

Inbox Module

INTRODUCTION

To access the **Inbox Module** simply click on the Inbox tab or the large Inbox button on the left (if you are in the Special view).

🕑 Create Message 🥪 Raphy 😳 Raphy All 👙 Forward 脑 Moves to Folder 🖏 = 🌍 🛪 🐚 = 1 🕅 = 1 Move To Folder 🖏 = 🚳 = 1 Moves de Santh 👹 Show My Day									
My Status Online Away Busy Invisible	🕞 Inbox 🖉 Contacts 🞢 Tasks 🔮	🖄 Calendar 🔔 Notes 🇌 Projects 📓	File Store						
1 UVCTest1 - Home Profile (Online)	My Inbox 🔻				V Quick Search	C Exclude Junk Show Al Unread Flagged 🔻 Other 🤇 🔪			
	Message Folders 4	📂 🚧 💡 🕄 🥩 From	Subject	Received T	•	Size			
My Contacts	😜 Inbox	UVC	Welcomel	22-Oct-2015		0 bytes ^			
	💪 Outbox								
	4⊡ Sent Items								
	∖ Drafts								
	🔨 Templates	l				×			
	1 Deleted Items	Welcome!							
	🔯 Search Folders	From: UVC							
	Disc. Emails	To: SUVC Test1				HTML Plain All Headers			
	Avery	Linked Contacts: Jane Doe							
	uvc613@gmail.com								
		🗹 Open Linked Item							
	Categories/Tags				4				
	All								
	AAA Service Profile								
	Elite Profile								
	Holiday Cards		Welcome to U	WC					
	Important		welcome to t						
	Insurance		Internet with alien	its through secure instant messaging					
	📋 International				vity and check for free time				
	Miscellaneous		availability	s with colleagues, facilitate team producti	ing and choose of free diffe	I			

To Create a New Message

To create a new message use the following steps:

1. Click on the **Create Message** button located on the upper left corner of the screen.

🚫 UVC - Universal Village Collaboration Suite
File View Message Messenger Go Tools Window Help
🔗 Create Message 🥪 Reply 🦃 Reply All 😭 Forward 🍵 Move to Folder 💁 👻 😽 🥳 🔏 🔏 👘 👻 🍈 👻 🕅 👻 🖓 🗸 Advanced Search 🛛 😒 Show My Day

2. Use the To field to add the e-mail address of the contact.

Notice that when you start typing the first letters of the contacts e-mail, UVC will find any e-mail address currently matching your contacts list and any shared contact list you may have access too. Simply select the correct e-mail address to add it to the **To** field. This process can be repeated for the **Cc** field and **Bcc** field.



3. As an alternative click on either the **To** or **Cc** or **Bcc** field to add your contact.

A lists of all your contacts with be displayed. Move the contacts that you would like to send the e-mail to by placing a checkmark in the box beside their name and clicking on the **To>** button to move the contacts to the box on the right.

Do the same thing for contacts that you wish to Cc and Bcc options. Simply use the **Cc>** and **Bcc>** buttons. If you have a large list of contacts and need to find a specific one you can do this by using the find feature at the top of the screen. This find field will search for any data that was entered on the contact information sheet such as name, address or phone number. The ability to search by Categories/Tags and by groups is there too.

My Contacts 🗸	٩	All Active	\sim	
Tag all Untag all	Categories/Tags:	All	~	
Select users to send message t	to			
🗌 🛧 Bill Buchanan <bill@24< td=""><td>test.com></td><td></td><td></td><td></td></bill@24<>	test.com>			
🗌 ᡮ Bill Buchanan < bill@w	ork24test.com>			
🗌 🕂 Bill Buchanan <bill@ho< td=""><td></td><td></td><td></td><td></td></bill@ho<>				
🗌 🛧 David Palmer <david@< td=""><td></td><td></td><td></td><td></td></david@<>				
🗌 🥂 Jack Bauer <jack@worl< td=""><td></td><td></td><td></td><td></td></jack@worl<>				
🗌 🥂 Jack Bauer <jack@24te< td=""><td></td><td></td><td></td><td></td></jack@24te<>				
🗌 🥂 James Kirk <james.k.wo< td=""><td></td><td></td><td></td><td></td></james.k.wo<>				
🗌 🥂 Michelle Dessler < mich				
🗌 🥂 Michelle Dessler < mich	-			
☐				
_				
< Renee < renee@work24	test.net>			
Recipients				
To >				
Cc >				
Bcc >				

4. Once you have moved the contacts to the appropriate recipient boxes that you would like to send your email to simply click on **OK** button. You will be brought back to the **Create Message** window where you will be able to write and send an e-mail.

To Reply to an E-mail Message

To reply to an e-mail message use the following steps:

1. Click on the **Reply** button located on the upper left corner of the screen.



2. The To field will be pre-filled with the originator's e-mail address

Send 😒	Save as Di	aft 🌍	8	1		N	9 .	- 🌳	6	- 10	· -	tontacts
To:	UVC											
	Show Cc and B	<u>cc</u>										
Subject:	Re: Welcome!											
Arial		~ 12	~	3	в	I	U	= =				= = =

3. Click on either the To or Cc or Bcc field to add another contact.

A lists of all your contacts with be displayed.

Move the contacts that you would like to send the e-mail to by placing a checkmark in the box beside their name and clicking on the **To>** button to move the contacts to the box on the right. Do the same thing for contacts that you wish to Cc and Bcc options. Simply use the **Cc>** and **Bcc>** buttons.

If you have a large list of contacts and need to find a specific one you can do this by using the find feature at the top of the screen. This find field will search for any data that was entered on the contact information sheet such as name, address or phone number. The ability to search by Categories/Tags and by groups is there too.

4. Once you have moved the contacts to the appropriate recipient boxes that you would like to reply your e-mail to simply click on OK button. You will be brought back to the reply message window where you will be able to write and send your e-mail.

To Reply All to an E-mail Message

To reply all to an e-mail message use the following steps:

1. Click on the **Reply All** button located on the upper left corner of the screen.

🔿 UVC - Universal Village Collaboration Suite File View Message Messenger Go Tools Window Help ⊘ Create Message 🥪 Reply 😳 Reply All 🎯 Forward 💼 Move to Folder 💈 = 🚳 🗙 阳 = 🏠 = 🕅 = 🎉 = 🔍 Advanced Search o Show My Day

2. The **To** field will be pre-filled with the originator's e-mail address and the **Cc** field will have all contacts email addresses that were included in the original received e-mail.

	vmel - Message vrmat Attachment Tools Window Help
🧐 Send	🔚 Save as Draft 🐗 😽 🗊 📋 🛛 🕴 💱 🕶 🎋 👘 👻 🎢 🗸 Contacts
To:	
	Hide Cc and Bcc
Cc:	Renee <renee@24test.com> ; Bill Buchanan <bill@24test.com>; Tony Almeida <tony@24test.net></tony@24test.net></bill@24test.com></renee@24test.com>
Bcc:	
Subject:	Re: Welcome!
Arial	



3. Click on either the To or Cc or Bcc field to add another contact.

A lists of all your contacts with be displayed.

buttons.

