



FirstClass New User Guide *(updated 2/1/03)*

Antioch College Antioch University Antioch University McGregor

FirstClass is an integrated electronic conferencing software package. It provides easy communication tools for communities, groups and individuals.

This guide describes how to use the FirstClass client software. All Antioch-owned computers have (or will have) the FirstClass client software installed.

If you would like to use the FirstClass client software on your personal computer, you can download it by going to the website listed below. We recommend using the download site if possible. However, if you prefer, you can request a CD by calling the Information Technology Services Help Desk at (937) 769-1294. You can then install the software on your computer. Your computer will need to be connected to the Internet in order to log in and use your FirstClass account. In order to use your Antioch FirstClass account, it is necessary that you have access to the Internet through an ISP (Internet Service Provider). To gain access to your FirstClass account, you will need to:

- 1) Log onto your Internet Provider and start your Internet browser. Netscape 5.0 or higher, Internet Explorer 5.0 or higher, or AOL's browser 5.0 or higher is recommended. Earlier version of these browsers will allow access to FirstClass but you will not be able to use all the services, such as chat.
- 2) In the URL line of your web browser, type <http://fc.antioch.edu/>. This will take you to the Antioch login page. On the login page, there is a link for the online users guide. Please read this tutorial before logging on to the system; it covers e-mail, conferences, chat, and also contains a help page. You will also notice links to home pages for Antioch College, Antioch University and Antioch University McGregor, as well as a link to download the client software.
- 3) Use your mouse to move the cursor to the Login link, click, and a dialogue box will appear. Type in your userID and password and then click Login. Your FirstClass desktop will appear.

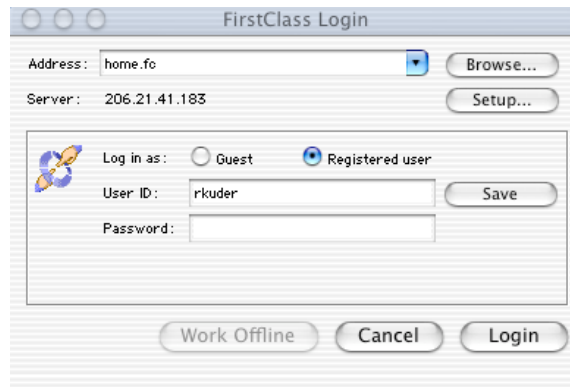
In addition to using the web-based version, you can download the client software to install on your personal computer at <http://fc.antioch.edu/ClientDownloads/>. Using the web version of FirstClass is slightly different than using the client version, but both will allow you to stay connected.

If you have any problems getting into the system, call the Information Technology Services Help Desk at (937) 769-1294.

Login to FirstClass

This procedure applies to registered users. If you are a guest user, just update "Address" as described here and select "Guest".

- 1) Double-click the FirstClass icon.
- 2) Update the FirstClass Login screen.



- a) Address

The settings file for the server to which you want to connect.

- b) Registered user

Make sure this is selected.

- c) User ID

Your user ID on this server.

- d) Password

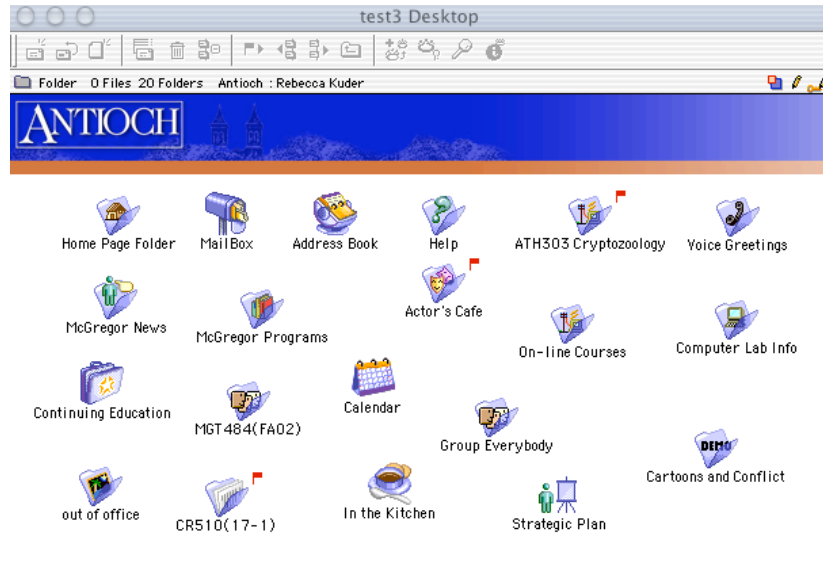
Your password on this server.

