



Module 1 – Using Lotus Notes for Warehouse Staff

Topics covered in this module:

- ✓ Overview Of Lotus Notes
- ✓ Using Email Effectively
- ✓ Managing Your Email Environment
- ✓ Using The Calendar
- ✓ But Wait! There's More!
- ✓ Ricoh ANZ And Lotus Notes – The Future

About the Training

1. Learning Goals

On completion of this module you should be able to:

- ✓ have a general understanding of what Lotus Notes is and why it has been implemented within Ricoh
- ✓ understand the structure of the Lotus Notes environment within Ricoh
- ✓ understand the purpose of each of the Lotus Notes applications
- ✓ use the Lotus Notes Workspace
 - ⇒ sign in
- ✓ use email:
 - ⇒ understand Ricoh's email guidelines
 - ⇒ compose, read and send email
 - ⇒ reply to email received from others
 - ⇒ send and receive attachments
 - ⇒ forward email
- ✓ manage your email environment:
 - ⇒ manage your address book
 - ⇒ use folders to organise messages
 - ⇒ delete obsolete messages
 - ⇒ check the size of your mailbox
 - ⇒ compact your mailbox
- ✓ use the Notes calendar:
 - ⇒ add appointments
 - ⇒ respond to invitations received
 - ⇒ set alarms
- ✓ have a broad understanding of the future of Lotus Notes within Ricoh

2. Before You Start (module prerequisites)

Before you start this module you should have completed the following:

- ✓ There are no pre-requisites

Trainer Information

1. Group Size

This module can be delivered to a group from 2 – 10, ensuring that there is access to a PC. Users should not have to share PCs/

2. Duration

This module will take 2 hours to complete, if all topics are covered/

3. Resources

To facilitate this training you will need to ensure participants have access to:

- **Computers**
- **Lotus Notes Access**
Note: all participants must have a Lotus Notes user account with a readily accessible personal address book.

Confirm that each user has Notes access with the IT department at least two days prior to giving the course.

Ensure that the default Notes Workspace is set up for each user.

Ensure that each user has a dedicated PC.

If users are new to Notes, write their password in the space provided on page **Error! Bookmark not defined..**

- **Procedures**
The following documents are in the IT User Guide database in Lotus Notes. It is preferable that they be printed prior to the class as this will save participants from switching between the current task and the reference document.
 - ✓ Ricoh Email and Internet Usage Policy
 - ✓ Starting Lotus Notes
 - ✓ Composing Email
 - ✓ Reading Email Messages
 - ✓ Replying to Email
 - ✓ Forwarding Email

- ✓ Confirming Delivery of Email and Return Receipts
- ✓ Sending and Receiving Email attachments
- ✓ Using WinZip to Compress Files
- ✓ Using Your Lotus Notes Address Book
- ✓ Moving an Email Message to a Folder
- ✓ Deleting Messages
- ✓ Managing Mailbox Disk Space
- ✓ Scheduling Meetings
- ✓ Adding Appointments
- ✓ Setting Up Recurring Calendar Entries
- ✓ Password Guidelines
- ✓ Changing Your Lotus Notes Password

4. Setting Up Exercises

No exercises need to be set up in advance.

5. Skills Assessment and Competencies

There is no formal skills assessment with this module. Assess the participants as they attempt the exercises and give each a grading accordingly at the end of the module.

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Chapter 1 – Overview of Lotus Notes

Outline

About this chapter

This chapter contains information to provide an overview of Lotus Notes and its purpose within Ricoh.

Learning Goals

Once you have completed this chapter, you will be able to

- ✓ understand what Notes is and why it has been implemented within Ricoh
- ✓ broadly understand the Notes environment within Ricoh
- ✓ list the common components usually implemented as part of a Notes environment
- ✓ broadly understand how Notes works

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The topics contained in this chapter are shown in the table below.

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Topic A – What is Lotus Notes

Introduction In this topic, we try to define exactly what Notes is and what it can do for you.

Let's Get Started!

Lotus Notes defined Here's the definition as written by Lotus:

"Notes is an integrated, Web-like environment that provides users with quicker access to and better management of many types of information including e-mail, calendar of appointments, personal contacts and to-dos as well as Web pages, News Groups and intranet applications.

Although this definition came from their own web site, you will see over the next couple of hours that it is a quite an accurate description.

What's in Notes Notes contains many different applications. Here's some of the ones that you'll be using:

- ✓ email
- ✓ diary
- ✓ contacts database
- ✓ document databases
- ✓ special custom Ricoh applications

Email Many people think that Notes is essentially an email program, and many businesses use it for just that and nothing else.

Lotus Notes email is

- ✓ secure
- ✓ reliable
- ✓ easy to use

You can send email messages not only to others on the Ricoh network, but to anyone who has an Internet email address.

Diary We call them diaries, Lotus calls them calendars, so calendar it is. The Notes calendar works just like a diary.

With it you can:

- ✓ keep track of appointments
- ✓ invite people to meetings
- ✓ book meeting rooms
- ✓ set up reminders
- ✓ organise your time

You can even set alarms so that you'll never miss a thing while you're at work.

Contacts Database Ricoh has implemented a very powerful internal contacts database. It has a number of advantages over the paper-based phone books of old:

- ✓ it is always up to date
- ✓ it can't get lost
- ✓ it's as close as the nearest PC.

You also have your own personal address book for managing your non-Ricoh contacts.

Document Databases	Making sure that everyone has access to the correct policies and procedures can be a manager's worst nightmare. By putting company information into document databases, everyone has access to up to date information – much better than an obsolete printed manual.
Special custom applications	<p>There are many other Notes applications.</p> <p>Ricoh uses Notes to:</p> <ul style="list-style-type: none"> ✓ run the Help Desk ✓ manage its sales leads ✓ manage its PABX
Revision	Working in pairs, answer the following questions. When you have finished, discuss your answers as a group
Question 1	List five applications in Notes:
Answer	<div style="border: 1px solid black; padding: 10px; min-height: 200px;"> <ol style="list-style-type: none"> 1. 2. 3. 4. 5 </div>
Question 2	When it comes to distributing company information, such as policies and procedures, what major advantage does a Notes document database have over distributing this sort of information in a paper format?
Answer	<div style="border: 1px solid black; height: 50px;"></div>
Question 3	What application does Notes have to help you manage your time effectively?
Answer	<div style="border: 1px solid black; height: 50px;"></div>
Summary	In this topic, we learnt that Lotus Notes is an integrated environment for managing information. It contains a number of applications, including email, calendar, document databases and so on.
Next	In the next topic, we look at how Notes works and how it has been implemented in Ricoh ANZ.

Topic B – How Notes Works And The Layout of the Ricoh ANZ Notes Network

Introduction In this topic, we look at how Notes works in a nutshell and how it has been implemented in Ricoh ANZ.

Let's Get Started!

