



Evanston/Skokie School District 65

Forward to Excellence

FirstClass Basic Training



Information Services Department

Instructional Technology

1500 McDaniel Avenue

Evanston, IL 60201

847.859.8060

847.859.8034

Table of Contents

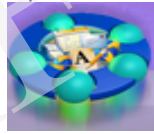
The FirstClass Server	4
Set up	4
FirstClass Window Components	7
The main pane	7
Your FirstClass Desktop	8
About the FirstClass Applications	9
The Conferencing Application	9
About conferences	9
How to make shortcuts for your favorite conferences	9
How to reply to conference messages	9
The Mail Application	10
Creating a message	10
About support tickets	10
Creating support tickets	11
Creating signatures	12
Adding signatures to selected messages	12
Checking whether a message has been read	12
Replying to a message	12
Forwarding a message	13
Downloading (saving) an attached file	14
Switching to Inbox/Outbox display	14
How to create folders to organize emails	14
The Instant Messaging Application	14
Starting a private instant message	14

Responding to an instant message invitation	14
Contributing to an instant message	15
The Calendars Application	16
Working with calendars	16
Viewing calendars	16
Creating a task	17
Combining several calendars into one view	18
Other Tricks and Tips	18
FirstClass training documents and other resources	18
Adding toolbar buttons	19
Sorting items in lists	19
Placing your reply before the quote	19

The FirstClass Server

Set up

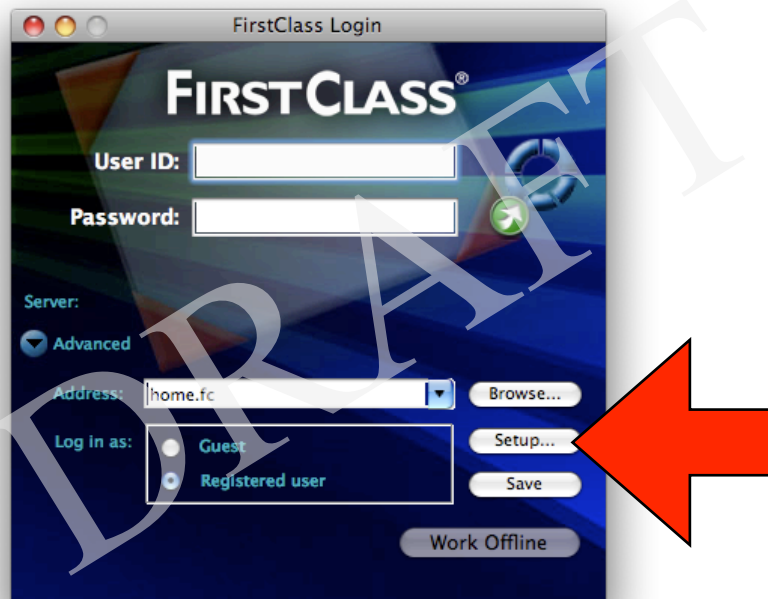
1. Launch **FirstClass** by clicking on the round, blue and green FirstClass icon on the Dock. The Dock is the bar at the bottom of the computer's desktop. If the FirstClass icon is not there look in the Applications folder. On a Windows machine, it will be a shortcut on the desktop.



