

Computer Use Quick Reference

Haley & Aldrich, Inc.

What Can I Do?

Welcome to Haley & Aldrich! The company has a lot of fun technology, but it doesn't do much good if nobody knows we have it; so we really want you to know what you can do, and how to do it. Below is a brief overview of your computer capabilities here. Most of this Guide is devoted to discussing these topics in more detail.

- **Computer Use and Electronic Communications Policy:** You are responsible for adhering to the company's Computer Use and Electronic Communications Policy. Failure to read it is not an excuse for policy violations. A copy of the Policy is included at the end of this Guide. Note that the Policy changes from time to time; you can find the most up-to-date version on the Intranet.
- **Help:** The company has a centralized Computer Help Desk, staffed from 8:00AM-6:00PM Eastern Time. For help with all computer problems, contact the Help Desk at 617.886.7575 (e-mail HELP).
- **Basic Setup:** All company computers run Windows NT 4.0. You begin work by logging in to Windows NT. The first time you log in, you will find that the computer is already set up with the basic applications you will need, such as Word, Excel, and GroupWise. You will not have to make any changes just to get started.
- **Install Applications to Yourself:** Many preconfigured applications are available for you to install to yourself as you need them. Choose **Start|Programs|Applications, Install Applications** to see a list. *This is the only authorized way for you to install applications on your computer.*
- **Standard Document Production:** We have standard formats for most documents the company produces. A system of templates and macros, mostly in Word, simplifies the creation of most standard documents.
- **E-mail:** We use Novell's GroupWise for our e-mail system.
 - **WebAccess:** You can check your e-mail from any browser anywhere in the world.
 - **Internet E-mail:** You can send and receive Internet e-mail. You have your own Internet e-mail address.
 - **Status Information:** You can see when internal recipients open and delete e-mail you send them.
 - **Calendar:** You can schedule appointments in your own calendar. You can also send appointments to others' calendars. You can do a Busy Search to find a time when all attendees are free.
- **Internet:** You can connect to the Internet, including the Web, right from your computer.
- **Intranet:** Company-internal information is posted on our Intranet. Go to **http://intranet** in Internet Explorer.
- **Using Resources in Other Offices:** Our offices are connected by a wide-area network (WAN). Run WanWalker to connect to drives (to work with documents) or to use printers in other offices.
- **Remote Computing:** If you have a computer at home, or a company laptop, you may be able to log in and/or access your e-mail remotely.
- **Letterhead Printing:** Because our business is the production of documents, most offices have dedicated printers for printing directly onto letterhead.
- **Electronic Faxing:** Some offices have the capability to send faxes electronically. In the Boston office, you can also receive faxes electronically at your Direct Inward Dial (DID) fax number, which clients can use to send faxes directly to you.
- **Conference Rooms:** In the Boston office, staff can book conference rooms electronically.

Technological Capabilities by Office

	Boston	Boston Lab	Cleveland	Denver	Detroit	Hartford	Los Angeles	Manchester	Newark	Portland	Rochester	San Diego	Washington
Install applications to yourself	<input checked="" type="checkbox"/>												
Limited installations	<input checked="" type="checkbox"/>												
Usage metering	<input checked="" type="checkbox"/>												
Internet													
Internet e-mail	<input checked="" type="checkbox"/>												
Web browsing	<input checked="" type="checkbox"/>												
Intranet	<input checked="" type="checkbox"/>												
Printers													
Multiple Regular Printers	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>						
Letterhead Printer	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11x17 Printer	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Color Printer	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Plotter	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>										
Electronic faxing													
Send	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
Receive	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>											
Remote computing													
pcAnywhere	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>											
RAS	<input checked="" type="checkbox"/>												
GroupWise WebAccess	<input checked="" type="checkbox"/>												
GroupWise Remote	<input checked="" type="checkbox"/>												
Connect to resources in other offices	<input checked="" type="checkbox"/>												
Conference room booking	<input checked="" type="checkbox"/>												

Logging In and Out

How to Log In

1. + +
2. Enter your username and password; .

If the login fails, find the message you get in the list below:

Problem	Cause
<ul style="list-style-type: none">■ The system could not log you in to the network...■ The system could not log you on...	You made a typo in your username or password. Try again. Passwords are case-sensitive. Make sure you don't have <input type="checkbox"/> on.
<ul style="list-style-type: none">■ Your maximum number of concurrent connections has been exceeded.	If you are still logged in somewhere else, log out from the other computer. If you crashed or rebooted, the network thinks you are still logged in; wait a few minutes for the previous connection to clear.
<ul style="list-style-type: none">■ You have been locked out of your account...■ Unable to log you on because your account has been locked out...	You made a typo in your password five times in a row. Your account has been locked. Call the Help Desk to have it unlocked.

How to Log Out

Windows NT has a shutdown process that must be followed, or your computer can be damaged. There are three ways to log out:

- **To shut down:** **Start|Shut Down**, and choose "Shut down the computer". When the message "It is now safe to turn off your computer" appears, turn the computer off. *Do this every night* to protect your computer from power outages and other gremlins. If the computer is turned off with Windows NT running, it can be damaged to the point where the computer won't start.
- **To restart:** **Start|Shut Down**, and choose "Restart the computer". Do this when a program has crashed or the computer seems unstable. Restarting the computer will clear up problems that have developed during your NT session.
- **To log out:** **Start|Shut Down**, and choose "Close all programs and log on as a different user". Do this to allow someone else to log in at your computer, or to leave the computer unattended.