Move the contacts that you would like to send the e-mail to by placing a checkmark in the box beside their name and clicking on the **To>** button to move the contacts to the box on the right. Do the same thing for contacts that you wish to Cc and Bcc options. Simply use the **Cc>** and **Bcc>**

If you have a large list of contacts and need to find a specific one you can do this by using the find feature at the top of the screen. This find field will search for any data that was entered on the contact information sheet such as name, address or phone number. The ability to search by Categories/Tags and by groups is there too.

4. Once you have moved the contacts to the appropriate recipient boxes that you would like to reply your e-mail to simply click on **OK** button. You will be brought back to the **reply all message** window where you will be able to write and send your e-mail.

Accipients				×
My Contacts \smallsetminus	٩	All Active	~	
Tag all Untag all	Categories/Tags:	All	\sim	
Select users to send message to				
🗌 < Bill Buchanan < bill@24tes	t.com>			^
🔲 ᡮ Bill Buchanan <bill@work< td=""><th>24test.com></th><th></th><td></td><td></td></bill@work<>	24test.com>			
🗌 🛧 Bill Buchanan <bill@hom< td=""><th>e24test.com></th><th></th><td></td><td></td></bill@hom<>	e24test.com>			
🗌 է David Palmer <david@wo< td=""><th>rk24test.com></th><th></th><td></td><td></td></david@wo<>	rk24test.com>			
🔲 🛧 Jack Bauer <jack@work24< td=""><th></th><th></th><td></td><td></td></jack@work24<>				
🗌 🥂 Jack Bauer <jack@24test.r< td=""><th></th><th></th><td></td><td></td></jack@24test.r<>				
James Kirk < james.k.work				
C the contract of the contract				
C thickelle Dessler < michell				
Michelle Dessler < michell Renee < renee@24test.cor				
Kenee < renee@24test.com Kenee < renee@work24test				
Kenee < renee@work24tes	t.net>			
				~
Recipients				
To >				
Cc >				
Bcc >				
			OK	Cancel

To Forward an E-mail Message

To forward an e-mail message use the following steps:

1. Click on the Foward button located on the upper left corner of the screen.

🚫 UVC - Universal Village Collaboration Suite
File View Message Messenger Go Tools Window Help
🔗 Create Message 🥪 Reply 😳 Reply All 😏 Forward 🍵 Move to Folder 🔓 👻 🗸 🙀 🤣 🗡 🤀 😽 🕅 👻 🊧 🗸 Advanced Search 🛛 🥪 Show My Day

2. Use the To field to add the e-mail address of the contact.

You will notice that when you start typing the first letters of the contact's e-mail, UVC will find any e-mail address currently matching your contacts list and any shared contact list you may have access too. You can simply select the correct e-mail address to add it to the **To** field. This process can be repeated for the **Cc** field and **Bcc** field.

🥬 Fw:Welco	ome! - Message																		
File Edit F	ormat Attachm	ent To	ols	Window	Help														
Send Send	Save as D	raft 🤇	5	8	7			N		! 1	Ŧ	ABC	۵	Ŧ	ø	Ŧ	*	Conta	cts
To:							_		_							_			
	Show Cc and E	lcc																	
Subject:	Ew:Welcome!																		
Linked Con	tacts: Jane Doe																		
📂 Open L	inked Item																		
Arial		~ 1)	~	3	в		I	U		=	=	-	=	1 5	=	⊨	•= •	
From: UVC Sent: Thu To: UVC To	Oct 22 15:11:12	EDT 20	15																

3. Click on either the To or Cc or Bcc field to add another contact.

A lists of all your contacts with be displayed. Move the contacts that you would like to send the e-mail to by placing a checkmark in the box beside their name and clicking on the **To>** button to move the contacts to the box on the right. Do the same thing for contacts that you wish to Cc and Bcc options. Simply use the **Cc>** and **Bcc>** buttons.

If you have a large list of contacts and need to find a specific one you can do this by using the find feature at the top of the screen. This find field will search for any data that was entered on the contact information sheet such as name, address or phone number. The ability to search by Categories/Tags and by groups is there too.

Recipients			×
My Contacts ∨ Tag all Untag all	Categories/Tags:	All Active ~	
Select users to send message	to		
🗌 🥂 Bill Buchanan <bill@2< td=""><th>4test.com></th><td></td><td>^</td></bill@2<>	4test.com>		^
🔲 🕂 Bill Buchanan <bill@v< td=""><th>vork24test.com></th><td></td><td></td></bill@v<>	vork24test.com>		
🔲 🕂 Bill Buchanan <bill@f< td=""><th>iome24test.com></th><td></td><td></td></bill@f<>	iome24test.com>		
🔲 🥂 David Palmer <david@< td=""><th>@work24test.com></th><td></td><td></td></david@<>	@work24test.com>		
🔲 🥂 Jack Bauer <jack@wo< td=""><th>rk24test.com></th><td></td><td></td></jack@wo<>	rk24test.com>		
🗌 ᡮ Jack Bauer <jack@24t< td=""><th></th><td></td><td></td></jack@24t<>			
🗌 🥂 James Kirk <james.k.v< th=""><th></th><th></th><th></th></james.k.v<>			
Michelle Dessler < mic			
🗌 🥂 Michelle Dessler < mic			
🗌 🥂 Michelle Dessler <mic< td=""><th></th><td></td><td></td></mic<>			
🗌 🥂 Renee < renee@24test			
C 🕆 Renee < renee@work2	4test.net>		
			•
Recipients			
To >			
Cc >			
Bcc >			
		OI	Cancel

4. Once you have moved the contacts to the appropriate recipient boxes that you would like to reply your email to simply click on **OK** button. You will be brought back to the **reply all message** window where you will be able to write and send your e-mail.

How to move an e-mail to a folder

The Move to Folder button allows to move a selected e-mail to a folder of your choice.

To move an e-mail to a folder use the following steps:

- 1. Select the e-mail.
- 2. Click on the **Move to Folder** button.

```
O UVC - Universal Village Collaboration Suite
File View Message Messager Go Tools Window Help
♡ Create Message ♀ Reply ♀ Reply All ♀ Forward 🍟 Move to Folder ♀ マ 🐨 ¥ 👘 ▼ 🕅 ▼ 🎾 ▼ < 🔍 Advanced Search 😨 Show My Day
```

3. Select the folder where the e-mail will be moved.

🔿 Move Message To Folder	×	
Edit Folder List		
Select folder to move to		
 Inbox Gotbox Sent Items Drafts Templates Deleted Items Misc. Emails Avery I uvc613@gmail.com 		
	OK Cancel	

4. Click on the **OK** button.

The Send and Receive All option

The **Send and Receive All** option allows to send any e-mail waiting in queue and receive any incoming e-mail. This action is not mandatory but the ability to refresh the outgoing and/or incoming e-mails manually is available.

