FIRSTCLASS®

FCCC

▶Quick Reference

SOFTARC

Menu	Menu item	Windows shortcut	Mac OS shortcut
File	Attach File/Upload	Ctrl+T	Cmd+T
	Close	Ctrl+F4	Cmd+W
	Delete	Ctrl+D	Cmd+D
	Exit/Quit	Alt+Shift+ F4	Cmd+Q
	Open Address Book	Ctrl+2	Cmd+2
	Open Bookmarks	Ctrl+3	Cmd+3
	Open Calendar	Ctrl+6	Cmd+6
	Open Desktop	Ctrl+0	Cmd+0
	Open Home Page	Ctrl+4	Cmd+4
	Open Mailbox	Ctrl+1	Cmd+1
	Open Résumé	Ctrl+5	Cmd+5
	Open Selected	Ctrl+O	Cmd+O
	Print	Ctrl+P	Cmd+P
	Properties/Get Info	Alt+Enter	Cmd+I
	Save As	Ctrl+S	Cmd+S
Edit	Check Spelling	Ctrl+Shift+L	Cmd+Shift+L
	Color Black		Option+Cmd+K
	Color Blue		Option+Cmd+B
	Color Brown		Option+Cmd+W
	Color Gray		Option+Cmd+E
	Color Green		Option+Cmd+G
	Color Magenta		Option+Cmd+M
	Color Orange		Option+Cmd+O
	Color Red		Option+Cmd+R
	Color Yellow		Option+Cmd+Y
	Copy	Ctrl+C	Cmd+C
	Cut	Ctrl+X	Cmd+X
	Find	Ctrl+F	Cmd+F
	Find Next	F3	Cmd+G
	Font Larger	Ctrl+]	Cmd+]
	Font Smaller	Ctrl+[	Cmd+[
	Format *selection*	Ctrl+M	Cmd+M
	Insert File	Ctrl+Shift+T	Shift+Cmd+T
	Insert Horizontal Rule	Ctrl+Shift+H	Shift+Cmd+H
	Insert Page Break	Ctrl+Enter Shift+Enter	Shift+Return

FCCC Quick Reference

Logging into an FCCC server

This procedure applies to registered users. If you will be registering when you log in, see *Using FCCC* for instructions. If you are a guest user, just fill in File as described here and select Guest.

1. Double-click the FirstClass icon.

2. Fill in the Login screen.
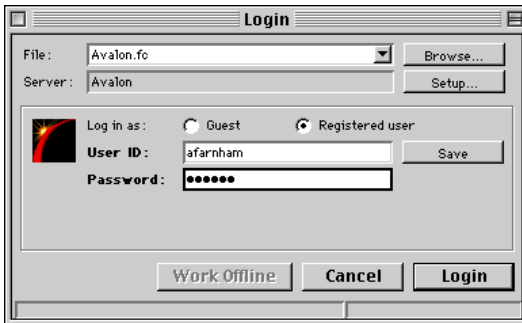
Mac OS Login screen	**Windows Login screen**
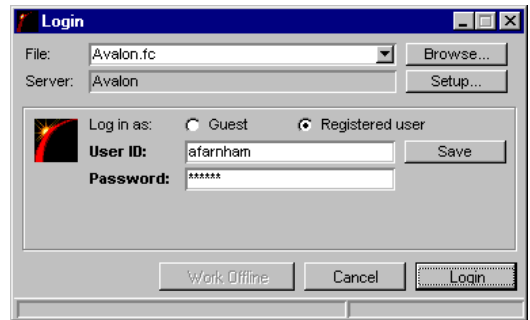
File	The settings file for the server to which you want to connect. If the settings file is not listed here, click Browse to search for the file. Click Open with the file selected.
Registered user	Make sure this is selected.
User ID	Your user ID on this server.
Password	Your password on this server.

3. Click Login to open your FCCC Desktop.

The FCCC Desktop

Once you are connected to an FCCC server, your Desktop on that server opens. Your Desktop may differ from these examples, 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.

