



USER MANUAL E-Mail

(Document 27e)

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1 Module Overview

1.1 Introduction

1.1.1 Objective

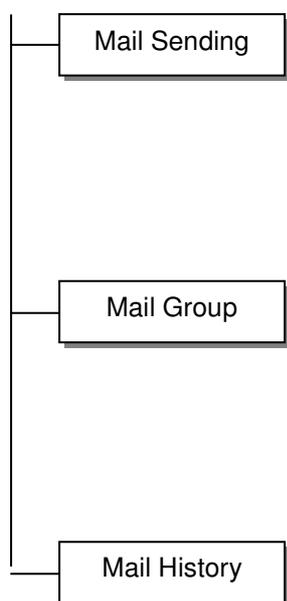
E-Mail module consists of two components – **Mail Group** and **Mail Sending**.

Mail Group allows users to manage the mail distribution list easily by grouping the frequently used e-mail recipients together. The system provides four built-in mail groups, i.e. **Staff**, **Student**, **Parent** and **Alumni or Past Year Students**. The members and their e-mail addresses are captured from the Staff or Student modules.

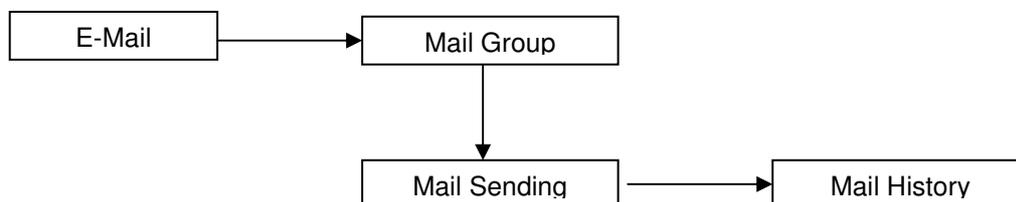
The users can send out e-mails, view the sent e-mails and re-send an e-mail by using the e-mail sending and e-mail history functions. In WebSAMS, receiving of e-mails is not supported and the users need to make use of their own e-mail account to receive reply e-mails.

1.2 Function Chart

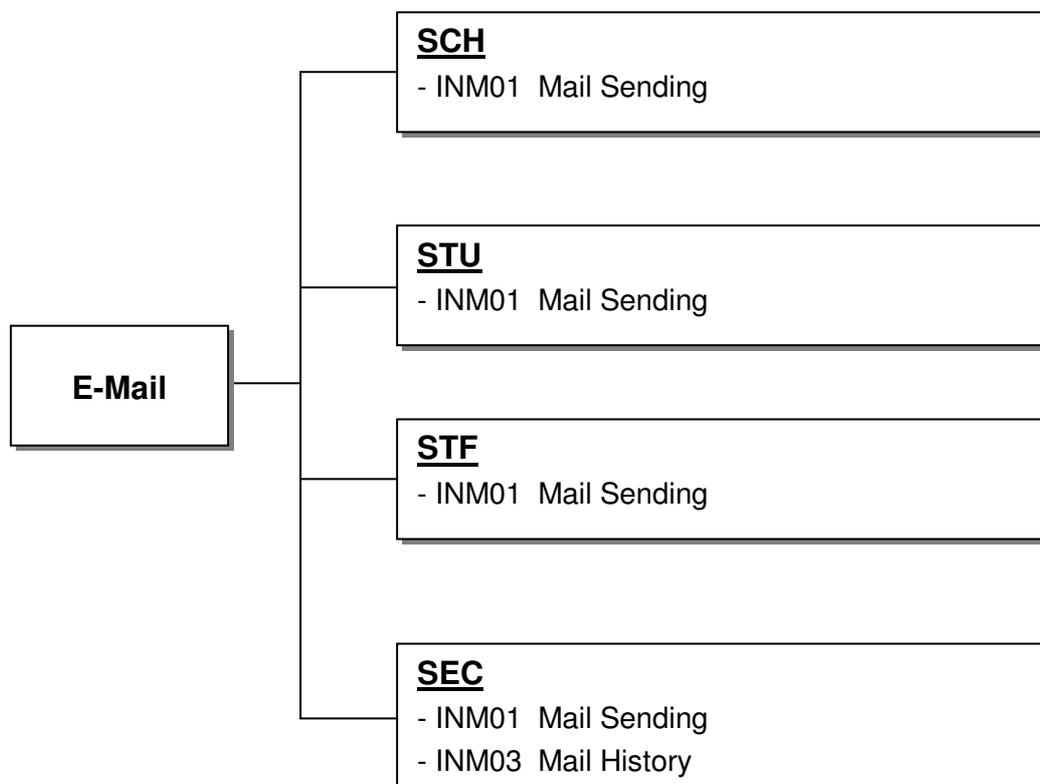
E-Mail (INM)



