

## G9 – Unsend, Delete, and Expiry Messages

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**Goals:** To provide Staff with the necessary tools to utilize the First Class system for Mail and Messaging,

**Essential Question:** How can First Class mail and messaging be utilized to maximize efficiencies and support staff?

**Enduring Understanding:** Using technology to simplify communications and provide forum for discussion among all district staff for the Salem Public Schools.

**Aligns with Standards / Frameworks:**

**ISTE – Educational Technology Standards for Teachers**

5. Engage in Professional Growth and Leadership

### Unsending

You may unsend messages you have sent within your FirstClass environment.

Upon occasion, people send messages that they wish they could take back, change or modify. (Oh gosh, yes!) FirstClass offers an **Unsend** feature that allows you to do just that.

Simply open your personal **Mailbox** by clicking on your mailbox icon and highlight a message that you recently sent (click once to highlight).



Once there, you can click once on the message and select the **Message>Unsend** or press the unsend button.

**This will remove that message from all mailboxes on the FirstClass system, except yours.**

You can then open it, modify it and resend it or delete it from your personal Mailbox.

Note: you can only unsend messages you've sent to users on your school's FirstClass system. If you sent it out to an email address over the Internet...it's gone!

### Message Expiry and Disk Space Limitations

The FirstClass system takes measures to clear itself of older messages and make space available for new ones by deleting messages after a set expiration period. Conferences may have a custom expiry depending on the nature of the conference.

Most messages in public conferences are usually set to be automatically deleted after 60 days or less. Course areas are usually set so that messages do not expire.

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Personal messages (i.e., those in your mailbox) are normally set not to expire (check with your administrator).

You can change the expiration date of an individual message through **Properties (Get Info)**

## Deleting Messages

You may delete any messages in your own mailbox at any time. To delete a message, click on the message once in your mailbox to select it, then press the delete key on the keyboard. Or, select "**Delete**" from the **FILE** menu. Deleted messages are moved to the Trash.

**Note: you cannot delete messages from conferences which have been sent by other users; you may only delete your own messages.**

## Undeleting Messages

When you delete a message (or a file, or group of messages, or a folder), the FirstClass system moves the message to the Trash. To retrieve a deleted message, open the trash, find the message and highlight it, then click the Undelete button.

### To access and read a message you have deleted

Open your trash folder and locate the message you want to read. Right-click on it and select "**Undelete**" from the menu. The message will be moved to your Inbox (or the original folder it was deleted from).

You can now read the message from its original location.

**Note that it will be sorted by it's original date, so it will not appear as a new message would.**

**Note also that you have to do this in a timely fashion. There are periodic system-wide trash collections that make your deleted email permanently unavailable to you. Check with your system administrator.**

### **RESOURCES / MATERIALS NEEDED**

<http://www.learningnetworks.com/pages/fcr/genuser/mailandmessage?textPage=1>

<http://www.user.firstclass.com/~slynch/?OpenItemURL+S04A3BF0B-04A3C0BE>