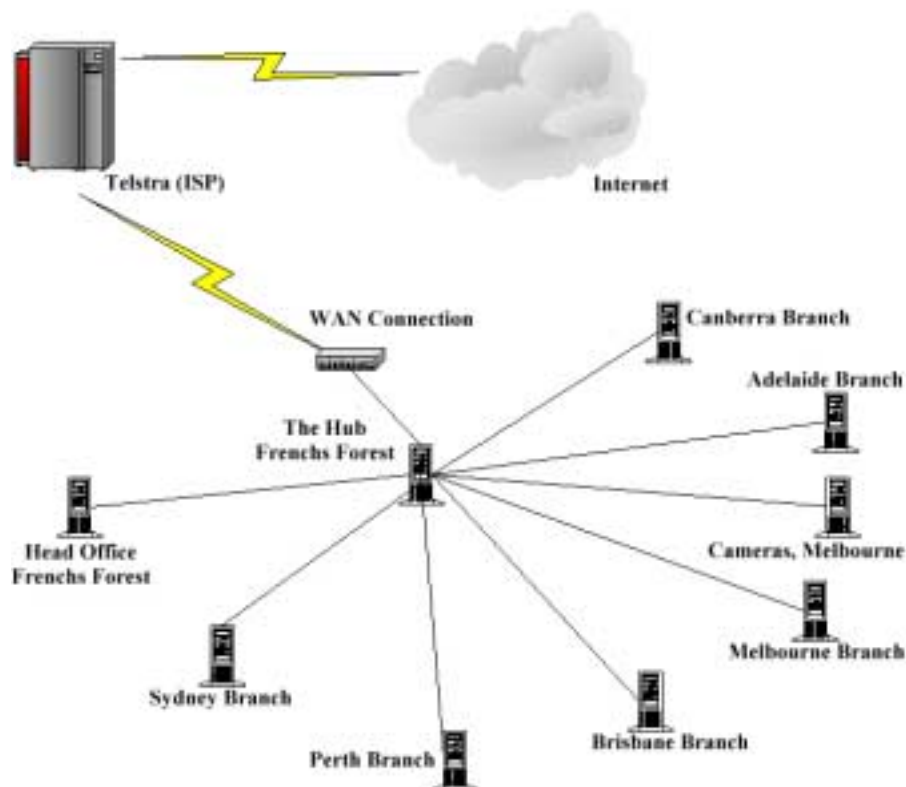
Two sides to Notes Remember that in the first topic we found that Notes is an integrated environment featuring a number of applications. As far as we are concerned for now, Notes has essentially two main groups of applications:

- ✓ document databases
- ✓ email

In this topic we will look at the layout of the Ricoh ANZ Lotus Notes network and how it works. Don't panic – we won't be getting too technical.

Lots of servers Each branch within Ricoh ANZ has its own Notes server. A server is where the Notes data resides. Each branch has its own server to reduce network congestion.

The following diagram shows the layout of the servers in Ricoh's Notes network.



Summary In this topic, we have looked at how Lotus Notes works and the structure on the Ricoh ANZ Notes network.

Chapter Summary

Introduction

In this chapter, we have looked at:

- what Notes is and why it has been implemented within Ricoh
- the Notes environment within Ricoh
- the common components usually implemented as part of a Notes environment
- how Notes works

Task

Take a moment to write down the key things that you have learned about each topic.

What is Lotus Notes

Key points learned:

How Notes Works And The Layout of the Ricoh ANZ Notes Network

Key points learned:

Next

Now that we've learned about what notes and how it works, in the next chapter – Getting Started With Lotus Notes, we will start using it..

Chapter 2– Using Email Effectively

Outline

About this chapter

This chapter contains information on how to send and receive email messages effectively.

Learning Goals

Once you have completed this chapter, you will be able to

- ✓ understand Ricoh Australia New Zealand's email and internet policy
- ✓ compose and send email messages
- ✓ read and reply to email messages received from others
- ✓ send and receive file attachments
- ✓ forward emails received to other people

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Topic A – Introduction to Email

Introduction In this topic, we look at what email is and how it can help you work more effectively.

Let's Get Started!

Email introduced Email is yet another communication medium, but you'll see that it's not just another medium. It is very powerful and has many advantages over the more traditional media: mail, phone and fax.

Communicate with anyone Well, nearly. Ricoh's Lotus Notes email system allows you to send messages to anyone on the Ricoh network and to anyone who has an internet email address. This can allow you to deal with clients and suppliers as well other Ricoh staff via email.

The benefits of email Let's consider some of the features of email that make it such a powerful tool.

Email is:

- fast
- cheap
- reliable
- secure
- convenient
- efficient for business
- environmentally friendly

Fast Email is as fast as the network – and that's fast! When you send your message, this is what happens:

1. your message is sent to the local mail server
2. the message is sent to the recipient's mail server
3. the message is moved into the recipients mailbox

If the message is just text, it can arrive in the recipient's mailbox within a couple of seconds, regardless of where it is in the world.

Cheap Because email is sent electronically, it doesn't use paper. Better still, you can send computer files meaning that you don't have to send files by courier. You can send documents to people and, if they want to, they can print them.

The cost of sending an email message is the same regardless of its physical destination. Therefore, it is much cheaper to communicate with someone overseas via email than it is by phone or fax. Melbourne, Victoria or Melbourne, Florida has the same price.

While setting up email has required quite an investment from Ricoh, once it is set up it is much cheaper than postage and courier fees.

Reliable Over the last few years, electronic communications and networks have become very reliable. You can be very confident that your message will get to its intended destination.

The Notes email system has a number of features to let you know how your message travelled. We will see later in this module that you can request a return receipt and for email within Ricoh ANZ, you can even ask for Notes to confirm delivery.

Secure	<p>Your email is secure.</p> <ul style="list-style-type: none"> • Only you can see the messages addressed to you because you need to have a password to start Notes. • You can send confidential messages via email, particularly within Ricoh because only the recipient has access to the message <p>Contrast this with a shared fax machine.</p>
Convenient	<p>Email is convenient because:</p> <ul style="list-style-type: none"> • You can send and receive messages from your desk – you don't have to go to the post office • You don't have to deal with a message immediately – you can leave it and come back to it when you're not busy – much better than being annoyed by the phone. • Your email can follow you around. In Ricoh, you can access your email mailbox from any networked PC that has Notes installed. After all it is just another Notes document database! • You can have remote access to your email – mobile users can access their email from anywhere in the world via an internet connection or via the world wide web. • You can send messages to people that are not at their desk. They will see the message from you when they next open their email. You don't have to worry about time zones.
Efficient for business	<p>Email is a good efficient way to do business. There tends be a lot less "talk" about the weather and the footy and all that inevitable small talk that happens with phone calls.</p> <p>Additionally, Notes keeps a copy of the emails you send, so that you can always refer back to what you wrote if you need to.</p>
Environmentally friendly	<p>Of course it is! Written communication that doesn't use paper has to be good for the environment!</p>
Summary	<p>In this topic, we have seen that email is fast, cheap, efficient and secure and has many advantages over traditional communications media (e.g. phone, fax, post and courier).</p>
Next	<p>Now that we've had an introduction to the world of email, in the next topic we'll look at the Ricoh's email policy and guidelines.</p>

Topic B – Ricoh’s Email Guidelines

Introduction In this topic, we look at Ricoh’s email guidelines and how they apply to your job.

Let’s Get Started!