Mac OS Desktop

Windows Desktop
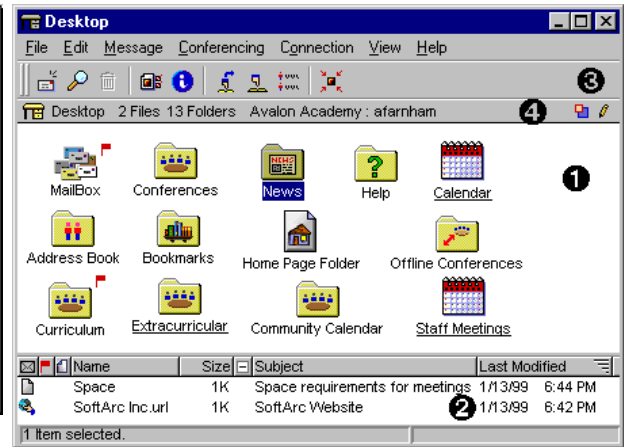
Standard window elements

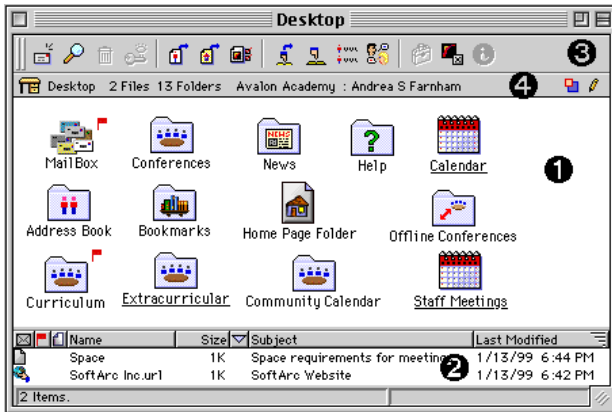|		
❶ **upper pane**	This Desktop is split into two window panes vertically. The upper pane is shown in Icon view.
❷ **lower pane**	The lower pane is shown in List view, which presents information about each object in columnar format. You can change the sorting and grouping of these objects as described in *Using FCCC*.
❸ **toolbar**	Each window has its own toolbar. Clicking a toolbar button is the same as choosing the action from the menu. You can customize each toolbar as described in *Using FCCC*.
❹ **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.
Conferences	Contains public conferences created by your administrator.

News   Usually contains general announcements that are considered to be of interest to anyone connecting to this server.

Help   Usually contains online help, such as instructions on using FirstClass.

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

Working with 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 read a message, double-click it.

Creating a new message

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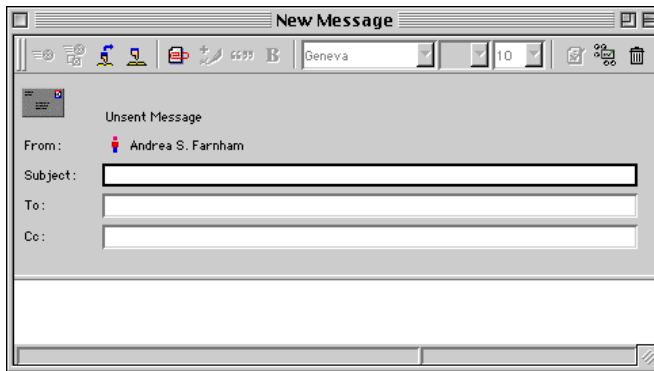
To use another message form, choose Message > New Message Special, then the appropriate form. If you decide you want to use another form, choose File > Delete with the first form still open.

2.   Address the message.
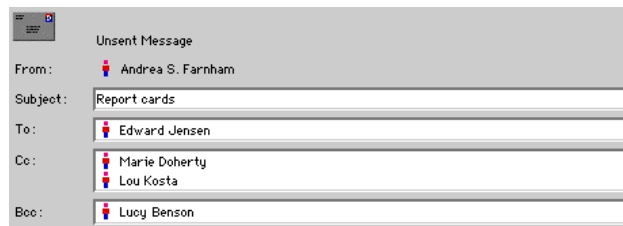
From   This field is automatically filled in with your name.

Subject   Type a subject for your message.

To   Enter the names of the recipients. To add another recipient, press Enter or Return. To move to the Cc field, press Tab.

Cc   Enter the names of any recipients you want copied on this message.

Bcc   This field is not initially visible to a message creator, and is never visible to the To and Cc recipients. To show this field, choose Message > Show Bcc. Then enter the names of your Bcc recipients.

> **Tips for entering recipients' names**
>
> ✔All users and conferences known to the FCCC server (including names you added as personal addresses) are stored in the FCCC Directory. To address a message to any user or conference in the Directory, you can type a partial name. When you press Tab, Enter, or Return, the whole name is filled in if what you typed was unique in the Directory. Otherwise, the Directory window 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 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 envelope.

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

You can copy material from other sources, format it, and edit it as described in *Using FCCC*.