2. Click the **Advanced** arrow, which will drop down another menu.



3. On the drop down menu, click **Setup**.



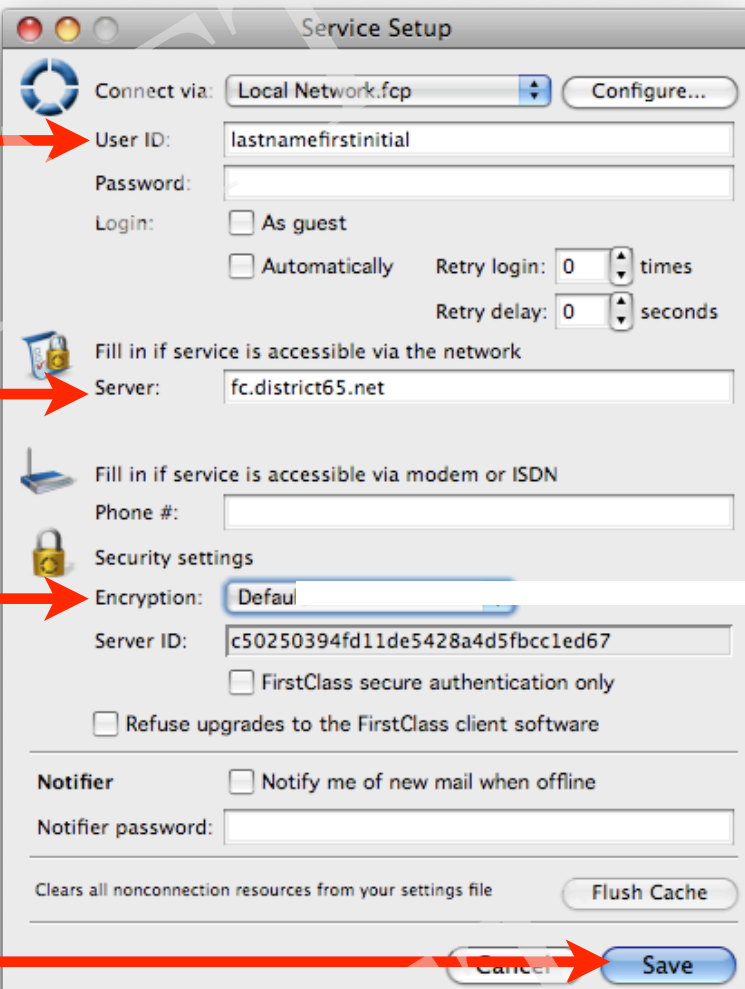
4. In the **Setup** window follow the next 4 steps highlighted with red arrows:

1. User ID: munozj

2. Server: fc.district65.net

3. Encryption: Default

4. Click Save!



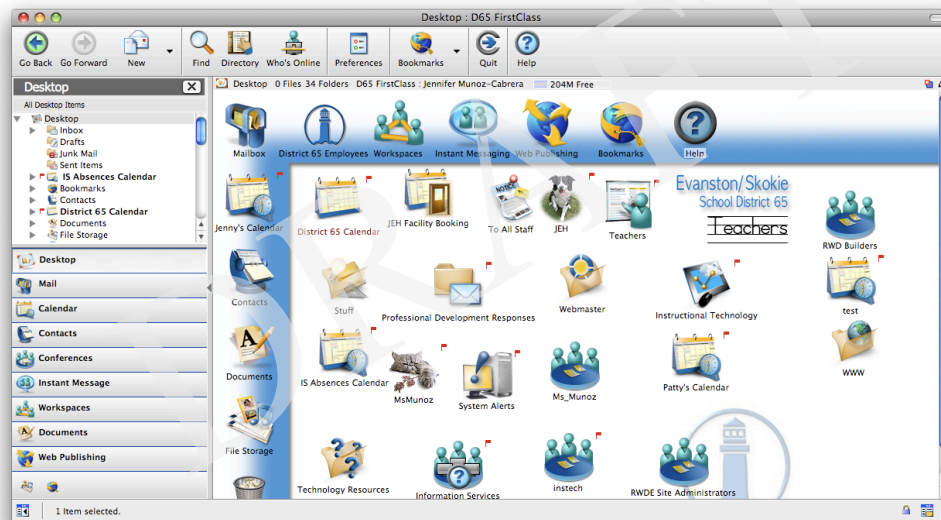
The image shows a 'Service Setup' window with the following fields and options:

- Connect via:** Local Network.fcp (with a 'Configure...' button)
- User ID:** lastnamefirstinitial
- Password:** (empty field)
- Login:** ☐ As guest, ☐ Automatically
- Retry login:** 0 times
- Retry delay:** 0 seconds
- Fill in if service is accessible via the network:** ☒ **Server:** fc.district65.net
- Fill in if service is accessible via modem or ISDN:** ☐ **Phone #:** (empty field)
- Security settings:** ☒ **Encryption:** Default, **Server ID:** c50250394fd11de5428a4d5fbcc1ed67
- ☐ FirstClass secure authentication only
- ☐ Refuse upgrades to the FirstClass client software
- Notifier:** ☐ Notify me of new mail when offline
- Notifier password:** (empty field)
- Clears all nonconnection resources from your settings file** (with a 'Flush Cache' button)
- Buttons:** Cancel, Save

5. Then, the FirstClass login window will show up again and you should: **1.** enter your password and **2.** click on the green circle with the white arrow to the right of the **Password** field.




6. Congratulations! You just have set up the FirstClass server and you are now in FirstClass. You will **NOT** have to do this set up again if you use a different Apple computer in the District 65.