Ricoh’s Email and Internet Policy Ricoh has developed a policy to cover the use of email and the internet by staff.

Task Refer to the document *Ricoh Email and Internet Usage Policy* and answer the following questions: When you have finished, discuss your answers as a group.

Question 1 What is the only approved email program for use within Ricoh?

Question 2 Why does Ricoh have sole rights to the ownership of all communications sent or received via its networks?

Question 3 What are two things that will be monitored regularly?

- 1.
- 2.

Question 4 List five Internet / email practices that could get you into serious trouble:

- 1.
- 2.
- 3.
- 4.
- 5.

Topic B – Ricoh's Email Guidelines (cont'd)

Question 5 What is the mailbox size limit?

Question 6 What should you do when your mailbox reaches 45 Mb?

Question 7 What will happen when your mailbox reaches 50 Mb?

Question 8 Fill in the blanks

<ul style="list-style-type: none">◆ Always maintain a _____ writing style◆ Avoid using _____ as a recording medium for _____ data.◆ Avoid sharing your email _____ with other users

Review Discuss your answers as a group.

Refer to the policy and the guidelines As we look further at email, we will revisit the policy

Summary In this topic we have looked at Ricoh's email and internet policy and you have learned:


- that Ricoh has the sole rights to ownership all communications sent and received via its networks
- email messages and internet usage will be monitored
- your mailbox has a 50 Mb limit

Next Now that we've had a look at the policies and guidelines behind email use, in the next topic we'll compose some email messages.

Topic C – Your Email Mailbox

Introduction	In this topic, we look at <ul style="list-style-type: none">the layout of your mailbox
Expected Duration 5 minutes	The expected duration for this topic is 5 minutes.

Let's Get Started!

Starting Notes	<p>Lotus Notes has been implemented in Ricoh ANZ so that you can use it from any networked PC in Ricoh ANZ.</p> <p>The best way to learn about Notes is to use it. So let's get our hands on to it!</p>
Task	Switch on the PC, log on to the network. Refer to <i>Starting Lotus Notes</i> and start Notes. If this is the first time you have used Notes in Ricoh, then your password is LotusNotes.
Mailbox icon	<p>Everyone has a mailbox icon. It looks something like this:</p>  <p>Double-click it to open it.</p>
Your mailbox layout	Take a couple of minutes to get familiar with the layout of your mailbox. We'll look at just three of the folders for now. (We'll look at folders in more detail, later.) Click on each of the following folder's names on the left of the mailbox screen to access them.
Inbox	This is where incoming email messages arrive.
Drafts	Your "work in progress" folder. If you save a message that you want to finish and send later, this is where to find it.
Sent	A copy of all the messages that you send are kept here in case you need to refer back to them.
Trash	When you delete messages, they are moved to the Trash folder. They stay there until you do the Notes equivalent of putting out the rubbish. It's handy in case you delete something by mistake.
Summary	In this topic, we had a look at the layout of the some of the default folders.
Next	In the next topic, we'll start to use email. We'll send and receive some messages.

Topic D – Composing, Reading and Replying to Email

- Introduction**
- In this topic, we look at how to
- compose and send an email message
 - confirm delivery of a message
 - read and reply to messages.

Let's Get Started!

Let's send some messages

Refer to the document *Composing Email* and send the person next to you an email message.

While you are composing your message, feel free to experiment with different fonts and formats. You might even like to try to add a table.

Question 1

How do you know that your email was received?

Question 2

Has Notes kept a copy of the message you just sent?

Question 3

Where has Notes kept that copy of the message you just sent?

- Email tips**
- Email is another form of business correspondence and you should write professionally.
- write properly with good prose and correct spelling.
 - use meaningful subject lines.
 - be careful about what you write – you don't want anything coming back to haunt you
 - watch your language
 - don't broadcast trivial messages to lots of people

- Subject lines**
- Subject lines are important, they
- give the recipient a clue as to what your email is about and its importance
 - help both you and the recipient locate the message at a later date if need be

Your subject line should be relevant to the contents of your message – e.g. "Meeting scheduled for....", "purchase order for", "proposal for review" etc. Subjects such as "hello" are as useful as no subject.

Written communication

Another thing to be mindful of is that email is written communication and the recipient can keep your message as a record and even send that message on to someone else. In other words be careful about what you write – you don't want what you thought to be a harmless message coming back to haunt you.

- Don't use improper language – you don't know whom you might offend.
- Don't blab commercially confidential information to someone who isn't entitled to read it – it could be traced back to you.
- Don't make promises that you can't keep – they have a record of your promise.

Let's send some more messages

Refer again to the document *Composing Email* and send three people in the group the same email at the same time.

Question 4

Locate the message that you just sent in your Sent folder, don't open it. What is significant about the recipient of the email.

Reading Messages

So far, we've sent some messages, but we haven't read any.

To read a message, all you have to do is open it, and you do that by double-clicking on it.

Task

Locate the messages that you have received so far and, referring to *Reading Email Messages*, open them for reading, filling in the blanks as you go.

The new messages are in the _____ folder
Unread messages are coloured _____ and have a
_____ in the column to the left of them.
Once a message has been opened, its colour changes to _____

Replying to messages received

You will probably want to reply to most of the messages that you receive.

Task

Refer to *Replying to Email* and reply to some of the messages that you have received. In particular, examine the difference between **Reply**, **Reply With History** and **Reply to All** and complete the table below.

Button	Brief Description of Function
Reply	
Reply with History	
Reply to All	

Advanced email	<p>Now that we have the basics (sending, reading and replying) under control, let's look at some advanced techniques:</p> <ul style="list-style-type: none"> • forwarding messages • tracking the message's progress • carbon copying
Forwarding Messages	Notes email (like most email programs) allows you to send a message that you have received on to others. You can even add your own comments.
Task	Refer to <i>Forwarding Email</i> and send some of the messages that you have received to others in the group.
Tracking the progress of your message	<p>There will be times when you need to know if an email has been received and if it has been read. For instance, you might be dealing with someone who doesn't respond to your messages or they might be avoiding you.</p> <p>You have two options. You can:</p> <ul style="list-style-type: none"> • ask Notes to confirm delivery • ask Notes to send you a return receipt
Task	Refer to the document <i>Confirming Delivery of Email and Return Receipts</i> and answer the following questions
Question 5	<p>How does confirming delivery differ to requesting a return receipt?</p> <div style="border: 1px solid black; padding: 10px;"> <p>Confirming delivery tells you that _____</p> <p>_____.</p> <p>A return receipt tells you that _____</p> <p>_____.</p> </div>
Question 6	<p>Which method works with both internal and external email users?</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>
Question 7	<p>Does the recipient know that you are checking to see that the message was delivered and / or read?</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>
Let's see it in action	<p>Send the person next to you another email message, this time requesting that Notes confirms delivery, and sends you a return receipt. Describe what happened:</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>