4. *optional*
Attach a file to the message.

Choose File > Attach File, then choose the file and click Open.

> **Shortcut** Drag a file to the message envelope.

5. Send the message by choosing Message > Send.

Replying to a message

1. Select or open the message.

2. *optional*
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 preferences. For information on setting your reply preference, see *Using FCCC*.

– or –

Choose Message > Reply Special, then one of the following:

Reply All	Creates a reply addressed to 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 Original Author	Creates a reply addressed to just the original sender of a forwarded message.
Reply Conference	Creates a reply addressed to just the conference that contains the message.

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

5. Send the message.

Forwarding 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. *optional*
   Make any changes you want to the message body.

5. Send the message.

Downloading an attached file

1. Select the attachment in the message envelope.

2. Choose File > Save Attachment.

3. Select the folder where you want the file to be saved.

4. Click Save.

   Shortcut Drag the attached file to the desired folder.

Checking whether a message has been read

To see the history of a message, including who has read it, choose Message > History with the message selected or open.
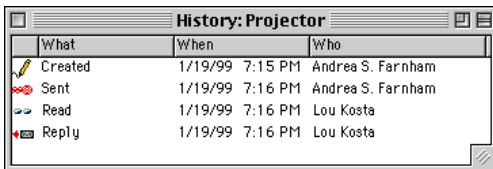
Saving addresses for future use

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

Adding a personal address

1. Choose File > New > New Personal Address.

2. Fill in the New Personal Address form.
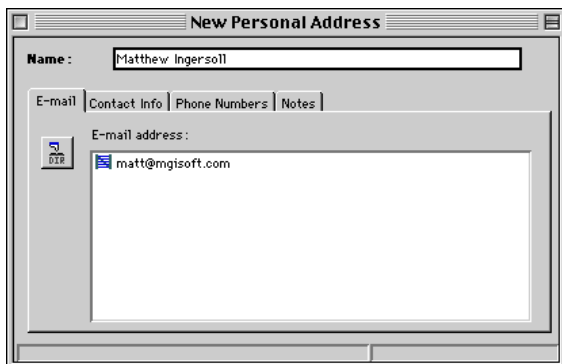
Name	The person's name as you want it to appear in the Directory.
E-mail address	The person's e-mail address. If this name is not yet in the Directory, type the address, then press Tab. If this name is already in the Directory, you can type a partial name as if you were addressing a message, or click DIR to open the Directory, then select the name and click Select.
other tabs	Add personal information if desired.

3. Close the New Personal Address form and save your changes.

Creating a mail list

1. Choose File > New > New Personal Mail List.

2. Fill in the New Personal Mail List form.

> **Name** The name of the mail list as you want it to appear in the Directory.
>
> **Members** Add user names just as you would when addressing a message. You can click DIR to open the Directory, then select users and click Select.

3. Close the New Personal Mail List form and save your changes.

Working with calendars

You may be able to use a personal calendar (which can record both calendar events, such as meetings, and tasks, such as submitting a report), and look at other users' calendars and group calendars. To open your personal calendar, choose File > Open > Calendar. To open another user's calendar, select the user from the Directory listing, then choose Open User Calendar from the shortcut menu.

Viewing calendars

You can view an open calendar by month (choose View > View by Month), by week (choose View > View by Week), or by day (choose View > View by Day). The weekly view of a calendar looks something like this:
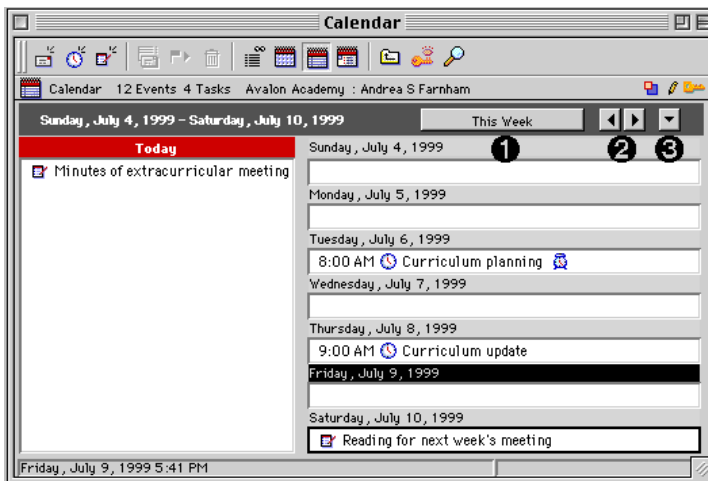
❶ Click this button to go to the current week.
❷ Click these buttons to scroll backward and forward through calendar pages.
❸ Click this button to open a popup calendar where you can specify the calendar page to display.