To refresh the send and received e-mails use the following steps:

1. To refresh the incoming and outgoing e-mails simply click on the red circled arrows icon button.



2. Refresh the incoming or outgoing e-mails only by clicking on arrow pointing downwards, next to the red circled arrows icon, and select to either refresh the **Received All** e-mails or the **Send All** e-mails.

🔿 UVC - Universal Village Collaboration Suite			
File View Message Messenger Go Tools Wind	ow Help		
🗇 Create Message 🛛 Seply 🙄 Reply All	🥁 Forward 🍵 Move to Folder	💈 - 🥪 🔏 📴 - 🅅 - 🚧 - 🔍 Advanced Sea	rch 🛛 😴 Show My Day
My Status Online Away Busy Invisible	🗐 Inbox 🚺 Contacts 📂	Send and Receive All pjects 🔤 File Store	
KUVCTest1 - Home Profile (Online)	My Inbox 🔻	Send All Show Send and Receive Results Window	
You have 1 Unread Message(s)	Message Folders		Subject
My Contacts	🍛 Inbox	Universal Village	Welcome!
	💰 Outbox		

3. Show the send and receive results window by selecting that option. A pop-up window will display all send/receive results.

O Send/Recv Summary		×
Email account	Status Messages	
21 Universal Village	10-Mar-2016 2-38:14 PM-Synchronizing folders O Mersage Folders Folder sync completed 10-Mar-2016 3-309:13 PM: Synchronizing messages - INBOX 0 messages received	
		Close

<u>Print</u>

The print option will print the current selected e-mail to the printer configured on your computer.

To print an e-mail use the following steps:

- 1. Select the e-mail to be printed from any folder located in your Inbox Module.
- 2. Click on the Print button located on the top.



3. Select the printing parameters available on the below screen.



4. Click on the **OK** button to open your current default printer dialogue box and print.

Deleting an e-mail

At anytime an e-mail can be deleted from any folder (except the Outbox folder) located in the Inbox Module.

To delete an e-mail use the following steps:

- 1. Open the desired folder located in your Inbox Module and select the e-mail you want to delete.
- 2. Click on the red X delete button located on the top to delete the e-mail.



This action will move the deleted e-mail to the **Deleted Items** folder. Clean-up the e-mails in the **Deleted Items** folder by simply right clicking on that folder and selecting the option **Empty Trash**.



Note: Once you have emptied your trash or have deleted an e-mail from the Deleted items folder this action can no longer be undone.

Using and creating a Quick Action

A **Quick Action** is an option that lets you create and assign an action on an e-mail once it's been sent successfully. It can mark e-mails as read or flag them so you can follow up on them at a later date/time. You can even move e-mails to a folder using the **Quick Action**. These **Quick Actions** are important if an action is constantly being repeated in the **Inbox Module**. The task can now be simplifying by selecting a **Quick Action** from the drop down box. There are 11 **Quick Actions** available at your disposal.

To create a Quick Action use the following steps:

1. Click on the **Quick Actions** button located on the top.

🔿 UVC - Universal Village Collaboration Suite				
File View Message Messenger Go Tools Wind	Jow Help			
🗇 Create Message 🥪 Reply 🛛 🖗 Reply Al	I 🔀 Forward 🍵 Move to Folder 💈	- 🗳 🗶 🍺 - 🆗	🗲 🔫 Advanced Search	🤝 Show My Day
My Status Online Away Busy Invisible	🗐 Inbox 🚺 Contacts 🞢 Tasks	Calendar Notes W Pro	jects 🔤 File Store	

Select the option Edit Quick Actions.

2. Click on **New Action** button to create the new quick action.

Options and Preferences			>
Messenger	Quick Actions		
	Action Name	Shortcut	New Action
			Delete
			Edit

3. Enter an Action Name.

O Quick Actions		>
Action Name: Move to Misc. Emails		Shortcut: Ctri+P Example: Ctrl+Q 1
Perform these actions:		💢 Delete New Action
Move Message To Folder	Inbox	
		OK Cancel

You can even add a **Shortcut** (not mandatory) for this new quick action.

4. Under the **Perform these actions** column select any of the available actions from this drop down menu.

Action Name: Move to Misc. Emails SP Perform these actions: Move Message To Folder V Inbox	hortcut: C E: X De	xample: C	trl+Q 1 New Action
	🗶 De	elete	New Action
Move Message To Folder V			
Move Message To Folder			
Copy Message To Folder			
Forward Message			
Reply with Template			
Mark as Read			
Mark as Unread			
Delete Message			
Flag for Follow up			
Apply Category			
Mark as Junk			
Mark as Not Junk			
	_		
		OK	Cancel

5. On the right side select the folder for which this quick action will be applied.

ction Name: Move to Misc. Emails		Shortcut: Ctrl+P	
		Example: (
erform these actions:		💢 Delete	New Action
Nove Message To Folder	Inbox		\ \
	Inbox		1
	INBOX		
	[Gmail]		
	All Mail		
	Avery		
	Misc. Emails		
	Drafts		
	Important		

6. Add a single or as many actions as you want to a single **Quick Action**. Simply click on the **New Action** button to add a second, third etc ... new action.

O Quick Actions		
Action Name: Move to Misc. Emails		Shortcut: Ctrl+P
		Example: Ctrl+Q 1
Perform these actions:		X Delete New Action
Move Message To Folder	Misc. Emails	
		OK Cancel

Note: Click on the **Delete** button to remove a Quick Action.

7. Click on the **OK** button to save the **Quick Action**.

UVC - Universal Village Collaboration Suite

You will now have the ability to choose this newly created **Quick Actions** by clicking on the **Quick Actions** button and selecting it.

File View Message Messenger Go Tools Wind	dow Help		
🗇 Create Message 🥪 Reply 🖓 Reply Al	I 🖙 Forward 🍅 Move to Folder 😒 👻 🌍 🗡 📗	🍺 - 🅅 - 🌠 - 🔍	Advanced Search 🛛 😴 Show My Day
My Status	🗐 Inbox 🤇 Contacts 🔭 Tasks 🚵 Calendar	Move to Misc. Emails (Ctrl+P)	
Online Away Busy Invisible	Contacts Tasks Calendar	Edit Quick Actions	file Store
	Mulahan w	Edit Quick Actions	

The option **Quick Action after Send** will be available when creating a new e-mail or reply or forward an e-mail. The quick action will be applied automatically.



Applying Categories/Tags to your E-mails

UVC provides the ability to apply custom categories/tags to any e-mail. This is particular useful if you prefer to categorize the e-mails according to a specific priority for example.

There are 2 different ways of applying **Categories/Tags** to an e-mail. To apply a category/tag to your e-mail use the following steps:

- 1. Select any e-mail located in any folder located in your **Inbox Module**.
- 2. Click on the arrow pointing downwards next to the Categories/Tags button located on the top of UVC.

