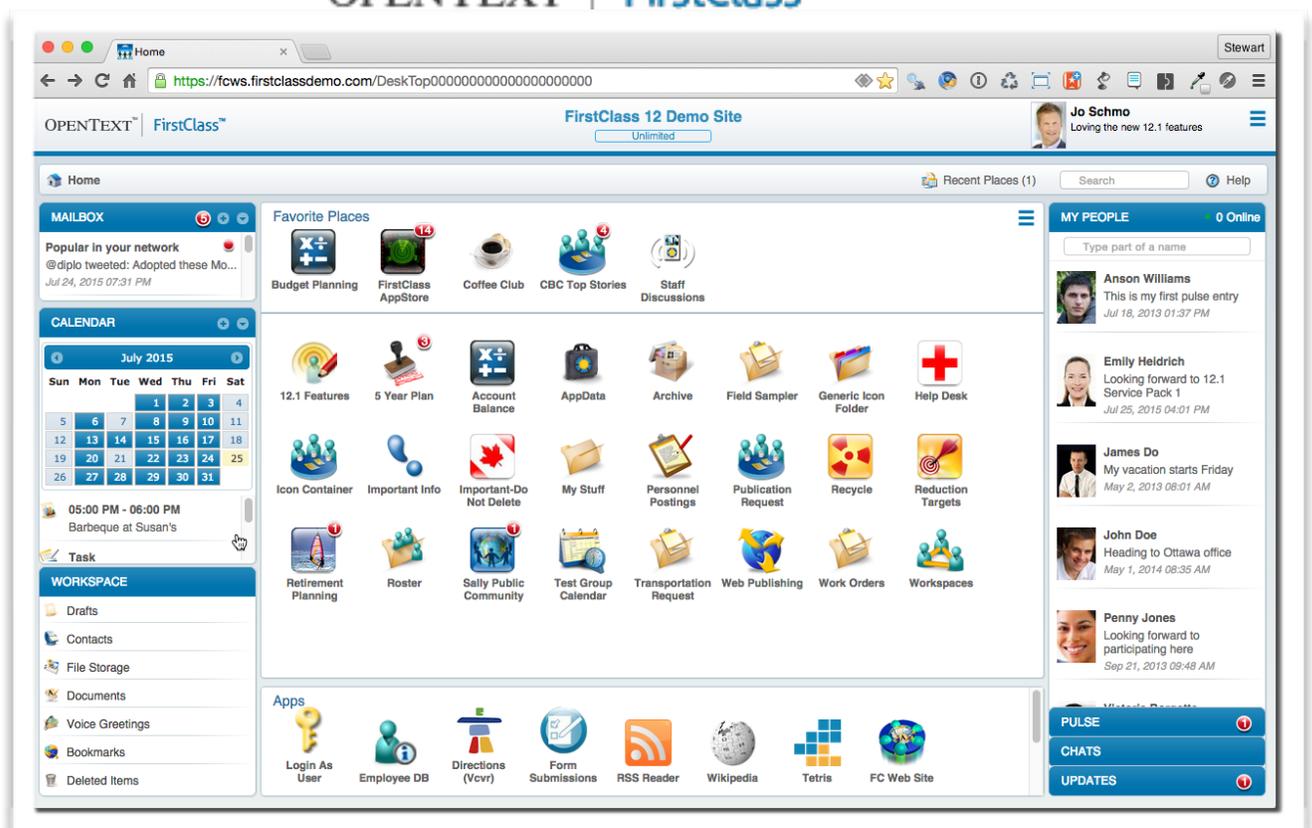


FirstClass for Web Browsers

FirstClass Web Services 12.1 SP1

The Basics

OPENTEXT | FirstClass™



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- folders

FirstClass folders work just like other folders you are used to on your operating system. You can create and name folders, then put objects such as messages in them to organize your work. By default, objects in folders never expire.

- conferences

At first glance, FirstClass conferences look like folders. A conference serves the same purpose of putting related objects in one place, but its focus is to serve as an online forum. For that reason, people who have access to a conference can send messages to it. Conferences display a red dot when they contain unread messages.

- calendars

FirstClass calendars contain events, such as meetings to attend, and tasks that you need to complete. In addition to your own personal calendar, you may have access to shared public calendars.

- contacts

You can store contact information, such as email addresses and phone numbers. You can also create contact databases to share contact information with others.

- profiles and blogs

Everyone has a profile to help identify them to other users. Within your profile, you can maintain a blog.

- chats

Chats are real-time, online discussions with other users who are currently connected to your server.

- communities

FirstClass communities serve much the same purpose as conferences. In addition to containing posts from people who have access, a community can contain wiki pages that everyone can update.

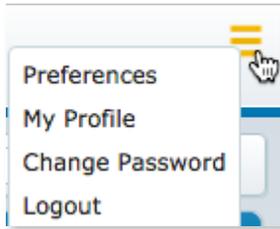
- bookmarks

Bookmarks are links to frequently visited FirstClass containers or to other websites.

- voice greetings

Voice greetings are played to the callers/types of calls you specify, when you are unable to answer the phone.

Menus



The application menu in the top right corner of your desktop allows you to update your preferences, profile, and password, or to disconnect from your server.

In open containers, you'll often see a combination **New** button at the top. This allows you to create new objects. The default object for the container (for example, a new message in your mailbox) is on the left. Beside it is an arrow button. Using that button opens a menu of the objects you can create. This is referred to as the **New** button's dropdown menu.

You'll also see a menu at the top of containers. This menu contains actions relating to this container.

When you select an object in a list, a file type icon, or a name in a message envelope, a menu becomes available. You can use this menu to work with the object. With non-tablet devices, objects in the right sidebar will display their menus when you simply hover over them.

Your homepage



When nothing is open, the central pane shows conferences, communities, and other containers that you have access to. The lower section of this pane is in alphabetical order.

The top section, **Favorite Places**, provides a place for your most frequently used containers. Simply drag those containers from the lower section to **Favorite Places**. Once there, you can drag them into any order, and you can always drag them back to the lower section.

Apps



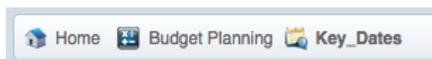
The **Apps** bar under your homepage lists any web applications that have been provided by your administrator. To run one of these applications, select it.



Your homepage includes a menu in the top right corner that allows you to:

- create containers on your homepage
- view containers that you recently deleted from your homepage
- view containers on your homepage that are hidden
- view files or documents that you placed on your FirstClass client desktop

The navigation bar



When you open a container in the central pane, it is also represented in the navigation bar above the central pane. If you then open a subcontainer, the full path to that subcontainer is shown on the navigation bar. This lets you return directly to a container in that path by selecting it.

To go directly back to your homepage, select **Home** on the navigation bar.

Recent Places



The containers you have most recently visited are remembered for you. To see these containers in a popup window, select **Recent Places** on the navigation bar.

