-5)
*=New/!=Priority.....Subject.....Lines.From.....Read/Rcvd
 5. [1225160] 08/17/98 MailMan surprise                3 XMUSER43,FORTY3    1/1
 4. [1190657] 11/07/97 I'm so excited...             59 XMUSER2,TWO      733/733
 3. [1182059] 08/29/97 RFC 822 Sender                 355 <fjx@xxxxx.com>  1/1
 2. [1028185] 04/02/96 MAILMAN CUSTOM HEADERS        20 XMUSER43,FORTY3   2/2
 1. [1019674] 03/15/96 imap.vs.pop (fwd)             717 <fjx@xxxxx.com>

Enter message number or command:
```

Figure 5-4. Managing your mail in your mail baskets

In the previous example (Figure 5-4), after selecting the Read/Manage Messages option (**RML**), MailMan prompted the user to choose a message reader. The user chose the **Detailed Full Screen** message reader (default) as the message reader by pressing the **<Enter>** key at the "Select message reader: Detailed Full Screen//" prompt.

MailMan then prompted the user to choose the mail basket. The user entered "MailMan" at the "Read mail in MAIL BASKET: IN/" prompt. Because the user chose the Detailed Full Screen message reader, MailMan displayed a detailed list of all new and existing messages in the "MailMan" mail basket. For this example, in this basket, the user did not have any new messages (no asterisk to the left of any message number).

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

## 5.2.1 Basket Action Codes

### 5.2.1.1 Full Screen Message Reader Command Actions

The following example (Figure 5-5) 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] 08/06/02 Digest bat-list.v004.n187      563 bat-list-errors@lists.x
>*3. [1223730] 08/04/02 Digest bat-list.v004.n181      584 bat-list-errors@lists.x
>*2. [1223731] 08/06/02 Digest bat-list.v004.n183      738 bat-list-errors@lists.x
>*1. [1223733] 08/04/02 Digest bat-list.v004.n182      954 bat-list-errors@lists.x
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] 08/06/02 Digest bat-list.v004.n187      563 bat-list-errors@lists.x
>*3. [1223730] 08/04/02 Digest bat-list.v004.n181      584 bat-list-errors@lists.x
>*2. [1223731] 08/06/02 Digest bat-list.v004.n183      738 bat-list-errors@lists.x
>*1. [1223733] 08/04/02 Digest bat-list.v004.n182      954 bat-list-errors@lists.x
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 5-5. Displaying the command action list using the Full Screen Message Reader

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

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

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

- i** **REF:** 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 3 in the *MailMan User Guide*.
- i** **NOTE:** 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).
- i** **REF:** For a complete list of action commands available with basket message lists, please refer to Table 5-1 that follows in this chapter.

### 5.2.1.2 MailMan's Classic Message Reader Command Actions

The following example (Figure 5-6) 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 <Enter> 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 to read
a message in this basket. Enter an internal message number to read
message still on the system, which you ever sent or received. Enter
? or ?? Display a summary or detailed list of messages in the
???? 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 5-6. Displaying the command action list using the Classic Message Reader

In this figure (Figure 5-6), the user chose the MailMan's **Classic** message reader to manage messages in her "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.

 **NOTE:** 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.

 **REF:** For a complete list of action commands available with basket message lists, please refer to Table 5-1 that follows in this chapter.