When Your Password Expires

When your password expires, you will be prompted to change it. After you have typed in a new password, the login process will proceed normally.

About Passwords

- Passwords expire every 90 days.
- You must use a new password each time; you can't recycle favorite passwords.
- Passwords must be at least 8 characters long.
- Make your password hard to guess by including symbols and mixed case. We test for weak passwords.

File Storage

How to Use Network Drives

All your files should be saved on network drives. The table below explains the purpose of each drive.

DRIVE		WHAT SHOULD I STORE HERE?	EXAMPLES	RULES	WHO CAN MODIFY OR DELETE FILES HERE?
Boston and Lab Only					
F:	Public project area	All documents for projects or P-files	Proposals, reports, letters; if it has a file number, it should be stored here	Name directories using the file number; create subdirectories for subfiles (e.g. F:\10360\099)	Everyone
G:	Your private area	Confidential documents for your eyes only	Personal or sensitive documents that <i>no one but you</i> will ever work on	Limited to 10 MB total storage	You
I:	Shared PCA/AA area	Non-project documents that are worked on by both PCA and AA	Management memos		A PCA and their AA
J:	Group area, e.g. Graphics	Group documents	Documents which should only be available to members of your group		All members of a group
K:	Public, <i>non-project</i> area	All <i>public, non-project</i> documents	Company-internal documents	Create subdirectories as needed under K:\GENERAL	Everyone
All Other Offices					
G:	Public project area	All public documents	Proposals, reports, letters, etc.; also, in most offices, marketing materials, drawings, graphics	Where possible, name directories using the file number; create subdirectories for subfiles (e.g. G:\10360\099 or G:\PROJECTS\10360\099)	Everyone
M:	Your private area	Confidential documents for your eyes only	Personal or sensitive documents that <i>no one but you</i> will ever work on		You

Hints and Tips

- Working on a network requires caution. You must keep in mind that other people's files are here. Be extremely careful not to delete, overwrite, or move other people's files!
- Do not save anything on your computer's drives (C:, D:, etc.). Your computer is never backed up.
- Save your work frequently!

Backups

- Everything on the server is backed up every weeknight. Backups are retained for four weeks.
- To ensure that we obtain good backups, users must log out and shut down at the end of the day. *Workstations that are consistently left running overnight will be forcibly shut down around 10:00 PM.*
- If you need a file restored from backup, provide the Help Desk with the file name, the directory it was in, and the date from which you want it restored.

Installing Applications (Programs)

How to Install Applications

Your computer already has the basic applications installed on it. If you need an application that is not installed on your computer, you can install it to yourself from a list of preconfigured applications. There are many applications available in the list, covering almost every need. *This is the only authorized way for you to install applications on your computer.*

1. **Start|Programs|Applications, Install Applications**
2.  (Click on) the desired application
3.  **Install**

Specialized applications for the geotechnical, geological, and environmental disciplines have been separated into their own list. To find them, choose **Start|Programs|Engineering, Install Engineering Apps**.

Limited Installations

We only own a certain number of copies of each application. When all the copies that we own are already installed, no further installations are allowed. Someone else in your office must remove the application before anyone else can install it. (Tip: To see who has the application installed, install and run WhoHasIt.)

Software Metering

The Boston office employs software metering. Any number of people can install a metered application, but only a certain number can use it at the same time. When all copies are in use, anyone else who tries to run it will be put on a waiting list. You'll get a message when your turn comes up.

Training

For some applications, we have training materials, such as videotapes. To sign one out, contact the Help Desk (staff in Boston) or your office's Administrative Assistant (staff in all other offices). Some offices also have CD-based interactive training.

New Applications

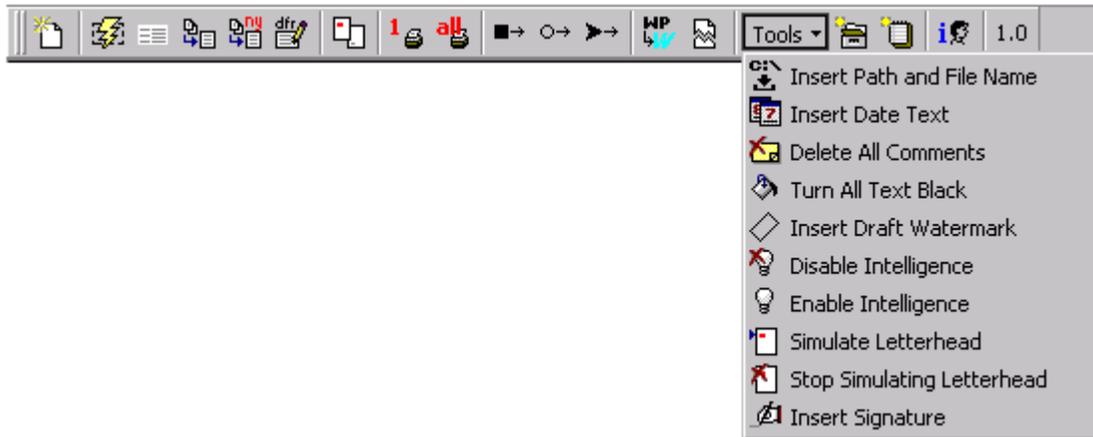
If you need an application that is not in your list, contact the Help Desk.