Including others in the loop	<p>Earlier we sent an email to more than one person – each person was the “main” recipient. Let’s now look at carbon copying.</p>
cc:	<p>No – not a brand of corn chips - it means “carbon copy to”. It comes from the old paper-based days (analogue correspondence?). Business letters were often typed in duplicate and triplicate with carbon paper and the copies might be circulated to others who might be interested in the developments.</p> <p>If addressees saw cc: and a list of names at the bottom of the letter, then they knew that others had been shown a copy of the letter.</p>
cc: versus multiple recipients	<p>If your message requires action from or at least the attention of more than one person – list each person in the To: address line of your message.</p> <p>If there are other people who may not need to respond to this particular message, but you think that they should at least know, then include them on the cc: line.</p>
bcc:	<p>bcc: (blind carbon copy) differs to cc: in one important aspect – no one else knows that the bcc: people have received a copy.</p> <p>Use bcc: when you want to send a copy of the message to a third party, but you don’t want the recipient or the people on the cc: line to know.</p>
More messages	<p>Send some messages, this time with different people on the To:, cc: and bcc: lines. As you receive messages, double-click on them to open. Have a look at the messages and discuss the differences.</p>
Summary	<p>In this topic we have:</p> <ul style="list-style-type: none"> • learnt how to compose a message • learnt how to address a message to more than one person • learnt how to confirm delivery and receipt • looked at the importance of the Subject line • learnt how to include others in the loop • examined the differences between To:, cc: and bcc: for addressing messages
Next	<p>Now that we have composed and sent messages, in the next topic, we will look at reading and replying to messages received.</p>

Topic E – Sending and Receiving Attachments

Introduction In this topic, we look at how to send and receive computer files by email.

Let's Get Started!

Attachments explained You can "attach" one or more files to a document so that people reading the document can view the files or copy them to their own computers. This lets you share information from other computer programs and lets people use the information in the files in any way they want.

When you attach a file to a document, Notes displays an icon in the document to represent the attached file. To use the file, the reader double-clicks this icon.

The downside Attachments can be a wonderful thing, as we saw in Topic A, but they have their down side.

Task Refer to *Ricoh Email and Internet Usage Policy* and refer back to Topic A and jot down two negative aspects of attachments:

- 1.
- 2.

Answer If your answer included

- they can slow down the network
- they expose your system to viruses

then you'd be on the right track.

We're not saying don't use attachments, we're saying use them for business only.

Question 1 What should you do with large files that you want to send by email?

Files to forward In the My Documents directory on your C: drive, there are several Word, Excel and PowerPoint files.

Task Refer to *Sending and Receiving Email Attachments* and send the person next to you the file CODES.XLS. When you receive the file, detach to the Downloads directory on your C: drive

Question 2 How do you know that an email has attachment?

Large Attachments

You will recall from the Ricoh Email and Internet Usage Policy that large file attachments should be compressed. What constitutes “large” depends, but it is probably a good idea that any attachments over 100 kb that are going to other Ricoh offices or to internet addresses should be compressed. Many file types reduce by over 80% when they are compressed.

Task – 5 minutes

Let's put the squeeze on some files. Refer to *Using WinZip to Compress Files* and compress the following files In the My Documents directory on drive c: -

- CODES.XLS
- SOLUTION.PPT
- PRINTSCREEN.BMP
- MEETING.DOC
- COSTING.XLS

Task – 3 minutes

Maximise the WinZip window and compare the compressed and uncompressed sizes of the following files:

File Name	Uncompressed Size	Compressed Size	% Change
CODES.XLS			
SOLUTION.PPT			
PRINTSCREEN.BMP			
MEETING.DOC			
COSTING.XLS			

Conclusion

You can see that some files compress more than others, but the average was over 85%!

Task

Send the files that you just “zipped” to the person next to you. When you receive the attachment, unzip to the Downloads directory on your C: drive.

Summary

In this topic, we

- sent file attachments
- detached files from messages
- compressed and de-compressed files.

Chapter Summary

Introduction

In this chapter, we have looked at:

- what email is and how it can help you work more effectively
- Ricoh's email guidelines and how they apply to your job
- the layout of your mailbox
- composing and sending email messages
- confirming delivery of messages
- reading and replying to messages
- sending and receiving attachments
- sending Notes documents via email
- setting up and using out of office agents

Task

Take a moment to write down the key things that you have learned about each topic.

Introduction to Email

Key points learned:

Ricoh's Email Guidelines

Key points learned:

Your Email Mailbox

Key points learned:

Composing, Reading and Replying to Email

Key points learned:

Chapter Summary (cont'd)

Sending and Receiving Attachments

Key points learned:

Next

Now that we've learned the basics of email, in the next chapter, Advanced Email, we look at using the address book and housekeeping.

Chapter 3 – Managing Your Email Environment

Outline

About this chapter

This chapter contains information on managing your mailbox and address book.

Learning Goals

Once you have completed this chapter, you will be able to

- ✓ use your Lotus Notes address book
- ✓ use folders to organise your messages
- ✓ delete messages
- ✓ check how much disk space your mailbox is using
- ✓ compact your mailbox

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Topic A – Using Your Address Book

Introduction In this topic, we look at how to use your address book for keeping track of contacts.

Let's Get Started!

Two address books There are two address books that you have ready access to:

- the public address book
- your very own personal address book

Public address book The public address book is accessible by everyone. It is used for addressing emails and not much else.

Recall from the previous chapter that to send an email to another Ricoh Australia person, all you had to do was type their name in. Notes gets their email address from the public address book.

Only the Notes Administrators can add, delete or modify entries in the public address book.

Personal address book Use your personal address book to keep your external contacts. Only you have access to it and you can put as little or as much information in as you like.

Task Refer to *Using Your Lotus Notes Address Book* add the following contacts to your address book.

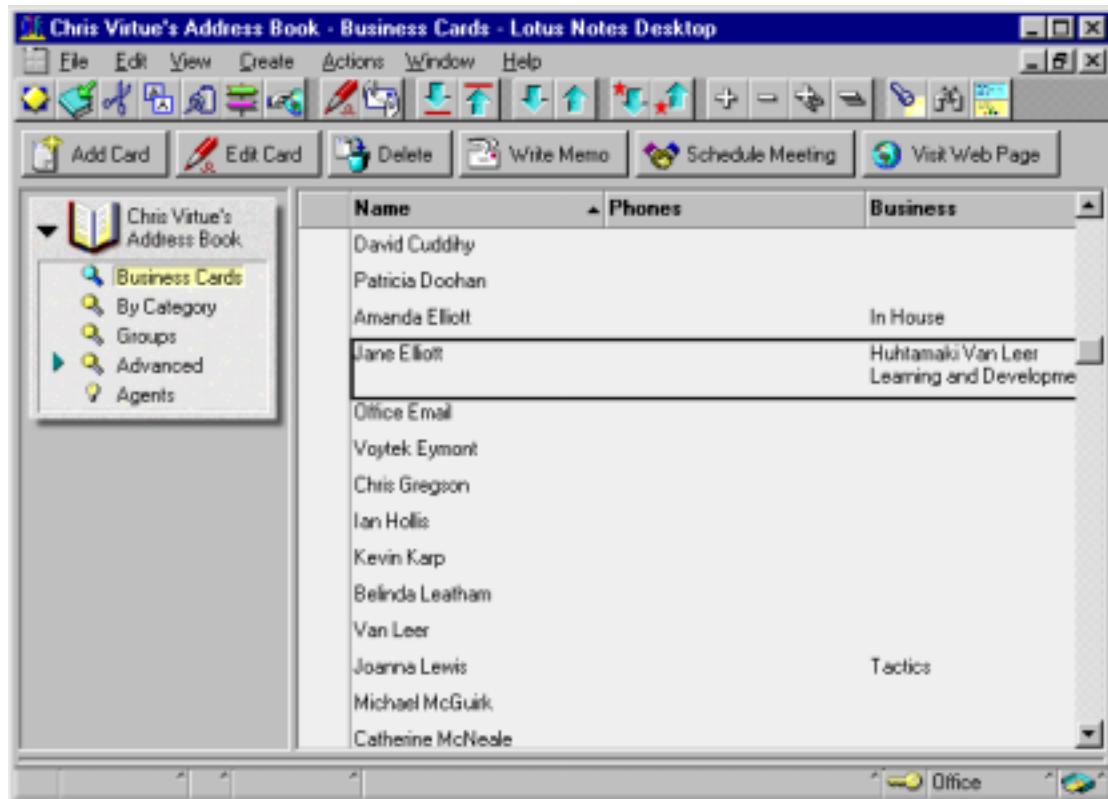
Name	Fred Smith
Company	Smiths Auto Repairs
Position	Manager
Address	97 Blue Hills Ave, Chatswood, NSW,
Office Phone	9564 3803
Office Fax	9568 2996
Home Phone	90091270
Mobile	0410189976
Email	fsmith@smiths.com.au