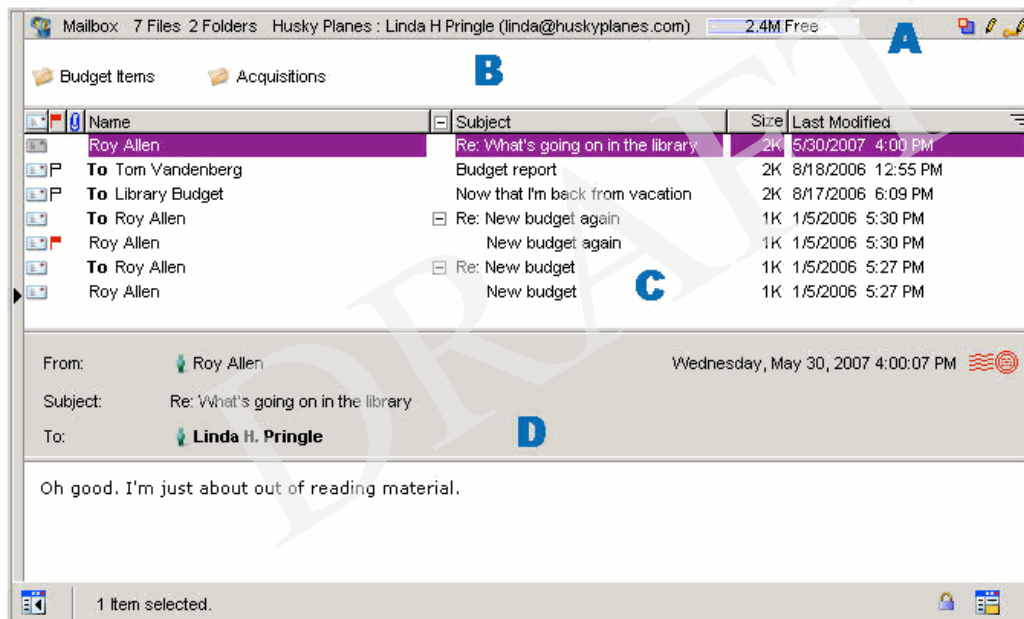



For more information on how to access your district 65 email account on a non-district computer click [here](#).

FirstClass Window Components

Component	Additional information
A menu bar	Lets you choose commands like these: FirstClass, File, Edit, Format, Message, Collaborate, View, and Help.
B toolbar	Each window has its own toolbar. Clicking a toolbar button is the same as choosing the action from the menu. You can customize each toolbar as described here .
C main pane	A pane is a section of a window, divided from other panes by split bars.
D navigation pane	Displays a hierarchical (tree) view of FirstClass objects on top, and a navigation bar on the bottom with buttons that you can click to launch FirstClass applications. To show or hide the navigation pane, click this button at the bottom left of the window: 

The main pane



Component	Additional information
A summary bar	This bar shows: <ul style="list-style-type: none"> • the container name • a summary of container contents • the server, your user name, and, when viewing your Mailbox, your primary mail address • how much free space you have left on the server • whether other users have the container open • the permissions you have in this container. Permissions comprise a set of values that determine the default behavior of a container such as a conference. Permissions also give users access to the container, and control what they can do within the container.
B upper pane	The main pane is often split into two panes. The upper pane is normally shown in icon view.
C lower pane	The lower pane is normally shown in list view, which presents information about each object in columnar format. You can change the sorting and grouping of these objects as described here .
D reading pane	Displays the contents of a selected object. The reading pane can be displayed below or to the right of the objects in the main pane. To toggle the reading pane on and through these positions, click this button at the bottom right of the window: 

Your FirstClass Desktop

Once you login to FirstClass, your Desktop opens. Your Desktop gives you access to the FirstClass applications: Mailbox, Instant Message, Calendar, etc.

Your administrator may have customized the general Desktop appearance and added other objects to your Desktop, like the following conferences:

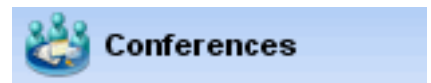
- Technology Resources
- To All Staff
- District 65 Employees
- Teachers

To open objects on the Desktop, double-click them. To select objects, click them. Click [here](#) to get instructions on how to add shortcuts to your favorite conferences.

About the FirstClass Applications

The FirstClass applications are:

conferencing	Online forums primarily intended for discussions on related topics.
mail	Private email. You, and all FirstClass users, have a personal Mailbox.
instant messaging	Real-time, online chats with others who are also online.
calendars	Online scheduling of events (a time commitment, such as a meeting) and tasks (something that you need to do, such as submitting a report). You have a personal calendar, and you may also have access to public calendars.