The weekly and daily views include a Today list that highlights all the events and tasks that are of concern to you today (events that take place today, and tasks that start today or are ongoing).

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.

Creating a calendar event

1. Choose Message > New Calendar Event with the calendar open.

> **Shortcut** To create an event that starts on a particular day, double-click either within the blank space under the day or on the date itself.

2. Fill in the basic event information on the Event tab of the calendar event form.

Description	Type a description of the event as you want to see it on the calendar.
Location	Fill this in only if the location is not in the Directory. For locations in the Directory, use the Resources to book field on the Participants tab.
Starts at	Click this field to open a popup calendar, then choose the start date and choose or type the start time.
Ends at	Change this if necessary. Click this field to open a popup calendar.
Duration	Choose or type the length of the event. If you change this value, the Ends at value changes.
Color	Choose a background color for the event, if desired.
Category	Choose an event category or type your own, if desired.
Show time as	Choose your level of availability for other commitments during this event.
Sensitivity	Events with Normal sensitivity are seen by others viewing your calendar.

3. *to make the event show up repeatedly on the calendar*
Fill in the Repeat tab fields. Repeat interval determines how often to repeat the event. Repeat until specifies the last date on which to repeat the event. Click this field to open a popup calendar.

4. *to invite participants*
Fill in the Participants tab fields. Participants to invite lists the participants. Enter participants just as you would when addressing a message. Ask participants to respond displays Accept and Decline buttons on participants' invitations. Resources to book lists both locations (such as the Staff Room) and resources (such as a projector). These must be in the Directory. Enter them just as you would when addressing a message. You can then double-click them to open their calendars, to check for resource availability.

5. *to generate reminders*
Fill in the Reminders tab fields. Reminders specifies whether to generate a reminder for just yourself, or for all participants. Time before event specifies how long before the event to generate reminders. Choose a value or type your own.

6. *optional*
Attach files or add a message body just as you would for a message.

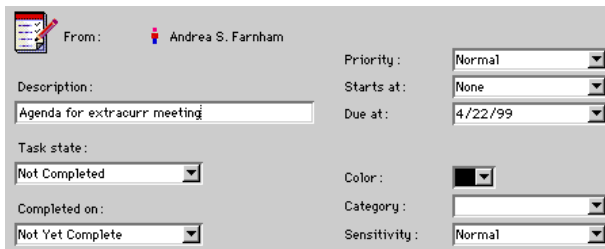**7.** Close the calendar event form to add the event to the calendar.

You can open an event to change its details. You can also drag an event to a new start date on the calendar, or from one calendar to another.

Creating a calendar task

1. Choose Message > New Calendar Task with the calendar open.

       Shortcut Double-click within the blank space in the Today list.

2. Fill in the basic task information on the Task tab of the calendar task form.

Description	Type a description of the task as you want to see it on the calendar.
Task state	Change the task status if necessary.
Completed on	Leave this blank until the task is completed.
Priority	Changing the priority to Urgent makes the task appear bold. It is shown at the top of the tasks in the Today list.
Starts at	Accept None if there is no specific start date. If there is a start date, click this field to open a popup calendar, click the start date, then click OK.
Due at	Accept None if there is no specific due date. If there is a due date, click this field to open a popup calendar. If necessary, choose or type a time in the popup calendar.
Color	Choose a background color for the task, if desired.
Category	Choose a task category or type your own, if desired.
Sensitivity	Tasks with Normal sensitivity are seen by others viewing your calendar.

3. *to generate a reminder for a task with a due date*
Fill in the Reminder tab fields. Select Generate reminder to generate a reminder. Time before due date specifies how long before the due date to generate the reminder. Choose a value or type your own.

4. *optional*
Attach files or add a message body just as you would for a message.

5. Close the calendar task form to add the task to the calendar.

Overdue tasks are shown in red. Completed tasks have a red line drawn through them.

You can open a task to change its details. To change the task status, choose the appropriate status at Task state. You can also drag a task to a new start date on the calendar or from one calendar to another, and click the task icon to change the status to Completed.

Chatting

A chat is an online conversation among users who are currently connected to an FCCC server.

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.