Name	Jacqueline Lotus
Position	Senior GroupWare Consultant
Company	Hyacinth Developments
Address	312 Clark St, Sydney 2000
Office Phone	6555 7777
Office Fax	6555 7778
Home Phone	5559 3456
Mobile	0400 654 981
Email	jackiel@hyacinth.com
Web Site	www.jhyacinth.com

Emailing contacts

Once you put someone's details into your address book, then it is very easy to email them.

You can email them directly from your address book by selecting their entry and then clicking the Write Memo button.



An even better way.

Try this. Close your address book and send Jacqueline Lotus an email. What do you have to type in to the To: field?

Answer

Once someone is in your address book – you don't have to type in their address, just their name.

Question 1

Should you add Ricoh ANZ staff to your personal address book? Why?

Portability

Because your address book resides on the server, you don't have to worry about taking it with you if you swap desks. When you log on to a PC, you log on to your Notes environment.

Deleting address book entries

Of course, over time, some of the entries in your address book will become obsolete. Deleting entries is simple.

Task	Refer to <i>Using Your Lotus Notes Address Book</i> and delete the entries for Mr Smith and Ms Lotus.
Summary	<p>In this topic, we looked at:</p> <ul style="list-style-type: none">• how your personal address book differs to the public address book• adding entries to the address book• sending email to people listed in your personal address book• deleting entries
Next	We'll look at how to use folders to organise your email messages.

Topic B – Using Folders to Organise Your Messages

Introduction In this topic, we look at how to use folders to save and organise email for future reference.

Let's Get Started!

Why use folders? You can save your mail simply by leaving it in the Inbox folder, which is where Notes places it when you first receive it. However, the number of messages may get so large, it would be difficult to find specific messages. Therefore, it is a good idea to move them to other folders. You can create as many folders as you want.

Folders allow you to treat your mailbox as a sort of filing cabinet. If you name your folders sensibly and have some rules as to what goes in each folder, then you'll find accessing messages easy.

Task Think about how you expect to use email, the sorts of messages you send and receive and whom you'll communicate with.

In the table below, write some folder names that you might use when you get back to your desk. When you have finished, discuss as a group.

Folder Name	What it used for

Task Refer to *Moving an Email Message to a Folder* and open and move each of the email messages that you have received thus far to new folders. Name each folder after the person who sent you the message.

Task Move all the messages that you have sent to folders. This time, don't open the messages – move them from the message view screen. Follow the same naming convention as for the previous task.

Summary In this topic we looked at folders and how to use them to organise email messages for future reference.

Topic B - Using Folders to Organise Your Messages (cont'd)

Next In the next topic, we'll look at how to delete messages.

Topic C – Deleting Messages

Introduction In this topic, we look at how to delete messages.

Let's Get Started!

Deleting Messages Deleting messages that you no longer need makes it easier to find the messages that you do need. It also saves disk space on the Notes server that contains your mail database.

Two stage process There are two parts to deleting messages:

1. First you tell Notes which messages you want to delete. Notes places a mark beside these messages.
2. Then you tell Notes to remove the marked messages.

Deleting as you read Much of the email that you receive isn't worth keeping – you'll read it and maybe do something, then delete. All you have to do while reading the message is to press this button:



Task Let's see this in action. Go to the message view screen in your mailbox and open the first message in any folder then delete it.

Question What happened next?

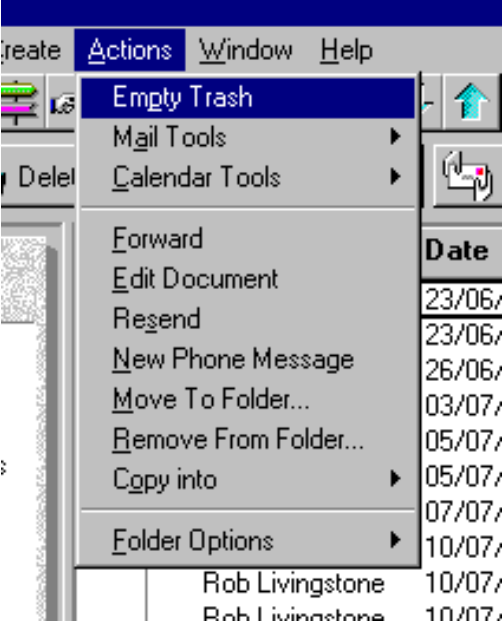
Task Close the current message to return to the message view screen.

Question What do you notice about the message that you "deleted"?

Deleting – stage 2 The message is still there! It's like putting something in the rubbish: you have to remember to put the rubbish out.

Put out the rubbish

While still in the message view screen, select Empty Trash:



Warning While “deleting” messages is not really deleting them, “emptying the trash” is much more than emptying the trash. You’re not only putting out the rubbish. The council truck empties the bin, takes it to the tip and completely destroys it. In other words, when you empty the trash in your mailbox, the deleted messages are gone forever.

Bulk disposal If you would like to have regular clean-up of your mailbox, you can delete multiple messages from the message view screen.

Task Refer to *Deleting Messages* and select some messages and completely remove them from your mailbox.

Some shortcuts The following table shows some useful shortcut keys

Action	Key
Delete a message while it is open	Delete
Delete selected messages in the message view screen	Delete
Empty trash	F9

Summary In this topic, we saw that deleting messages is a two stage process. First you have to select the messages that you want to delete, then you have to tell Notes to remove them.

Topic D – Managing Mailbox Disk Space

- Introduction** In this topic, we look at how to
- check how much disk space your mailbox is using, and
 - compact your mailbox

Let's Get Started!

Fat mailboxes are unhealthy Over time, you will receive lots of messages and delete many of them. However, deleting messages does not necessarily make for a leaner mailbox.