1.3 Flow Diagram



1.4 Interactions with other modules





INM01 – Mail Sending

- SCHOOL MANAGEMENT
 - Retrieve school level / session / class information
- STUDENT
 - Retrieve Student e-mail address
 - Retrieve Guardian e-mail address
- STAFF
 - Retrieve Staff e-mail address
- SECURITY
 - Retrieve E-Mail Settings
 - E-Mail Recipient Report retrieves user ID from user account information



INM03 – Mail History

- SECURITY
 - Retrieve Maximum Size of E-Mail History Setting

2 Operation Procedures

2.1 Mail Sending



Function Description

Users can send out e-mails through the “**Mail Sending**” function.



Pre-requisites

1. The WebSAMS server should have Internet connection.
2. The WebSAMS server should have access to a SMTP e-mail server, usually provided by the ISP to which the school subscribes. The SMTP server name, e-mail account and password to access the SMTP server must be correctly entered in the System Configuration function.
3. If organizational e-Cert for digital signature is used to sign the outgoing mails, the e-Cert should be installed in the WebSAMS server. Then the location path and password of the e-Cert must be correctly entered in the System Configuration function.



User Procedures

1. Click [**E-Mail**] → [**Mail Sending**] on the left menu.

The screenshot shows the 'Mail Sending' interface in the WebSAMS system. At the top, the breadcrumb path is '[S-INM01-01] E-Mail > Mail Sending'. Below this, there are input fields for 'To', 'CC', 'BCC', 'Subject', and 'Attachment'. An 'Attachment' button is located below the 'Attachment' field. A large empty text area is provided for the email body. At the bottom, there is a 'Report Option' section with a 'Report Format' dropdown menu set to 'PDF'. Below this, there is a 'View Recipient Report' checkbox with a note: '* only for the built-in E-Mail Groups of Staff, Parent, Student & Alumni or Past Year Student'. There are radio buttons for 'Yes' (selected) and 'No'. A 'Send' button is located at the bottom left of the form.

2. Enter the recipient e-mail addresses or click on any of the **TO / CC / BCC** link to select built-in or user-defined mail groups as recipients.
3. Click on the **TO / CC / BCC** link and the “**Select Mail Recipient**” pop-up window is shown.
4. Select the mail group. For the four built-in groups, specify the recipient filtering criteria.

[S-INM01-02] E-Mail > Mail Sending

* Staff, Parent, Student & Alumni or Past Year Student are built-in E-Mail Groups.

5. Click the right-pointing triangular icon to select the group as the **TO / CC / BCC** mail recipients. Repeat the above two steps to select as many groups as required.
6. Click the **[Add]** button to make the selected groups the mail recipients.
7. In the mail sending main screen, click the **[Attachment]** button to add / remove attachment files to / from the e-mail.

[S-INM01-03] E-Mail > Mail Sending

8. Click the **[Browse]** button to look for the attachment file, and then click the **[Upload]** button to upload it to the WebSAMS server. If the uploaded file is not the correct one, mark the check box on the left of the file name and click the **[Delete]** button to remove it.