Contributing to a chat

1. Type your comment in the input area of the chat window.

2. Click Send.

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 the icon.

Starting a private chat

1. Choose File > Open > Private Chat.

2. Click Invite to invite users to your chat.

3. Select the users you want to invite from the Who's Online window.

4. Click Select.

Logging into an FCCC server

1. Enter the URL of the server (for example, http://www.firstclass.com/login).
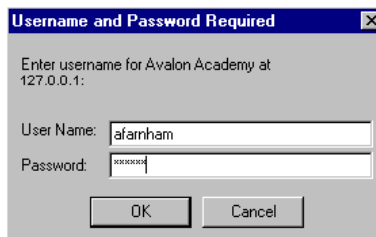
2. Fill in the Login screen.

Mac OS Login screen

Windows Login screen

Name or User Name	Your user ID on this server.
Password	Your password on this server.

3. Click OK to open your FCCC Desktop.

The FCCC Desktop

Once you have connected to an FCCC server, your Desktop on that server opens. Your Desktop may differ from this example, because your administrator determines which conferences you start with on your Desktop, and the general Desktop appearance. To open objects on the Desktop, click them.
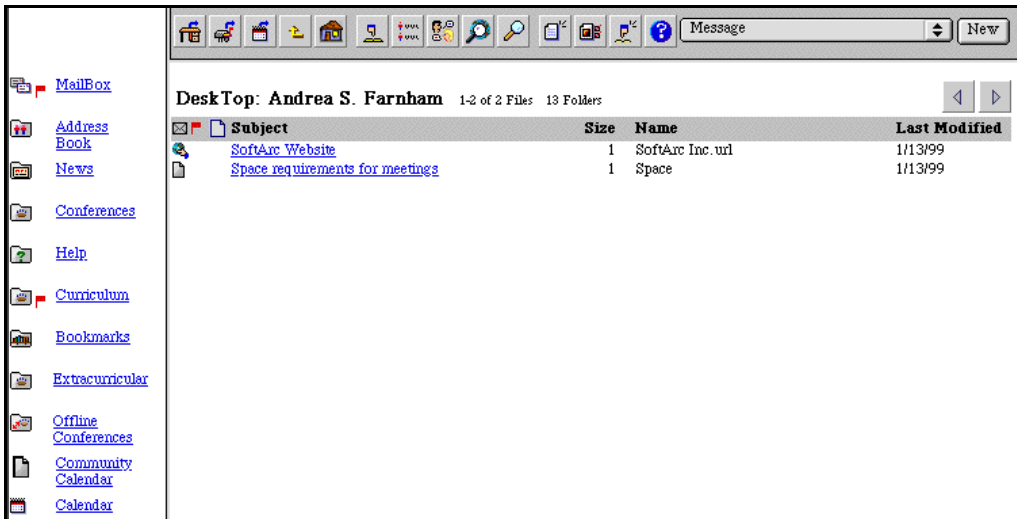
Standard Desktop objects

Mailbox	Contains all messages sent to you, as well as copies of messages that you send.
Conferences	Contains public conferences created by your administrator.
News	Usually contains general announcements that are considered to be of interest to anyone connecting to this server.
Help	Usually contains online help.

To see a description of the toolbar buttons, click the Help button:

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

Working with messages

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

Creating a new message

> **Using the Directory to add recipients**
>
> You can only use this method to add one name to the To field.
>
> All users and conferences known to the FCCC server (including users you added as personal addresses) are stored in the FCCC Directory. To address a message to any user or conference in the Directory, you can click Directory to open the Directory. To list everyone in the Directory, click Search with the Name field blank. To narrow the list to names containing certain characters, type these characters at Name, then click Search. Click the address (the second column) of the recipient. This opens a new standard message addressed to that recipient.

1. Click New.

   To use another message form, click the Message dropdown field, choose the form you want, then click New.

2. Address the message.

From:	⸜ Andrea S. Farnham
Subject:	Report cards
To:	Edward Jensen
Cc:	Marie Doherty Lou Kosta

From	This field is automatically filled in with your name.
Subject	Type a subject for your message.
To	Type the names of the recipients. To add another recipient, press Enter or Return.
Cc	Type the names of any recipients you want copied on this message.

3. Type the message text in the body area.

4. *optional*
   Attach a file to the message.

   Click Browse, then choose the file and click Open.

5. Send the message by clicking Send.

Replying to a message

1. Open the message.

2. Click Reply.

   The original message is quoted in the reply.

