



Introduction to Eudora/Popmail for Macintosh

Course Description: This class introduces how to send and receive electronic mail on networked Macintoshes. Topics covered include how to send and receive mail, use enclosures, and use address lists. Participants experiment with electronic mail on Macintoshes that are connected to the campus network. Eudora is distributed at no charge to the campus community.

Prerequisites: Working knowledge of the Macintosh operating system or completion of "Introduction to the Macintosh" course. In addition, you must have an established e-mail account.

This document has been prepared for you by W&MF staff so that you can familiarize yourself with the basics of Eudora Pro (version 4.0.1) and Popmail/Labpop 1.2. This document is meant to serve as a future reference for you – covering from the very basic to the fairly detailed. Not all the information mentioned in this document will be covered in the *Introduction to Eudora/Popmail for Macintosh* class.

What is Eudora?

Eudora is an application available on the Macintosh that allows users to send and retrieve electronic mail messages (e-mail). Using Eudora, you can:

- Read and send e-mail.
- Send and receive *attachments*. Attachments are binary files containing sounds, movies, pictures, programs, and word processing files.
- Save mail to text files usable in other programs, such as Microsoft Word or Wordperfect.
- Organize saved messages in mailbox files.
- Filter e-mail messages to automatically sort or highlight particular messages.

Eudora vs. UNIX (PINE)

Mail handlers such as Eudora handle most e-mail operations on your computer instead of on a remote host. When you receive mail, it is downloaded from a POP (Post Office Protocol) server and saved to your computer. When you send mail, you compose a message on your computer, and then upload it to an SMTP (Send Mail Transfer Protocol) server which sends it out. POP and SMTP servers are simply computers dedicated to receiving and sending e-mail. Usually one machine acts as both the POP and SMTP server.

With UNIX accounts, you open a connection to your UNIX host machine and type in commands to run programs on the UNIX server. To check mail on a UNIX server, most people use a program known as PINE, though there are others (such as mailx, mh, and elm). With UNIX accounts, all mail is read, saved, composed, and sent on the UNIX host. Your computer simply maintains the connection to the host as you type in the commands for the various mail operations.

The advantage to Eudora is that you only have to maintain a connection when transferring mail to and from the POP and SMTP servers. With UNIX, you must remain connected for the entire process of retrieving, reading, composing, and sending mail. Eudora is also easier since you will be working in a familiar operating system, in this case the Macintosh, instead of having to learn the UNIX operating system.

Yet there are many who prefer UNIX accounts for their versatility. It will be difficult to look at the mail stored on your POP mail account unless you have Eudora or some other POP mail handler available. Different POP mail programs will also have different user interfaces, so you may need to relearn some basic operations if you suddenly find yourself on a Mac with a POP mail handler other than Eudora.

You can use almost any computer to open a connection to a UNIX host, be it a Mac, PC, or very old, text-only computer terminals. You only need a Telnet program to open the connection. Once the connection is established you can use your UNIX mail handler (with the exact same user interface) anywhere in the world. Having all your mail stored on a remote server also protects it from mishaps which often occur on Macintoshes, such as disk errors and crashes. Typically, UNIX accounts also offer access to powerful software for data analysis and programming.

GETTING STARTED

Requirements

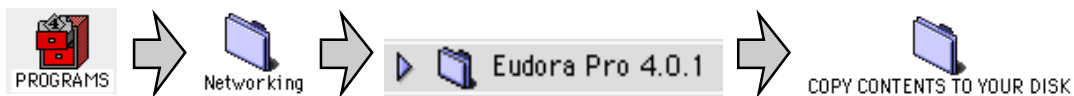
- Your e-mail account must be on a POP server. Almost all e-mail accounts at Berkeley are, and some accounts, like those on the uclink4 server, are exclusively POP mail accounts. Mail on most UNIX accounts are also accessible through a POP handler.
- You will also need a floppy disk if you plan to check mail in the computer facilities.

Preparing a Disk for Use by Eudora

1.) Creating a Eudora Folder on Your disk

A disk will need to have certain files and folders before it can be used with Eudora. These can be copied from the servers in the Workstation and Microcomputer Facilities. To obtain your copy, look for the *Eudora Folder* at the following location:

PROGRAMS : Networking : Eudora Pro 4.0.1 : COPY CONTENTS TO YOUR DISK : Eudora Folder



You may then insert your disk and copy the *Eudora Folder* to it. Eudora is very particular about file names and locations, so you should not move or rename files inside the *Eudora Folder*.



2.) Configuring Eudora for Your e-mail Account



Eudora Settings

You are now ready to configure Eudora for your e-mail account. To launch Eudora, open the *Eudora Settings* file. It's inside the *Eudora Folder* you just copied onto your disk.

The first time you use Eudora, you will be asked to specify your e-mail address and your name in the Settings window.

- Type your full name into the Real name: field.
- Type your login into the User name: field. (everything before the atmark “@”)
- Type your POP Mail server into the Mail Host: field. (everything after the atmark “@”) You can see that we've set Eudora to enter the uclink4.berkeley.edu mail server put in by default.
- Click OK.



The icons at the left of the window correspond to the other Eudora settings you can modify. You may click on these to alter other aspects of Eudora's functions, but the default settings should generally meet your needs. We will discuss some of these later.

USING EUDORA

Checking Mail

To check mail in the Workstation and Microcomputer Facilities, insert your diskette and open the 'Eudora Settings' file in the 'Eudora Folder' on your diskette.