O UVC - Universal Village Collaboration Suite File View Message Messenger Go Tools Wind	low Help								
🗇 Create Message 🥪 Reply 🛯 🌍 Reply All	🛛 🥁 Forward 🏻 🎽	👅 Move to Folder 🛛 💆 👻	IX 🖗	• •	٥	- 🊧 - 🔍 🗚	dvanced Search	🤝 Show My Da	у
My Status Online Away Busy Invisible	Inbox	Contacts 😤 Tasks	🛎 Calendar	🔔 Not		Categories/Tags	Store		
	My Inbox 🔻				•	Holiday Cards			
VVCTest1 - Home Profile (Online)	Message Folders	•	📂 🚧 🤶 f	0 0	٢	Important		Received V	•
You have 1 Unread Message(s)	💫 Inbox		2	- 1	٢	Insurance	ne!	22-Oct-2015	
My Contacts	💰 Outbox					International			
	Sent Items					Miscellaneous			
	Drafts			Ļ	<u> </u>	Personal]		

3. Select the **Categories/Tags** from the list provided to apply it to your selected e-mail.

🔿 UVC - Universal Village Collaboration Suite							
File View Message Messenger Go Tools Wind	dow Help						
🗇 Create Message 🥪 Reply 🖓 Reply Al	I 🥪 Forward 🍵 Move to Folder 💆 👻	🧳 X	🔁 - 🕅 - 🕅 -	Advanced Search	n 🤝 Show My Day		
My Status Online Away Busy Invisible	🗐 Inbox 🥂 Contacts 🕂 Tasks	🛎 Calendar	Notes 🚷 Projects	No File Store			
	My Inbox 🔻						
175 UVCTest1 - Home Profile (Online)	Message Folders 🔹	E 1 ?	🔞 🧭 From	Subject	Received V	•	Size
You have 1 Unread Message(s)	😜 Inbox	2	UVC	Welcome!	22-Oct-2015	Holiday Cards	0 bytes
My Contacts	Cutbox						

You can apply as many Categories/Tags as you want to a single e-mail.

- 1. Your second method of applying a **Category/Tag** to an e-mail is to select an e-mail from any folder located in your **Inbox Module**.
- 2. Click on the empty Categories/Tags cell column of your selected e-mail.

🔿 UVC - Universal Village Collaboration Suite							
File View Message Messenger Go Tools Wind	ow Help						
🔗 Create Message 🛛 Reply 🙄 Reply All	🎯 Forward 🍵 Move to Folder 👌 👻	I 🖗	🔁 = 🕅 = 🊧 =	Advanced Searc	:h 🛛 😴 Show My Day		
My Status Online Away Busy Invisible	🗐 Inbox 🥂 Contacts 🚰 Tasks	🛎 Calendar	Notes 😵 Projects	See File Store			
	My Inbox 🔻						
VVCTest1 - Home Profile (Online)	Message Folders 4	E 111 ?	🕅 🥩 From	Subject	Received v	٥	Size
You have 1 Unread Message(s)	😜 Inbox	E.	UVC	Welcome!	22-Oct-2015		0 bytes
My Contacts	💰 Outbox						Categories/Tags
	i Sent Items						

Note: if you do have the column header categories/Tags simply right click on any current header and add your Categories/Tags header to your group of visible headers in your Inbox Module.



3. Select any Categories/Tags that needs to be applied to the selected e-mail.

	low Help	(7 - a) -		0			
Create Message V Reply V Reply Al	🖙 Forward 🍵 Move to Folder 💈 🔻	🤝 🗡	🔁 T 🕅 T 🕅 T	Advanced Search	n 😒 Show My Day		
My Status Online Away Busy Invisible	🗐 Inbox 🥂 Contacts 🞢 Tasks	🛎 Calendar	🔔 Notes 🛛 🍓 Projects	퉳 File Store			
onime Away busy invisible	My Inbox 🔻						
栈 UVCTest1 - Home Profile (Online)	Message Folders 4	E 1 ?	From	Subject	Received T	n Sit	ze
You have 1 Unread Message(s)	🖕 Inbox	2	UVC	Welcome!	22-Oct-2015	~ 0E	ytes
My Contacts	💰 Outbox					AAA Service Profile	
	≅⊠ Sent Items					🗌 🌔 Elite Profile	
	🔪 Drafts					Holiday Cards Morrant	
	📉 Templates						
	🖤 Deleted Items					🗌 📋 International	
	🔯 Search Folders					Miscellaneous Personal	
UVC - Universal Village Collaboration Suite							
ile View Message Messenger Go Tools Wind	ow Help						
🔗 Create Message 🛛 😜 Reply 🖾 Reply All	S Forward 🍵 Move to Folder 💈 👻	I 🛪 🖗	- 🕅 - 🕅 -	Advanced Search	🛛 🤝 Show My Day		
Ay Status Online Away Busy Invisible	🗐 Inbox 🥂 Contacts 🞢 Tasks	🛎 Calendar	🔔 Notes 🛛 🧐 Projects	🌆 File Store			
-	My Inbox 🔻						
🏷 UVCTest1 - Home Profile (Online)	Message Folders 🔫	E 1 9 1	From	Subject	Received T		Size
You have 1 Unread Message(s)	😜 Inbox	5	UVC	Welcome!	22-Oct-2015	Holiday Cards, Elite Profile, Miscellaneous	0 byt
My Contacts	🗳 Outbox						

O UNC University/III.co. Collistensities Colle

Follow Up

The option to flag an e-mail for follow up and set a reminder is available in the Inbox Module. To flag an e-mail for follow up please use the following steps:

- 1. Find and select the e-mail in which a follow-up tag should be added.
- 2. Click on the **Follow Up** blue flag located on the top on the Inbox Module and select the **Follow Up** option from the menu.



- 3. Enter the Follow up date for the follow up.
- 4. Select what type of follow up it is to be from the drop down list under the **Follow up message** option.
- Enter the status in the Set to follow up status to drop down option list. In most cases if you are entering the follow up the status will be Flagged and you will change it to completed once it is completed.

ou can view and set	a follow up for this ent	try
Follow up date:	1	🛎 🗌 Show Tim
Follow up message:		~
Set follow up status to:	No follow up	~
	Set Reminder	

- 6. Set a reminder by clicking on the **Set Reminder** button.
 - a) Click on the Date/Time Alert button.
 - b) Enter the time you would like the alert.
 - c) Select where you would like the alert to go by placing a checkmark beside the appropriate option.
 - d) If you have selected e-mail or mobile phone, enter your address or phone number.
 - e) Click on the **OK** button.

O UVC - Universal Village Collaboration Suite

7. The ability to create a follow up Tomorrow, in Two Days or Next Week is also available. These options are available when you click on the arrow pointing downwards next to the **Follow Up** blue flag.