- 3) Click Login to open your FirstClass Desktop.

For added security: Change your password routinely. To change your password, go to the Collaborate menu, choose Change Password, and type in your old password once, then your new password twice. Click OK.

The FirstClass Desktop

Once you are connected to a server, your Desktop on that server opens. Your Desktop may differ from the example below, because your administrator determines which conferences you start with on your Desktop, and the general Desktop appearance.



To open objects on the Desktop, double-click them.

Standard window elements

Toolbar

Each window has its own associated toolbar. Clicking a toolbar button is the same as choosing the action from the menu. You can customize each toolbar as described in our online help.

Window summary

This bar shows the window name, summarizes window contents, shows the server and your user name, and indicates permissions you have in this window.

Standard Desktop objects

Mailbox

Contains all messages sent to you, as well as copies of messages that you created.

Address Book

Contains your personal addresses and mail lists.

Calendar

Your personal calendar.

Home Page Folder

Contains material that you want to display over the web.

Bookmarks

Contains links to objects on your server.

Help

Contains online help. This can also be accessed from the Help menu.

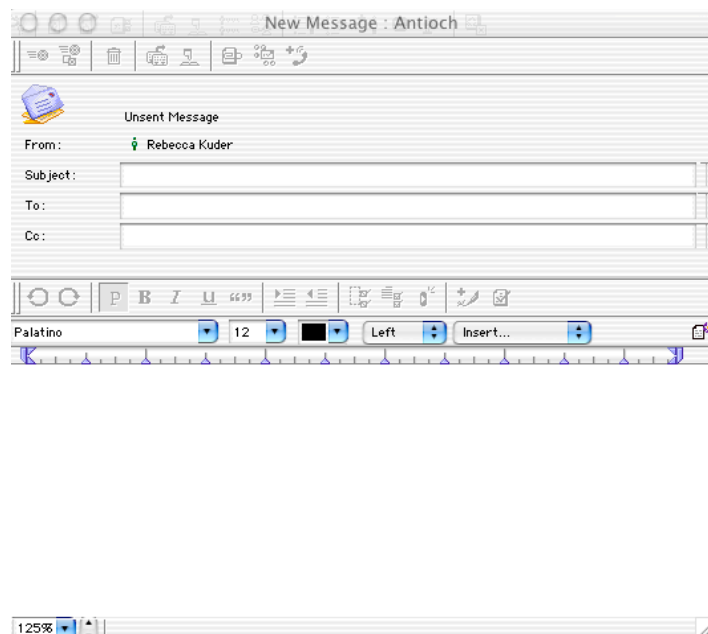
The other objects on the sample Desktop were added by the administrator or the user.

Compose and send messages

Messages work the same way whether you are in your Mailbox or a conference. An unread message has a red flag beside it. To open and read a message, double-click it.

Create a new message

- 1) Choose Message > New Message to use the standard message form.



To use another message form, choose Message > New Message Special, then the appropriate form. If you decide you want to use another form, choose File > Delete with the first form still open.

- 2) Address the message.

Tips for entering recipients' names:

- All users and conferences known to the server (including names you added as personal addresses) are stored in the Directory. To address a message to any user or conference in the Directory, you can type a partial name. When you press Tab or Enter/Return, the whole name is filled in if what you typed is unique in the Directory. Otherwise, the Directory opens with a list of all names that match. Select the name you want, then click To, Cc, or Bcc, or drag the name to the appropriate field.