3. Type your reply in the body area.

4. Send the message.

Forwarding a message

1. Open the message.

2. Create a copy of the message (including any attachments) by clicking Forward.

3. Address the message.

4. *optional*
   Make any changes you want to the message body.

5. Send the message.

Downloading an attached file

To download a file attached to a message, click the attachment in the message envelope.
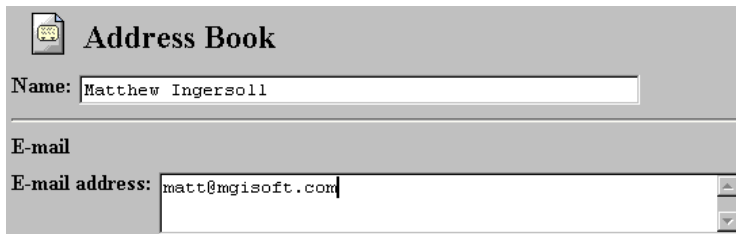
Checking whether a message has been read

To see the history of a message, including who has read it, open the message, then click History.

History		
What	**When**	**Who**
✔ Created by reply	Fri, 23 Jul 1999 11:27:35 +0000	Lou Kosta
✉ Sent	Fri, 23 Jul 1999 11:27:35 +0000	Lou Kosta
👓 Read	Fri, 23 Jul 1999 11:28:09 +0000	Andrea S. Farnham

Saving addresses for future use

You can add your own addresses to the FCCC Directory. Only you will see this information in the Directory. To add a personal address:

1. Click New Personal Address.

2. Fill in the Address Book form.

Address Book

Name: Matthew Ingersoll

E-mail

E-mail address: matt@mgisoft.com

|	
Name	The person's name as you want it to appear in the Directory.
E-mail address	The person's e-mail address.
other sections	Add personal information if desired.

3. Click Save.

Working with calendars

You may be able to use a personal calendar (which can record both calendar events, such as meetings, and tasks, such as submitting a report), and look at other users' calendars and group calendars. To open your personal calendar, click Calendar. To open another user's calendar, list the user in the Directory, then click the View Calendar button beside the user.

Viewing calendars

You can view an open calendar by month (click View by Month), by week (click View by Week), or by day (click View by Day). The weekly view of a calendar looks something like this:
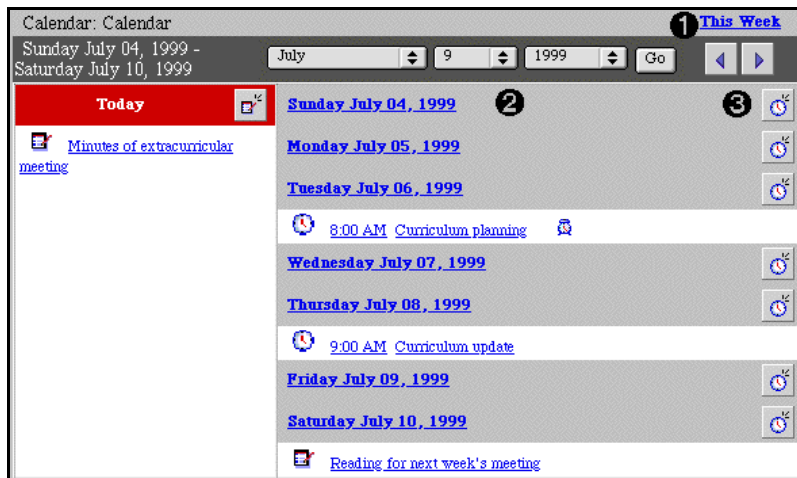
❶ Click this link to go to the current week.

❷ Go to a particular calendar page by choosing the appropriate values from the date dropdown fields, then clicking Go.

❸ Click these buttons to scroll backward and forward through calendar pages.

The weekly and daily views include a Today list that highlights all the events and tasks that are of concern to you today (events that take place today, and tasks that start today or are ongoing).

Clicking a date on the weekly or monthly calendar takes you to the daily view for that date.