O ore onneiser mege condoration sale							
File View Message Messenger Go Tools Win	dow Help						
🗇 Create Message 🛛 Reply 🌍 Reply A	ll 🖙 Forward 🍵	🕅 Move to Folder 🛛 💆 👻	I 🖓 🚿	🔁 - 🕅 -	101 -	Advanced Searc	h 🛛 Show My Day
My Status Online Away Busy Invisible	lnbox	Contacts 🛛 Tasks	🛎 Calendar	💧 Notes 😫		llow Up Tomorrow llow Up in Two Days	
	My Inbox 🔻					llow Up Next Week	
100 UVCTest1 - Home Profile (Online)	Message Folders	4	er 🕅 ?	🕅 🥩 From		istom Follow Up Date	Received
You have 1 Unread Message(s)	🛶 Inbox		2	UVC		Welcome!	22-Oct-2015
My Contacts	💰 Outbox						

Note: on the due date of the follow up the e-mail will show up on the top of your e-mails in your Inbox folder. They will also be shown in the My Day panel.

Quick and Advance Search options

The Inbox Module allows you to perform a **Quick Search** on all your folders or only one selected folder or perform in your Inbox Module. The ability to do an **Advance Search** for a more precise search on your e-mails is also available.

To perform a **Quick Search** please use the following steps:

1. Click on the arrow pointing downwards next to the Quick Search field.

🔿 UVC - Universal Village Collaboration Suite									-		×
File View Message Messenger Go Tools Wind	dow Help										
🗇 Create Message 🥪 Reply 🖓 Reply Al	II 🌍 Forward 🍅 Move to Folder 🕴	3 - 1	S 🕺	🍺 = 👘 = 1	ø - 🔍	Advanced Searc	h 🛛 😴 Show My Day				
My Status Online Away Busy Invisible	📄 Inbox 🥂 Contacts 🞢	Tasks (🖄 Calendar	🕍 Notes 🗐 P	rojects 🛛 🍢 F	ile Store					
	My Inbox 👻					(V Quick Search	Exclude Junk Show Al Unread Fi	lagged 🔍 🔻 i	Other (>
UVCTest1 - Home Profile (Online)	Message Folders	-	er 🊧 🤋	🖲 🥩 From	Subject	Received	٥	Size			
You have 1 Unread Message(s)	🛶 Inbox	^	e l	UVC	Welcomel	22-Oct-2015		0 bytes			^
My Contacts	💪 Outbox										
	C Sent Items										

2. You will have the ability to do a Quick Search for a selected folder or all folders.



3. Type the key word in the **Quick Search** field.

Automatically the **Quick Search** feature will start searching all e-mails (subject, e-mail message body, the To, Cc and Bcc field etc ...) for that key word. Once it finished searching UVC will show you the results.

Note: The Quick Search will only display e-mails that have your keyword inside the e-mail. If the word is followed by another word without a "space" that e-mail will not be part of the searched results.

To perform an Advance Search please use the following steps:

1. Click on the Advance Search button located on the top on your Inbox Module.



2. This option will display the advance search filters available in your Inbox Module. First select if you want to **Match all of the following** search filters or **Match any of the following filters**.

🚫 UVC - Universal Village Collabor	ration Suite									-		×
File View Message Messenger G	io Tools Windov	v Help										
💬 Create Message 🛛 😜 Reply	🤤 Reply All	🖼 Forward 🍵 Move to Fo	lder 🔽 = 🤿 🗡	🍺 - 🕅 -	🕅 👻 🔍 Advanced Search	🤝 Show My Day						
Inbox Contac	ts 📶 Tasks	🖄 Calendar [🍐 Notes 👎	😫 Projects 🛛 🌄 File Store									
My Inbox 🔻							Exclude Junk	Show Al	Unread	Flagged	P Other	$\langle \rangle$
Message Folders		Match all of the follow	wing O Match any of the foll	owing								
👄 Inbox	^		ming O match any of the foll	-								
💰 Outbox		Subject		contains								
ISent Items											-	
Drafts												
Templates												Find
Deleted Items												Save
Search Folders		📂 🚧 📍 🕄 🕬 From	Subject	Received	•	Size						
Misc. Emails	~	C UVC	Welcomel	22-Oct-2015		0 bytes						^
Categories/Tags												

The option **Match all of the following** will use all of your filters to search for the e-mail(s). Only the emails matching exactly all of your search filters will display on the search results. If none of the e-mails matches all the search filters then no results will be displayed.

The option **Match any of the following** will use all of your filters to search for the e-mail(s). Only the emails matching any of the search filters will display on the search results. If none of the e-mails matches any the search filters then no results will be displayed.

3. Click on the first column to display your first filter options. Options ranging from Subject to Attachments are available to pick from.

🔿 UVC - Universal Village Collaboration Suite			-	- 🗆 ×	
File View Message Messenger Go Tools Window	Help				
🗇 Create Message 🥪 Reply 🛛 💱	🍚 Forward 🍵 Move to Folder 🛛 💲 👻 🍏	🗙 📴 = 🕅 = 🊧 = 🔍 Advance	d Search 🤯 Show My Day		
Inbox Contacts Tasks	🛎 Calendar [🍐 Notes 🧐 Projects 🛛 🌉 File Sto	re			
My Inbox 🔻			Exclude Junk Show All Unread Flagged 1	🕈 Other 🔹 🔿	l
Message Folders 4	Match all of the following Match any of the f	ollowing			
🖕 Inbox 🔨		contains		+	
💪 Outbox	Subject ~	contains			
i Sent Items	Subject From			-	
Drafts	Body				
Templates	Mail Account			Sec. Find	
Deleted Items	Sent Date			🔛 Save	
	Priority				
R Search Folders	Cc				
Misr. Emails Y	Size	Received 🙆	Size		
Categories/Tags		2-Oct-2015	0 bytes	^	
All	Read				
AAA Service Profile	Flagged				
Client	Attachment]			
Elite Profile					
Holiday Cards					
Important				~	Į

4. Next click on the second column to see the available options for the filter.

UVC - Universal Village Collaborat View Message Messenger Go		Help														1
🖉 Create Message 🛛 🥪 Reply	🧼 Reply All 👔	S For	ward	🍅 Mo	ve to Folder	S - 🗳	X 🍺 -	t = 100	- Advanced Se	arch	🍼 Show My D	ay				
🗐 Inbox Contacts	📶 Tasks	🛎 Ca	lendar	🚺 N	lotes 🔮 Pr	ojects 🛛 🍢 File	Store									
My Inbox 🔻											Exclude Junk	Show All	Unread	Flagged		<
Message Folders		6) Mate	h all of t	he following	 Match any of t 	he following									
🛶 Inbox	^			in on or c	increasing .											+
💪 Outbox		Subj	ect				contains			~						
i Sent Items							contains doesn't conta	in							-	-
> Drafts							is									0.
N Templates							isn't									9, F
T Deleted Items							begins with ends with									🔡 S
Search Folders		The m	nessage	list is filt	ered by an act	ive search.				_						
Misc. Emails	~	21	4 9	0 0	From	Subject	Received	•	s	ze						
Categories/Tags		2			UVC	Welcome!	22-Oct-2015		0	bytes						
All																
AAA Service Profile																
Client																
Elite Profile																
Holiday Cards Important																

5. Depending on the second column selection the third and final column might be editable to type in (to specify a key word) or it might have different options to select from using a drop down menu or it might not even be editable at all.