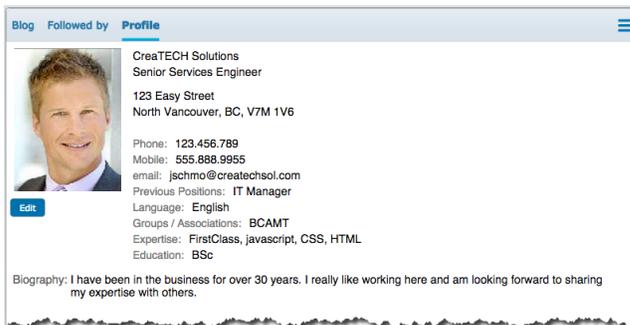
If you want to add an open object such as a new message or calendar event to your recent places, use the minimize button at the top of the object's form.

To remove an object from the popup, use the **x** button beside it.

Note

Recent Places applies to non-tablet devices only.

Your profile



Your profile provides others with personal information about you and ways to contact you. It's important to complete your profile to make the FirstClass collaborative experience as rich as possible.

Your profile picture and name are displayed in the top right corner. Select either of these to open your profile in the central pane, or choose **My Profile**

from the application menu. To edit your profile, select the **Profile** link at the top, then use the **Edit** button.

To see someone's profile, select their picture wherever you find them in a list.

Mailbox

Note

If your organization doesn't use the FirstClass email system, you won't have a FirstClass mailbox.



Your mailbox stores personal items such as your private email. The **MAILBOX** pane in the left sidebar lists all unread items in your mailbox. When you select one of these items, your mailbox opens in the central pane, with this item automatically open. The item disappears from the list of unread items.

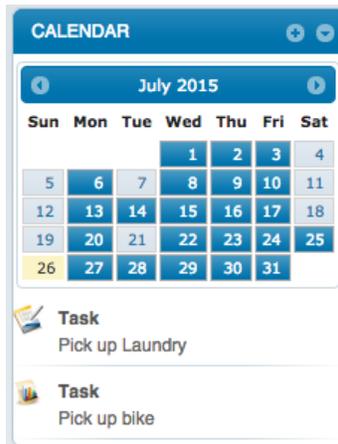
To open your entire mailbox without opening an item within it, select the **MAILBOX** title.

To create a new message right from your desktop, use the New Message button at the top of the **MAILBOX** pane.

Calendar

Note

If your organization doesn't use the FirstClass email and calendaring system, your experience will differ from what is described here. For more information, see the "If you use another mail system" help.



Your personal calendar stores events and tasks that you have created, plus events to which you have been invited. The **CALENDAR** pane in the left sidebar shows your personal calendar as a mini calendar in month view, followed by a list of today's events and tasks. A shaded date indicates that there are calendar items for that date.

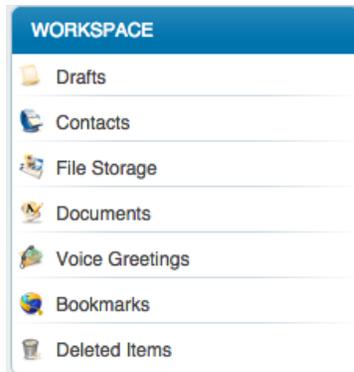
To see the events and tasks for a different day, select that date in the mini calendar. You can display a different month in the mini calendar by using the back or forward arrow button beside the month.

To open the calendar in the central pane, select the **CALENDAR** title.

When you open an item listed below the calendar, the calendar opens at the same time.

To create a new event right from your desktop, use the New Event button at the top of the **CALENDAR** pane.

Workspace



The **WORKSPACE** pane in the left sidebar lists folders meant for your personal, rather than shared, information.

The folders in this pane are:

- Drafts
- Contacts
- File Storage
- Documents
- Voice Greetings (if your organization uses FirstClass Unified Communications)
- Bookmarks
- Deleted Items

Drafts

Lists all items that you have saved as drafts because you are not yet ready to publish them. You'll also see these items in other locations. For example, an unsent message will also show in your mailbox. A document created in a conference and saved as a draft will also show (for you only) in that conference.

Messages are automatically saved as drafts if you create and close them without sending them. When you are ready to send an unsent message, open it and use the **Send** button.

Contacts

Note

If your organization doesn't use the FirstClass email system, you won't have a FirstClass Contacts folder.

Stores personal contact information for friends and business associates.

File Storage

A place where you can store uploaded files for your personal use.

To upload a file from your device to this folder, open the folder, then use the **Upload File** button to browse for and select your file, or take a picture if using a tablet device. In other containers, choose **Upload File** from the **New** button's menu.

Ways to open files

If your browser supports the file type, you can open a file by:

- selecting its title

The file opens in a new tab or window.

- selecting it, but not directly on its title

The file opens in the right pane. For non-tablet devices like a desktop computer, you can open it in a popup window by clicking the **Zoom** button. You can also use the up and down arrows to sequentially open the files in File Storage in this window. If the object shown in the popup window is an image, you'll see a slider at the top of the window. You can drag the slider, or use your mouse wheel, to enlarge or shrink your view of the image. To rotate the image, use the clockwise or counterclockwise rotation buttons. The **Reset Content** button beside the slider restores the original view. You can also drag the image within the popup window.

- choosing **Open** from its menu

The file opens in a new tab or window. On non-tablet devices, if this is an image file, it opens in a popup window. You can select the **Open in New Window** link to open the file in a new tab or window.

To open a file attached to an object such as a message, select it. On non-tablet devices, if this is an image file, it opens in a popup window with an **Open in New Window** link.

If your browser doesn't support the file type, you are asked what you want to do with it.

Downloading files

To download a file from this folder (or any other container) to your device, use your device's normal file download method. In some cases, you may need to open the file first.

Updating files

To update an uploaded file, download it, edit it in the appropriate program, then upload the updated file. You can then choose **Delete** from the old version's menu to delete it.

Documents

A place where you can store FirstClass documents that are just intended for your personal use.

To print a document displayed in the right pane, use the **Print** button.

To create a document here, use the **New Document** button.

Note

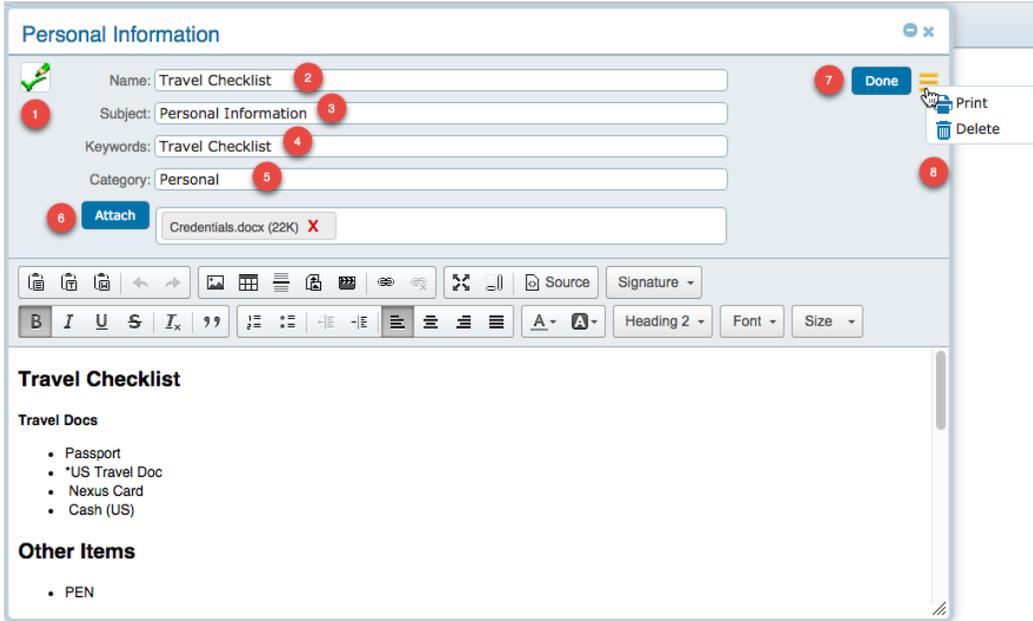
To create a document in your mailbox or a conference, choose **New Document** from the **New** button's dropdown menu.