- If you create a new message while you are in a conference, your new message is automatically addressed to that conference.
- You can drag names from other messages or documents to the appropriate field in your message.

3) Type the message body in the lower pane of the message form.

You can copy and paste material from other sources, such as a word processing document, into a FirstClass message. You can then format it and edit it. Drafting messages in a word processing document while offline can be helpful and decrease time spent online.

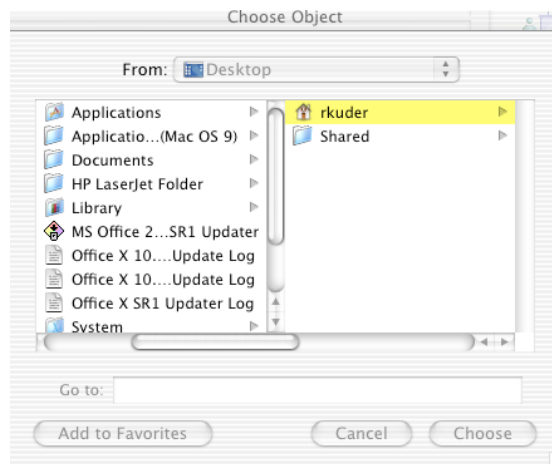
4) Send the message by choosing Message > Send.

You can draft a message to send later. To do this, just close the message window. *A white flag next to a message in your mailbox indicates an “unsent” message.*

Attach a file to a message

You can attach a file to a message by creating a message and then choosing File > Attach. Then you will need to navigate to the file you want to attach. Once you are ready to send the message, follow steps outlined above.

Shortcut: Drag a file to the message envelope. You can also use this method to attach FirstClass objects, such as documents, or files attached to other messages.



Reply to a message

- 1) Select or open the message.
- 2) Select any text that you want to quote in your reply.

If you want to quote the entire message in your reply, choose Message > Reply Special > Reply with Quote. If you choose this, you cannot choose any of the directed reply options

below. You can only send the reply to your default recipients, or update the envelope manually.

3) Create a reply in one of the following ways:

- Choose Message > Reply to create a reply addressed to your default recipients as specified in your mail rules preferences. (For information on setting your reply preferences, see below.)
- Choose Message > Reply Special, then one of the following:

Reply All: Creates a reply addressed to the sender and all other recipients. The sender's name is placed in the "To" field. All other recipients are placed in the "Cc" field.

Reply Sender: Creates a reply addressed to just the sender.

Reply Conference: Creates a reply addressed to just the conference that contains the message.

Reply Original Author: Creates a reply addressed to just the original sender of a forwarded message.

4) Type your reply in the body of the reply message.

5) Send the message.

Forward a message

- 1) Select or open the message.
- 2) Create a copy of the message (including any attachments) by choosing Message > Forward.
- 3) Address the message.
- 4) Make any changes you want to the message body.
- 5) Send the message.

Download an attached file

- 1) Select the attachment in the message form.
- 2) Choose File > Save Attachment.
- 3) Select the location on your computer where you want the file to be saved.

Shortcut: Drag the attached file to the desired location.

Check whether a message has been read

To see the history of a sent message, including who has read it, choose Message > History with the message selected or open.

Sort and find messages

You can sort messages by type, flag, attachment, name, subject, or last modified by changing the view. To do this, click on the corresponding bar across the top of your mailbox window. You can switch back and forth by clicking on one of the other bars. You can do the same within a conference.

To find a message, go to Edit > Find and choose options related to the message that you are trying to find.

Manage mailbox, create archive folders within mailbox and desktop

To conserve space and stay organized, it is good to clean out your mailbox regularly. To delete a message, choose File > Delete.

You can store messages by making archive folders within your mailbox and on your desktop. To create a new folder, choose File > New > New Folder. You can name the folder by typing over its title. Drag messages from your mailbox into the folder to store them.

Using Address Book

Save addresses for future use

You can add your own addresses and mail lists to the Directory. *Only you will see this information in the Directory.*

Add a personal address

- 1) Choose File > New > New Address.
- 2) Update the New Personal Address form.