When a message is deleted from your mailbox, the record in your mailbox database is deleted, but the disk space is not recovered. To recover the disk space, Notes has to rebuild the mailbox without the space where messages used to be. Notes doesn't do this every time you delete messages, because it can be a little time consuming.

Notes leaves it to you to recover that unused space and make your mailbox smaller.

Back to the policy Before looking at how to check the size of your mailbox, let's review a couple of points from Ricoh's email policy.

Question Refer to *Ricoh Email and Internet Usage Policy*. What is the maximum size for mailbox?

--

Task Refer to *Managing Mailbox Disk Space* and check the size and then compact your mailbox, completing the following table as you go.

	Mailbox size	% used
Before Compaction		
After Compaction		

Question How often should you compact your mailbox?

--

Benefits to all Given that you have a new mailbox with a few messages in it, compacting might seem a waste of time. After a while, you will find that your mailbox has blown out to over thirty megabytes. If the percentage used is below 90%, there is a good chance that three megabytes will be recovered when you compact your mailbox. Three megabytes times three hundred users is nearly a gigabyte of disk space.

Not only are there space gains to be made, but the performance of your mailbox and the email system in general improves. Put simply, Notes does not have to look as hard to find the message that you want.

Compact regularly

If you only compact your mailbox when the System Administrator tells you that your mailbox is too big, you will find that it is a slow process. If you compact regularly, monthly, then it only takes a couple of minutes. Do it while you're making a coffee.

Summary

In this topic, we looked at how to check the size of your mailbox and how to compact it.

Chapter Summary

Introduction	<p>In this chapter, we have looked at:</p> <ul style="list-style-type: none">• using your Lotus Notes address book• using folders to organise your messages• deleting messages• checking how much disk space your mailbox is using• compacting your mailbox
Task	<p>Take a moment to write down the key things that you have learned about each topic.</p>
Using Your Address Book	<div>Key points learned:</div>
Using Folders to Organise Your Messages	<div>Key points learned:</div>
Deleting Messages	<div>Key points learned:</div>
Managing Mailbox Disk Space	<div>Key points learned:</div>
Next	<p>Now that we've learned lots more about email, in the next chapter, Using the Calendar, we show you how you can use Notes to organise your life.</p>

Chapter 4 Using the Calendar

Outline

About this chapter

This chapter contains information about how to use the Lotus Notes calendar.

Learning Goals

Once you have completed this chapter, you will be able to use Notes to:

- ✓ set up your calendar profile
- ✓ add appointments to your calendar
- ✓ schedule meetings
- ✓ book meeting rooms
- ✓ send out invitations
- ✓ deal with invitations received

Index

The topics contained in this chapter are shown in the table below.

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Topic A – Introducing the Calendar

Introduction In this topic, we have an overview of the calendar and look at how it can help you manage your time effectively.

Let's Get Started!

Keeping track with Notes Notes has a very powerful diary (called the calendar) which lets you track your activities and will even remind you of where and when you need to be.

Your calendar is part of your Notes mailbox, and like messages, you need to maintain it so that it doesn't get too large.

The calendar can accept the following types of entry:

Appointments	Entries that have a start and end time, such as meetings, conference calls, and doctors' appointments.
Reminders	Entries that remind you of things you need to do, such as make a phone call, send someone a message, or pick up a loaf of bread on your way home from work.
Events	Entries that span one or more entire days, such as conventions, classes, and vacations.
Anniversaries	Entries that remind you of important dates, such as birthdays, wedding dates, or other special days. Anniversaries typically repeat on a regular basis, such as yearly.
Meeting invitations	Entries that invite people to a meeting at a specified time and place. You can have Notes look at other people's calendars to find the best time to schedule a meeting.

Summary In this topic, we had a brief introduction to the your Notes calendar.

Next We'll look at adding entries to the calendar.

Topic B – Adding Calendar Entries

Introduction In this topic, we add entries to your calendar, issue invitations and respond to invitations received.

Let's Get Started!

Adding entry As we saw in the previous topic, there are five different types of entry that you can add to the calendar:

-  Appointments
-  Reminders
-  Events
-  Anniversaries
-  Meeting invitations





Keep your calendar up to date Get in the habit of putting everything in your calendar – doctors' appointments, meetings. You should also enter those times when you want to finish a report or project and don't want to be disturbed. We'll see later in the topic how to check someone's availability and how important that it is that everyone's calendar is as up to date as possible.

Question Can you access your calendar from other parts of the Ricoh ANZ network? Why?

Answer Of course you can. Because the calendar is part of your mailbox, as long as you have Notes access, then you have access to your calendar.

Appointments Let's start with appointments.

Enter appointments when you don't wish to be available, such as

-  doctors appointments
-  someone is coming in to see you
-  you have to go see someone
-  you don't wish to be disturbed

Appointments are less than a full day. If you want to book something that goes for more than a day, enter an event instead.



Task –2 minutes Refer to *Adding Appointments* and enter an appointment with Dr Phil Goode at 17:00 next Tuesday. It's going to take you half an hour to get there, so set up an alarm to remind you when the time comes.

Let your instructor know when you have finished.

Recurring appointments It's bad news – Dr Goode has referred you to Dr Ben Dover (probably for a walletectomy) and you'll be seeing him once a week for the next six weeks.

Task –2 minutes

Refer to *Setting Up Recurring Calendar Entries* and set up a recurring appointment for your planned visits to Dr Dover.

-  If you are on the left side of the room, your appointment will be at 14:30 on Wednesdays.
-  If you are on the right side of the room, your appointment will be at 13:30 on Tuesdays.

Let your instructor know when you have finished.

Meeting Invitations

You can use Notes to send out invitations to meetings. You can use the free time facility to find a time that suits everyone. You can even book a room.

Task

You're the coordinator for a new project which is kicking off tomorrow. You want to have a kick off meeting. Refer to *Scheduling Meetings* and send out invitations to each member of the class. You're instructor will give each of you a different time and place for your meeting. The meeting will be held weekly at the same time for the next six months.

If you receive an invitation, choose to accept it.

Question

Where you able to schedule the meeting at the time given to you by your instructor? If you weren't able to, how did you resolve this. Discuss as a group.

Another Question

When you accepted the invitation, what did Notes do on your behalf?

Event scheduling

Use event entries when you're going to be unavailable for a few days, e.g. holidays, conference, training courses etc.

Task

You're going on holidays starting Monday week for four weeks. Mark off the time in your calendar. Set up reminders to book tickets and accommodation.

Question

Where there any conflicts?

Another question





How did you resolve those conflicts? Discuss your answers as a group.

Anniversary

Use anniversary entries for entries that recur annually, such as close-offs and birthdays etc.

Task

Add anniversary entries for any or all of:






-  wedding
-  children's birthdays
-  spouse/ partner / girlfriend / boyfriend's birth
-  dog / cat needles

Advise your trainer when you have finished

Summary

In this topic, we have seen that the Lotus Notes calendar is very powerful.