To update a document, open it, then use the **Edit** button.

Warning

If you edit a document that was created in the FirstClass client, its format is changed from the native FirstClass format to HTML. This means it is no longer editable in the FirstClass client.

The document form



The document form consists of a top pane (envelope), where you provide information such as the document name, and a bottom pane, where you enter and format your document content.

Note

Your spelling is checked as you type. To see suggestions for a word that is underlined in red, or add it to your spell check dictionary, Control(Command)/right-click it or on a tablet, use your device's standard method.

Field	Description
Icon Picker ¹	The icon that will be associated with this document. To change the icon, select the existing icon, then the icon you want from the popup list. To see additional icons, choose All Icons from the popup's menu.
Name ²	The name you want to give your document.
Subject ³	The subject you want to give your document.
Keywords ⁴	Keywords that describe your document. Separate each keyword with a space.
Category ⁵	Any category that is useful to you.

Attach ⁶	<p>Attaches a file that is on your device to the document. Browse for and select the file, or take a picture if on a tablet device.</p> <p>On non-tablet devices, to attach an object that is on your server (such as a FirstClass document or an uploaded file), drag the file or other object to the document's envelope. You can also use this method as a shortcut to attach files that are on your device.</p>
Done ⁷	<p>Asks you what you want to do with the document. The options you see depend on the document status.</p> <p>New and draft documents give you the option to publish, save as draft, or delete the document. Publish saves the document and displays it for everyone to see in the container. Save as Draft saves the document as a draft, making it visible only to you.</p> <p>Published documents give you the option to save your updates as a new version (see below) or discard your updates.</p>
menu ⁸	<p>Print prints the document using your device's standard print method.</p> <p>Delete deletes the document.</p>

Bookmarks

Displays any bookmarks (links) to other FirstClass containers and websites that you have created with the FirstClass client. Selecting a bookmark opens the linked object.

To edit a bookmark, you must select it without activating the link. To do this, first use the **Edit** button, then select the bookmark. Choose **Properties** from the bookmark's menu.

Note

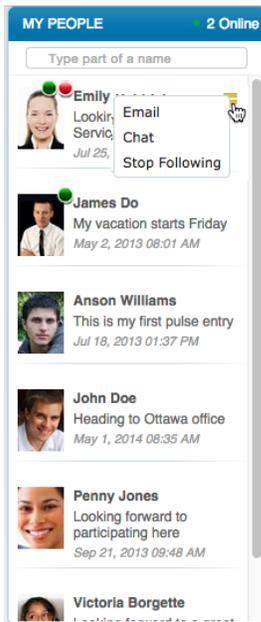
Currently there is no way to create a new bookmark. This can only be done while using the Desktop client.

Voice Greetings

You will only see this if your organization uses FirstClass Unified Communications. You create and store your voice greetings here.

The **Enabled** column displays green for greetings that are turned on and black for greetings that have been disabled.

My People



The **MY PEOPLE** pane in the right sidebar lists everyone you have decided to follow because their activity particularly interests you, and so acts as your personal buddy list. You can tell at a glance when anyone listed here is online, or there is new activity in their blog.

To open someone's blog and profile, select them.

You can use someone's menu to send email to them or chat with them.

To add someone to your people list, open their profile and use the **Follow** button.

To remove someone from your people list, choose **Stop Following** from their menu. You can also open their profile and use the **Stop Following** button.

Pulse



The **PULSE** pane in the right sidebar lists people's status posts and any comments on these posts.

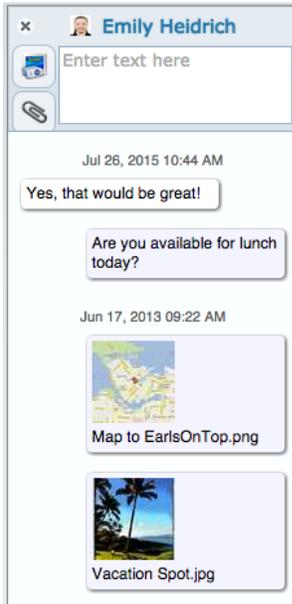
To see everyone's Pulse posts, choose **All Posts**. To see just the posts of the people you are following, choose **Posts by My People**. To see just your own posts, choose **My Posts**.

To comment on a post, choose **Comment** from its menu, then type your comment.

To open someone's blog and profile, select them.

If you see a thumb up (like) icon, you can "like" a post by selecting this icon, or by choosing **Like** from the post's menu. Depending on how your administrator set up the Pulse, you may be able to change your mind. To do that, do the same thing once more.

Chats



The **CHATS** pane in the right sidebar lists everyone with whom you have had an online chat.

To reopen a chat, select the person. You will see the comments that were made previously when chatting with this person. If the person is currently online, you are reactivating the chat.

To initiate a chat with someone online who isn't yet in the **CHATS** pane, choose **Chat** at their entry in your people list or from a list of Directory name matches (described later in this document).

To add to an open chat, type your comment at **Enter text here**. When the person responds, you will see their comment above yours.

To upload a file that is on your device to an open chat, use the **Upload** button on the chat toolbar, then browse for and select the file, or take a picture if on a tablet device. Your file is represented by a button in the chat. This button opens the file if your device supports this file type.

For files on the server

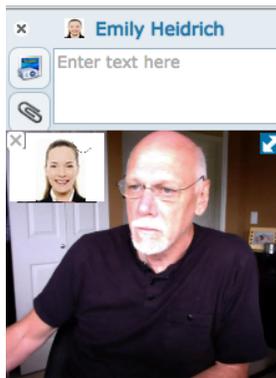
If you want to add a file that is already on the server (an uploaded file or one attached to a FirstClass object such as a message), drag it to the chat. (Applies to non-tablet devices only)

To stop chatting, use the **x** button at the top of the chat pane.

You can use a listed chat's menu to email the person, or follow/stop following them.

To remove a chat from this list, choose **Delete** from its menu.

Video chats



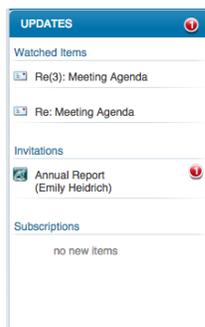
If your browser supports video, you can start a video chat with another person whose browser also supports video.

To start a video chat, open the person's chat pane just as you would if starting a text chat. Use the **Initiate Video Chat** button at the top of the chat pane to send a video chat invitation.