File -> Check Mail

You can check mail in two ways using Eudora 4. The most common way is to select the Check Mail item under the File menu, or through its corresponding keyboard shortcut, +M. (is also referred to as command or apple key)

Eudora 4 also has an optional button interface (see the 'Toolbar' section in the Settings window). You can check mail by clicking on this button on the toolbar:

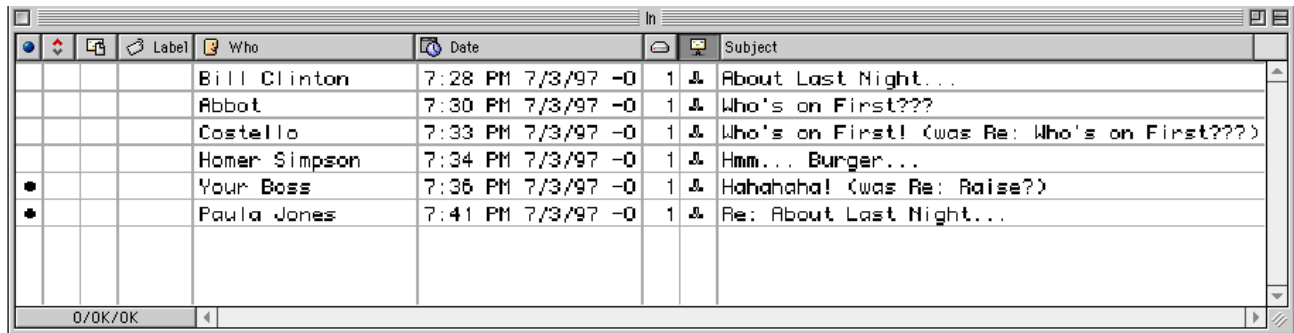


There are toolbar buttons for all common functions. A button's description will appear if you move the mouse over it.



After you give the command to check mail, a dialog box will appear asking you for your password. Passwords are case sensitive, so be sure that you are typing them in the proper case. Having caps lock on is the most common cause for incorrect passwords.

Eudora will then begin making the connection to the POP server (a status window will appear briefly). If all the information provided was correct (and if you have new mail) the 'In' mailbox will open, listing the messages you have received. The 'In' box window may look something like this:



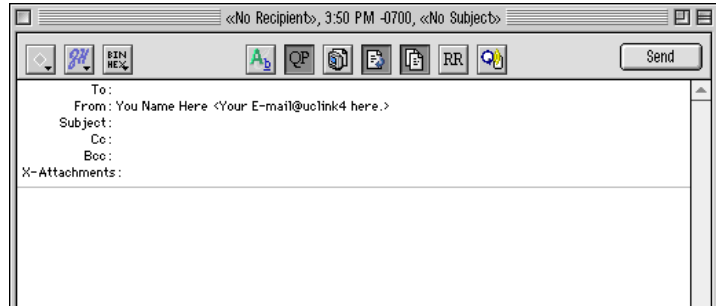
New or unread messages will have a bullet (•) on the far left-hand column. You can select messages by clicking on them with the mouse, or by using the keyboard's arrow keys to move around. Press return on a highlighted message, or double-click on the message, to read it. For a description of each column, see the QUICK REFERENCE section.

Deleting Messages

To delete messages, you can select the message and then go to the Delete command under the Message menu. You can also simply press the delete key on the keyboard. This moves them to the 'Trash' mailbox, which functions much like the Trash in the Macintosh Finder. Messages which you 'deleted' but then wish to recover can be found here, provided the trash has not been emptied since you moved them there.

Sending Mail

To start a new message, select the **New Message** command under the **Message** menu. A new composition window will appear. You can also click on the corresponding button on the toolbar:



The section above the gray line is called the 'header', where you must enter important information about the message. The message itself can be typed below the gray line, in what is called the 'body' of the message.

Items in the Header section

To :	Specify any number of recipients on this line. You must separate the addresses of multiple recipients with a comma and a space.
Subject :	The subject or title of your e-mail. Not required, but most people provide one.
Cc :	Sends 'carbon copies' to other recipients. Same affect as entering multiple addresses on the <u>To</u> : line.
Bcc :	Like <u>Cc</u> :; but the recipients listed under <u>Bcc</u> : will not be visible to the receivers on the <u>To</u> : and <u>Cc</u> : lines. <u>Bcc</u> : recipients WILL see recipients on the <u>To</u> : and <u>Cc</u> : lines!
X-attachments :	Where you specify attachments. With Eudora, this is done with the Attach Document... command under the Message menu. (see Attachments section)

To send, simply click on the **Send** button. If you must interrupt your message composition, you may select **Save** from under the **File** menu. The message will now be saved in the 'Out' box. You may now quit Eudora. To resume composition later, open the 'Out' box (Select **Out** from under the **Mailbox** menu) and double-click on your message.

You will also note the icon bar at the top of the new message window. The functions of the buttons and icons are described in the **QUICK REFERENCE** section (page 10). You may wish to know about this button now:



'Keep/Don't Keep Copies' icon: If checked, Eudora will save copies of messages that have been sent in the 'Out' box. You may wish to instruct Eudora to do this by default in the 'Sending Mail' section of the Settings.

Replying to Messages

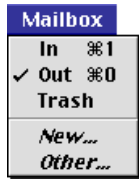
You can reply to a message that you are currently reading or have selected in a mailbox window by selecting the **Reply** command under the **Message** menu. If the message has been sent to multiple users and you wish for your reply to go to all of them as well, hold down the **option** key while giving the reply command.

A New Message window will appear with some header information filled in and a copy of the original message. You may still modify any part of the header and message.

Forwarding Messages

To forward a copy of a message to somebody else, select the **Forwarding** command from under the **Message** menu (make sure the message is selected or you that you are currently viewing it). A New Message window will appear with the appear with some header info and the message to be forwarded. The header and message can still be modified.

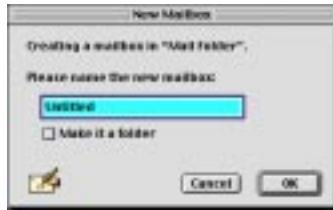
Eudora Mailboxes



The Mailbox feature is very useful for organizing mail. To create a new mailbox, select the italicized *New...* command from either the Mailbox or Transfer menus. The command under the Transfer menu will create a new mailbox and immediately transfer any messages that happen to be selected to the new mailbox. The command under the Mailbox menu will create a new mailbox and do nothing else.

The In, Out, and Trash mailboxes are standard in Eudora. If you rename or move these, Eudora will always create new files to replace them.