The Conferencing Application

About conferences

FirstClass conferences are places for you and the others in the district to exchange information about related topics. You can send messages to conferences just as you do to other district employees

When a conference contains mail that you haven't read, it is flagged and the number of unread items is displayed, just like your Mailbox. You can open the conference and read the messages posted there by others.

The advantage of conferences over private mail is that all messages concerning the same topic are stored in the same place. And you don't have to address a private message to multiple users or to a mail list that you have to keep up to date. You can simply address it to the conference.

How to make shortcuts for your favorite conferences

Control click the conference to get the contextual menu. Then, select "Add to Desktop". The conference will be added to the FirstClass Desktop area.

How to reply to conference messages

You can Reply to Sender or Reply to Conference:

Reply Sender	Creates a reply addressed to just the sender.
Reply to Conference	Creates a reply addressed to just the conference that contains the message.

The Mail Application

Creating a message



1. Choose Message > New Message or click the New icon

2. Fill in the message envelope.

The envelope is the upper pane, which contains addressing information and details about when the message was sent.

From:	Linda H. Pringle
Subject:	Budget report
To:	Tom Vandenberg
Cc:	Amanda Clark Michael Hill
Bcc:	Amanda Ho

Tips for addressing messages:

- All users and conferences known to the server are stored in the Directory (a storage area on the server that contains addresses for user accounts, conferences, public calendars, and other objects known to the server). To address a message to any user or conference in the Directory, you can type a partial name. A list of all names that match opens. Double-click the name you want.
- If you are in a conference, your new message is automatically addressed to that conference.
- You can drag names from other messages or documents to the appropriate field in your message envelope.
- You can create a preaddressed message by choosing Create Mail To from the context menu at an occurrence of a name in locations such as the Directory, the Who's Online list, and a message.

The context menu contains commands applicable to what you are doing. A context menu is opened by right-click (Control-clicking on a Mac) the object you are working with.

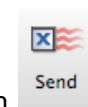
3. Type the message body in the lower pane of the message form.

You can copy material from other sources, format it, and edit it.

4. Attach a file to the message by choosing File > Attach, if desired.

Shortcut

Drag a file to the message envelope.