Editable third option.

Match all of the following O Match any of the following						
Subject	contains	UVC	+			
			-			
			S Find			
			Save			

Options available from drop down menu.

Match all of the following O Match any of the following							
punt	is	Universal Village 🗸 🗸 🗸 🗸 🗸 🗸	+				
		Universal Village	-				
			🔍 Find				
			🔡 Save				

Not editable third option (blank not editable).

Read	is		+
			-
			् Fi
			07-70

6. Once you have created your first filter you have the ability to add a second, third, fourth etc ... filter to this **Advance Search**. It is not mandatory but the option is there to narrow down the search results.

Click on the **+ symbol** button to add a new filter. Click on the **- symbol** button to delete any or all your filters.

🔿 UVC - Universal Village Collaboration Sui	ite				- 🗆 ×
File View Message Messenger Go Tools	Window Help				
🗇 Create Message 🛛 🖓 Reply 🌍 Re	eply All 🛛 😭 Forward 🍵 Move to Folder	💲 - 🗳 🍺	- 🕅 - 🊧 - 🤇	🔍 Advanced Search i 🐼 Show My Day	
🗐 Inbox 🕓 Contacts 🞢	Tasks 🕘 Calendar 🎽 Notes 🔮 Pi	rojects 🛛 🔂 File Store			
My Inbox 🔻				Exclude Junk Show All Unread	i Flagged 🔻 Other 🤇 🔪
Message Folders	Match all of the following	Match any of the following			
 Inbox Outbox 	From	contains		UVC	
Sent Items					
> Drafts					S. Find
📉 Templates					Save
Deleted Items					00
Rearch Folders	The message list is filtered by an act	ive search.			
🖿 Mise. Fmails	🗡 📂 🚩 📍 🕕 🕬 From	Subject Received	•	Size	
Categories/Tags	UVC UVC	Welcome! 22-Oct-201	5	0 bytes	^
All					
AAA Service Profile					
1 Client					
Elite Profile					
Holiday Cards					
Important					

7. Once you have added all the filters click on the **Find** button to start your search. You will see the message below when your search is completed.

The message list is filtered by an active search.

Save an Advance Search

If on a daily/weekly/monthly basis you are searching for the same information UVC has the ability to save your Advance Searches.

To save your Advance Searches please use the following steps:

1. Once filter(s) have been added to an Advance Search click on the Save button located on the right.



 In this Search View Setup pop-up window add a new Search View Name which will appear as the search name. Click on the OK button to save and add the new Advance Search filter in your UVC.

🔿 Search View Setup			\times
Search View Name: <u>New Se</u> Save as a View Save Match all of the follow			
From	contains	UVC	•
		OK Cancel	

3. The available saved Advance Search options will be located under the **Other** drop down menu.

🚫 UVC - Universal Village Collaboration Suite	- 🗆 X
File View Message Messenger Go Tools Window Help	
🗇 Create Message 🥪 Reply 🕸 Reply All 🎯 Forward 🍵 Move to Folder 🔓 🛪 😽 🌾 🕺 🎼 👻 🕅 👻 🎶 🗸 🔍 Advanced Search 🛛 🧐 Show My Day	C Exclude Ju
🔪 🗐 Inbox 🖉 Contacts 🖉 Tasks 🖄 Calendar 🏠 Notes 😪 Projects 🕵 File Store	
My Inbox 👻	jed 🗢 Other
Message Folders Match all of the following O Match any of the following	Read
From contains UVC	Junk
s Outbox Orc	UVC search
I☉ Sent Items	Customize Views/Search Folders
Drafts	Find
Templates	Save

4. From this **Other** menu you can also customize and view your saved advance searches.

You can **Delete** a selected search that is no longer needed or if you can add a new filter to a saved search by selecting the save Advance Search of your choice and clicking on the **Edit** button. Take note that you can also create a new Advance Search from this window by clicking on the **New Search View** button.

Search View Name	Туре	New Search View
UVC search	Search View	Delete
		Edit
		Û .

Different e-mail Viewing Options

Located on the upper right side of the Inbox Module you can select if you want to **Exclude Junk** emails, **Show All** e-mails, show only **Unread** e-mails or show e-mails that are **Flagged**. The **Other** options will have filters to show **Read** or **Junk** e-mails and any of your current Advance Search filters that have been saved.

😒 Create Message 🛛 Reply 🌍 R	Reply All 🛛 🧐 Forward 🍵 Move to Folder	🕄 - 🍕 🗡 📴	- 🕅 - 🏁 - 🔍	Advanced Search 🛛 😒 Show M	y Day						
🚔 Inbox 🥙 Contacts 🖄 Tasks 🖄 Calendar 💁 Notes 🥪 Analytics Dashboard 🚳 Projects 🛼 File Store											
My Inbox 🔻				Q~ Quick Search	Exclude Junk Show	Exclude Junk Show All Unread Flagged 🔻 Other					
Message Folders	🔟 📂 🚧 🤋 🕅 🄝 From	Subject	Received	Size	Sent 🔺						
Salah Inbox	🗹 🗳 UVC	Welcome!	22-Oct-2015	0 bytes	22-Oct-2015	Biking	^				
💰 Outbox											
€ Sent Items											

Message Folders

All e-mail message folders will be listed under the **Message Folders** header. As default you will be able to see your Inbox, Outbox, Sent Items, Drafts, Templates, Deleted Items folder and your Search Folders.

🔿 UVC - Universal Village Collaboration Suite								-		×
File View Message Messenger Go Tools Windo	w Help									
🔗 Create Message 🥪 Reply 🗐 Reply All	🕞 Forward 🏼 🏅	🍵 Move to Folder 🛛 🍯	k - 🚳 🗡	🍺 - 🕅 - 🎾	👻 🔍 Advanced Search 🛛 😒 S	how My Day				
Inbox Contacts Tasks	🖄 Calendar	🍐 Notes 🛛 🚷 Projec	ts 🛛 🕵 File Store							
My Inbox 🔻					▼ Quick Search	C Exclude Junk	Show All Unread Flag	ged 🔻	Other	$\langle \rangle$
Message Folders	1 🖻 🚧 🤋	🕅 🥩 From	Subject	Received	•	Size				
😜 Inbox	2	UVC	Welcome!	22-Oct-2015		0 bytes				^
💪 Outbox										
i⊠ Sent Items										
► Drafts										
📉 Templates										
🗑 Deleted Items										
R Search Folders										

You can create a new e-mail folder and assign a color to it if needed. To create a new e-mail folder please use the following steps:

1. Right click anywhere in the blue area and select the option New Folder.

O UVC - Universal Village Collaboration Suit						– 🗆 X
Create Message Vesseliger GB Reply Vessel		e 🖸 - 🧳 🗡	💼 = 👘 = 🆗	🖌 🚽 🔍 Advanced Search	.h 🤝 Show My Day	
🕨 🥘 Inbox 🙎 Contacts 💇	Tasks	Projects 🛛 🍢 File Store				
My Inbox 🔻					V Quick Search C Exclude Junk	Show All Unread Flagged 🔻 Other 🔍 🔪
Message Folders 🔹	📂 🚧 💡 📵 🥩 From	Subject	Received	•	Size	
🛶 Inbox	C UVC	Welcome!	22-Oct-2015		0 bytes	^
💰 Outbox						
Sent Items						
Drafts						
Templates						~
1 Deleted Items	Welcome!					
Search Folders	From: UVC					
Misc. Emails	To: SUC Test1					HTML Plain All Headers
Avery 4 uvc613@gmail.com	Linked Contacts: Jane Doe					The Four Particulars
v 🗶 uvcorsægman.com						
	🖉 Open Linked Item					
New Folder					<u> </u>	^
New Search Folder						
Edit Folder						
Delete Folder			1	10		
Edit Folder List Customize Views/Search I	Folders	We	Interact with clients th	C	aaina	
Refresh		÷			n productivity and check for free time	

2. Enter a **Description** and select a color for the folder if needed.

More Colors

- 3. Click on the **OK** button to save the new e-mail folder.
- It will appear under your Message Folders with the selected color if specified in Step #2.



To delete an e-mail folder please use the following steps:

- 1. Right click on the e-mail folder of your choice.
- 2. Select the option **Delete Folder** from the options seen.

Note: This action cannot be undone. If you delete the folder it will delete all e-mails within that folder. If any e-mails were linked directly to a contact under your Contact Module all these e-mails will not longer appear under the Journal Activity of those contacts.

Moving e-mails from one e-mail folder to another

Under the Inbox Module you can move the e-mails from one folder to a different e-mail folder by simply selecting the e-mail(s) of your choice and dragging them to the different folder.

🔿 UVC - Universal Village Collaboration Suite	te						- 🗆 ×
File View Message Messenger Go Tools	Window Help						
🗇 Create Message 🧳 Reply 🦃 Rep	oly All 🛛 🥁 Forward 🍵 Move to Fo	lder 🛛 🔽 🔫 🛛 🛪	🍺 - 🕅 - 🎉	🗸 👻 🔍 Advanced Sei	arch 🛛 😴 Show My Day		
🕨 🧊 Inbox 🥂 Contacts 🖉	Tasks 🖄 Calendar 🍐 Notes 🖞	🤮 Projects 🛛 🌄 File Store					
My Inbox 🔻					VQuick Search	C Exclude Junk Show All Unread	Flagged 🔻 Other 🧹 🔿
Message Folders 🔹	📂 🚧 💡 🕅 🥩 From	Subject	Received	•	Size		
👄 Inbox	🗂 UVC	Welcome!	22-Oct-2015		0 bytes		^
Coubox Sent Items Dafts Templates Deleted Items Misc. Emails Avery Chantal e-mails With Chantal e-mails	domet						

Viewing your 3rd Party e-mail Accounts Folders

UVC allows you to add any POP3 or IMAP e-mail account like Gmail, Outlook or Hotmail.

You will see all e-mail folders affiliated to these e-mail accounts under the **Message Folders** section. They will be clearly identified under the appropriate e-mail account that was configured in UVC.

Click on any e-mail folder to see its contents.



Create Message Reply Reply All Forward Move to

New Folder..

Refresh

New Search Folder... Edit Folder... Delete Folder... Edit Folder List... Customize Views/Search Folders

ٵ 📂 🚧 🤋 📵 🕬 From

My Inbox 🔻 Message Folders

S Inhox

💰 Outbox

Image: Sent Items
Sent Items
Note: N

N Templates

Deleted Items
 Search Folders
 Misc. Emails
 Avery
 Chantal e-mails

👤 uvc613@gmail.com

Adding a 3rd party E-mail Account

As explained above you can add any **IMAP** and/or **POP3** e-mail account in UVC. To add a new 3rd party **IMAP** and/or **POP3** e-mail account please use the following steps:

1. Under you Inbox Module click on Tools -> Account Settings.

Tools	Window Help	
	Download Messages for Offline	>
	Tell a friend	
	Upload/Download History	
	Locale	>
	Drop Shadow on Panels	
	Skin	>
	Account Settings	

- 2. On the left side click on the Account Setup option.
- 3. On this window you will be able to **Add an Account**, **Edit** or **Delete** an existing e-mail account. To add a new e-mail account click on **Add Account** button and select

Options and Preferences	Account Setup						
 Account Setup Signatures 	Add Account 👻	Edit Account	dit Account Delete				
 Rules and Filters Quick Actions Vacation Responder 	Instant Messenger Account (MSN/AIM POP3 E-mail Account	V/) Protocol UVC	Default	Enabled			
	IMAP E-mail Account Gmail IMAP E-mail Account	UVC					

Under this pull down menu you will have 4 options to choose from:

Option 1 – Instant Messenger Account (MSN/AIM)

This option allows you to add your MSN or AIM account information. Enter all the required credentials to add your MSN/AIM account. Please note that you will need to install the AIM plugins if you want to add the AIM account.

Option 2 – POP3 E-mail Account

By using a Post Office Protocol 3 (POP3) e-mail account, your e-mail messages are downloaded to your computer and then usually deleted from the mail server. The main disadvantage of POP3 accounts is the difficulty to save and view your messages on multiple computers. Also, messages that you send from one computer are not copied to the **Sent Items** folder on the other computers. But there are some workarounds for these issues.

Option 3 – IMAP E-mail Account

With an Internet Message Access Protocol (IMAP) account, you have access to e-mail folders on the mail server, and you can save and process e-mail without downloading it to the computer that you are working on. Thus, you can use a different computer to read your messages wherever you are. Your mail is saved on the mail server, which is safer, and is usually backed up by your mail administrator or ISP.

Option 4 – Gmail IMAP E-mail Account

The Gmail IMAP e-mail account option is the same as the IMAP e-mail account option mentioned above but the difference is that some of the internet E-mail Settings windows are prefilled with the necessary Gmail information needed to add your Gmail account in UVC.

How to configure the Vacation Responder (Out of Office)

To configure the Vacation Responder please use the following steps:

1. From the Inbox Module click on **Tools -> Account Settings**.



2. On the left side click on the **Vacation Responder** option.

Messenger Account Setup	Vacation Re	sponder				
 Signatures Rules and Filters 	Account Name Universal Village	Enabled	Tracation Responder Active			
Quick Actions Vacation Responder	Oniversal village		Start Date:	👗 No Time 🗸		
S vacation Responder			End Date:	👗 No Time 🗸		
			Subject:			
	💰 🚽 📋 18th	Century	~ 8			

 Select the e-mail account that you want to enable the "out of office" message. Make sure the option Vacation Responder Active is green (enabled). Enter the Start Date of when the Vacation Responder should begin. If needed you can add a time too. Enter the End Date of when the Vacation Responder should begin. If needed you can add a time too. Enter the Subject of the Vacation Responder e-mail your recipients will receive. Finally type the message for the "out of office" e-mail message.