- In: All received mail is first saved to this mailbox.
- Out: All messages you compose and send out are saved here.
- Trash: Where messages are kept until deleted. (see the **Deleting Messages** section)

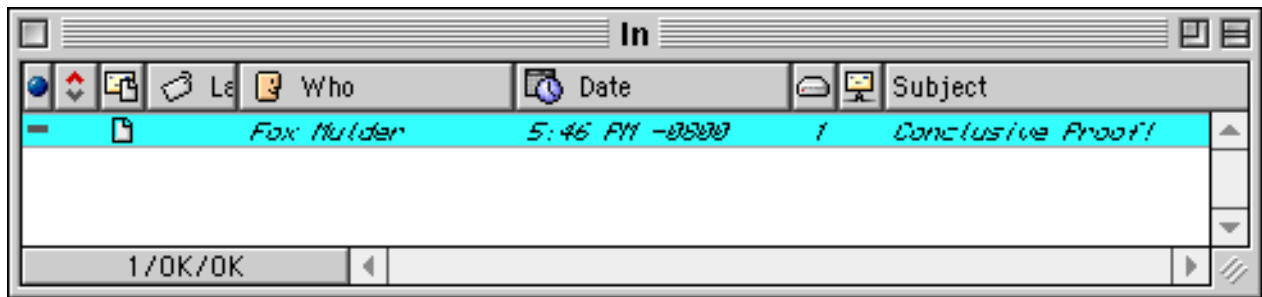


The New Mailbox dialog looks something like this. It will simply ask for a name and then create a mailbox. If you check the Make it a folder box, a new folder will be created instead. You can save mailboxes in this folder as a means of organizing the mailboxes themselves. The new folder will appear as a submenu in the Mailboxes menu.

To transfer messages to other mailboxes, click and hold on the Transfer menu. A list of available mailboxes will appear. Select a mailbox and any selected messages will be moved to it. Hold down the option key to COPY messages instead of moving them.

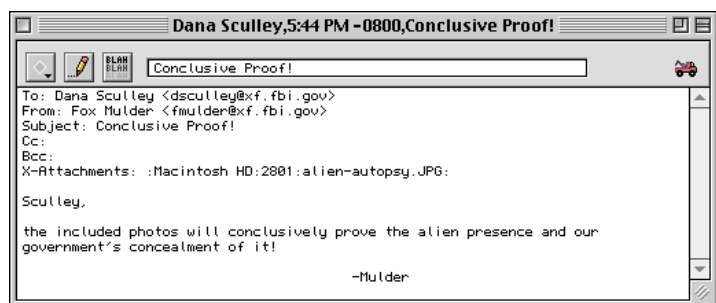
Receiving and Viewing Attachments

Eudora can also send messages which include binary files (anything besides plain, basic text) through its 'Attachments' feature. In the mailbox window, Messages with attached binary files will have a small document icon in the third column from the left.



The message window may look something like this. The attachment file itself is usually decoded automatically, and saved to the *Attachments Folder* inside your Eudora folder.

The attached file's name will appear at the bottom of the message, along with an icon or some information about the file.



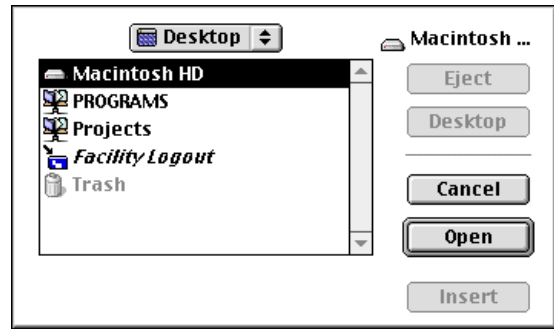
Double-click on the file's icon or name to open it. You will then be asked for the appropriate application to open it with.

Including Attachments

Including attachments in your messages is relatively simple. Begin a new message and go to the `Attach Document...` command under the `Message` menu.

You will then be given the standard open-file dialog on the Mac. Look for your file and click on the `Attach` button. If your attachment is actually a text file, you will be given the option to `Insert` the text directly, which will greatly simplify things for both you and the recipient.

You can repeat the process to attach multiple files.



Once you have selected a file, a new icon will appear on the 'x-attachments:' field in the header section. To delete an attachment, click on the icon of the attachment and press `delete` on the keyboard.

To send binary files, Eudora will need to encode the files. Some recipients may only be able to decode certain files, so you should be sure you are using the proper encoding format. Eudora offers four formats.

To select from the 4 encoding formats offered by Eudora, click and hold on the button which currently reads 'BINHEX' on the message window's icon bar. A pop-up menu will appear with the available encoding formats.



The following encoding formats are available:

- `AppleDouble`: This uses the MIME format and can be decoded by anybody with a MIME-capable mail handler. (MIME: Multipurpose Internet Mail Extension) Most new mail handlers are MIME-capable, so this may be preferable.
- `AppleSingle`: This also uses the MIME format, but should be sent only to other Mac users with MIME capable mail handlers.
- `Binhex`: A very common encoding format on the Macintosh. Most Mac users, regardless of their mail handler, will probably have software capable of decoding this.
- `Uuencode Data Fork`: This format is practically universal. All computer platforms should have some method of decoding these files.

Your message and attachment should now be ready for sending. It is usually wise to include a brief message about what kind of file is included and what program the recipient will need to view it.

EUDORA FEATURES

Signatures

A somewhat frivolous feature, signatures are brief messages you may choose to have appended to the end of your messages. You may wish to include your contact information, title, and other professional information in them. (Some people include funny/inspiring quotes, but like an amusing answering machine message, these get old very quick and don't make a very professional impression.) Eudora's standard configuration gives you two signatures to edit. To create more, go to the `Special` menu, then the `Signatures` submenu, and select the `New...` command. To edit the default `Standard` and `Alternate` signatures, simply select them (also under the `Signatures` submenu) and a window will appear where you can enter your text for the signature. Then close the editing window and save its contents.



To use signatures in a new message, click and hold down on the signature button and a pop-up menu with your available signatures will appear.