- ◆ **Company Policy: Do not install the application yourself.** Our networked environment is far more complex than a home computer. Installation of even simple applications frequently causes serious problems on networked computers. Also, we must purchase every copy of an application that we install. If you install an application yourself, no license has been purchased. (Never assume an application is installable free of charge. Let the company determine whether an application is, in fact, free. Shareware, for example, is never free, but people often mistakenly think it is. Furthermore, do not think that an application you own at home can legally be installed on your work computer without buying another license; this is almost never the case in our networked environment.)
- ◆ **Company Policy: Do not purchase it yourself.** You might buy something we already own, which you didn't know we owned. You might pay a higher price, unaware that we get a discount. Not realizing we already have a standard application for your need, you might buy a competing product, thus creating compatibility and conversion problems. And finally, because we will not have the license in our files, we will be unable to prove we own it if the Software Publishers Association (SPA) ever audits us.

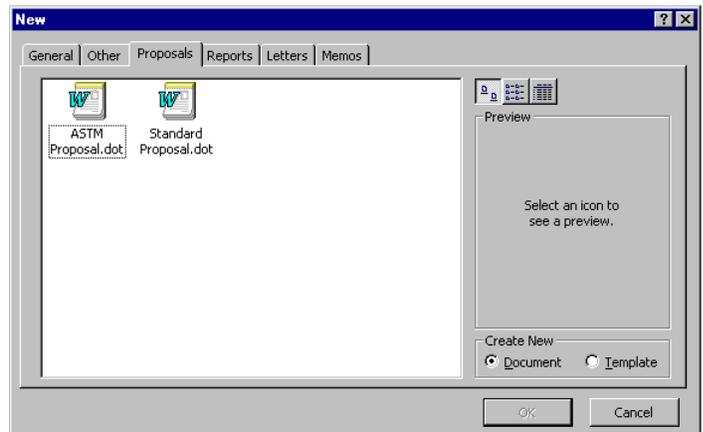
Standard Document Production (Lisa's Macros)

The company strives to give all documents a consistent appearance, as though the same person created them. Consistency of format is very important; nonstandard documents are Highly Frowned Upon. To help you create documents in accordance with the standards, we provide Lisa's Macros, a system of templates and macros that simplify the creation of most standard documents. There are many tools included with Lisa's Macros, all intended to make it easier for you to produce standard documents. (Whether they actually *do* make it easier is another question.)

The heart of Lisa's Macros is a toolbar in Word. It is displayed automatically whenever you run Word. Below is a diagram showing the Lisa's Macros toolbar.



- **Which button does what:** The buttons in the toolbar are equipped with “tool tips”. Point your mouse at a button (without clicking on it) to see a small yellow balloon containing a description of the button’s function. With any luck, the tool tips will help you figure out each button’s function.
- **How to create a standard document:**  (Click on) the first button in the toolbar (the “Create New Standard Document” button). When you  the Create New Standard Document button, you are presented with a gallery of templates to choose from (see diagram). The tab pages divide the templates into categories.  a tab page to choose a category; then  (double-click on) a template to create a new document of that type.
- **Your personal information:** The first time you run Word, Lisa's Macros will prompt you for basic information about yourself. If you don't enter it, you'll be prompted for it every time you run Word until you do enter it. The macros require this information to create most of the standard documents, so they won't work until you enter it. Basically, you might as well enter it and get it over with.
- **Introduction to the macros:** A document explaining the function of each macro is built into the macro system itself. To open it, click on the last button in the toolbar (the “Display Macro Version” button). This document contains a revision history for the macros; at the end of the document is a brief explanation of each macro.



Printing

About Printing

You will do most of your printing on a “Regular Printer”, which produces ordinary documents on plain paper. (Or is that plain documents on ordinary paper?) If your office is big enough to have multiple regular printers, you default to the one nearest your office. However, you can actually print to any regular printer. If your usual printer is very busy, or is having mechanical problems, you can temporarily use a different one.

How to Use a Different “Regular Printer”

1. Decide which printer you want to use. (In Boston, each printer’s name is labeled on the front.)
2. **Start|Programs|Accessories, WanWalker**
3. On the Printers tab, choose the office, printer type (Regular Printer), and printer you want.
4.  (click on) **Connect Printer**. A confirmation message appears.
5. You will revert to your usual printer the next time you log in.

You may also have the ability to use certain special-purpose printers. Your computer has been set up with each kind of printer you can use. Your list of printers may contain “Letterhead Printer”, “Color Printer”, “FaxPress”, and possibly others. To use a special-purpose printer, you must select it, print, and then switch back to Regular Printer afterward. Each application has a slightly different process for doing this.