We have looked at:

-  how to add appointments
-  how to set reminders
-  how and when to use events
-  how to enter anniversaries
-  how to send and receive meeting invitations

Chapter Summary

Introduction

In this chapter, we have looked at how to:

- add appointments to your calendar
- schedule meetings
- book meeting rooms
- send out invitations
- deal with invitations received

Task

Take a moment to write down the key things that you have learned about each topic.

Introducing the Calendar

Key points learned:

Adding Calendar Entries

Key points learned:

Chapter 5 – But Wait! There's More!

Outline

About this chapter

This chapter contains information about mobile access, journals and the to do list in Lotus Notes.

Learning Goals

Once you have completed this chapter, you will be able to

- ✓ access Lotus Notes from another desk
- ✓ change your password

Index

The topics contained in this chapter are shown in the table below.

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Topic A – Getting at Your Email at Another Desk

Introduction In this topic, we look at how to access your email when you are at another desk.

Let's Get Started!

Ricoh's Network Ricoh ANZ's network has been implemented in such a way that **any** desk is **your** desk. All you have to do to get at your email and everything else in Notes is to log on!

This topic consists of an exercise to demonstrate just how easy it is to get at your Lotus Notes environment from anywhere within Ricoh

Task – 5 minutes To demonstrate how easy Notes access, follow these steps:

1. Shutdown the PC that you are using
2. Move to a PC on the other side of the room
3. Start the PC, log into the network and into Notes
4. Send the person who was sitting at the PC an email telling them how tidy they've left the area.
5. Answer the following questions
6. Discuss your answers as a group.

Question 1 Were you able to log in easily? Did you have any problems?

Question 2 Is your Workspace as you would expect it to be?

Question 3 Does your mailbox contain what you expect it to?

Summary In this topic we looked at how to access Notes from PCs on the LAN. We saw that it is as simple as logging on.

Next In the next topic, we look at how to access your mailbox over the Internet.

Topic B– Changing your Password

Introduction	This topic contains information about how to change your Lotus Notes password.
Let's Get Started!	
Security	<p>The only thing that stands between your whole Notes environment and an intruder is your password.</p> <p>When Notes was set up on your PC, the password was set to "LotusNotes" and because this is the default for every new Notes installation, you should change it ASAP.</p> <p>You should never reveal your password to anyone and you should, as a matter of routine, change your password from time to time.</p>
Task	Refer to <i>Changing Your Lotus Notes Password</i> and <i>Password Guidelines</i> and change your password to something only you know.
Forgotten passwords	If you ever forget your password, you should contact the Help Desk and they will reset it for you.
Summary	In this topic we looked at how to change your Lotus Notes password.

Chapter Summary

Introduction	<p>In this chapter, we have looked at how to:</p> <ul style="list-style-type: none">• access your email from another desk within Ricoh ANZ
Task	<p>Take a moment to write down the key things that you have learned about each topic.</p>
Getting at Your Email at Another Desk	<div>Key points learned:</div>
Changing your Password	<div>Key points learned:</div>
Next	<p>Now that we've learned about the more of the features in Notes, in the next chapter, we'll have sneak preview at what's lined up Ricoh and Lotus Notes.</p>

Chapter 6– Ricoh ANZ and Lotus Notes – the Future

Outline

About this chapter

This chapter contains information about where Lotus Notes is headed within Ricoh ANZ and some of the applications we can look forward to in the near future.

Learning Goals

Once you have completed this chapter, you will be able to

- ✓ broadly understand where Notes is headed within Ricoh ANZ

Index

The topics contained in this chapter are shown in the table below.

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Topic A – Ricoh ANZ and Notes: Here today, Here Tomorrow

Introduction In this topic, where Notes is headed from the CIO's perspective.

Let's Get Started!

Ricoh ANZ CIO Rob Livingstone, the Chief Information Officer for Ricoh ANZ has much respect for Lotus Notes. According to Rob:

"Lotus notes is one off the most successful workflow and email systems in use today. Some of the largest corporations use Lotus Notes applications globally, and since the Lotus Corporation was acquired by IBM a few years ago, there has been substantial ongoing investment in the development of the Notes systems."

What about Ricoh? Lotus Notes has, up till now, been primarily used for it's email capabilities, but this is changing as Ricoh Asia Pacific has standardised on Lotus Notes for both email and workflow applications development.

Fortunately, Ricoh Australia & NZ made the right decision a few years ago to implement Lotus Notes, rather than Microsoft Exchange. Ricoh businesses across Asia Pacific are now being required to move from MS Exchange to Lotus Notes, which is not a small task.

Notes is here for the long term So, Lotus Notes is here for the long term, and for this reason we are investing substantially in professional training and support services for all Ricoh employees and investing in appropriate server hardware and network infrastructure, for all users across Ricoh Australia & New Zealand.

Ricoh Australia & NZ have a very high level of Lotus Notes usage across all staff. This is an excellent starting point for the development of specific programs that will produce significant value for our business.

Future Notes applications There are already a number of smaller applications already developed in Lotus Notes.

A number of larger applications are being rolled out across Australia and NZ. These include:

- ✓ TeleSMART - A fully fledged Customer Relationship Management system
- ✓ A new Human Resources management system
- ✓ Internal IT Department Help Desk.

e-commerce e-Commerce basically is the method of transacting business (Orders, inquiries, etc.) across the internet, or directly between business (either suppliers or customers).

Lotus Notes provides an excellent foundation on which to build e-Commerce applications, and this is very much a part of the direction that most business are moving in, and in this regard, Ricoh Australia & NZ is no exception.

Notes and the 'net? We have already seen that you can access your Lotus Notes email through the internet. Many of Ricoh ANZ's future Notes applications will be web-browser enabled, so these applications can be used from anywhere in the world.

Security in Lotus Notes

The Lotus Notes environment can be highly secure, and in fact complies with the highest level of data encryption and authentication mandated by “friendly” organisations such as the CIA.

Notes is also shielded from the 'address book' killer viruses such as the famous 'Melissa' virus, as the address books are encrypted and much more secure than the Microsoft exchange environment.

Having said that we also have the latest virus and email content filtering systems to doubly ensure that the email contents are not only secure whilst within the Ricoh network, but that any unfriendly emails are automatically scanned for harmful viruses and compliance with our prevailing email policy.

Summing Up

Ricoh has made a substantial commitment and on-going investment in the region to Lotus Notes, and this places us in a strong position to further consolidate our position as a serious Lotus Notes user, a position that will be the case for at least the next few years.

Next

That concludes the Ricoh Notes course. All that's left you to do is to head back to your desk and start using it.

Chapter 7 – Answers

Outline

About this chapter

This chapter contains the answers to all the questions posed during the training.

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Chapter 4 Answers	53

Chapter 1 Answers

Topic A – What is Lotus Notes

Question 1 List five applications in Notes:

Answer

<ol style="list-style-type: none">1. email2. diary3. contacts database4. document databases5. special Notes applications
--

Question 2 When it comes to distributing company information, such as policies and procedures, what major advantage does a Notes document database have over distributing this sort of information in a paper format?

Answer

It is always up to date.

Question 3 What application does Notes have help you manage your time effectively?

Answer

The diary or calendar.

Chapter 2 Answers

Topic B – Ricoh's Email Guidelines

Question 1 What is the only approved email program for use within Ricoh?