Address Book and Recipient List

You can keep and maintain an e-mail address book in Eudora. There are two ways to add addresses.

While reading a message, you can add its sender to the recipient list by going to the `Make Address Book Entry...` command under the `Special` menu. A dialog box will appear asking what name you would like to use for the entry, and whether it should be added to the recipient list.

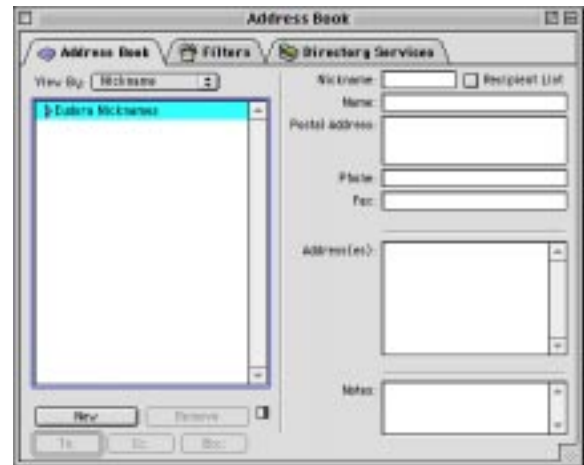


The Recipient List is sort of a hot-list of e-mail addresses. By putting an address on the Recipient List, you can start, forward, or redirect mail in one step by selecting the recipient under the `New Message To`, `Forward To`, and `Redirect To` submenus under the `Message` menu.

You may edit the Address book directly by going to the `Address Book` item under the `Special` menu.

The `Address Book` window will appear. In addition to e-mail addresses, you can enter other address book information, such as phone numbers, postal addresses, etc.

- The `New/Remove` buttons will create or delete address book entries.
- The `To:`, `Cc:`, and `Bcc:` buttons will begin messages with the highlighted recipient(s) put in the corresponding fields of the new message.



You may resize the address book's fields or hide them altogether by moving the dark dividing bars inside the `Address Book` window. (They're the thick horizontal dark lines between the `Fax` and `Address(es)` fields, the `Address(es)` and `Notes` fields. There's also a long vertical one just to the right of the list of nicknames.)

Click on the `New` button to create an `Address Book` entry. In kind of the same way as with mailboxes, you can decide to create a new file to help categorize your entries. Check the `Make it a file` box if you wish to do this. You may then save address book entries to this new file.



To create a mailing list, simply create a new entry and enter multiple addresses in the `Address(es)` field. Type a comma and space between addresses.

The entry in the `Nickname` field can be typed into the recipient fields (i.e. `To:`, `Cc:`, `Bcc:`) of a message header instead of the whole e-mail address, so you may wish to keep your nicknames short to take advantage of this feature.

Filters

This is a very useful, though somewhat complicated, feature. Using filters, you can instruct Eudora to automatically perform a variety of actions on messages containing or not containing certain text. This is very helpful in organizing your mail, and separating unimportant mass-mailings ('spam') from important personal messages. To modify or create filters, go to the **Filters** item under the **Special** menu. The 'Filters' window will appear. There are 3 basic sections in the filters window.

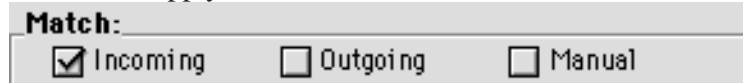


- 1) On the left side of the window is the list of available filters, and the buttons to create New filters or Remove them.
- 2) The **Match** section is on the upper right hand side of the window. Here you can specify up to two criteria for Eudora to use when filtering.
- 3) On the lower right hand side, under the **Actions** section, you can specify up to 5 actions for Eudora to perform on the messages matching your criteria.

1.) To create a new filter, click on the New button.



2.) We'll first specify *when* to apply the filter. At the top of the **Match** section, you'll see three check boxes. You may check all that apply:

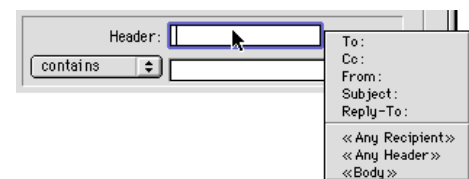


Incoming: Eudora will filter messages immediately after downloading. This is currently checked.

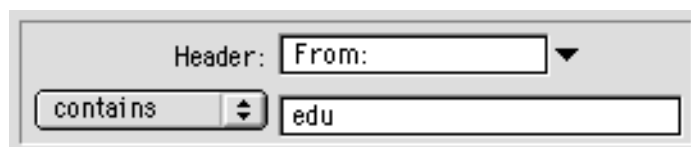
Outgoing: Eudora will filter messages in the 'Out' box after they have been successfully sent.

Manual: Eudora will filter whenever you send the **Filter Messages** command from under the **Special** menu. The filters will be applied to the mailbox you are currently viewing.

3.) Now we'll specify *where* Eudora should look for the text to filter. On the right of the Header: field, you will see a box with an upside-down triangle. Click and hold on this box to see a pop-up menu from which you can choose which parts of a message to scan.

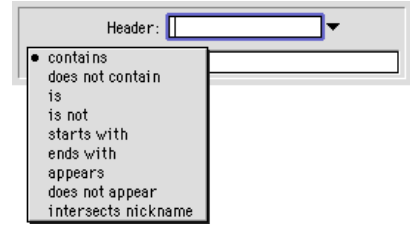


4.) Now we can enter the text. Remember that any string which matches the text will return a positive result and be filtered. So if you wished to isolate a friend named 'Ed' by typing 'Ed' in the From: field, Eudora will also filter messages with an address containing 'edu.' Therefore any mail from somebody at 'berkeley.edu' would be filtered.

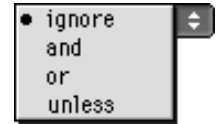


Filters (continued...)

5.) We will now tell Eudora how to deal with the text when it finds it. Under the word Header: you will see a box that currently reads 'contains.' This is another pop-up menu. The options under this menu will allow you to instruct Eudora to filter messages which either start (starts with option), end (ends with), or don't contain certain text (does not contain), and so on.