5. Send the message by choosing Message > Send or clicking the Send icon

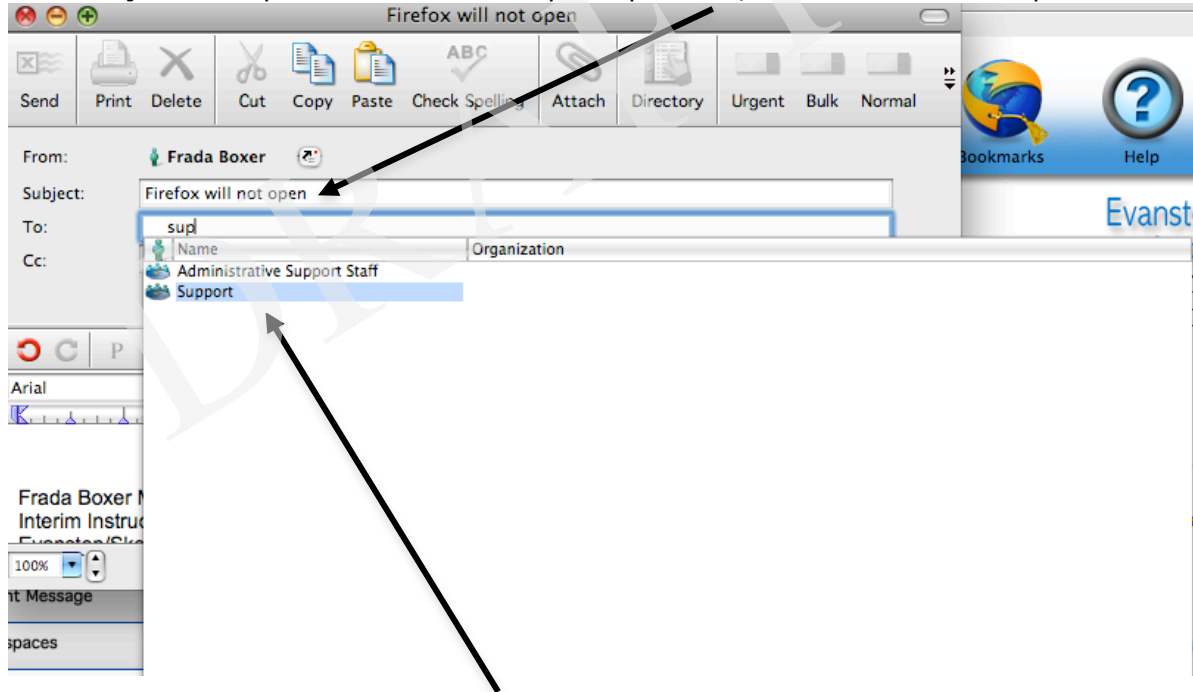
About support tickets

A 'Support Ticket' is how we manage any request, minor to major, for technology (hardware, software) within the district. It is also a historical system whereby we annotate the issue the computer has, what was done to correct this issue, and note any hardware that was replaced.

Last Modified 8/18/11

Creating support tickets

1. Open First Class and login, click on the arrow next to the 'New' menu tab; then click on 'New Message' option.
2. In the 'Subject' area please 'Title' the computer problem, i.e. Firefox will not open.

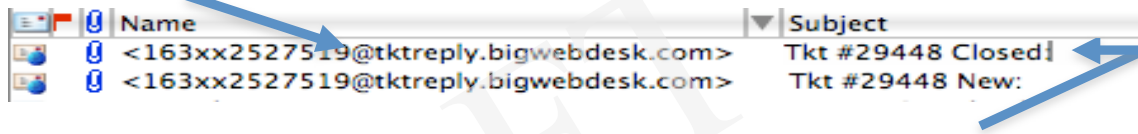


3. In the 'To' area type the name of the kind of support you need. Use the following table as a reference:

Send a ticket to	If you need help with
HR and FINANCE	-purchase orders, budget, Medicaid, etc...
INSTRUCTIONAL TECHNOLOGY	-integrating instruction and technology, enrolling in professional development (MyLearningPlanet website), access to websites and content filtering...
PHONES	-voicemail, passwords and phone assistance...
STUDENT	-student data systems (Tyler SIS K12, Easy IEP, VersaTrans, etc.), assessment data, registration, student records, entering grades, importing from grade book, printing...
SUPPORT	-computer, interactive whiteboard, document camera, printer software, login names and passwords, email, Internet...

4. In the body of the message the following information is required
 - Your room number
 - Your phone Extension
 - The best time to come and address the issue
 - A short summary of your technological problem.
5. Now send the ticket.

This action will create a support ticket on our system and you will receive a Support Ticket email.



You will be notified by email on the status of your problem, including when we close your ticket.

Creating signatures

When you create a new message, you can add a signature to the bottom of the message body. Signatures can be used to repeat your name, indicate your title or email address, or even cite a favorite quote.

You can make FirstClass add your signature automatically to all new messages, or add it only to selected messages.

To create your signature text, go to FirstClass>Preferences>Messaging>Initial Content. This is where you can make FirstClass add your signature to all new messages.

Adding signatures to selected messages

If your preferences do not tell FirstClass to automatically add your signature to all new messages, you can add it to a specific message by choosing Edit > Insert > Insert Signature with the message open.

Checking whether a message has been read

To see the history of a sent message, including who has read it, choose Message > History with the message selected or open.

	What	When	Who
	Created	5/18/2004 5:04 PM	Amanda Clark
	Sent	5/18/2004 5:04 PM	Amanda Clark
	Read	5/18/2004 5:04 PM	Linda H. Pringle
	Reply	5/18/2004 5:04 PM	Linda H. Pringle

Replying to a message

Messages work the same way whether you are in your Mailbox or a conference. An unread message has a red flag beside it. To read a message, double-click it.

To reply to a message:

1. Select or open the message.
2. Select any text that you want to quote in your reply.

If you want to quote the entire message in your reply, choose Message > Reply Special > Reply with Quote. If you choose this, you can't choose any of the directed reply options below. You can only send the reply to your default recipients, or update the envelope manually.