Selecting a Different Kind of Printer

1. **File|Print Setup** (or something similar)
2. Look for the list of available printers. (It will probably show Regular Printer selected currently.) From the list, select the printer you want to use (e.g. Letterhead Printer).
3. Proof the document for formatting changes, especially pagination, before printing.

How to Cancel a Print Job

Small print jobs generally process too fast to cancel. It may be possible to stop large jobs, or jobs in a busy or stopped queue.

Boston and Lab Only

1. **Start|Programs|Accessories, Queue Manager**.
2.  the print job; then  **Delete**.

All Other Offices

1. **Start|Programs|Accessories, Xxx Printers** (where Xxx is your office name).
2.  the printer you want to manage.
3.  the print job; then  **Document|Cancel**.

If the job no longer appears in the queue, you may be able to stop it at the printer by pressing **Job Cancel**. (On a LaserJet 4+ or older, you must instead press **On Line**, then **Shift+ Reset** and hold until “Reset” appears in the display, and then **On Line** again. See, some technology *has* gotten easier to use over time.)

If You Print and Nothing Happens

1. Is there an error message on the printer display? If so, handle the error.
 - Verify that the right paper is loaded, and that the tray is pushed in all the way.
 - Clear paper jams gently and cautiously (parts can be hot).
 - To bypass some errors (such as MF), press **Go (Shift+ Continue)** on a LaserJet 4+ or older.
2. If there doesn’t appear to be anything wrong with the printer, try logging out and back in.
3. If you still can’t print, contact the Help Desk. (Outside normal business hours, try using a different printer, if available.)

Using Resources in Other Offices

Projects are routinely executed from multiple office locations. While working on a multi-office project, you may need to access documents located in another office. You may also need to print a document to a printer in another office. (For example, if you create a file using an application that nobody in the other office has, you can't just send the file to someone there for printing locally. Well, you *can*, but they won't be able to open the file or print it.)

WanWalker is a tool that simplifies the process of connecting to resources—drives and printers—in other offices.

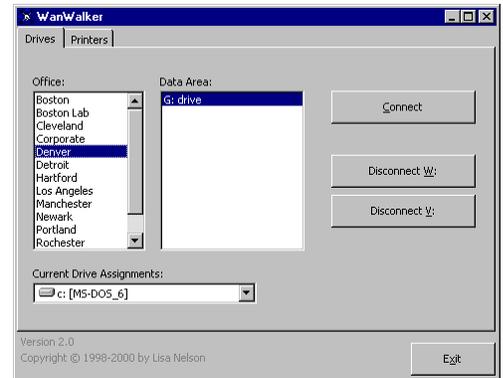
How to Connect to Drives in Other Offices

1. **Start|Programs|Accessories, WanWalker** (see diagram).
2. On the Drives tab, choose the office and resource you want.
3.  (Click on) **Connect**. A confirmation message appears (see diagram), telling you which drive letter was used.
4. Look for the document on the drive WanWalker connected for you.

Here's an example of this process. Suppose you want to open `g:\projects\20377\letter.doc` in the Denver office.

1. **Start|Programs|Accessories, WanWalker**
2. On the Drives tab, choose Denver, then the G: drive (see diagram).
3.  **Connect**. WanWalker connects drive W:.
4. Look for `letter.doc` in `w:\projects\20377`.

It may confuse you that although you're connecting to Denver's G: drive, it's not G: to you, but rather W:. This is because you're already using your G: drive for something, so we don't want to take it away. There's nothing special about the letter G:, that just happens to be what Denver calls it. We can use any drive letter for your connection to Denver, so we're using W:.

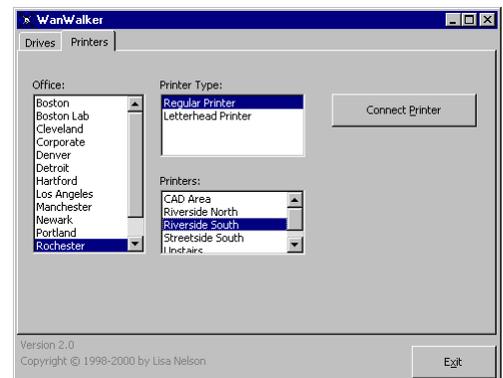


WanWalker can connect up to two drives for you at any given time (usually W: and V:). This is handy if you need to connect to two other offices at the same time. To connect a second drive, simply follow the above steps again. If the first drive letter is already in use, WanWalker will use its second allocated drive letter automatically. If you try to connect a third drive, WanWalker will ask you to disconnect one of your current connections first.

When you finish with a drive, use WanWalker's Disconnect buttons to disconnect from it.

How to Use Printers in Other Offices

1. **Start|Programs|Accessories, WanWalker**
2. On the Printers tab, choose the office, printer type, and printer you want. (See "Printing" earlier in this Guide for more information about printer types.)
3.  **Connect Printer**. A confirmation message appears.
4. Print your document.
5. When finished, use WanWalker to reconnect to your usual printer. (In any case, you will revert to your usual printer the next time you log in.)



Remote Computing Capabilities

If you have a computer at home, or a company laptop, you workaholics may be able to connect to the network and/or access your e-mail remotely. *Please be aware that we provide only limited support for remote computing from home.* The setup of your home computer is outside our control; therefore, our ability to diagnose and resolve problems on it is very limited. Any or all of the options below may simply not work on your computer.