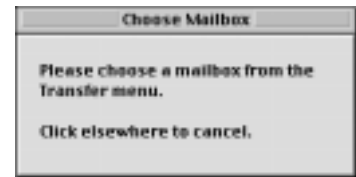
6.) If there are two criteria which you wish to use in combination, click and hold on the box which currently reads 'ignore.' You will see options for how you would like the two criteria to interact. Using example with 'Ed,' you might tell Eudora to filter messages with 'Ed' in the 'To' field, except when the To: field contains 'edu.' This is assuming Ed's address doesn't contain 'edu!'



7.) Now you can specify what **Actions** to perform. Under the Actions header, click on one of the boxes that currently reads 'None.' You can see that Eudora offers many actions. We do not have enough space to discuss all of them, but they all have a similar format: You will first need to specify what action to perform, and then what that action is performed upon or to.



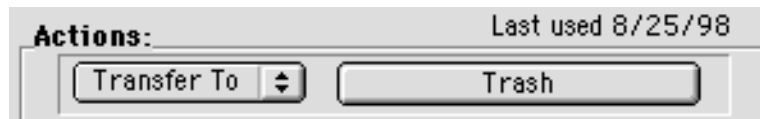
8.) For example, you might want Ed's messages to be automatically transferred to the trash. You would therefore select 'Transfer To' from the pop-up menu. A window will appear asking you to select a mailbox from the *Transfer* menu on the menu bar.



9.) Select *Trash* from the *Transfer* menu.



10.) The action field should now look like this:



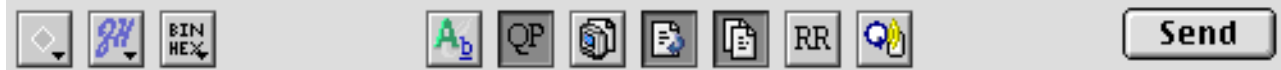
All messages from Ed will now be transferred to the 'Trash' box when filtered.

The rest of the actions may be specified in a similar fashion. Most are even easier, requiring you to simply click on check boxes, pick items from pop-up menus, or type something into a text field. Close the window and save changes to set the filter.

QUICK REFERENCE

Here we describe items which may be helpful if you run into problems or would like to take advantage of Eudora's more advanced features. The appearance and functions of items described here may differ if Eudora's settings have been modified.

New Message Icon Bar



Priority menu: Use this to indicate the priority of your message. Click and hold on this button to see a pop up menu from which you can select priorities from highest to lowest. Priority indicators will only appear to other Eudora users.



Signature menu: Click and hold on this button to see a pop-up menu of available signatures to attach to your document. (see **Signatures** section, page 6)



Encoding menu: Click and hold on this button to see a pop-up menu of your encoding options. (see **Including Attachments** section, page 6)



'Use/Never Use MIME Quoted Printable' icon: If checked, special characters such as those used in non-English languages (i.e. ñ, á, ü, etc.) will be encoded using the MIME standard. This should increase the likelihood that they will be displayed properly to the receiver.



'Include/Omit Macintosh Resources' icon: Macintosh files often include some Mac-specific data stored in resource forks. Including this data with attachments may cause problems for non-Mac recipients. Leave this icon unchecked to omit resource fork data when sending attachments, or checked to include resource fork data. (Unchecked is recommended)



Word Wrap icon: Many (older) mail handlers expect carriage returns at the end of every line of writing. Check this icon to instruct Eudora to add such carriage returns. This is recommended.



'Keep/Don't Keep Copies' icon: If checked, this icon will save copies of messages that have been sent in the 'Out' box. You may wish to instruct Eudora to do this by default in the Sending Mail section of the Settings.



Return Receipt icon: Some mail handlers can send back an automated notification message to inform you that your message has been read by the recipient. Check this, and your recipient will be asked to send back such notification.



or



Send button: Click this to send. The **Send** button will be replaced by a **Queue** button if you have unchecked 'Immediate send' in the 'Sending Mail' section of the Settings. Messages will be held in the 'Out' box until you give the command to send them. This is done by selecting the **Send Queued Messages** command under the **File** menu.

You can specify defaults for which icons should be checked in the Settings under the 'Sending Mail' section.

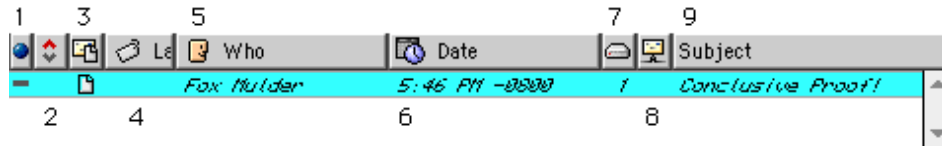
Mailbox Windows

There is much you can do in the mailbox windows to view and manage information about your mail.

One important feature is sorting. By clicking on the title of a column you can sort your messages according to the criteria in that column. For example, if you clicked on the word 'Who' at the top of the Who column, the messages in the current mailbox will be sorted alphabetically by name.

Mailbox Windows (continued)

The many columns in the mailbox window also contain much information about your message. Some of this information can be modified by selecting the message and holding down the mouse button on one of the columns. A pop-up menu should appear if you can modify those message attributes.



Column 1 - Message Status: This column displays a character describing the message's current status. You can modify a message's status by selecting it and then holding down the mouse button anywhere in the column. A pop-up menu will appear with the following options. (Many of these are only available in the 'Out' box)

ALL MAILBOXES	
•	Unread.
(blank)	Read.
R	Replied to. You have sent a reply.
F	Forwarded to another recipient.
D	Redirected to another recipient. The e-mail of the original sender will appear in the 'From:' field.

OUT BOX ONLY	
•	Sendable. Simply give the Send command.
(blank)	Unsendable. Something may be wrong with the header information.
Q	Message queued to be sent.
S	Sent message.
T	Messages will be sent at a time specified in the 'Change Queueing' window. From the menu bar, select the following items: Message -> Change -> Queueing...
-	Unsent. This usually appears because of some problem which prevented sending a message which was otherwise okay.