3. Create a reply in one of the following ways:

To	Do this										
create a reply addressed to recipients	<p>Choose Message > Reply Special, then one of the following:</p> <table><tr><td>Reply with Quote</td><td>Creates a reply addressed to the sender and includes the original message. Make sure that your reply is inserted before the original message by setting it up in preferences. For more information click here.</td></tr><tr><td>Reply All</td><td>Creates a reply addressed to the <u>sender and the other original recipients</u>. The sender's name is placed in the "To" field. The original recipients are placed in the "Cc" field.</td></tr><tr><td>Reply Sender</td><td>Creates a reply addressed to just the sender.</td></tr><tr><td>Reply to Conference</td><td>Creates a reply addressed to just the conference that contains the message.</td></tr><tr><td>Reply Original Author</td><td>Creates a reply addressed to just the original sender of a forwarded message.</td></tr></table>	Reply with Quote	Creates a reply addressed to the sender and includes the original message. Make sure that your reply is inserted before the original message by setting it up in preferences. For more information click here .	Reply All	Creates a reply addressed to the <u>sender and the other original recipients</u> . The sender's name is placed in the "To" field. The original recipients are placed in the "Cc" field.	Reply Sender	Creates a reply addressed to just the sender.	Reply to Conference	Creates a reply addressed to just the conference that contains the message.	Reply Original Author	Creates a reply addressed to just the original sender of a forwarded message.
Reply with Quote	Creates a reply addressed to the sender and includes the original message. Make sure that your reply is inserted before the original message by setting it up in preferences. For more information click here .										
Reply All	Creates a reply addressed to the <u>sender and the other original recipients</u> . The sender's name is placed in the "To" field. The original recipients are placed in the "Cc" field.										
Reply Sender	Creates a reply addressed to just the sender.										
Reply to Conference	Creates a reply addressed to just the conference that contains the message.										
Reply Original Author	Creates a reply addressed to just the original sender of a forwarded message.										

4. Type your reply in the body of the reply message.
5. Send the message.

Forwarding a message

To forward a message to someone else:

1. Select or open the message.
2. Create a copy of the message (including any attachments) by choosing Message > Forward or



clicking the Forward icon

3. Address the message.

4. Make any changes you want to the message body.
5. Send the message.

Downloading (saving) an attached file

1. Select the attachment in the message envelope.
2. Choose File > Save Attachment.
3. Select the location on your computer where you want the file to be saved.
Shortcut!
Drag the attached file to the desired location like your computer Desktop.
4. To preview an attached file before you download/save it, double-click it.

Switching to Inbox/Outbox display

You can display the contents of your Mailbox in these separate folders.

This folder	Lists
Inbox	All messages sent to you that aren't marked as possible spam.
Drafts	Your unsent messages.
Junk Mail	All messages sent to you that are marked as possible spam.
Sent Items	All messages you have sent.

To split your Mailbox into separate folders, go to FirstClass>Preferences> General> Mailbox Style> Separate Inbox/Outbox.

How to create folders to organize emails

To create a folder:

1. Open your Mailbox or Inbox.
2. Choose File > New > New Folder.

The Instant Messaging Application

Starting a private instant message

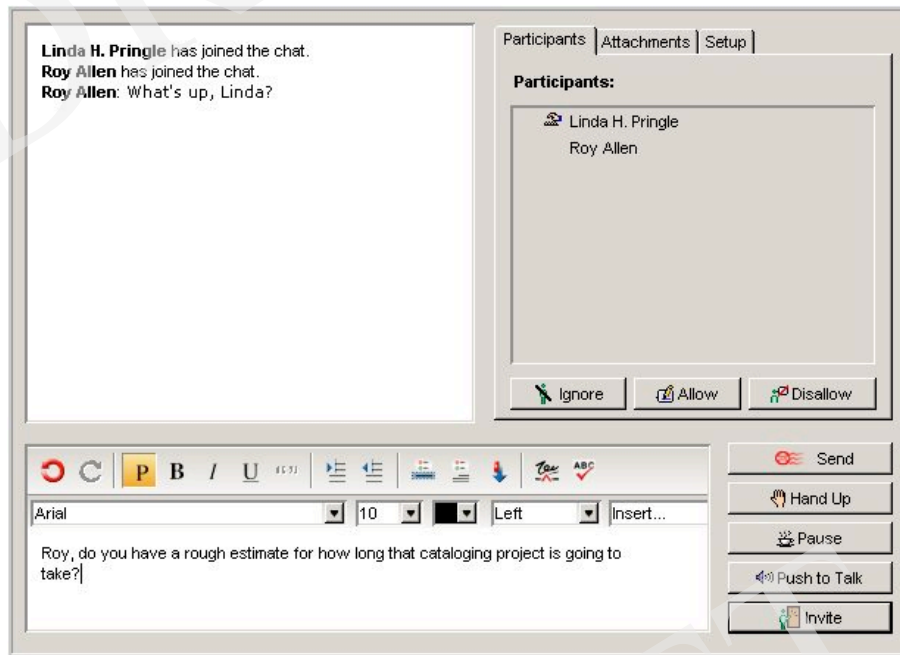
1. Choose Collaborate > Instant Message.
Shortcut!
Open the context menu from any occurrence of the name you want to invite, then choose Instant Message. If you use this method, skip steps 2 and 3.
2. Click Invite to invite users.
3. Select the users you want to invite.
4. Contribute to the instant message as you would to any other instant message.