Below is an overview of the remote computing options that may be available to you.

Remote Control (pcAnywhere)

With Remote Control, you physically take over a computer in the Boston office. It's exactly like being in the office. You can access drives and documents, use a browser to access the Intranet and Internet, and even run applications that are only available in the office. Dialup to pcAnywhere is through an 800 number.

Installation of pcAnywhere requires Windows 95 or better, and a modem (the faster, the better). Also, pcAnywhere is commercial software; we must buy a copy for each person we give it to, so we generally don't give it out unless there is a demonstrable need.

Remote Control is only available to staff in Boston and the Lab. Contact the Help Desk to request pcAnywhere.

Remote Access (RAS)

With Remote Access, you establish a modem connection to our network. This allows you to access drives and documents. *You can also use a browser to access the Intranet and Internet.* You can use RAS to dial in from anywhere (home, hotels, etc.) and access the Internet. Dialup to RAS is through an 800 number.

Installation of RAS requires Windows 95 or better, and a modem (the faster, the better).

RAS is available to staff in all offices. Contact the Help Desk to request RAS.

GroupWise WebAccess

Any computer that has access to the World Wide Web can be used to check your e-mail. See "GroupWise Quick Reference" later in this Guide for step-by-step instructions.

GroupWise Remote

WebAccess will suffice for most people, but if you often work remotely, or you have a company laptop and you want to be able to compose messages in an airplane, you may need GroupWise Remote. With GroupWise Remote, you compose messages offline, then dial in and drop them off in a batch. At the same time, any incoming messages are downloaded to your computer for you to read. GroupWise Remote is reached through an 800 number.

Using GroupWise Remote at home requires installing GroupWise on your home computer, which may not be desirable. Installation of GroupWise Remote requires Windows 95 or better, a fairly fast computer, a lot of disk space, and a modem.

GroupWise Remote is available to staff in all offices. Contact the Help Desk to request GroupWise Remote.

E-mail

The information in this section is provided in addition to the “Computer Use and Electronic Communications Policy” located elsewhere in this Guide.

Guidelines

- Read your e-mail at least daily. While e-mail may not yet be a part of your regular routine, your client may regard e-mail as comparable to telephone communications and will expect a timely response. If you will be out of the office for a day or more, create a rule indicating when you will be available to receive messages and providing instructions to contact another person for immediate assistance.
- At the end of every Internet message you send, include your name, the company name, and your Internet address so the recipient can tell who you are and how to reach you.
- Do not use the company e-mail system to advertise items for sale, for personal invitations, solicitations or announcements, or similar uses.

Etiquette

- Never send an e-mail message that you wouldn't be pleased to have sent to all staff.
- It is easy to misconstrue feelings or positions stated in an e-mail message, because tones of voice and body language are lost. A message that was not intended offensively can seem very nasty to the recipient. Be careful of what you say and how you say it.
- Consider whether e-mail is the proper medium to deliver your message. Many communications are better handled face-to-face or via telephone.

- If you receive an e-mail message that makes you angry, wait to cool off before you respond to it—and don't use e-mail to make your response.
- Type in mixed upper and lower case, like you would in a letter or memo. Use of all upper case is hard to read and is considered inappropriate in the electronic business world.

Information

- Giant interoffice and Internet e-mail messages monopolize the e-mail system. For this reason, we prohibit messages whose total size exceeds 8 MB. If you need to send a large file, please contact the Help Desk to discuss options.
- The Internet is very overburdened. Message delivery times of 12 to 24 hours are not unusual, and delays of up to 5 days are possible. To avoid misunderstandings, make clients aware of this. Do not send time-sensitive messages via Internet e-mail.
- The Internet is very complex. Messages can be delayed or lost. Do not assume that a client has received an important message until its arrival has been confirmed. E-mail is an emerging means of communication in the business world and should not be relied on any more than answering machines.
- Recipients may be unable to read attachments you send, depending on many factors beyond our control. If you and a client cannot exchange attachments, contact the Help Desk to discuss options.

Using Internet E-Mail

You can send e-mail to anyone on the Internet, and they can send e-mail to you. When they send you mail, it will show up in your In Box just like any other e-mail message.

- **What's my Internet address?** Your Internet address is *your-user-ID@haleyaldrich.com*.
- **How do I send Internet e-mail?** On the **To:** line of your e-mail message, simply type the Internet address. For example, to send e-mail to Dave Thompson via the Internet, you would type:

det@haleyaldrich.com

GroupWise Quick Reference

Choose **Help|Guides** to be walked step-by-step through many of the features of GroupWise.

Check Your Mail from a Web Browser

You can easily check your mail from a web browser anywhere in the world.

- **Tip:** Before you can do this, your mailbox must have a password. In GroupWise, choose **Tools|Options, Security** and set a password.
- 1. From a web browser, go to <http://www.haleyaldrich.com/mail.htm>. Choose your office.
- 2. Enter your mailbox user ID (i.e. your initials) and the password you set. That's all!