Column 2 - Message Priority: Use this column to indicate the priority of a message. Click and hold to see a pop-up menu containing 5 levels of priority.

Column 3 - Attachments: A small document icon will appear in this column if there are any attachments in the file. There are no pop-up menus for this column.

Column 4 - Label: Here you may select a label for the message. Labels help categorize and highlight messages by altering the color of the message in the mailbox window, and by displaying a word in this column. Labels can be edited in the Eudora Settings under the Label section.

Column 5 - Who: The sender's given name or e-mail address.

Column 6 - Date: The date the message was received.

Column 7 - Size: The size of the message in Kilobytes.

Column 8 - Server Actions: As mentioned at the beginning, Eudora downloads your mail from the POP server. In this column you can specify what Eudora should do with the copy of the message still on the server (if it is still there). This column is unusable in the 'Out' box. The pop-up menu for this column allows the following:

(blank)	If the column is blank, the message has already been deleted from the POP server.
Do Nothing	Allow the message to remain on the server.
Fetch	Retrieve the message, keeping a copy on the server.
Delete	Delete the copy on the server, regardless of whether it has been fully downloaded or not.
Fetch & Delete	Retrieve and delete the message on the server.

NOTE: Eudora is usually set to delete messages on the POP server immediately after it has successfully downloaded them. You can instruct Eudora to leave messages on the server through Eudora's Settings. See the **Eudora Settings** section.

Column 9 - Subject: The subject of the message.

Eudora Settings

We have made much reference to modifying Eudora's Settings. Much of Eudora's interface, behavior, and performance can be changed in the settings to suit your needs and tastes. Here we mention some features which you may wish to know about. You can access the settings window by selecting `Settings...` from the `Special` menu. Click on the icon for the specific settings you would like to modify.

'Checking Mail' Settings:

- "Check for mail every [blank] minutes"
You can instruct Eudora to log in to the POP server automatically at regular intervals. Simply check the box next to this item. Then enter a number in the minutes field. As long as the Eudora program is active, it will log in to the POP server periodically to check for new mail, and alert you if new mail arrives.
- "Skip messages over [blank] K"
This is very useful if you regularly receive large messages or attachments which you may not want. When this is checked, messages over the specified size will not be downloaded. A portion of the message will be downloaded, and you will be given the option to download the rest.



An icon like this will appear on the message's icon bar. Check the icon and check mail again to download the message in full.

- "Leave on server for [blank] days"
Checking this option will keep Eudora from deleting the messages on the server for a certain amount of time after they have been downloaded. When Eudora logs on to the server after this time, it will delete the messages. This is generally discouraged because all servers have a finite amount of disk space. If people keep their mail on the server, the server will eventually get filled up and no longer be able to store newly received messages. It is best to keep the number of days short, less than 7 days. This feature is useful to those who wish to synchronize different mailboxes on different locations (perhaps a home computer and a floppy disk) and would like both mailboxes to have a chance to download their messages.

'Sending Mail' Settings:

- "Immediate Send"
Check this item and Eudora will immediately send a message you have composed. If unchecked, Eudora will queue the message and wait until you give the `Send Queued Messages` command form under the `File` menu. (see **New Message Icon Bar** section, page 10)
- "Keep copies of outgoing mail"
Check this item and Eudora will save all messages you compose to your 'Out' box. Be sure to check if this is on! Many first time users assume their sent messages are saved, but the factory settings usually don't specify this.

'Miscellaneous' Settings:

- "Empty Trash on Quit"
Messages are moved to the 'Trash' mailbox until you decide to delete them permanently by "emptying the trash." People often forget to do this. Check this item and Eudora will automatically "empty the trash" when quitting.

TIPS & COMMON PROBLEMS

Selecting Messages

As your mailboxes grow, you may find these selection methods quite useful:

shift - click:

Click on a message, and then shift-click on another message a few messages down the list from it. These two messages, and all those in between them will be selected. Any commands, such as delete, transfer, etc. will be applied to them.

(command) - click:

Command-click on a series of messages and you will see that all will remain selected. Any commands will be applied to all selected.

Disk Full!

Eudora handles tight disk space situations very poorly. It is often the case that you will not even be able to empty the trash if your disk is full. The best thing to do, of course, is to prevent this by keeping an eye on how much space is available on your disk.

Some preventative measures:

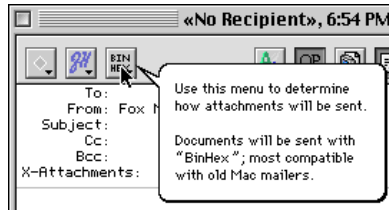
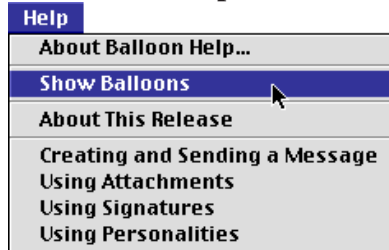
- Avoid subscribing to mailing lists! If you do, make sure you save the information on how to remove yourself from the list. Some mailing lists can generate over 50 messages a day, only a few of which may be relevant to you. Check mail often if you subscribe to mailing lists.
- Take advantage of the 'Skip messages over [blank] K' feature in the 'Checking Mail' section of Eudora's Settings (see previous page). Occasionally you will receive large attachments in the mail. It is not unusual for these to be too large to fit even on an empty disk! Having this option checked allows you to decide whether Eudora should download a large file. Most messages are less than 10 K. A good limit is 15 or 20 K.
- Check and clean out your 'Attachments Folder' frequently, depending on how often you receive attachment files. If you save messages containing attachments, Eudora will automatically decode the message every time you read it.
- If you have less than 100 Kb left and don't want to delete anything, you may wish to consider creating a second Eudora disk. Simply repeat the procedure you used to create your first disk (see **GETTING STARTED**, page 2).