9. Click the **[Save]** button to add the attachment file to the e-mail.
10. In the mail sending main screen, enter the Subject and the mail content.
11. Specify the report options, which is applicable only if any one of the 4 built-in mail groups has been selected as the recipients.
12. Click the **[Send]** button to send out the e-mail.



Post-effects

1. After sending a mail, a new record will be created in the mail history, regardless whether the mail is successfully sent out or not. The status of **'Sent'**, **'Processing'** or **'Sending Failed'** will be shown accordingly.
2. If users select any of the four built-in groups **Staff**, **Parent**, **Student** and **Alumni or Past Year Student** as the mail recipients, the members of the selected built-in groups will be listed in the E-Mail Recipient Report, which will be shown if the users choose to view it. In this report, the members having e-mail addresses are the ones who can receive the mail.



Notes

1. Users can send out e-mails but cannot receive e-mails in WebSAMS.
2. All mails sent are not encrypted.
3. If the **"Enable E-Mail Function"** option in the System Configuration function has been disabled, e-mails cannot be sent out.
4. Optionally, WebSAMS can be set-up to use organizational e-Cert to digitally sign the outgoing mails. The relevant e-Cert settings have to be properly entered in the System Configuration function before e-Cert can be used.
5. If organizational e-Cert is set up, e-mail address of the e-Cert will be used as the school's e-mail address and shown as the sender address in the e-mail. Otherwise, the "School's E-Mail Address for Return of E-Mail by Recipients" in the System Configuration page will be used as the sender address.
6. If the size of the outgoing email exceeds the size limit of each e-mail set in the System Configuration function, the mail will not be sent out.
7. If the size limit for storing each user's sent mails in the System Configuration has been reached, mails cannot be sent out any more. These mails will not be stored in the mail history.
8. There are four built-in mail groups: **Staff**, **Student**, **Parent** and **Alumni or Past Year Student**. For the Staff mail group, the mail will only be sent to the active staff. For the Student and Parent groups, the users can specify the recipient to be the whole school, a single class level or individual class; and only the current school year students and / or their parents can receive the mail. To send mail to past year students or graduated students, the users have to choose from the Alumni or Past Year Student mail group and specify the school year.

9. Besides sending to every member in a mail group, the users can also choose to send the mail only to certain group members. To do this, select the mail group in the “Select Mail Recipient” pop-up page first, click the “Retrieve” button, and the e-mail addresses of the group members will be listed. Select the target recipients and then click the triangular icon to select the e-mail addresses as the **TO / CC / BCC** recipients.
10. In addition to selecting recipients from the “**Select Mail Recipient**” pop-up window, the users can also type in the e-mail addresses of the recipients directly into the **TO / CC / BCC** input boxes of the “Mail Sending” page. The e-mail addresses should be separated by semicolon or comma.
11. Sample E-Mail Recipient Report as follows:

R-INM001-E Date: 14/05/2003

PRIMARY SCHOOL (AM) (Type 2)
E-Mail Recipient List

School Year: 2002/2003 Page: 1 of 8

Sender: tester
Subject: School Picnic
Send Date & Time: 14/05/2003 14:58

TO Recipient:

<u>Cls Name</u>	<u>Cls No</u>	<u>English Name</u>	<u>Chi Name</u>	<u>User Type</u>	<u>User ID</u>	<u>E-Mail Address</u>
School Level: Primary		School Session: AM				
2A	2	STUDENT1094	顏盈鈞	Student		websamsa@yahoo.com.hk
2A	3	STUDENT1095	冼能強	Student		websamsa7@yahoo.com.hk
2A	4	STUDENT1096	國威鄭	Student		
2A	5	STUDENT1098	敬怡袁	Student		websamsb@hotmail.com
2A	6	STUDENT1099	潘然楊	Student		websamsb7@hotmail.com
2A	7	STUDENT1100	嘉敏邱	Student		
2A	8	STUDENT1103	志強王	Student		websamsd6@hongkong.com
2A	9	STUDENT1105	倩彤曾	Student		websamsd7@hongkong.com
2A	10	STUDENT1106	子謙蘇	Student		
2A	11	STUDENT1107	啟駿顏	Student		websamsd6@taiwan.com
2A	12	STUDENT1109	曙希麥	Student		websamsd7@taiwan.com
2A	13	STUDENT1113	孟豐梁	Student		
2A	14	STUDENT1118	國植許	Student		
2A	15	STUDENT1125	文俊黃	Student		
2A	16	STUDENT1164	易耀江	Student		
2A	17	STUDENT1165	秀蘭洪	Student		
2A	18	STUDENT1167	庚謙何	Student		
2A	19	STUDENT1168	錦儀周	Student		
2A	20	STUDENT1169	家怡周	Student		
2A	21	STUDENT1179	樂韋	Student		
2A	22	STUDENT1180	鈺文包	Student		
2A	23	STUDENT1181	美鳳彭	Student		
2A	24	STUDENT1188	進成劉	Student		
2A	25	STUDENT1189	徐佩雲	Student		

2.2 Mail Group

To ease management of the mail distribution list by grouping the frequently used mail recipients together, this function allows users to add, copy, update or delete mail groups.

In addition to the user-defined mail groups, there are four built-in mail groups: **Staff**, **Student**, **Parent** and **Alumni or Past Year Student**.

- These four groups are not shown in this function and cannot be deleted.
- They are only available during selection of mail recipients in the mail sending functions.

Add Mail Group



Function Description

Users can add a new mail distribution list through the “**Mail Group**” function.



Pre-requisites

N/A



User Procedures

1. Click **[E-Mail]** → **[Mail Group]** on the left menu.

[S-INM02-01] E-Mail > Mail Group

▼ Bottom

<input type="checkbox"/>	E-Mail Group Name	E-Mail List
<input type="checkbox"/>	EMR	"a<abc@abc.com>"; "a<student1@yahoo.com>"; "abodefghijklmnopqrstuvwxyz<aaaaaa@abodefghijklmnopqrstuvwxyz.com>"; "student1<student1@student.com>"
<input type="checkbox"/>	Group Copied	"abodefghijklmnopqrstuvwxyz<aaaaaa@abodefghijklmnopqrstuvwxyz.com>"; "b<b@student@yahoo.com>"; "Student1<STudent1@yahoo.com>"; "Student2<Student2@yahoo.com>"
<input type="checkbox"/>	Students	"a<student1@yahoo.com>"; "b<student2@yahoo.com>"; "c<student3@yahoo.com>"; "d<student4@yahoo.com>"; "e<student5@yahoo.com>"...
<input type="checkbox"/>	組別一	"abc<abc@abc.com>"
<input type="checkbox"/>	組別一A	"abc<abc@abc.com>"

▲ Top

2. Click the **[Add]** button at the bottom of the page.
3. Enter the “**E-Mail Group Name**”.
4. Enter a new pair of “**E-Mail Account Name**” and “**E-Mail Address**”, click the **[Add to Group]** button to add the e-mail to the mail group. Repeat the step until all members have been added.

[S-INM02-02] E-Mail > Mail Group > Add/Maintain E-Mail Group

Add/Maintain E-Mail Group

E-Mail Group Name

E-Mail Account

E-Mail Account Name E-Mail Address

Note:
Maximum number of characters :-
1. E-Mail Group Name - 20
2. E-Mail Account Name - 40
3. E-Mail Address - 50

5. Click the **[Save]** button to save the new mail group.

 Post-effects

Mail groups created will be displayed in the “**Select Group**” drop-down box in the “**Select Mail Recipient**” pop-up page.

 Notes

1. The mail group name cannot duplicate with any of the built-in or user-defined groups.
2. Duplication of e-mail addresses within a mail group is not allowed.
3. Mail groups do not have specific owners. All mail groups can be used by every user.

Modify Mail Group

 Function Description

Users can add or remove a modify members of a mail distribution list through the “**Mail Group**” function.

 Pre-requisites

Mail Group exists.