If the other person accepts, you will both be asked for permission to use your cameras and microphones. After you both accept, the video chat opens in the chat pane.

You can move the video chat to a resizable window in the center pane by using the **Zoom** icon in the top right corner. Closing this window stops the chat. To move the video chat back to the chat pane, use the **Zoom** icon again.

Updates



The **UPDATES** pane in the right sidebar contains three sections: **Watched Items**, **Invitations**, and **Subscriptions**.

The **Watched Items** section shows items that you are watching for activity. You may want, for example, to know when a message is replied to or a document is updated. You can select an item in this section to go to it. To add an item to this list, choose **Watch** from its menu. To remove an item from this list, choose **Remove Watch** from its menu.

The **Invitations** section shows any invitations you have received to join

communities. To open the community, select the invitation. To join the community, choose **Accept** from the invitation's menu. To decline the invitation, choose **Decline**.

The **Subscriptions** section shows the communities to which you have subscribed in order to track activity when you aren't connected to your FirstClass server. You can stop subscribing to a community directly from this list by choosing **Delete** from the subscription's menu.

Posting your status



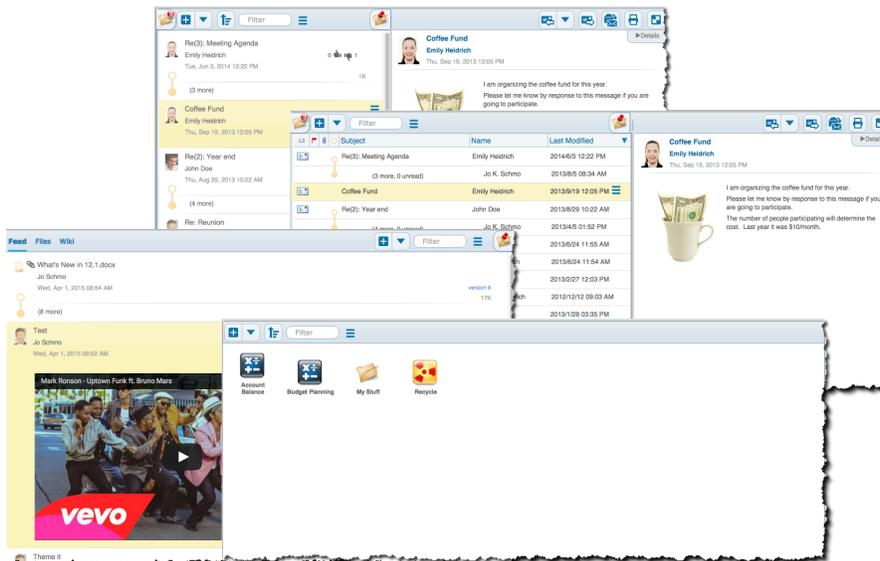
A status post is a short comment that you post for others to see, like a tweet.

You'll see your most recent status post in the same location as your profile picture and name.

To post your first status, use the link you see in this location, then type your status. To post a new status, select your old one, then type your new one at **Share something**.

Everyone's status posts are listed in the Pulse.

Working with lists



Although some containers may open in icon view, where you see all content represented by icons, most containers are set up to open in list view. There are various types of list views, depending on the type of content.

Some content (such as your mailbox content) is displayed in a split pane, with objects listed in the left pane and any open object displayed in the right pane.

Other content (such as a community feed) is displayed in one single pane. Selecting an object such as a wiki page or large picture in this display opens the right pane. Selecting the object again closes this pane.

In addition, some lists are displayed in column format, with column headings.

Selecting objects in lists

When you select an object in a container's list, its contents are opened in the right pane. You can then use the menus and buttons displayed with both the listed and open object to work with it.

If you want to select an object without opening it, press Control(Command) while you click it. Doing this again deselects it. You can also use this method to select multiple objects.

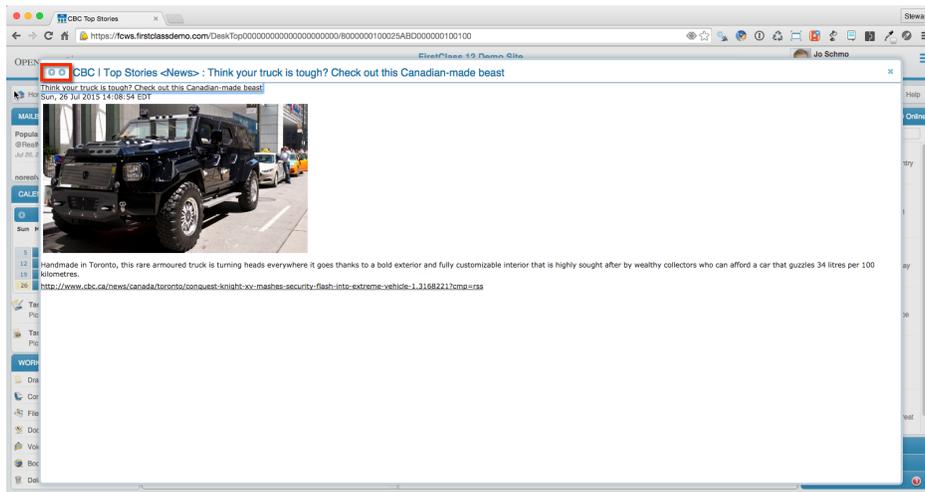
On a tablet device, to select an object without opening it, hold it. The list is placed in select mode. You can select multiple objects in this mode. You can then use the displayed icons/menu to work with the selected object(s). Selecting a selected object again deselects it. To leave select mode, use the button at the top of the checkbox column.

Opening objects sequentially

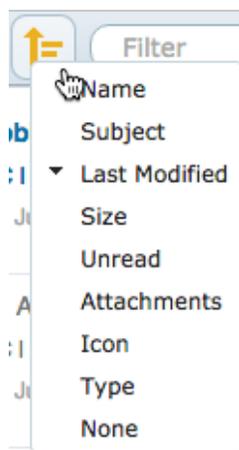


On non-tablet devices, you can use the down and up arrow keys to open the next or previous object in a list.

Also, with non-tablet devices, to open the objects in a popup window, open one of the objects in the right pane, then use the **Zoom** button. From the popup window, use the **Next** and **Previous** buttons, or the down and up arrow keys, to open the next or previous object in the list. Because you can't edit in this window, editable objects are skipped.

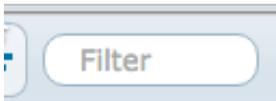


Sorting lists



To change the order in which a list is sorted, use the **Sort by** button, then choose the element you want to sort on. For example, **Name** sorts the list alphabetically by name. **Last Modified** sorts the list by date. To reverse sort order, choose the same element again.

Filtering lists



To help you find something in a list, you can show only the objects in the list that contain specific words. These words must be displayed in the list (for example, in the subject or sender name), rather than only seen when you open objects (for example, text in the body).

To filter the list in this way, type the words at **Filter** at the top of the list. Use your Enter key when all words are typed. Objects that contain all the words you type at **Filter** will be listed.

To restore all objects to the list view, clear the **Filter** field.