Shortcut: Position your cursor on the email address that you want to add, then in Macintosh: Click and hold and in Windows right-click, and wait for the shortcut menu. Choose the “add to address book” option.

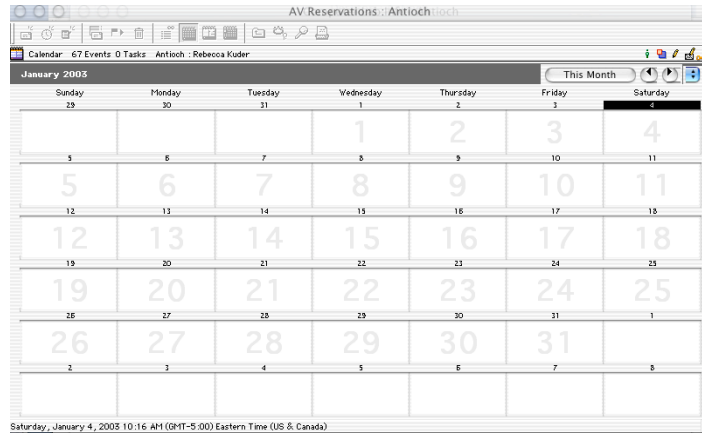
Create a mail list

- 1) Choose File > New > New Mail List.
- 2) Update the New Personal Mail List form.

View calendars

You can view a calendar in the same ways as your Mailbox, a conference, or a folder. In addition, there are special calendar views, as in the following example:

- To view the active pane of a calendar by month, week, or day, choose View, then the appropriate menu command. View Today List shows a list of all events that take place today, and tasks that start today or are ongoing.
- To scroll from one month, week, or day to the next (or previous), click the browse buttons.
- To go to the current month, week, or day, click This Month, This Week, or Today.
- To go to a specific date, click the popup calendar button and specify the date.
- To view details of an event or task, double-click it. You can also see partial details by hovering the cursor over an event or task.

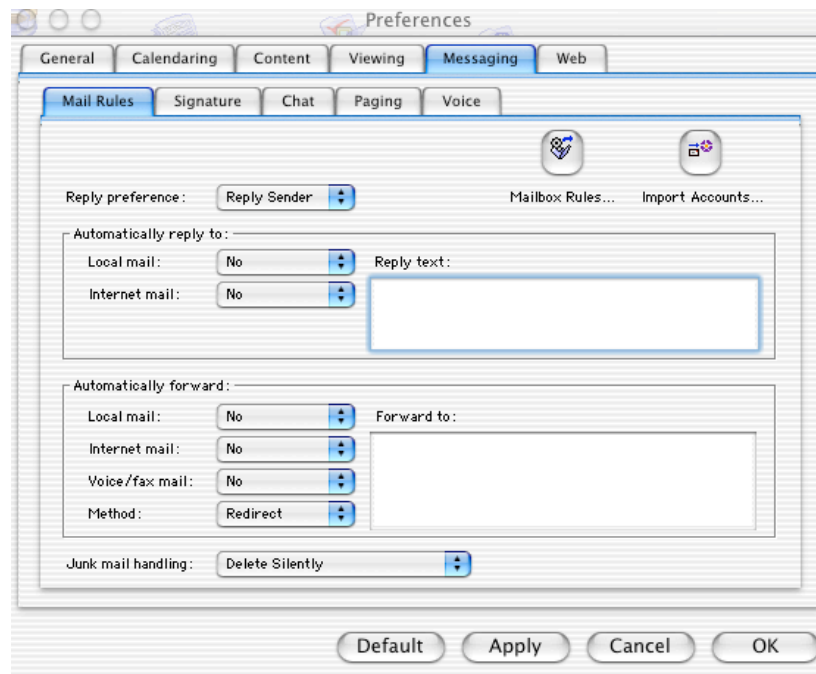


Post to group conferences ("threaded discussion")

Following the instructions for your mailbox, you can participate in “threaded discussion” within a conference. You can reply to a message or post a new message in a conference.