### 5.2.1.3 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):

**Table 5-1. Action codes—Basket message lists**

Action Code	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. <i>(Available with all message readers.)</i>
.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. <i>(Not available with the Classic message reader.)</i>
.-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. <i>(Not available with the Classic message reader.)</i>
.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. <i>(Not available with the Classic message reader.)</i>
.-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 messages. <i>(Not available with the Classic message reader.)</i>
.*	Select All Messages (for subsequent group action)—The decimal point ( "." period) before the asterisk ("*") tells MailMan to select <i>all</i> messages for subsequent group action. <i>(Not available with the Classic message reader.)</i>
.-*	Deselect All Messages—The decimal point ( "." period) and minus sign ("-" hyphen) before the asterisk ("*") tells MailMan to deselect <i>all</i> messages previously selected. <i>(Not available with the Classic message reader.)</i>
C	Change the Name of This Basket—Change the name of any mail basket in your mailbox except the "IN" and "WASTE" baskets. <i>(Available with all message readers.)</i>

Action Code	Description
CD	Change Detail—Switch between Summary and Detailed Full Screen displays. <i>(Not available with the Classic message reader; however, accomplishes what one or two question marks do at the message action prompt with the Classic message reader.)</i>
D	Delete Messages—MailMan allows you to specify a range or list of messages for deletion from a basket. Moves messages to the "WASTE" basket. The messages are <i>not</i> permanently deleted from your mailbox or the system until all recipients delete or terminate the message. <i>(Available with all message readers.)</i>
F	Forward Messages—MailMan allows you to specify a range or list of messages to be forwarded from a basket. Sends messages to another individual or group of individuals specified at the "Forward mail to:" prompt. <i>(Available with all message readers.)</i>
FI	Filter Messages—Filter messages in a basket based on mail filters you've previously established for your mailbox. <i>(Available with all message readers.)</i>
H	Headerless Print Messages—Print messages to any device that you choose <i>without</i> the print and header information. MailMan only prints the body of the message. <i>(Available with all message readers.)</i>
L	Later Messages—MailMan allows you to specify a range or list of messages to be "latered" in a basket. Makes messages "new" for a specified later date and time; it can act as a reminder or tickler. <i>(Available with all message readers.)</i>
N	New Messages—MailMan displays all "new" messages in a basket (i.e., asterisk appears to the left of the message). <i>(Available with all message readers.)</i>
NT	New Toggle Messages—Use this toggle to make messages "new" or "not new." <i>(Available with all message readers.)</i>
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. <i>(Not available with the Classic message reader.)</i>
P	Print Messages—Print messages to any device you choose. <i>(Available with all message readers.)</i>
Q	Query (Search for) Messages in This Basket—Search for messages based on criteria you enter. <i>(Available with all message readers.)</i>
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. <i>(Available with all message readers.)</i>
S	Save Messages to Another Basket—Save messages to another existing mail basket or create a new mail basket. <i>(Available with all message readers.)</i>
T	Terminate Messages—Move messages to the "WASTE" basket and permanently delete the messages from your mailbox. You will <i>not</i> 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. <i>(Available with all message readers.)</i>

Action Code	Description
X	Toggle the transmit priority in remote message queues. <i>(Postmaster Only)</i>
Z	Zoom Selection Toggle (for subsequent group action)—Use this toggle to zoom in and only display <i>selected</i> messages or zoom out and display <i>all</i> messages. This action code is only available when messages have been selected for subsequent group action. <i>(Not available with the Classic message reader.)</i>
=	Refresh Page—The equal sign ("=") tells MailMan to redisplay the basket message list page you were viewing ("refresh" the page/screen). <i>(Not available with the Classic message reader.)</i>
+	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. <i>(Use the &lt;Enter&gt; key with the Classic message reader.)</i>
+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. <i>(Use the &lt;Enter&gt; key with the Classic message reader.)</i>
-	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. <i>(Not available with the Classic message reader.)</i>
-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. <i>(Not available with the Classic message reader.)</i>
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. <i>(Not available with the Classic message reader.)</i>
?string	Search for messages in the basket whose subject contains the string entered. <i>(Available with all message readers.)</i>
??string	Search for messages anywhere on the system, which you ever sent or received, whose subject begins with the string entered. <i>(Available with all message readers.)</i>
^	Exit the List (caret, "^")—Exit from the list of messages. <i>(Available with all message readers.)</i>



**NOTE:** 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.



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

## 5.2.2 Individual Messages Action Commands

### Displaying Action Codes

The following example (Figure 5-7) 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, the user was 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 5-7. Displaying the message command action list using any Message Reader

In this example (Figure 5-7), the user is currently reading message #1220526. In order to get the command list of actions, he simply enter a single question mark ("?") at the "Enter message action (in IN basket): IGNORE//" prompt.