Working with columns

Note

In community file and wiki lists, any changes you make to column views are in effect only for the duration of your current session. In other containers, your permissions for the containers determine whether your changes are saved permanently.

Resizing columns

To resize a column's width, drag the column heading's right border.

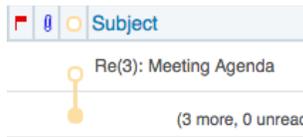
Changing column order

To change the order in which columns appear, drag their column headings to the left or right and drop them where you want the columns to display.

Sorting on a column

To sort on a column, select its column heading. To reverse sort, select the column heading again.

Grouping on a column



To group on a column, press Control (Command) while you select its column heading. On a tablet device, touch and hold the column heading. A group control appears to the left of the column heading, and any objects with the same value in that column are grouped. In the case of messages, if you group on subject, a group comprises a message plus all its replies.

To expand a group so that all objects in it are listed, select the bottom bead on the group control to the left of the group.

To collapse a group so that only the top object in it is visible, select any solid bead in the group control. To restore the group to the initial view, select the bottom bead.

To expand or collapse all groups, select the group control beside the column heading.

Note

If you use both sorting and grouping, groups are kept together and sorted by the top object in each group.

To ungroup objects, press Control(Command) and select the column heading again or on a tablet device, hold the column heading again. This column will automatically ungroup if you group on another column.

Listing older versions

Name	Size	Ver	Uploaded by	Uploaded on
2013 Budget Worksheet.xls	28K	0	Jo Schmo	2014/12/12 10:05 AM
Budget Invitation.docx	28K	7	Jo Schmo	2015/03/11 11:24 AM
Budget Invitation.docx	28K	6	Jo Schmo	2015/02/11 11:58 AM
Budget Invitation.docx	28K	5	Jo Schmo	2014/12/25 01:28 PM
Budget Invitation.docx	30K	4	Jo Schmo	2014/04 08:14 AM
Budget Invitation.docx	30K	3	Jo Schmo	2014/03 11:59 AM
Budget Invitation.docx	28K	2	Jo K. Schmo	2013/09/19 01:54 PM

If an object has multiple versions, selecting the number of versions in the **Ver** column lists all versions.

Selecting this number again hides the older versions.

Displaying comments

Name	Size	Ver	Uploaded by
2013 Budget Worksheet.xls	28K	0	Jo Schmo
Budget Invitation.docx	28K	1	Jo Schmo
Jo Schmo Sun, Jul 26, 2015 07:59 PM Make sure you get right on this ...			
budget-planning.jpg	451K	1	Jo K. Schmo
Planning Timeline.xlsx	11K	1	John Doe
README.pdf	35K	1	John Doe

If an object has comments, selecting the number of comments in the comments (balloon) column displays all comments.

Selecting this number again hides the comments.

Subcontainers



To aid in organization, you can store objects in subcontainers inside parent containers. For example, there may be a Personnel conference, and within that, a Benefits subconference.

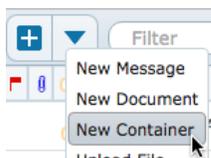
Subject	Name
Meeting Agenda	Emily Heisch
Collier Fund	Jo K. Schmo
Year end	Emily Heisch
Year end	John Doe
Review	Jo K. Schmo
Review	Jo K. Schmo
Review	Jackie Chan
Review	Emily Heisch
Review	John Doe
Review	Victoria Bergatta
Review	John Davis
Review	Jo Schmo

If you see a **Folders** button in the top left corner of an open container, you can use this button to open a flyout pane displaying subcontainers. To close the flyout, use the **Folders** button again.

Tip

To add a link to a subcontainer (such as a community, conference, or public calendar) to your homepage, open the subcontainer, then choose **Add to Home** from its menu.

Creating folders in containers



To store reference material, you can create folders. You can't send messages to folders, but anything stored in them has no expiry period by default, so they are a good way to archive objects.

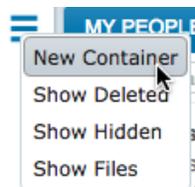
To create a folder inside a container, open the container, choose **New Container** from the **New** button's dropdown menu, then select **Folder**.

Follow the prompts to give your folder an icon and name, then select

Create. You can access your new folder using the container's **Folders** button.

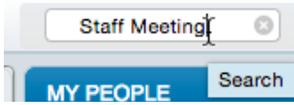
To protect your folder from being deleted by accident, open it, choose **Properties** from its menu, then tick the **Protected** checkbox. If you really want to delete this folder in the future, you must first clear this checkbox.

Creating folders on your homepage



You can also create folders on your homepage for your own personal storage by choosing **New Container** from the homepage's menu.

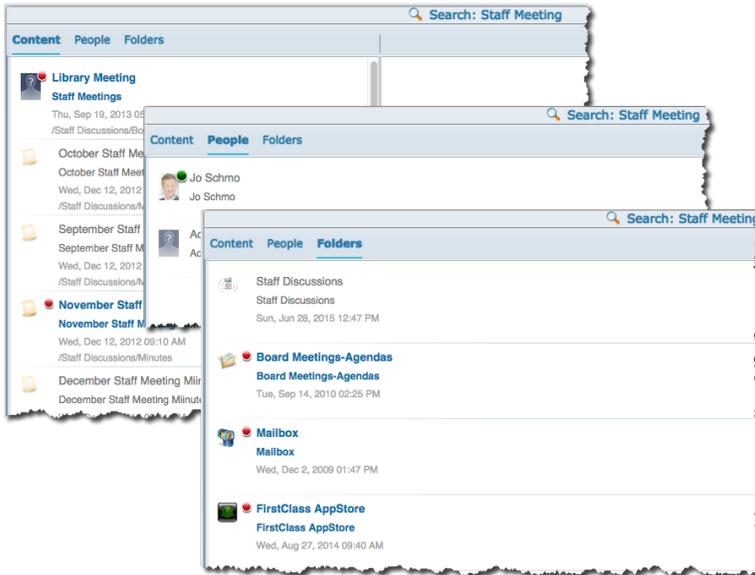
Searching FirstClass



To search FirstClass for all items containing a particular word or phrase, type that word or phrase at **Search** on the navigation bar. If you are searching from your homepage, FirstClass searches everything accessible to you. If you are searching when a particular container is open, FirstClass searches that container.

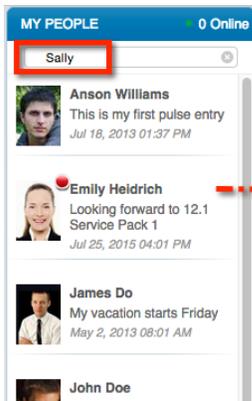
Search results are divided into **Content** (objects such as messages and documents containing your search term), **People** (people who have posted something containing your search term), and **Folders** (containers with your search term in their descriptions or storing objects that contain that term).

You can work with items in the search results window just as you can anywhere else.



Searching for people in the Directory

To search the FirstClass Directory for someone, type all or part of their name at **Type part of a name** in the **MY PEOPLE** pane. Everyone in the Directory who matches your search term is listed.