Modify user preferences (such as setting reply defaults, using signature, changing view font, etc.)

To modify your user preferences, choose File > Preferences. (For those using Mac OS X, you can find Preferences in the FirstClass menu.) Make changes as needed using the various tabs. When you are finished, click Apply, then OK.



Back up data

You can back up data by making a new folder on your desktop. To create a new folder, choose File > New > New Folder. You can name the folder by typing over its title. Drag

files from your computer into the folder to store them. This will give you access to your files and documents from any other computer that has a web browser. Simply log on to FirstClass and download files from your folder.

“Unsend” and “undelete” messages

Before sending a message, check the To: line carefully to make sure it does not go to an unintended recipient.

If you send a message to another FirstClass user and it is in error or you did not intend to send it, you have the option to Unsend it. *This only works for users with accounts on our FirstClass server. You cannot Unsend messages sent to users outside of Antioch's FirstClass, such as users with email addresses at hotmail or yahoo.*

To Unsend a message, select it, and choose Message > Unsend. A white flag will appear next to the message. You can then modify it and send it again.

If you delete a message in error, you have a brief window of time during which you can Undelete it. It is important to Undelete promptly to ensure that the message is not permanently gone.

To Undelete a message, choose View > Show Deleted Items. Deleted items will appear in your mailbox with trash icon next to them. Click once on the message that you want to Undelete, and choose File > Undelete. Then go to View > Hide Deleted Items.

(IMPORTANT: THE FIRSTCLASS SERVER CLEARS OUT DELETED MESSAGES PERIODICALLY. IF THE SERVER HAS CLEARED OUT THE DELETED MESSAGE, IT WILL BE IRRETRIEVABLE.)

Chatting

A chat is an online conversation among users who are currently connected to a server. To contribute to a chat, type your comment in the input area of the chat window, then click Send or hit the Enter/Return key.

Responding to a chat invitation

If you are invited to chat, you will see a chat invitation showing the name of the user who invited you. To decline the chat invitation, click Decline. To join the chat, click Accept. The chat window opens and your name is added to the "Participants" list.

Joining a public chat

A public chat is created by your administrator. It appears as an icon inside a conference or folder. When a public chat has active participants, a red balloon appears beside the icon. To join the chat, double-click it.

Starting a private chat

1) Choose Collaborate > Private Chat.

- 2) Click Invite to invite users to your chat.
- 3) Select the users you want to invite from the Who's Online list.

Following are some helpful keyboard shortcuts for use with FirstClass.