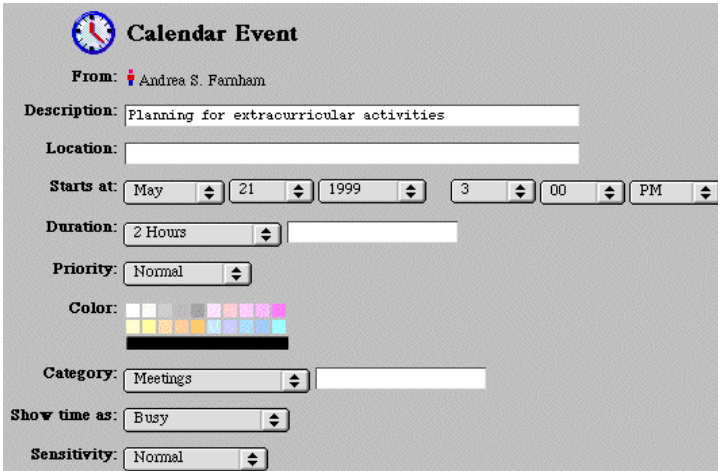To view details of an event or task, click it.

Creating a calendar event

> **Tip** If you will be booking a resource or location for the event, you can check its availability first by looking at its calendar. To do this, list the resource or location in the Directory, then click the View Calendar button beside it.

1. Click New Calendar Event with the calendar open.

> **Shortcut** To create an event that starts on a particular date, click the New Event icon for that date.

2. Fill in the basic information on the calendar event form. Where there are dropdown fields, click them to choose appropriate values.

Description	Type a description of the event as you want to see it on the calendar.
Location	Fill this in only if the location is not in the Directory. For locations in the Directory, use the Resources to book field in the Participants section.
Starts at	Choose the appropriate date and time values.
Duration	Choose or type the length of the event.
Priority	Changing the priority to Urgent makes the event appear in bold on the calendar.
Color	Click a background color for the event, if desired.
Category	Choose an event category or type your own, if desired.
Show time as	Choose your level of availability for other commitments during this event.
Sensitivity	Events with Normal sensitivity are seen by others viewing the calendar.

3. *to make the event show up repeatedly on the calendar*
Fill in the Repeat section fields. Repeat interval determines how often to repeat the event. Repeat until specifies the last date on which to repeat the event.

4. *to invite participants*
Fill in the Participants section fields. Choosing Yes at Ask participants to respond displays Accept and Decline buttons on participants' invitations. Type participants' names at Participants to invite just as you would when addressing a message. Type any resources (such as a projector) or locations (such as the Staff Room) that you want to book at Resources to book. These must be in the Directory.

5. *to generate reminders*
Fill in the Reminders section fields. Reminders specifies whether to generate a reminder for just yourself, or for all participants. Time before event specifies how long before the event to generate reminders.
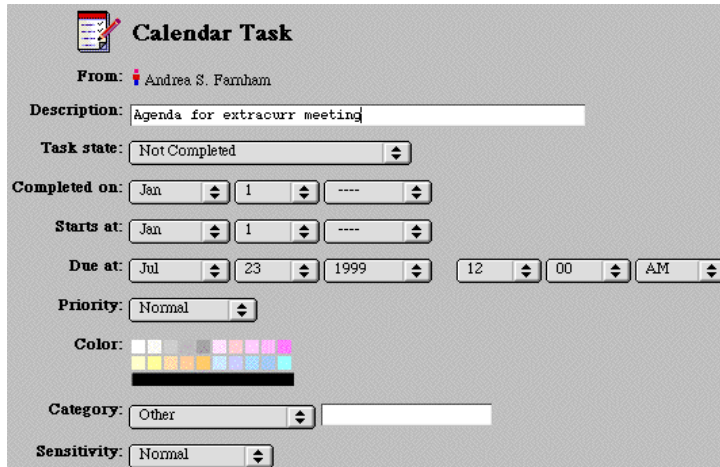
6. *optional*
Attach a file or add a message body just as you would for a message.

7. Click Save.

You can open an event to change its details. Click Save to save your changes.

Creating a calendar task

1. Click New Calendar Task with the calendar open, or click the New Task icon in the Today list.

2. Fill in the basic information on the calendar task form. Where there are dropdown fields, click them to choose appropriate values.

Description	Type a description of the task as you want to see it on the calendar.
Task state	Change the task status if necessary.
Completed on	Leave this unchanged until the task is completed.

Starts at	Choose the appropriate date values, if there is a specific start date.
Due at	Choose the appropriate date and time values, if there is a specific due date.
Priority	Changing the priority to Urgent makes the task show at the top of the tasks in the Today list.
Color	Click a background color for the task, if desired.
Category	Choose a task category or type your own, if desired.
Sensitivity	Tasks with Normal sensitivity are seen by others viewing your calendar.