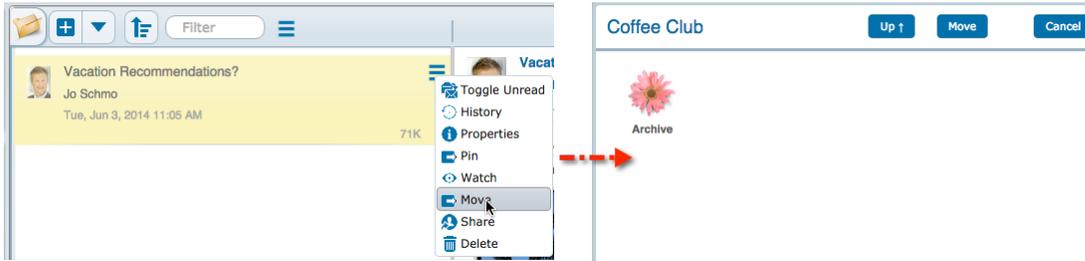


You can use a person's menu to:

- add them to your people list - **Follow**
- remove them from your people list - **Stop Following**
- send a message to them - **Email**
- chat with them - **Chat**.

You can also see the person's profile by selecting them in this list.

Moving and copying objects

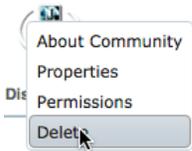


To move an object to another container (the target container), choose **Move** from its menu. Any subcontainers in the current container are displayed. If the target container is displayed, select it, then use the **Move** button. If you don't want to move the object to a subcontainer, use the **Up** button to navigate to the target container.

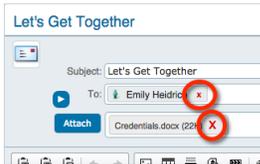
You can also move an object to a subcontainer by dragging its icon to the parent container's **Folders** button, then dropping it on the subcontainer displayed in the flyout.

On non-tablet devices, Control(OPTION)-dragging will copy an object instead of moving it.

Deleting objects



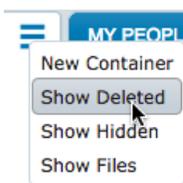
To remove a container, hold the closed container until you see the contextual menu. Choose the **delete** option. If this is a shared container that you didn't create, removing it from your homepage affects only your view of it. Others can still access it, and if necessary in future, you can restore it to your homepage.



To delete objects in lists, choose **Delete** from their menus. To delete an open object, use the **Delete** button.

To remove items that display an **x** beside them, such as message recipients or attached files, use the **x**.

Undeleting objects



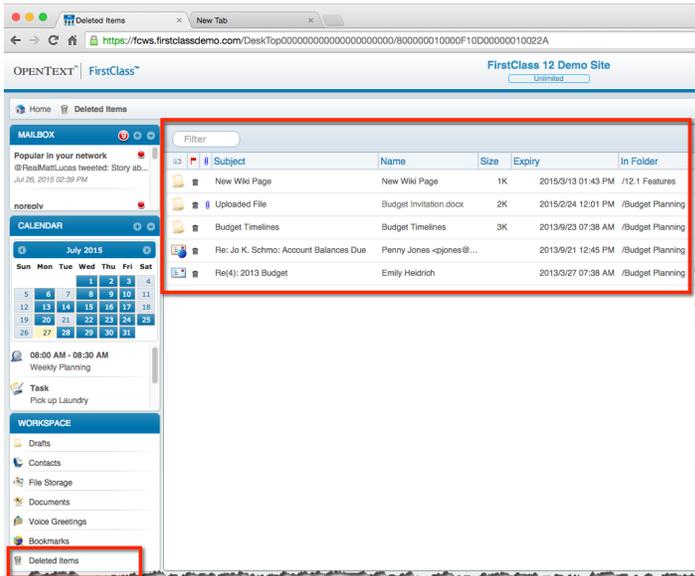
When you delete any FirstClass object, it is still available for a short while. The server removes it permanently as part of routine maintenance. Before permanent removal, you can display deleted objects, and undelete them if you wish.

To view the containers you have recently deleted from your homepage, choose **Show Deleted** from the homepage's menu. To view objects deleted from a container, open the container, then choose **Show Deleted** from its menu.



To undelete an object, choose **Undelete** from its menu in the list of deleted objects. The object is restored to its original location.

To see all objects that you have recently deleted, open **Deleted Items** in the **WORKSPACE** pane. To restore an object to its original location, choose **Undelete** from its menu.

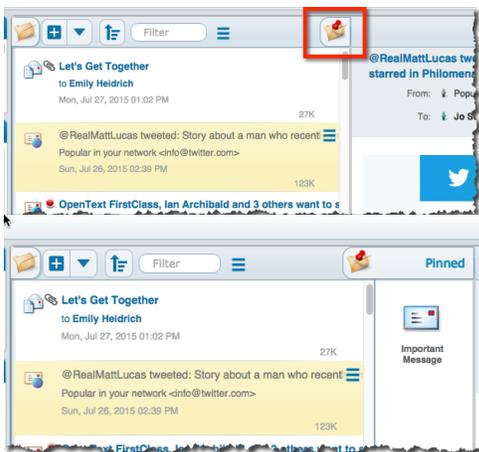


Printing objects



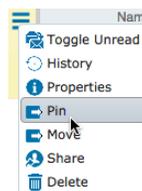
To print an object, open it, then use the **Print** button.

Pinning objects



When you create an object in a container, it eventually drops down the list of objects as newer objects are created. This can make it difficult to find again.

If you want to make an object easily accessible in a container, you can pin it. This makes it appear in a **Pinned** flyout to the right of the list of objects. This flyout works just like the **Folders** flyout.



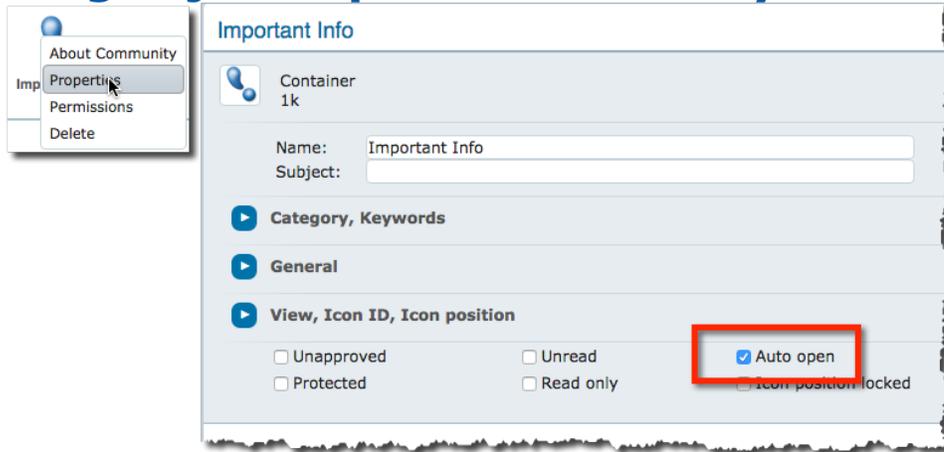
To pin an object, choose **Pin** from its menu. If there is already a **Pinned** flyout in the container, you can also drag the object to the flyout.