Responding to an instant message invitation

If you are invited to an instant messaging session, you will see an invitation showing the name of the user who invited you.

To	Do this
decline the invitation	Click Decline.
decline without notifying the sender	Click Ignore.
join	Click Accept. The Instant Message form opens and your name is added to the "Participants" list.



Contributing to an instant message

To contribute to an instant message, type your input in the body of the Instant Message form. You can format your input and embed files just as you can in any content. To add your input to the transcript, click Send or press Enter/Return.

You can also:

embed a recording	Click Push to Talk. Don't release this button until you are finished recording.
attach files to the instant message	Use the Attachments tab.
invite others to join	Click Invite.
tell people you are temporarily unavailable	Click Pause.
name an instant message that you started, moderate it, or save the transcript	Use the Setup tab.

The Calendars Application

Working with calendars

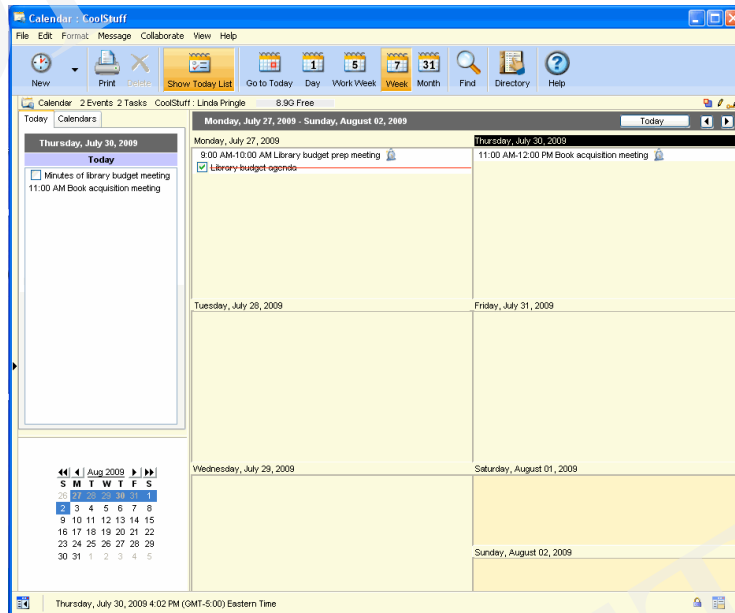
You can use a personal calendar (which can record both events, such as meetings, and tasks, such as submitting a report).

To open your personal calendar, choose File > Open > Calendar.

Overdue tasks are shown in red. Completed tasks have a red line drawn through them.

Viewing calendars

You can view a calendar in the same ways as your Mailbox, a conference, or a folder. In addition, there are special calendar views, as in the following example:



To view the active pane of a calendar by month, week, work week, or day, click the appropriate toolbar button. Day view shows the most detail, in time slots.

Show Today List shows a list of all events that take place today, and tasks that start today or are ongoing. It also includes a mini month pane:



If you have a split view, you can select dates on the mini month pane to display those dates in the other pane. Click the buttons in the mini month pane to change months or years.

To	Do this
scroll from one month, week, or day to the next (or previous)	Click the browse buttons at the top right of the calendar.
go to the current month or week	Click Today.
view details of an event or task	Double-click it. You can also see partial details for an event or task by hovering your cursor over it.

Creating an event

1. Choose File > New > New Event.

Shortcuts!

- To create an event that starts on a particular day, double-click either the blank space under the day you want or the date itself. You can also open the context menu from the day, then choose New Event.

2. Update the basic event information on the Event tab of the Event form.

You are invited to the following event by: **Linda H. Pringle**

Description:

Location:

Category:

Color:

Starts at:

Duration:

Ends at:

☐ All day event

Show as:

My reminders

☐ None

☒ Time before event:

3. Update the other tabs on this form as required.

To invite participants, book resources, and check for conflicts, use the Participants tab. To make the event show up repeatedly on the calendar, use the Advanced tab.