Keyboard shortcuts

About this Window

Windows: F1

Attach

Windows: Ctrl T

Mac OS: Cmd T

Bold

Windows: Ctrl Shift B

Mac OS: Shift Cmd B

Check Spelling

Windows: Ctrl Shift L

Mac OS: Shift Cmd L

Close

Windows: Ctrl F4

Mac OS: Cmd W

Connect

Windows: Ctrl K

Mac OS: Cmd K

Copy

Windows: Ctrl C

Mac OS: Cmd C

Cut

Windows: Ctrl X

Mac OS: Cmd X

Delete

Windows: Ctrl D

Mac OS: Cmd D

Delete the next word

Windows: Ctrl Delete

Mac OS: Option

Forward Del

Delete the previous word

Windows: Ctrl

Backspace

Mac OS: Option Delete

Directory

Windows: Ctrl L

Mac OS: Cmd L

Disconnect

Windows: Ctrl K

Mac OS: Cmd K

Exit

Windows: Alt Shift F4

Find

Windows: Ctrl F

Mac OS: Cmd F

Find Next

Windows: F3

Mac OS: Cmd G

Find Previous

Windows: Shift F3

Mac OS: Shift Cmd G

Format Paragraphs

Windows: Ctrl Shift M

Mac OS: Shift Cmd M

Format selection

Windows: Ctrl M

Mac OS: Cmd M

Forward

Windows: Ctrl Shift =

Mac OS: Shift Cmd =

Help Contents

Windows: Shift F1

Hide Bcc

Windows: Ctrl B

Mac OS: Cmd B

Keyboard shortcuts, continued

History

Windows: Ctrl H
Mac OS: Cmd H

Insert Horizontal Line

Windows: Ctrl Shift H
Mac OS: Shift Cmd H

Insert Image

Windows: Ctrl Shift T
Mac OS: Shift Cmd T

Insert Page Break

Windows: Ctrl Enter or
Shift Enter
Mac OS: Shift Return

Insert Signature

Windows: Ctrl Shift S
Mac OS: Shift Cmd S

Italic

Windows: Ctrl Shift I
Mac OS: Shift Cmd I

Larger

Windows: Ctrl]
Mac OS: Cmd]

Mark as Read/Unread

Windows: Ctrl -
Mac OS: Cmd -

New Message

Windows: Ctrl N
Mac OS: Cmd N

Next in Thread

Windows: F2
Mac OS: Cmd /

Permissions

Windows: Ctrl ;
Mac OS: Cmd ;

Next Unread

Windows: Ctrl U
Mac OS: Cmd U

Next Window

Mac OS: Cmd ,

Open Address Book

Windows: Ctrl 2
Mac OS: Cmd 2

Open Bookmarks Folder

Windows: Ctrl 3
Mac OS: Cmd 3

Open Calendar

Windows: Ctrl 6
Mac OS: Cmd 6

Open Desktop

Windows: Ctrl 0
Mac OS: Cmd 0

Open Home Page Folder

Windows: Ctrl 4
Mac OS: Cmd 4

Open Mailbox

Windows: Ctrl 1
Mac OS: Cmd 1

Open Résumé

Windows: Ctrl 5
Mac OS: Cmd 5

Open Selected

Windows: Ctrl O

Mac OS: Cmd O

Open Voice Greetings Folder

Windows: Ctrl 7
Mac OS: Cmd 7

Paste

Windows: Ctrl V
Mac OS: Cmd V

Paste Special

Windows: Ctrl Shift V
Mac OS: Option Cmd V

Print

Windows: Ctrl P
Mac OS: Cmd P

Properties

Windows: Alt Enter

Quit

Mac OS: Cmd Q

Quoted

Windows: Ctrl Shift '
Mac OS: Shift Cmd '

Redo

Windows: Ctrl Y
Mac OS: Cmd Y

Replace

Windows: Ctrl Shift F
Mac OS: Shift Cmd F

Keyboard shortcuts, continued

Plain

Windows: Ctrl Shift P

Mac OS: Shift Cmd P

Previous in Thread

Windows: Shift F2

Mac OS: Option Cmd /

Reply

Windows: Ctrl R

Mac OS: Cmd R

Reply with Quote

Windows: Ctrl '

Mac OS: Cmd '

Save As

Windows: Ctrl S

Mac OS: Cmd S

Scroll one page at a time (presentation view)

Page Up/Page Down

Scroll one screen at a time

Page Up/Page Down

Select All

Windows: Ctrl A

Mac OS: Cmd A

Select all items with a common value

Windows: Ctrl Shift click

Mac OS: Shift Cmd click

Send

Windows: Ctrl E

Mac OS: Cmd E

Send and Close

Windows: Ctrl Shift E

Mac OS: Shift Cmd E

Show Bcc

Windows: Ctrl B

Mac OS: Cmd B

Show Presentation

Windows: F5

Mac OS: Shift Cmd P

Smaller

Windows: Ctrl [

Mac OS: Cmd [

Smart Zoom

Windows: Ctrl =

Stop activities

Windows: Ctrl Break

Mac OS: Cmd .

Underline

Windows: Ctrl Shift U

Mac OS: Shift Cmd U

Undo

Windows: Ctrl Z

Mac OS: Cmd Z

Upload

Windows: Ctrl T

Mac OS: Cmd T

Zoom In (viewer window)

Shift up arrow

Zoom Out (viewer window)

Shift down arrow

Zoom Window

Mac OS: Cmd =