Note

If you also use the FirstClass client, which has upper and lower window panes, you'll see upper pane objects in the **Pinned** flyout.

To unpin an object, drag it back to the list of objects in the container.

Making objects open automatically



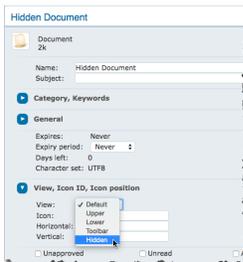
You can make an object open automatically whenever it is unread (or contains unread objects).

If you make a container open automatically, it will open whenever someone logs in, as long as there are objects in the container that are unread by that person.

If you make an object such as a document open automatically, it will open whenever someone opens the container storing it, as long as the object is unread by that person.

To make something open automatically, choose **Properties** from its menu, then tick the **Auto open** checkbox.

Hiding objects



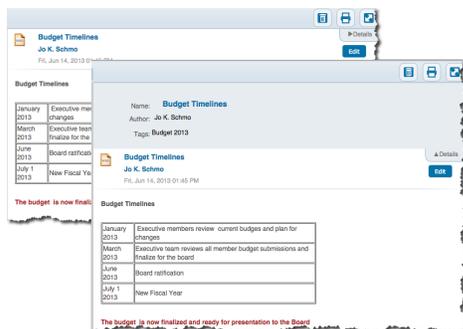
To hide an object, choose **Properties** from its menu, then choose **Hidden** at **View** in the **View, Icon ID, Icon position** section.

Viewing hidden objects

To view any hidden objects in a container, choose **Show Hidden** from its menu. To hide these objects again, choose **Hide Hidden**.

To permanently show a hidden object, open its **Properties**, then choose an option other than **Hidden** at **View**.

Getting additional information about objects



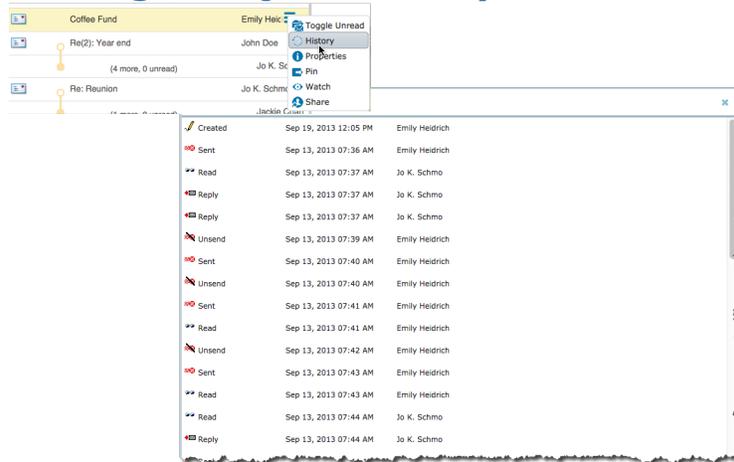
Seeing an object's envelope

When you create an object such as a message or wiki page, you provide information about that object in the top pane, or envelope.

To save space, FirstClass sometimes collapses this envelope. When you open an object and see a **Details** tab, you can select that tab to open the envelope.

In your mailbox, envelopes may display a disclosure button beside **To**. Selecting this button displays any Cc or Bcc information.

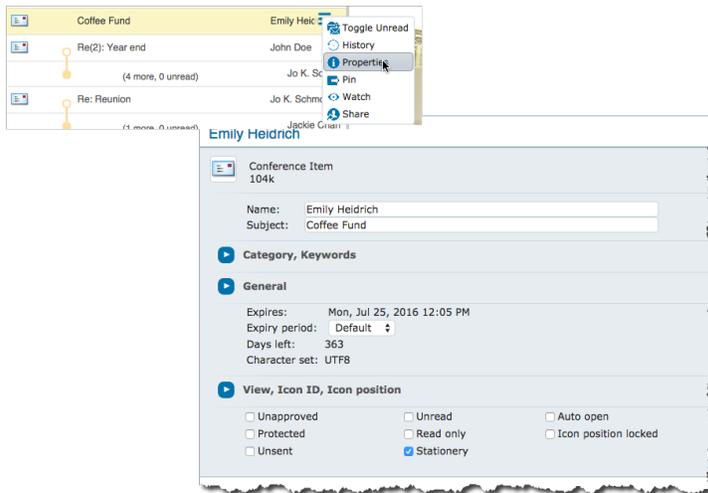
Viewing an object's history



FirstClass tracks the history of activities related to objects, such as who created or read a message and the date, or the date a document was updated and by whom.

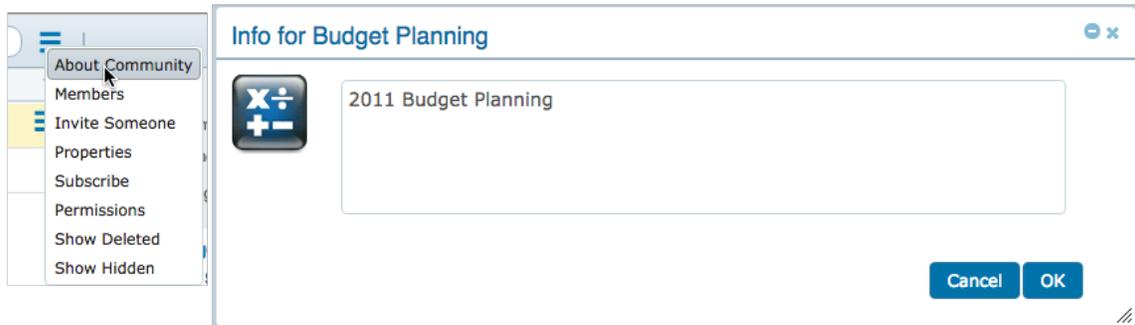
To see this history for an object, choose **History** from its menu.

Viewing an object's properties



To see information such as when an object will expire, choose **Properties** from its menu.

Viewing a container's description

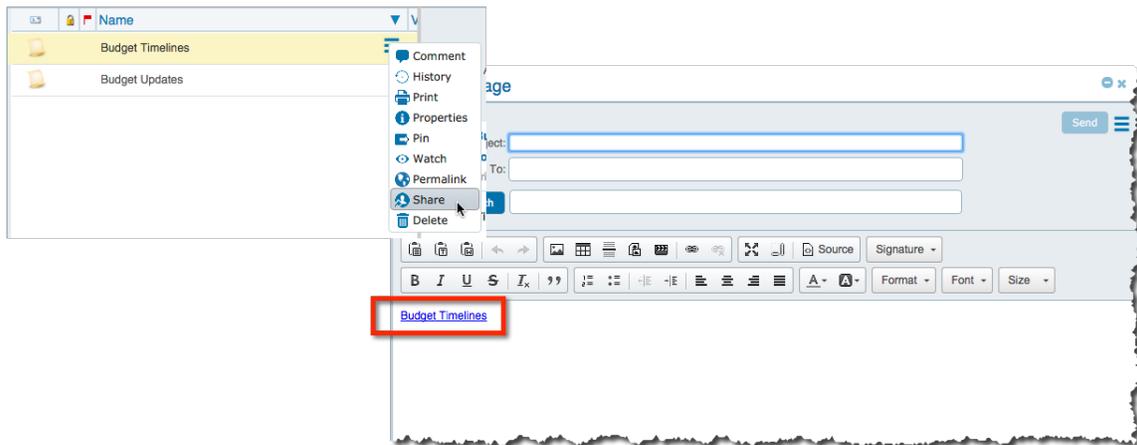


The creators of conferences and communities may provide descriptions of these containers for your information.

