

DESKTOP SUPPORT CONNECTION

Issue 3, Fall 2001

Your Desktop Support team works hard to answer both common and unusual user questions. In this issue of Connection we give you a few tips on how to manage email and attachments - one of the most frequently asked user questions.

FIRST, WE UNDERSTAND how important it is to save certain emails and attachments



We store information on many different servers, and our email server is not designed to "store" data, but rather "move" it. Think of the email server as a post office that constantly receives and delivers mail - but doesn't have any room to store it.

This is why you sometimes get messages telling you that you are over your "storage limit" and must delete items before being able to send new email. If you have deleted email and attachments to make room - only to find you need them back - rest assured you won't have to do it again.

We have room to save email and attachments on our H: drive. How do you get your information off the email server and onto the H: drive? Create a Personal Folder on the H: drive and save your email and attachments there. Here's how you do it:






ATTENTION Distribution Center:

Your computers are already configured with Personal Folders.

The steps to the right pertain to only New York City and Westbury.

How Do I? Create Personal Folders for Email & Attachments

The 11 steps listed below might look daunting, but they are not. Follow these directions and when you're through, your Personal Folders will be there when you open Outlook.

1. **Right click** the Outlook desktop icon
2. Go to Properties
3. Click Add
4. **Highlight** Personal Folders, click 
5. A window entitled "Create/Open Personal Folders" file will appear
6. Click on the down arrow next to the word Outlook
7. **Highlight** H: drive, click
8. Go to File Name and click in the box that shows *.pst
9. Type "Personal.pst" (no quote marks) and hit the Enter key
A window entitled "Personal Folders" will appear
10. Click 
11. Click  again

Open Outlook and you will see Personal Folders with a + next to it. Click on the + and your Personal Folder list will expand, showing one sub-folder called Deleted Items. Now you need to create individual personal folders, ie, Budget, Schedules, Conference, etc...

And How Do I? Create Sub-folders Within Personal Folders

Go to File on the Outlook toolbar

Go to New

Go to Folder, click

A window entitled "Create New Folder" will appear

Type a name for your folder

Click to Personal Folders and highlight

Click 

You will now see the sub-folder you created under Personal Folders.

You may create as many sub-folders as you need.



How Do I?

Save My Email & Attachments to My Personal Folders



- Highlight the email you wish to save
- Hold the left mouse button down
- Drag the email to the folder in which you want to save it
- Release the mouse button

Your Personal Folders and mailbox are visible to you at all times, and when you are looking for a specific email or attachment, you don't ever have to leave Outlook. In addition, everything in your Personal Folder is saved on your H: drive – which is backed-up every evening – so you will never lose files that you have saved.

glossary

Defining Important Computer-Related Words

Server: A computer accessed by multiple users for the purpose of running software or providing access to resources. Our shared files and email reside on servers.

H: Drive: At Barnes and Noble, a "place" on a server where personal files are stored.

Browser: Software used to view the internet (in our case, Microsoft Internet Explorer).

Peripherals: Any hardware – such as printers, modems, scanners, etc – connected directly to your computer.

Print Queue: A holding area for print jobs waiting to be printed. After you send a file to be printed, a printer icon appears in the bottom right hand corner of your screen. Double click on the icon and see the jobs waiting in the queue in the order in which they were sent.



Did You Know?

You no longer have to dial the area code and prefix when dialing Westbury and New York. Thanks to our Telecom team, you now can simply dial 20 and the extension (example: 20 1212) to reach Westbury from New York and vice versa. It's a great time saver!

How to Reach the Service Centers



The Desktop Support team is always working to improve the level of service we deliver to you and want to make *Connection* a valuable tool. We hope you will continue give us suggestions and topics you'd like us to cover in *Connection*. Just email us at Desktop Connection.

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