Sending Messages

1.  (Click on) the **Create New Mail** button (or choose **File|New|Mail**).
2. Begin typing the **last** name of the first recipient. GroupWise tries to guess who you mean and completes the name for you.  to accept the right name; then begin typing the next recipient's name. (If GroupWise never guesses the right name, use the Address Book.)
3. Type the subject and body of the message.
4. If you want to attach files:
 - a.  the **Attach** button. Browse to the drive and directory where the file is located.
 - b.  on the file. (If you want to attach several files, +  to select them.) when done.
5.  the **Send** button.

Using Personal Groups

1. Start creating a message. Fill in the To, CC, and BC fields with the intended group members.
2.  the **Address** button to open the Address Book. (Note that the recipients you filled in are selected.)
3.  the **Save Group** button. Type a name for the group; .
4. To use your new group, just type its name on the To line of a message.

Opening, Viewing, and Saving Attachments

To open attachments:

1. While reading a message,  (right-click on) the attachment and choose **Open**.
2. The proper application starts and the attachment opens. When you're done, close the application.
- **Warning:** Do not make changes to attachments you open this way. An opened attachment is only stored on disk *temporarily*; it is automatically deleted when the message is closed. To modify an attached file, save it somewhere first and edit that copy.

To view attachments:

1. While reading a message,  the attachment and choose **View**. The Attachment Viewer starts.
2. To view other attachments (if any),  the attachment's icon. When you're done, close the window.
- **Warning:** Understand the difference between opening and viewing attachments. *Opening* launches the application that created the attachment, while *viewing* uses GroupWise's built-in viewer technology to display the file. Viewing is faster, but limited. A common mistake is to print an attachment from the viewer, which will not yield good results. The viewer doesn't know how to print any but the simplest file formats. To print an attachment properly, open it.

To save an attachment:

1.  on the attachment and choose **Save As**.
2. Browse to the desired drive and directory. Type a name for the file.
3.  the **Save** button.

Printing Messages and Attachments

To print a message *while reading it*:

1. Click the **Print** button.
2. The Print dialog appears, showing the message and any attachments. Click on the item you want to print. (To print several items, **Ctrl**+Click to select them.)
3. Click **Print**. If you selected attachments, the necessary applications will start up, print, and close.

To print several messages:

1. At the GroupWise main window, **Ctrl**+Click to select each message to be printed.
2. **File|Print**.
3. The Print dialog appears. **Ctrl**+Click each item you want to print.
4. Click **Print**. If you selected attachments, the necessary applications will start up, print, and close.

Retracting Messages

Messages can be retracted, if they haven't been opened. Appointments can always be retracted.

1. At the GroupWise main window, Click the **Sent Items** folder.
2. Click the message and **Delete**.
3. Recipient's Mailbox; .

Information Window (Checking Status of Sent Items)

1. At the GroupWise main window, Click the **Sent Items** folder.
2. Click the message and choose **Properties**.
3. The **Information** window opens. You'll see what each recipient has done with the message, and when.

Scheduling Meetings

1. Prepare the appointment to send to the attendees:
 - a. At the GroupWise main window, Click the **Schedule New Appointment** button.
 - b. Fill in the attendees (including conference rooms and yourself, as needed)
 - c. Fill in subject, place, message text, and attach any necessary documents.
2. Find a free time for the meeting:
 - a. Click the **Busy?** button. You will see the attendees' calendars with busy times shaded. Use the scroll bars to see other days. Note a time when everyone is free. to return to the message.
 - b. Fill in the start date, start time, and duration.
3. Click the **Send** button.
4. Use the Information Window (see above) to see who has accepted or declined the meeting.

Using Your Calendar

To view appointments:

1. At the GroupWise main window, Click the **Calendar** folder.
2. Click (or move to) the day you want to view. That day's appointments will appear in the list. Use the Day, Week and Month tabs as needed.

To print the calendar:

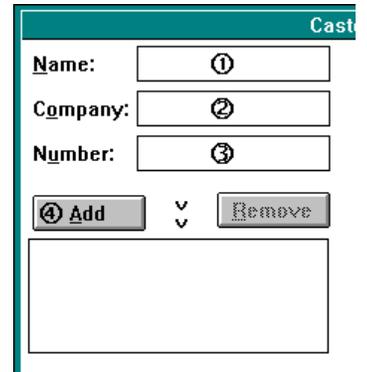
1. Click the **Print Calendar** button.
2. Select desired options. Note especially the **Calendar size** and **Page layout** choices on the **Setup** tab.
3. Click **Print** when ready.

Electronic Faxing Quick Reference

Not all offices have electronic faxing capability. See “Technological Capabilities by Office” earlier in this Guide.

How to Fax from Word

1. Change to the FaxPress printer. (See “Printing” earlier in this Guide.)
2. Proof your document for pagination and tab changes.
3. Print. *What you print is what gets faxed.*
4. Fill out the **Send Fax** dialog:
 - a. For each recipient, enter ① name, ② company, and ③ fax number; then ④  (Click on) the **Add** button. (See diagram.)
Enter fax numbers exactly as you would dial them, or your fax will fail:
 - Long distance: Include 1+ area code
 - Local: Do not include the area code
 - b.  the **File Number** (or **Fax Configuration**) button to enter a file number (or billback code);
 - c.  **Message** to type the cover page message;
 - d.  **Send**
5. When the “Job in queue” message appears, .
6. Change back to Regular Printer.