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



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



**REF:** For a complete list of message action commands, please refer to Table 5-2 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):

**Table 5-2. Action codes—Messages**

Action Code	Description
A	Answer—The "Answer" command issues a <i>new</i> 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—Access mail group help to get information about a mail group.
HU	Help: User Information—Access user help to get information about a user.
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 <i>cannot</i> 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 <i>not</i> 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 information on local recipients who are current (i.e., read all of the responses) 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 information on local recipients who are <i>not</i> current (i.e., have <i>not</i> read all of the responses) on a message.
QT	Query Terminated—Obtain information on local recipients who have terminated from a message.
R	Reply—Compose and send a reply to a message.
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 <i>new</i> message while reading another message.

Action Code	Description
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 (caret, "^")—Acts like the Ignore action code.

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

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

## 5.3 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 5-8. 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.).



**REF:** For a complete list of message action commands when sending a message, please refer to Table 5-3 that follows in this chapter.

The functionality and features associated with sending mail are described in greater detail in Chapter 5 in the *MailMan User Guide*.

**Action Codes—Sending Messages**

The following table lists *all* of the possible actions that you can perform when sending a message (entered at the "Select Message option: Transmit now//"  
prompt):

**Table 5-3. Action codes—Sending messages**

Action Code	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.
IM	Include Message—Include any combination of responses from another message in the new message being created.
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.
^	Caret ("^")—Cancel your message before sending it. (Available at any prompt during the send process.)



**REF:** For a detailed explanation of each action code, please refer to Chapter 5 in the *MailMan User Guide*.

## 6.0 Glossary

BANNER	A line of text with a user's name and domain, which is displayed to everyone who sends mail to the user.
BLOB	<b>B</b> inary <b>L</b> arge <b>O</b> bjects.
BSCP	<b>B</b> lock Mode <b>S</b> imple <b>C</b> ommunications <b>P</b> rotocol. A procedure used for message transmission with error checking.
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.
DOMAIN	A site for sending and receiving mail.
LOCAL	The system to which a user is currently signed on.
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.
MAILMAN	The VistA 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.
MESSAGE-ID	A message identifier which shows the message number and the domain name of the message.
MIME	<b>M</b> ultipurpose <b>I</b> nternet <b>M</b> ail <b>E</b> xtension. A standard that allows you to create structured message bodies.
MULTIMEDIA MAIL	Multimedia Mail gives the capability of attaching Binary Large Objects (BLOBs) to electronic messages so that images, spreadsheets, graphs, and other operating system files that are not pure ASCII text, can be sent and received either locally or across the network.
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.
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.
PROTOCOL	Code containing logic for opening and closing links, and for sending/receiving transmissions.
PURGE	In VistA MailMan, a procedure used to delete messages or message pointers.
QUEUE	A list that stores messages destined for a given domain.

## Glossary

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.
REMOTE SCRIPT	Any system which a user is not signed on to. A set of MailMan commands and transmission scripts to a remote domain in the DOMAIN file (#4.2).
SERVER SMTP	In VistA MailMan, an automatic mail reader for internal messages. <b>S</b> imple <b>M</b> ail <b>T</b> ransport <b>P</b> rotocol. The primary transport protocol for MailMan
SURROGATE	A person who is authorized to read and/or send mail in another user's name.
TRANSMISSION SCRIPT	List of commands for directing a message stored in the TRANSMISSION SCRIPT field.
VALIDATION NUMBER	A security check number that <i>must</i> be in both the sending and receiving sites' domains.
WRAP-AROUND MODE	Text that is fit into available column positions and automatically wraps to the next line, sometimes by splitting at word boundaries (spaces).



**REF:** For a comprehensive list of commonly used infrastructure- and security-related terms and definitions, please visit the ISS Glossary Web page at the following Web address:

<http://vaww.vista.med.va.gov/iss/glossary.asp>

For a comprehensive list of acronyms, please visit the ISS Acronyms Web site at the following Web address:

<http://vaww.vista.med.va.gov/iss/acronyms/index.asp>

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