To see a conference's description, open it, choose **Permissions** from its menu, then use the **About** button.

To see a community's description, open it, then choose **About Community** from its menu.

Sharing objects



If you feel others should see an object such as a document or file, you can "share" it.

To share an object, choose **Share** from its menu. A new message form opens, with a link to the object embedded in the message body.

You can add to the message body and address it just like any other message. For details on addressing messages, see the "Email" help.

About those colored dots

Red dots



A red dot beside a container indicates that there are unread items in that container. The number in the dot tells you how many unread items there are inside. Each unread item inside the container is also marked with a red dot. Opening an item removes its red dot.

Note

In addition, unread items (as well as unsent messages in your mailbox) are shown in blue.

You'll also see red dots beside:

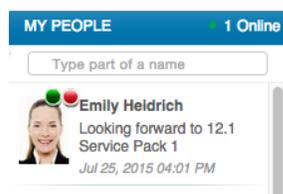
- your mailbox, calendar, chats, updates, and the Pulse, in the sidebar panes
- **Home** on the navigation bar, telling you that something has arrived in one of the containers on your desktop during your current session
- your profile picture, telling you that someone has commented on one of your blog entries

You can remove red dots without opening objects. To remove the dot from a closed container, hold the dot for a couple of seconds. If you remove the dot from a closed container, all items in that container will have their dots removed.

To remove the dot from an unopened object in a list, such as a message, by choosing **Toggle Unread** from its menu. As the name implies, you can use this to toggle the red dot on or off. This is useful if you want something you have read to draw your attention again. You can put the red dot back, so that the object appears unread. You can also put the red dot back while the object is open by using the **Toggle Unread** button.

When you remove a red dot without opening an object, you won't be shown as having read the object in its history.

Green dots



A green dot beside someone means they are currently online.

Changing your password

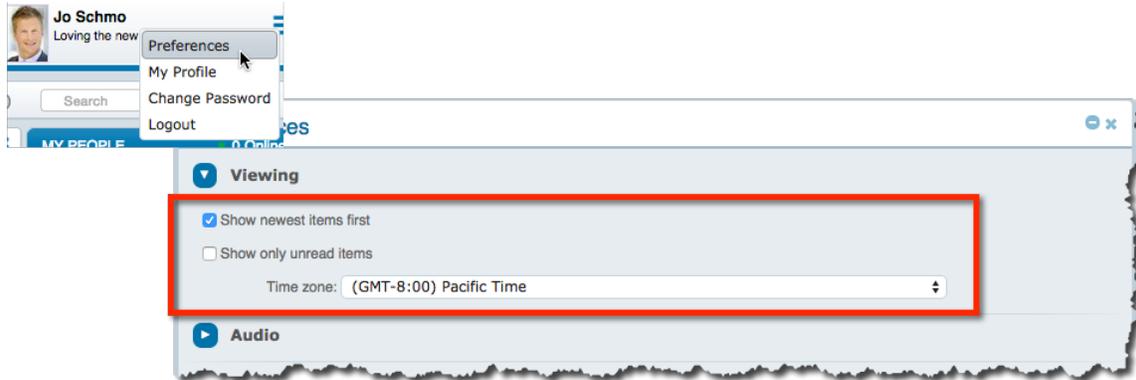


For security, we recommend that you immediately change the password you receive from your administrator.

To change your password, choose **Change Password** from the application menu.

Customizing your viewing preferences

To customize how you view FirstClass information (for example, the order in which lists are sorted), choose **Preferences** from the application menu, then update the **Viewing** section:

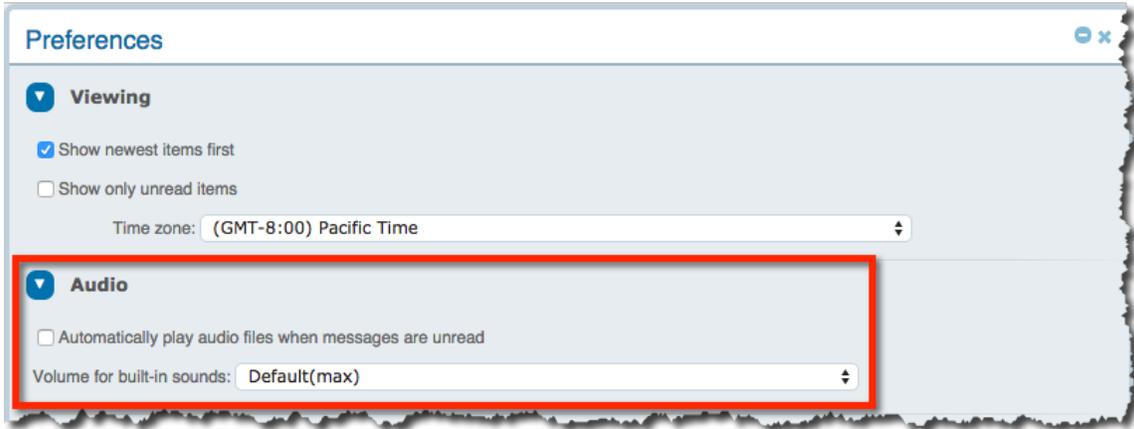


To	Do this
list items from most recent to oldest by default	Tick the Show newest items first checkbox.
hide objects in lists that you have already read	Tick the Show only unread items checkbox. Tip If you are finding that mail is disappearing, check whether you have this ticked, because read objects will seem to have disappeared.
change the time zone in which you want FirstClass to display dates and times	Choose the appropriate time zone at Time zone . The value Default is the time zone in which your server is located. Caution Choose your time zone carefully. You may see several time zones that look like they are the same number of hours off Greenwich Mean Time, but things like daylight savings time rules can differ from place to place.

Select **Save** at the bottom of this form when you are finished.

The other options on the preferences form are described elsewhere in this help.

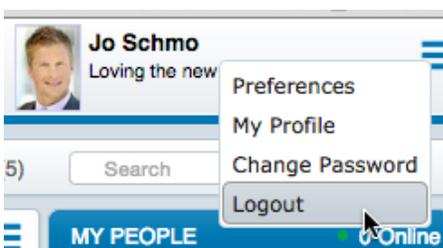
Customizing your sound preferences



To customize how FirstClass handles sounds (for example, the volume), choose **Preferences** from the application menu, then update the **Audio** section:

To	Do this
play an unread voice message as soon as you open it	Tick the Automatically play audio files when messages are unread checkbox.
adjust the volume	Choose the level you want at Volume for built-in sounds . If you don't want any sounds at all, choose Off .

Logging out



If you are using a shared device, we recommend for security that you disconnect from the FirstClass server when you are done.

To disconnect from the FirstClass server, choose **Logout** from the application menu.