

Frequently Asked Questions

My desktop, what is here?

Multiple accesses to all functions. See job aids: **Training aid - Icon description**.

District information Icon - Houses district wide information from your administration ex. Superintendent bulletins. Administration will have post access to this conference.

School Announcement Icon – Houses school wide notices and announcements. This will be specific to the individual and their school or area. It should be checked daily for notices. This can be updated by local administration only i.e. Principals and secretaries.



How can I access my email from home?

Users have two options for accessing mail at home. User's can either download the client software from the FirstClass website and set-up on their home PC or login via the web interface. Loading the client is the preferred method however if a user finds himself unable to do this for one reason or another mail can be retrieved from the other method. Keep in mind that this interface is less stable and is very different from the one trained in this course.

Details for both of these procedures can be located in **T1 Setting up Mail Access**

1/5/09

How will I migrate messages from my old email account to my new email account?

This will be done manually through a forwarding function described in detail in section: T2 Moving MEC Mail to First Class

How will I migrate mailing lists from one system to the other?

This will be done manually through an export function described in detail in section: T2 Moving MEC Mail to First Class

What is my new email address?

With the implementation of FirstClass Mail we will undergo an email address change. We will move from johndoe@salem.k12.ma.us to johndoe@salemk12.org

Why do I need a new email address?

Moving to a shorter convention should make keying a bit easier in addition it will allow us to have both systems operating simultaneously for a period of time in an effort to ease the transition from one to the other.

How long will I have both?

1/1/09 (or after training) – 4/1/09 (at least 6 weeks after training) these dates are approximate. Email will be sent out in advance of the MECnet server coming down.

Do I have to notify individuals in my address book of the change or will that happen automatically?

Mail forwarding will be in place on your MECnet mail accounts for at least 6 weeks after you have been through training. During that time users should notify individuals or institutions outside of the Salem Public Schools with whom they require contact of the change.

What are the biggest differences for basic users?

Users should take note of the following:

1. When sending a new message the to and subject fields are in the reverse order of MECnet.
2. The default for reply to a message is 'reply to all', this preference can be changed per message or globally, as the user prefers.
3. Message responses are not automatically imbedded within a chain of emails. This can be done using the 'reply with quote' feature. The other options are to look back through message history in the mailbox or by threading the messages together into a text document outside of mail.

I am a Webmaster with a FirstClass Acct; will it change?

No, you should be using the new email account already. You will now have access to email via this client as well.

Keep in mind, if you access or load the client on a different workstation either at home or elsewhere in your building you will need to load the web templates on that machine. See below for those procedures:

- Open the Help area (top right on bar)
- Open the folder called Web Template Files
- Double click the file named user_90320_win.fc and wait
- When the update window appears, choose update.n

This must be done on each computer the Webmaster will use to work on the school site.