 User Procedures

1. Click **[E-Mail]** → **[Mail Group]** on the left menu.
2. Click on the **E-Mail Group Name** link.

- To add new mail group members, enter new pairs of “**E-Mail Account Name**” and “**E-Mail Address**”, click the [**Add to Group**] button to add the e-mail to the mail group. Repeat the step until all members are added.
- To remove e-mail address from the mail group, select the e-mail address to remove, click the [**Remove from Group**] button to remove the e-mail from the mail group.

[S-INM02-02] E-Mail > Mail Group > Add/Maintain E-Mail Group

Add/Maintain E-Mail Group

E-Mail Group Name

E-Mail Account

teacher1 < teacher1@abcschool.edu >	<input type="button" value="Remove from Group"/>
teacher2 < teacher2@abcschool.edu >	

Highlight the e-mail to remove, and then click the [Remove from Group] button.

E-Mail Account Name E-Mail Address

Note :
Maximum number of characters :-
1. E-Mail Group Name - 20
2. E-Mail Account Name - 40
3. E-Mail Address - 50

- Click the [**Save**] button to save the changes.

 Post-effects

Changes to the group members will take effect immediately. New mails sent to the mail group will be addressed to the updated list of members.

 Notes

- The E-Mail group name cannot be modified.
- Duplication of e-mail addresses within a mail group is not allowed.

Copy Mail Group

 Function Description

Users can create a new mail distribution list by copying the members of an existing mail group through the “**Mail Group**” function.

 Pre-requisites

A source Mail Group should exist.

 User Procedures

1. Click **[E-Mail]** → **[Mail Group]** on the left menu.

[S-INM02-01] E-Mail > Mail Group

<input type="checkbox"/>	E-Mail Group Name	E-Mail List
<input type="checkbox"/>	EMR	"a<abc@abc.com>"; "a<student1@yahoo.com>"; "abcdefghijklmnopqrstuvwxyz<aaaaaaa@abcdefghijklmnopqrstuvwxyz.com>"; "student1<student1@student.com>"
<input checked="" type="checkbox"/>	English Teachers	"teacher1<teacher1@abcschool.edu>"; "teacher2<teacher2@abcschool.edu>"
<input type="checkbox"/>	Group Copied	"abcdefghijklmnopqrstuvwxyz<aaaaaaa@abcdefghijklmnopqrstuvwxyz.com>"; "b<b@student@yahoo.com>"; "Student1<STudent1@yahoo.com>"; "Student2<Student2@yahoo.com>"
<input type="checkbox"/>	Students	"a<student1@yahoo.com>"; "b<student2@yahoo.com>"; "c<student3@yahoo.com>"; "d<student4@yahoo.com>"; "e<student5@yahoo.com>"; ...
<input type="checkbox"/>	組別一	"abc<abc@abc.com>"
<input type="checkbox"/>	組別一-A	"abc<abc@abc.com>"

2. Select a source group by checking the box on the left of the group.
3. Click the **[Copy]** button.
4. Enter the “E-Mail Group Name”.

[S-INM02-02] E-Mail > Mail Group > Add/Maintain E-Mail Group

Add/Maintain E-Mail Group

E-Mail Group Name

E-Mail Account

teacher1 < teacher1 @abcschool.edu >	<input type="button" value="Remove from Group"/>
teacher2 < teacher2 @abcschool.edu >	

E-Mail Account Name

E-Mail Address

Note :

Maximum number of characters :-

1. E-Mail Group Name - 20
2. E-Mail Account Name - 40
3. E-Mail Address - 50

5. Modify the member list as required.
6. Click the **[Save]** button to save the new mail group.

 Post-effects

Mail groups created will be displayed in the “**Select Group**” drop-down box in the “**Select Mail Recipient**” pop-up page.

 Notes

1. The mail group name cannot duplicate with any of the built-in or user-defined groups.
2. Duplication of e-mail addresses within a mail group is not allowed.
3. Mail groups do not have specific owners. All mail groups can be used by every user.