3. *to generate a reminder for a task with a due date*
Fill in the Reminder section fields. Choose Yes at Generate reminder to generate a reminder. Time before due date specifies how long before the due date to generate the reminder.

4. *optional*
Attach a file or add a message body just as you would for a message.

5. Click Save.

You can open a task to change its details. To change the task status, choose the appropriate value at Task state. Click Save to save your changes.

Chatting

A chat is an online conversation among users who are currently connected to an FCCC server.

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.
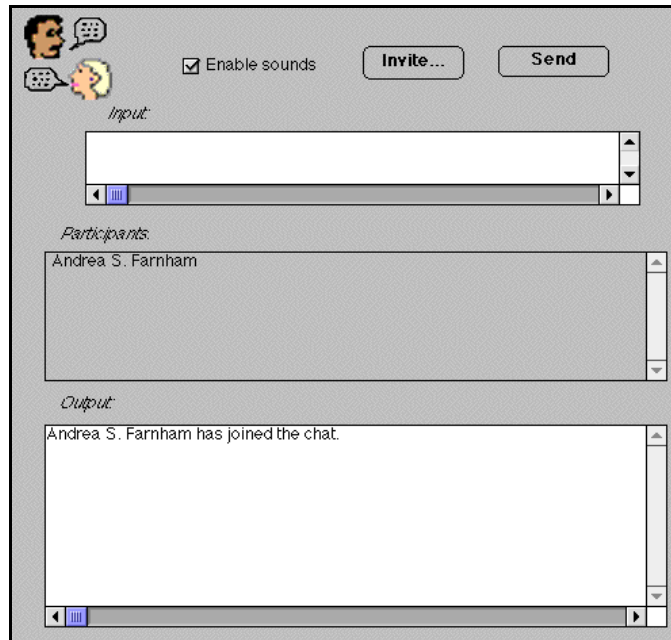
Contributing to a chat

1. Type your comment in the input area of the chat window.

2. Click Send.

Joining a public chat

A public chat is created by your administrator. It appears inside a conference or folder. When a public chat has active participants, it is flagged.

To join the chat, click it.

Starting a private chat

1. Click Chat.

2. Click Invite to invite someone to your chat.

3. Select the user you want to invite from the Directory.

4. Click Select.

Using a web browser

Menu	Menu item	Windows shortcut	Mac OS shortcut
Edit (cont.)	Insert Signature	Ctrl+Shift+S	Shift+Cmd+S
	Paste	Ctrl+V	Cmd+V
	paste as quoted	Ctrl+Shift+V	Option+Cmd+V
	Redo	Ctrl+Y	Cmd+Y
	Replace	Ctrl+Shift+F	Shift+Cmd+F
	Select All	Ctrl+A	Cmd+A
	Style Bold	Ctrl+Shift+B	Shift+Cmd+B
	Style Italic	Ctrl+Shift+I	Shift+Cmd+I
	Style Plain	Ctrl+Shift+P	Shift+Cmd+P
	Style Quoted	Ctrl+Shift+'	Shift+Cmd+'
	Style Underline	Ctrl+Shift+U	Shift+Cmd+U
	Undo	Ctrl+Z	Cmd+Z
Message	Forward	Ctrl+Shift+=	Shift+Cmd+=
	History	Ctrl+H	Cmd+H
	New Message	Ctrl+N	Cmd+N
	Reply	Ctrl+R	Cmd+R
	Reply with Quote	Ctrl+'	Cmd+'
	Send	Ctrl+E	Cmd+E
	Send and Close	Ctrl+Shift+E	Shift+Cmd+E
	Show/Hide Bcc	Ctrl+B	Cmd+B
	Unread	Ctrl+-	Cmd+-
Conferencing	Approve	Ctrl+`	Cmd+`
	Directory	Ctrl+L	Cmd+L
	Next in Thread	F2	Cmd+/
	Next Unread	Ctrl+U	Cmd+U
	Permissions	Ctrl+;	Cmd+;
	Previous in Thread	Shift+F2	Option+Cmd+/
Connection	Connect/Disconnect	Ctrl+K	Cmd+K
View	Next Window		Cmd+,
	Smart Zoom/Zoom Window	Ctrl+=	Cmd+=
Help	Contents	Shift+F1	
Other functionality	scroll one screen at a time	Page Up/Page Down	Page Up/Page Down
	move between panes	Ctrl+up or down arrow	Cmd+up or down arrow
	stop activities	Ctrl+Break	Cmd+.