If your disk is full, you may try the following:

- Eudora has a 'nuke' feature which allows you to delete messages without transferring them to the 'Trash' box first. Select a message and then hold down `command + option + shift + delete`. The message will be deleted instantly, without being transferred to the 'Trash' box first.
- You may also try copying your Eudora Folder to the computer's hard disk, which should have much more space. Open the Eudora Settings on the hard disk, and then make the necessary changes and deletions to your mailboxes. Once the Eudora Folder is small enough to fit on your disk, you may try copying it back to your floppy disk, replacing the old Eudora Folder. You should then delete the Eudora Folder on the hard disk.

MORE HELP

- **Balloon Help**



Eudora is one of the few programs to make extensive use of the Macintosh's Balloon Help feature. Turn on Balloon Help by selecting Show Balloons from the menu under the question mark icon. The question mark icon is on the right hand side of the menu bar. You can also simply press the `help` key on the keyboard, if it has one. To turn Balloon Help off, press `help` again, or go back up to what is now the Hide Balloons item under the question mark icon.

With balloon help on, small comic-strip style dialog balloons will pop up describing the functions and meanings of items on your screen. Simply move the mouse over an item (don't click on it) and a descriptive balloon will appear.

- **On-Line Help**

You may also have noticed many other topics under the question mark icon. Select these items for a brief tutorial.

- **Eudora Web Site:** <http://www.eudora.com>

Though this is primarily a commercial site, there is much useful information about software upgrades, bug reports, and some technical support. Access this with any web browser, such as Netscape Navigator™ or Microsoft Internet Explorer™. Both are available in the Workstation and Microcomputer Facilities.

- **Usenet Newsgroup:** comp.mail.eudora.mac

A discussion area where you can post and read articles about Eudora for the Macintosh. This group contains many questions and answers about Eudora. Most posts are from users much like yourself. You can access newsgroups with news reading software like Newswatcher, also available in the Workstation and Microcomputer Facilities.

- **UC Berkeley Macintosh Support:** <http://cobweb.berkeley.edu>

UC Berkeley Eudora Support: <http://cobweb.berkeley.edu/Eudora.html>

This is UC Berkeley's Macintosh support service. Here UC Berkeley staff, faculty, and students may download the Eudora Pro software for free. There is also a good, fairly thorough, documentation section. Use a web browser to access this information.

What is Popmail?

Popmail is a simple Macintosh application that performs many of the same functions as Eudora. Its simplicity and ease of use makes it a good alternative to use instead of Eudora.

Why use Popmail instead of Eudora?

One benefit of using Popmail is that it doesn't require a floppy disk like Eudora. Popmail retrieves a copy of your e-mail from the server and display them. It keeps a copy of your mail on the server until you can retrieve it again at a later date with Eudora or Popmail. Also, since the e-mail is downloaded to the hard drive temporarily, the speed for downloading is also improved, and you'll never run out of space. For speed, simplicity, and reliability, Popmail is probably a good choice.

Why use Eudora?

Eudora is a good choice for advance users who wants to do more with e-mail. With Popmail, one cannot use features such as filters, addressbooks, or signature files. Also, when deleting the mail from Popmail, it doesn't move the message to the trash folder. Any message deleted by mistake is permanent. Popmail also doesn't save a copy of your outgoing mail for later reference. For people who likes to customize their e-mail, make addressbooks, or filter a heavy amount of incoming mail, Eudora is a better choice.

Getting Started

Requirements

-You must have an existing POP3 e-mail account, such as uclink4.

Launching Popmail

-In Programs > Networking > POPmail/Labpop 1.2 > POPmail/Labpop 1.2



Starting up Popmail

After Popmail loads, it'll ask you the following information:

POPmail/Lab Information

Your full name:

Mail account:

Password:

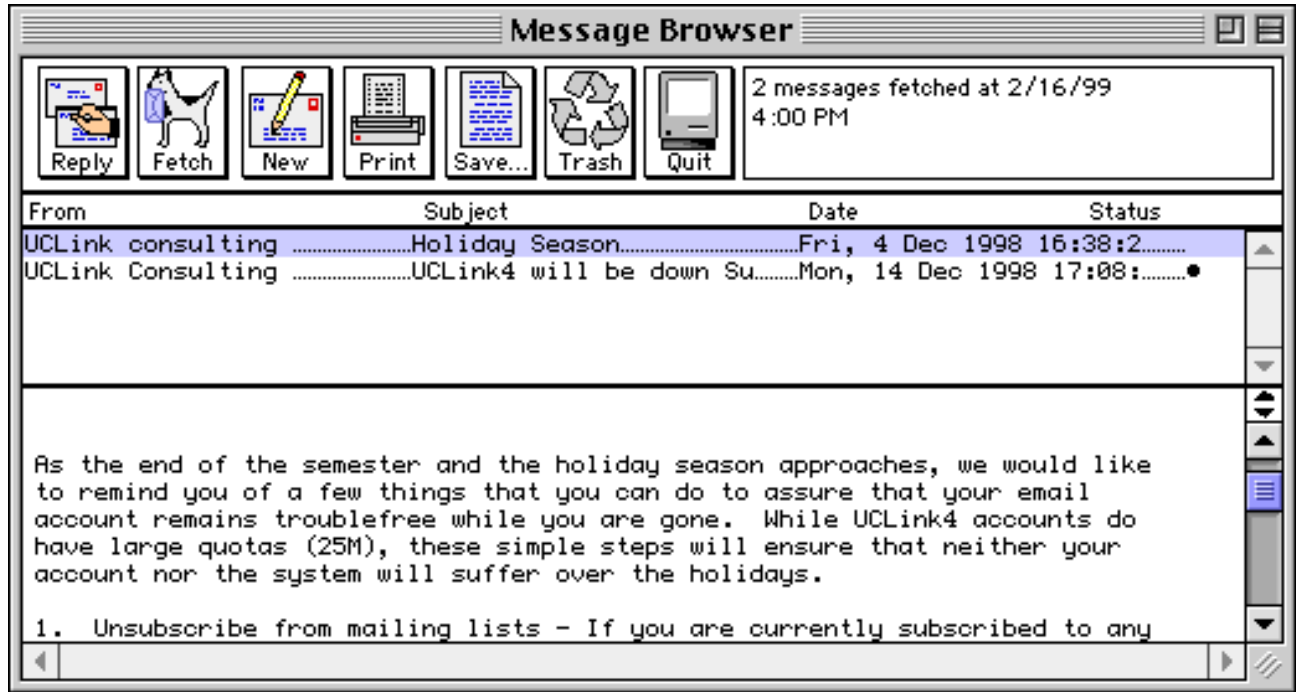
IMPORTANT! After you are done reading (and/or sending) your mail please Quit from POPmail/Lab to prevent unauthorized use of your mail account.