Messenger Account Setup	Vacation Re	sponder			
Signatures Rules and Filters Quick Actions	Account Name Universal Village	Enabled	Vacation Responder Active		
Vacation Responder			Start Date: 15-Mar-2016		~
			End Date:	No Time	~
	📌 🧊 📋 Aria	1	→ 10 → 🕄 B	I U	

4. Click on the **OK** button to save your changes.

Messenger	Vacation Res	sponder					
Account Setup Signatures Rules and Filters Quick Actions	Account Name Universal Village	Enabled	Vacation Responder Active				
Vacation Responder			Start Date: 21-Mar-2016 No Time End Date: 25-Mar-2016 No Time Subject: Out of office				
	Sood day,	l	~ 10	→ 🕄 B	<u>I U</u>		
	March 28th 2016. If you need immedia	ate assistance o	during my abs	S through March 25th 20 ence, please contact Ja to your emails as soon	ack Bauer at		
	March 28th 2016. If you need immedia jack bauer@email.c return. Warm Regards,	ate assistance o	during my abs	ence, please contact Ja	ack Bauer at		

Linking an E-mail to a contact

E-mails that appear under the Journal Activity are based on the client's e-mail address that is entered under the client's Contact details screen. As long as that e-mail address exist under either the E-mail or Home E-Mail or even the Work e-mail address field all e-mail messages will automatically be linked to the contact matching the e-mail address.

	Linked Ca		🔜 Save 🖌 📌 🗊 🗋 🕅 🕅 👻 🚧	Follow Up	
s	General	Home Busine	ess Personal/Mobile Other Journal Activities Misc. Contact Informati	on KYC Info	
3	*	Title:	~	File under:	Business v
		Name:	Michelle	Middle:	
		Last Name:	Dessler	Nickname:	
		Display as:	Michelle Dessler 🗸	Service Profile:	AA Profile V
¢			Contact is a Link/Group	Review Date:	4-Dec-2015
		E-mail:	michelle@24test.net	Primary	
		Home E-mail:	michelle@home24test.ca	Primary	
		Work E-mail:	michelle@work24test.com	Primary	
		Owner:	UVC Test1 🗸	Birthday:	1-Oct-1977
			Private	Create birth	day event in calendar
	18thCen	tury	× 8 × 🥄 B I U 📄 🕿 🕿 🚍	I 1≣ 1≣ 1	•= •=

But there are some scenarios where an exchange of e-mails will not include the contacts e-mail address. For example if you e-mail directly a 3rd party provider with a question which impacts one of your contacts, that e-mail will not necessarily include the contacts e-mail address in the **To** or **Cc** field. In these type of cases you should link manually the e-mails to the contact. This will assure that all e-mails, including the ones not sent directly to the contact, will be seen under the **Journal Activity** tab.

To manually **link an e-mail to a contact** please use the following steps:

- Select the e-mail you want to link to an existing contact.
- 2. Right click on that selected e-mail and on the options menu select Link to Contacts.

🚫 UVC - Universal Village Colli File View Message Messenge										-		×
🗇 Create Message 🛛 🥪 Rej	ply 🤯 Reply	y All 🛛 😭 Forv	ward 🍵 Move to Fo	older 😘	- 🗳 🗡	🍺 - 🕅	- 🎮 -	🔍 Advani	ed Search	🤝 Show	v My Day	
🕨 🦳 Inbox 🔼 Co	ntacts 🛛 🔭 T	asks 🛛 🚵 Cal	endar [🎒 Notes	🔮 Projects	No. File Store							
My Inbox 🔻					▼ Quick Se	arch	C Exclude J	unk Show All	Unread	Flagged	• Other	$\langle \rangle$
Message Folders	4	5 W 9	0 🥩 From	Subject	Received	•		Size				
inbox	^	2	UVC	Welcome!	22-Oct-2015			0 bytes				
💰 Outbox			Open									
€ Sent Items			Delete									
Drafts			Save as									
N Templates	0		Reply		Ctrl+R							
Deleted Items	_		Reply All		Ctrl+L							
Search Folders			Reply with Templa	te								
Misc. Emails			Forward		Ctrl+W							
-			Forward as Attach	ment								
Directory Avery	×		Resend									
Categories/Tags			Mark as Read		Ctrl+F							
All			Mark as Unread		Ctrl+U							
AAA Service Profile			Mark as Junk		Ctrl+Alt+J							
Client Elite Profile			Mark as Not Junk		CUITAILTY							
Holiday Cards												
Important			View Message Hist	ory								
Insurance			Move to Folder		Ctrl+Shift+V							
International			Copy to Folder Follow Up		Ctrl+Shift+Y Ctrl+Shift+G							
Miscellaneous			Categories/Tags		Ctrl+T							
Personal		Welcom	Link to Contacts		Ctri+1							
		From: U	Print									
		To:								LITER	Plain All F	
		1	New Task for Mess							HIML	riain All F	neaders
		Linked Co	New Appointment									
OP I want to			New Note for Mes		IIVEISAILE	/illage						

3. A lists of all your current contacts with be displayed.

🔿 Contacts	×
My Contacts V Quick Search	All Active 🗸
Select Contacts	
Tag all Untag all	
F Build Buchanan Ford Palmer Ford Palmer	> <
	OK Cancel

4. Move the contact(s) that you would like to link your e-mail to by placing a check mark in the box beside their name and clicking on the arrow > button to move the contacts to the box on the right.

If the contact list is to long use the Quick Search field to narrow down the search to one name if needed. This Quick Search field will search for any data that was entered on the contact information sheet such as name, address or phone number. The ability to search by Categories/Tags and by groups is there too.



Once the contact(s) is moved simply click on **OK** button.

You will be able to see the linked e-mail under the **Journal Activity** of the contact(s) selected in the steps above.

🔚 Save and Close 🔚 Save 🐗 メ 🦑 🖃 🔟 🕅 🏚 🔫 🊧 Follow Up									
Linked Categories: 🍵 Elite Profile									
General Home Business Personal/Mobile Other Journal Activities Misc. Contact Information KYC Info									
Journal Activities									
Туре 🔻	n	Description			Date	Status	Owner Name		
Appointment/Event Business		Meeting with	Bill		Tue, Feb 16 2:00:00 PM	None	UVC Test1		
🥯 Email		Welcome!			22-Oct-2015 3:11:12 PM	None	UVC Test1		

Navigating in the Inbox Module Screen

The following is an explanation of the buttons used to navigate your way through the Inbox Module:

A. This drop down menu is used to flip between your Inbox and the inbox of contacts you have full access to.

B. To flip between Exclude Junk, Show All, Unread, Flagged and Other e-mails you have in the selected e-mail folder.

C. This Quick Search field will search for any data that it matches on any e-mails with a selected folder or all folders in your inbox.

D. This area will show you all your current inbox folders.

E. This area will show you all default and custom Category/Tags that can be associated to your e-mails.

F. This area shows the column headers which can be customized to you preference. To customize them simply right click anywhere on a column header. To sort the column click on the header once, to reverse sort click on it twice.