Frequently Asked Questions

- Q: How will I know if the fax has sent?** A confirmation sheet will print at your office’s fax printer. (In Boston and the Lab, the confirmation will arrive via e-mail.) It will say “Sent Successfully” or “Failed”.
- Q: What if the receiving fax machine is busy?** The FaxPress will retry five times at ten-minute intervals before giving up.
- Q: Can I fax to several people at once?** Yes. In step 4a above, notice you can repeat this process for *each* recipient. **What if they are at different fax numbers?** No problem! The FaxPress will automatically send to each fax number; you’ll get a separate confirmation for each.
- Q: Can I attach files to a fax?** Please don’t! The attached files will send as hundreds of pages of garbage, which your recipients will not appreciate.

Why Did My Fax Fail?

On the fax confirmation sheet (or e-mail), the last line shows the failure reason.

- **Fax Call Failed:** The fax number was probably entered wrong. For long distance, you must include 1+ area code. For local, you must include only 7 digits—no area code! If the number was entered wrong, resend the fax (see below) and correct the number.
- **Busy:** The fax machine was busy during all 5 attempts. Resend the fax (see below).
- **No Answer:** Dial the fax number on your phone. If a fax machine answers, resend the fax (see below). If not, notify the client.

Resending a Fax

1. **Start|Programs|Accessories|FaxMain.**
2. **Fax|List Outgoing Faxes**
3.  your fax
4. **Options|Resend.** You will be prompted for the fax number, in case you want to change it.

Using the Phone Book

To select fax recipients from your phone book:

1. While sending a fax, **Personal**
 2. For each intended recipient:
 - the intended recipient
 - **Add**
- ☛ **Warning:** Don't the Add Group button by mistake! This will fax to everyone in your phone book!

To add a recipient to your phone book while sending a fax:

1. the new person's entry in the recipient list
2. **Personal**
3. **Add to Phonebook**
4. Change anything you want to change, then

To modify or delete phone book entries:

1. **Start|Programs|Accessories|FaxMain.**
2. **Phone Directory|Personal Directory.** A list of your groups appears.
3. the group you want to work with (probably "<all>").
4. Now you can work with individual entries. You can:
 - Add: **Options|Add**
 - Edit: an entry
 - Delete: the entry, then **Options|Delete**

Receiving Faxes Electronically

Not all offices have the capability to receive faxes electronically. In most offices, faxes print automatically on a particular printer.

Boston office staff: Your Direct Inward Dial (DID) fax number is your extension + 300 (e.g. if your extension is 7304, your fax number is 7604).

Faxes you receive are routed to you as attachments to e-mail messages. To view or print a fax you receive:

1. (Right-click on) the attached fax; **Open**.
2. The fax will display very large. Choose a size reduction from the **Scale** menu.
3. To view the fax conveniently, maximize the Fax Viewer program.
4. To print the fax (if desired), **File|Print**.

How to Fax a Received Fax

You may have occasion to re-fax an electronically received fax to another person.

1. (right-click on) the attached fax; **Open**.
2. Change to the "FaxPress" printer and print.
3. The **Send Fax** dialog appears; fill it out as usual.
4. Change back to "Regular Printer".

Computer Use and Electronic Communications Policy

You are responsible for adhering to the company's Computer Use and Electronic Communications Policy. Failure to read it is not an excuse for policy violations. The policy may look long and boring—oh, all right, it *is* long and boring—but please do read it anyway.

Haley & Aldrich maintains computer and network resources for use by employees conducting company business. Computer resources are provided to help us serve our clients and conduct our business activities efficiently. For the purposes of this policy, e-mail will be used to mean both e-mail and voice mail. All staff who use Haley & Aldrich's computer and network systems agree to comply with the expectations outlined in this policy statement. Haley & Aldrich reserves the right to change this policy at any time as required by business operations.

Authorization

Whenever in this policy the employee is required to obtain authorization or consent, and the person from whom consent or authorization should be obtained is not specified, permission for that specific activity shall be obtained from the Corporate Information Technology Manager located in Boston.

No Presumption of Privacy

Haley & Aldrich's communications and computer systems are not private. Passwords and user IDs are designed to protect Haley & Aldrich's confidential, private and/or proprietary information from outside parties, not to provide employees with personal privacy in the messages. All data in Haley & Aldrich's systems may be monitored or reviewed by others even if the information has been deleted, or has been entered into the system on a "confidential" or "personal" basis.

In surfing the Internet and World Wide Web, employees shall remember that all connections and sites visited may be monitored and recorded. Employees shall assume that any communications that they create, send, receive, or store on Haley & Aldrich's systems may be read or heard by someone other than the intended recipient. Accordingly, employees shall not send highly confidential or sensitive information via e-mail, the Internet or the World Wide Web.

Security and Confidentiality

The security of Haley & Aldrich's communications and computer systems cannot be guaranteed. Likewise, the Internet is not secure. Accordingly, employees shall not send highly confidential or sensitive information via e-mail, the Internet or the World Wide Web.