- Enter your name as you want to be seen by those whom you've sent e-mail to.
- Enter your e-mail account completely, such as *login@uclink4.berkeley.edu*.
- Enter your password.

Click Okay once the information is entered.

Using Popmail

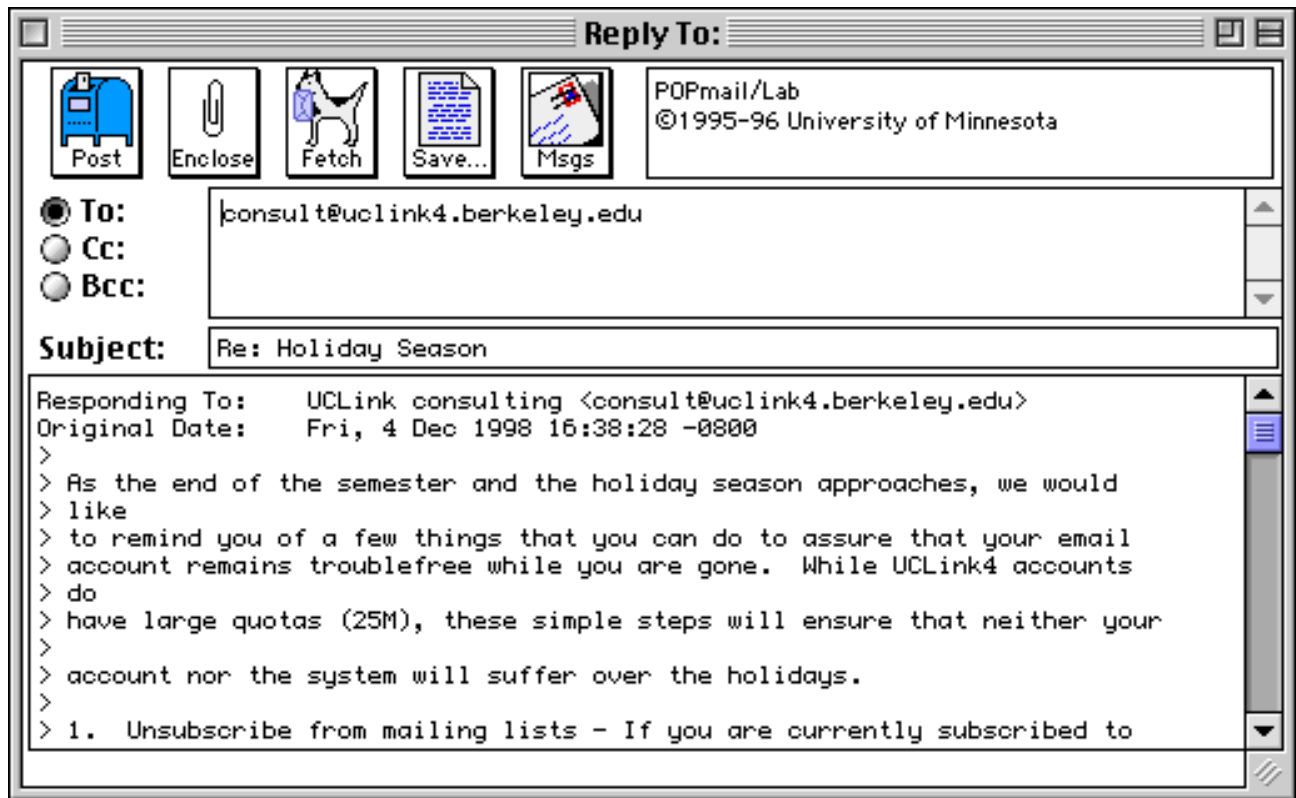
If you entered all of your information correctly, Popmail will start to download all of your incoming messages from your mail server. Use the cursor to move up and down and select the message you want to read. The content of the message will be displayed on the bottom section of the screen.



Buttons

- **Reply** reply allows you to reply to any message to the sender. It'll allow you to compose a message back to the sender.
- **Fetch** Fetch will check your e-mail account for any new messages.
- **New** Allows you to compose a new e-mail message.
- **Print** Prints the current message.
- **Save** Allows you to save the message or attached files to the hard drive or disk.
- **Trash** Deletes the current message from server. (Note: Once a message has been permanently deleted, there's no way to restore it)
- **Quit** Leaves Popmail.

If you hit reply, or new, you'll get a screen similar to the one below. In this screen, you can reply, or compose a new e-mail message.



Fields

- **To:** Put the e-mail address of the person whom you're writing to.
- **Cc:** Cc stands for Carbon Copy. It allows you to send the current message to multiple recipients.
- **Bcc:** Bcc stands for Blind Carbon Copy. People in the Bcc field will get the e-mail, but won't be able to see who the other recipients are.
- **Subject:** Enter a short summary or subject of the message into this field so that the recipient will know quickly what the message is about.

Buttons

- **Post** Sends the current message
- **Enclose** Allows you to include an attachment to the message.
- **Fetch** Check your account for any new e-mail.
- **Save** Saves the current message for future reference.
- **Msgs** Takes you back to the message index.

Closing Popmail

Use the **Quit** button on the main screen to quit Popmail. Any messages you've deleted during the Popmail session will be permanently deleted. The local copy of your messages will also be removed from the drive. Your undeleted messages will be saved on the server for future use.