Delete Mail Group

 Function Description

Users can delete a mail group through the “**Mail Group**” function.

 Pre-requisites

The mail Group to be deleted exists.

 User Procedures

1. Click [**E-Mail**] → [**Mail Group**] on the left menu.
2. Select the group(s) to be deleted by checking the box on the left of the group(s).
3. Click the [**Delete**] button.

 Post-effects

Deleted mail groups are removed from the system permanently.

 Notes

Built-in mail groups cannot be deleted.

2.3 Mail History

This function allows users to view all the mails sent out by them and to resend the mail. The users can also delete the past mails.

View and Resend Mail



Function Description

Users can view and resend the mails through the “**Mail History**” function.



Pre-requisites

Mail exists in the mail history.



User Procedures

1. Click **[E-Mail]** → **[Mail History]** on the left menu.

[S-INM03-01] E-Mail > Mail History

<input type="checkbox"/>	Sender		E-Mail Subject	Date/Time ▾	Status
<input type="checkbox"/>	tes:ter		Holiday arrangements	14/05/2003 03:03:09	Sent
<input type="checkbox"/>	tes:ter		Examination period update	14/05/2003 03:02:19	Sent
<input type="checkbox"/>	tes:ter		School Picnic	14/05/2003 02:58:21	Sent

Delete

2. The past mails in the Mail History will be sorted in reversed chronological order of sent date and time.
3. Click on the link under the e-mail subject to view the details in a pop-up window.

[S-INM03-02] E-Mail > Mail History

To	[Student]>>Primary>AM>Primary 2>All Class Name
CC	[Parent]>>Primary>AM>Primary 2>All Class Name
BCC	
Subject	School Picnic
Attachment	Picnic Notice.doc (47616 bytes)

Attachment

The school has arranged a picnic for all primary 2 students, please refer to the attachment for details.

Report Option

Report Format PDF ▾

View Recipient Report (* only for the built-in E-Mail Groups of Staff, Parent, Student & Alumni or Past Year Student) Yes No

Resend

4. Modify the subject, mail content, attachment files and mail recipients if required. (Follow the steps in “**Mail Sending**”.)
5. Specify the report options.
6. Click the [**Resend**] button to resend the e-mail.



Post-effects

After resending a mail, a new mail history record will be created, regardless whether the mail is successfully sent out or not. The status of ‘**Sent**’, ‘**Processing**’ or ‘**Sending Failed**’ will be shown accordingly.



Notes

1. If the “**Enable E-Mail Function**” option in the System Configuration function has been disabled, the mail will not be sent out.
2. If the size of an e-mail exceeds the size limit of each e-mail set in the System Configuration function, the mail will not be sent out.
3. The size limit of storing each user’s sent mails in Mail History is set in the “**System Configuration**” page. The default value is 10 MB. If the size limit of storing each user’s sent mails in the System Configuration has been reached, mails cannot be sent out any more. These mails will not be stored in the mail history.

Delete Mail from Mail History

Function Description

Users can delete the past mails through the “**Mail History**” function.

Pre-requisites

Mail exists in the mail history.

User Procedures

1. Click [**E-Mail**] → [**Mail History**] on the left menu.

[S-INM03-01] E-Mail > Mail History

<input type="checkbox"/>	Sender		E-Mail Subject	Date/Time ▾	Status
<input type="checkbox"/>	tes:ter		Holiday arrangements	14/05/2003 03:03:09	Sent
<input type="checkbox"/>	tes:ter		Examination period update	14/05/2003 03:02:19	Sent
<input type="checkbox"/>	tes:ter		School Picnic	14/05/2003 02:58:21	Sent



2. The past mails in the Mail History will be sorted in reversed chronological order of sent date and time.
3. Check the box(es) on the left of the mail(s) to be deleted.
4. Click the [**Delete**] button to delete the mail(s).

Post-effects

Deleted mails will be permanently removed from the system and there is no way to restore them back to the system.

Notes

N/A