Company Property

Computer equipment, software, and related materials may be assigned to employees, but they remain company property and shall be used and maintained accordingly. The equipment may not be altered or defaced in any way.

Equipment Removal

Desktop computer equipment, software and related materials shall not be removed from the office in which they were installed by Information Technology staff without authorization and proper signout, and shall not be loaned or otherwise provided to persons who are not employees of Haley & Aldrich. Portable computer equipment (i.e., laptops), installed software and portable peripherals may be moved in and out of offices only by the staff member to whom the equipment has been assigned for use in Company business.

Equipment Signout

Certain equipment and related materials shall be available on a sign-out basis. Such borrowed materials shall be returned promptly after use. Employees are responsible for protecting equipment and materials that are signed out while in their possession.

Purchase and Installation

All computer-related materials, including hardware, software and computer accessories, are to be purchased and installed only by the Information Technology Group staff or other authorized staff.

Software Installation

Software of any kind shall not be installed or copied to or from any Company computer. Software piracy, even if unintentional, *is a felony* and exposes the Company, as well as employees, to severe criminal and financial penalties. Also, unregulated proliferation of software creates a virus infection risk. Employees are only authorized to run software provided by the Information Technology Group. **Violation of this policy may result in disciplinary action, up to and including termination of employment.**

Virus Danger

Protection of Company systems from virus infection is of paramount importance. Employees shall not open or run any program (executable) sent as an attachment to an e-mail message, or run macros in e-mail attachments without comprehensive virus scan by an Information Technology staff member. Employees shall not send any program (except self-extracting archives) as an attachment to an e-mail message to anyone, even persons outside the company.

Files

All electronic files stored on company-owned computers, disks, or other storage media are the property of the Company. Haley & Aldrich may, from time to time, audit any such computer systems or files to confirm compliance with software license agreements or Company policies.

Standard Software

Only Company-standard software shall be used on Company projects. Because staff are often re-assigned from project to project, and projects are routinely executed from multiple office locations, it is imperative that everyone use the same software. The Information Technology staff may be contacted to determine the Company standard software in any category. Client-requested software use that does not conform to the Company standard should be discussed between the Officer-in-charge of the project with special software requests and the Corporate Information Technology Manager located in Boston.

Electronic Mail

E-mail sent or received using company systems is the property of the Company. The firm does not routinely monitor, intercept, read, or delete e-mail. However, as a policy, the Company reserves the right to do so under any circumstances it deems important to the operation of the firm.

Message Creation/Content

Employees shall use the utmost care in creating messages on Haley & Aldrich's e-mail. Even when a message has been deleted, it may still exist on a backup system, it can be recreated, it can be printed out, or may be forwarded to someone else without its creator's knowledge. As with paper records, proper care shall be taken in creating electronic records.

Message Restrictions

Communications on Haley & Aldrich's systems shall not contain content that a reasonable person would consider to be defamatory, offensive, harassing, disruptive, or

derogatory, including, but not limited to, sexual comments or images, racial or ethnic slurs, or other comments or images that would offend someone on the basis of race, gender, national origin, age, sexual orientation, marital status, disability, religion, or political affinity. Language used in communications sent or forwarded by employees using Haley & Aldrich's systems or used by employees in the course of their employment shall be professional and businesslike. Any inappropriate language and/or content will not be tolerated by Haley & Aldrich and will constitute a violation of this Policy. **Violations of this policy will subject the employee to disciplinary action, which may include termination of employment.**

Prohibited Activities

Employees shall not use Haley & Aldrich's systems to: (a) transmit copyrighted, trademarked or patented material, trade secrets, or other confidential, private, or proprietary information or materials without Haley & Aldrich's authorization; (b) transmit any illegal information or materials; (c) access, create, distribute, or otherwise transmit sexually explicit materials or participate in the viewing of such materials; (d) gain unauthorized access to remote computers or other systems or to damage, alter, or disrupt such computers or systems in any way; (e) use without authorization someone else's code or password or disclose anyone's code or password, including their own, to unauthorized persons; (f) enable unauthorized third parties to have access to or use Haley & Aldrich's systems, or otherwise jeopardize the security of Haley & Aldrich's electronic communications systems; and (g) engage in any other inappropriate or illegal activities. **Violations of this policy will subject the employee to disciplinary action, which may include termination of employment.**

Employees shall not place Company or client material, such as copyrighted software or other materials, internal memos, or company trademarks, on the Haley & Aldrich Web or FTP site, or any publicly-accessible Internet site, unless the posting of these materials has first been approved by the Information Technology Manager. Posting of company or client trade secrets on the Haley & Aldrich Web site, Haley & Aldrich Intranet, and any publicly accessible Internet computer is expressly prohibited. All postings to the Haley & Aldrich Web or FTP site, Haley & Aldrich Intranet, and any publicly accessible Internet site, must comply with advertising laws (e.g., no disparaging of a competitor's product and no misleading information), unfair competition laws, and rights of publicity and privacy. Employees shall also include appropriate notices and disclaimers in such postings. **Violations of this policy will subject the employee to disciplinary action, which may include termination of employment.**