Answer

Lotus Notes is the only approved email program.

Question 2 Why does Ricoh have sole rights to the ownership of all communications sent or received via its networks?

Answer

Because the Ricoh Australia owns the computers, networks and software used for email.

Question 3 What are two things that will be monitored regularly?

Answer

<ol style="list-style-type: none">1. email messages sent privately2. internet usage and sites accessed

Question 4 List five Internet / email practices that could get you into serious trouble:

Answer

Any of :

- Forging of email messages or attachments
- Reading, deleting, copying or modifying the contents of another person's email mailbox without their consent or other appropriate authority.
- Sending insulting, harassing, obscene or threatening email
- Sending chain letters.
- Transmission of files in direct violation of copyright laws.
- The promotion of commercial ventures, causes or organisations outside of RAP or solicitations for personal profit.
- Personal use, e.g. sale of private goods (cars, furniture etc.), advertising for flat-mates etc. Use the Ricoh Cafe, the staff bulletin board.
- Downloading of software or anything that breaches Ricoh Australia's licensing agreements
- Downloading, circulating or viewing of pornographic material
- Private web surfing including accessing chat rooms

Question 5 What is the mailbox size limit?

Answer

50 Mb

Question 6 What should you do when your mailbox reaches 45 Mb?

Answer

Delete messages

Question 7 What will happen when your mailbox reaches 50 Mb?

Answer

You will be prevented from sending email

Question 8 Fill in the blanks

Answer

- ◆ Always maintain a **professional** writing style
- ◆ Avoid using **email** as a recording medium for **personnel** data.
- ◆ Avoid sharing your email **password** with other users

Topic D – Composing, Reading and Replying to Email

Question 1 How do you know that your email was received?

You don't really – you just assume that it did because you didn't receive an error message.

Question 2 Has Notes kept a copy of the message you just sent?

Yes it has.

Question 3 Where has Notes kept that copy of the message you just sent?

It's in your Sent folder

Question 4	Locate the message that you just sent in your Sent folder, don't open it. What is significant about the recipient of the email.
	Only the first recipient's name is shown. To see all the names that you sent your message to, you have to open the message.
Question 5	How does confirming delivery differ to requesting a return receipt?
	Confirming delivery tells you that your message arrived at the addressee's mailbox. A return receipt tells you that the addressee has opened the message.
Question 6	Which method works with both internal and external email users?
	Confirm delivery
Question 7	Does the recipient know that you are checking to see that the message was delivered and / or read?
	No.

Topic E - Sending and Receiving Attachments

Question 1	What should you do with large files that you want to send by email?
	You should compress. The program for that is WinZip.
Question 2	How do you know that an email has attachment?
	In your in box view, the email has a paperclip icon next to it.

Chapter 3 Answers

Topic A – Using Your Address Book

Question 1	Do you send it by the post? Why?
Answer	No – there is no way that it is going to get there in time.
Question 2	Do you send it by courier? Why?
Answer	Probably not – it is unlikely that you could get the files to the boss in an hour. The cost would be prohibitive, too.
Question 3	Do you send it by fax? Why?
Answer	Only as a last resort. Chances are the charts would be unreadable.
Question 4	Do you send it by email? Why?
Answer	Yes – the report is will get there in a few minutes, and your boss can it then.

Chapter 4 Answers

Topic A – Introducing the Calendar

Question 1 Should you add Ricoh ANZ staff to your personal address book? Why?


Answer

You shouldn't add Ricoh addresses to your personal address book because your address book could become out of synch with the public address book. When Notes looks up an address, it looks in your personal address book first.

Glossary

D

Doc Link – symbol in a document that shows that another document is linked. Click the Doc Link to access the linked document.

Doc links look like this: .

H

HUB Server – A server on the Notes network through which all inter-branch data passes. If data is destined for another branch, then it is sent to the hub, which sends it on to the destination branch server.

L

LAN – Local Area Network. A network that is wholly contained in the same physical location. Typically, LANs allow people to share data and resources such as printers. LANs usually cover just one building.

R

Replication – the process of keeping multiple copies of a database synchronised. New and changed documents are copied from one server to another on a regular basis. Multiple copies are kept so that same information can be accessed over different networks without using massive amounts of network bandwidth.

S

Server – a computer on a network whose primary role is to hold data or resources (e.g. printers) so that they can be accessed by potentially many users.

SmartIcons – buttons on the Notes toolbar that allow common tasks to be performed with a single mouse-click.

T

Twisty - indicates a collapsible or expandable section in a Notes document.



indicates an expandable section



indicates a collapsible section

W

WAN – Wide Area Network. A network of computers that spans more than one physical location. E.g., Ricoh has local area networks (see LAN) in each of the branches. Connecting all these LANs forms a WAN.

Evaluation Sheet

At Ricoh ANZ, we take training very seriously and are always on the lookout for ways of making it more effective and more enjoyable. Your comments can help us to help you. Please take a moment to complete the following evaluation sheet.

1. Do you have a general understanding of what Lotus Notes is and why it has been implemented within Ricoh?

- ☐ Yes – I feel confident about this
- ☐ Yes – but only just
- ☐ No – I need more help with this

2. Can you use email and the calendar?

- ☐ Yes – I feel confident about this
- ☐ Yes – but only just
- ☐ No – I need more help with this

3. How do you rate the overall effectiveness of the training?

- ☐ Really good – I learned a lot and it will help me in my job
- ☐ It was OK – while I learned some things, there were bits that I already knew
- ☐ Complete waste of time – I already knew how to do all of this
- ☐ Complete waste of time – I didn't learn anything. It was all too hard

4. How do you rate the trainer?

- ☐ Really good – the trainer is very knowledgeable and did the job well
- ☐ Not bad – quite knowledgeable but is lacking in presentation skills
- ☐ Hopeless – doesn't know anything that we didn't already know

5. How do you rate the training material?

- ☐ Really good – contains lots of information and I'll probably refer to it when I'm on the job
- ☐ Not bad – contains useful information but I probably won't use it again
- ☐ Not good – it's too hard to follow
- ☐ Hopeless – a waste of paper

6. How do you feel about participating in more training?

- ☐ Great – I'd love to receive more training
- ☐ May be – Yes, I'll come again but it needs some improvements
- ☐ No thanks – I've got a job to do

Any other comments?

Please feel free to comment on anything at all about the training (e.g. the trainer, the course, the venue etc)

Competency Record – Ricoh ANZ IT User Training

Name:	Position:	Site/Department:
--------------	------------------	-------------------------

Module: Using Lotus Notes	Date attended training:
----------------------------------	--------------------------------

Module Competencies	Grade as at end of training	Plan to resolve by ____/____/____	Grade as at ____/____/____
Has a general understanding of what Lotus Notes is and why it has been implemented within Ricoh			
Understands the structure of the Lotus Notes environment within Ricoh			
Understands the purpose of each of the Lotus Notes applications			
Can use the Workspace and navigate around the Lotus Notes			
Can use email effectively, use address the book, manage disk space			
Can use the Notes calendar			

Grades: A = Fully competent, B = Needs practice, C = Needs remediation