4. Attach files or add content to the body just as you would for a message, if desired.
5. Click Save and Close.

The event is added to your calendar and the calendars of all participants and booked resources.

6. You can open an event to change its details. You can also drag an event to a new start date on the calendar, or from one calendar to another.

Creating a task

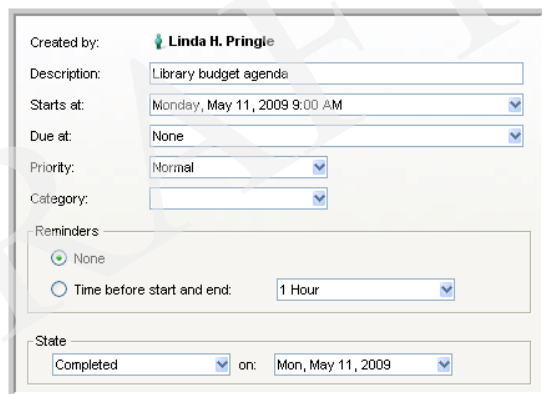
1. Choose File > New > New Task.

Shortcuts

- To create a task that starts today, double-click within the blank space in the Today list. To create a task that starts on any other particular day, open the context menu from that day, then choose New Task.

- You can also add a task that starts today by clicking the Today list and typing the task name right in the Today list. To color the task, choose Color from the context menu. If you need to add any other details, open the task.

2. Update the basic task information on the Task tab of the Task form.



The screenshot shows a 'Task' form with the following fields:

- Created by:** Linda H. Pringle
- Description:** Library budget agenda
- Starts at:** Monday, May 11, 2009 9:00 AM
- Due at:** None
- Priority:** Normal
- Category:** (empty dropdown)
- Reminders:**
 - ☒ None
 - ☐ Time before start and end: 1 Hour
- State:** Completed on: Mon, May 11, 2009

3. Update the Advanced tab, if you want to color the task or supply additional information.

4. Attach files or add content to the body just as you would for a message, if desired.

You can open a task to change its details. To change the task status, choose the appropriate status at "State". You can also drag an unopened task to a new start date on the calendar or from one calendar to another, or change its status to Completed by clicking the task checkbox.

Combining several calendars into one view

You can view items from several calendars combined. For example, you can see items from a group calendar in addition to the items in your personal calendar.

To combine several calendars into one view:

1. Open one of the calendars.
2. Click the Calendars tab in the Today list pane.
This tab lists all calendars available for combining.
3. Select the checkboxes for the calendars you want to add to the view.

You can color code calendars so that all items from one calendar display in the color assigned to that calendar. To do this, choose Color from the calendar's context menu on the Calendars tab. To preserve any color coding that was applied to items in their original calendars, choose Transparent from the context menu.

You can also add a calendar to the list of calendars. For example, to add a calendar called Subcalendar to your personal calendar, Shift-drag Subcalendar to your personal calendar.

Other Tricks and Tips

For additional help login to FirstClass and go to Help in the menu bar. If you need further assistance place a Support ticket.

FirstClass training documents and other resources



Technology Resources

- Technology Resources Conference:

Here you will find materials from the orientation and additional FirstClass training documents, like the FirstClass Basic Training document.

- Downloading and installing the FirstClass client on a non-district computer in which you have administrative permissions:

Go to [http://www.firstclass.com/Divisions/Resources/?](http://www.firstclass.com/Divisions/Resources/?Plugin=FC&OpenItemURL=S047C50E4)

[Plugin=FC&OpenItemURL=S047C50E4](http://www.firstclass.com/Divisions/Resources/?Plugin=FC&OpenItemURL=S047C50E4) and download and install the right version for your computer.

- Reading and sending emails from a non-district computer:

Go to <https://fc.district65.net/login/> and login with your FirstClass username and password.

Adding toolbar buttons

To add a button to a toolbar or the navigation bar:

1. Choose View > Toolbars > Customize Toolbars.
2. Locate the button you want by choosing the appropriate category at "Category".
For example, to locate the "Reply with Quote", choose Message.
As is the case for buttons already on the toolbar, buttons in the "Buttons" field have tooltips containing the button names. A fuller description is displayed at the same time at "Description".
3. Drag the button you want to the desired location on the toolbar. To add a spacer between buttons, drag the spacer symbol located under "Spacer" to the desired location on the toolbar.

Tip!

With the Customize Toolbars form open, you can also drag buttons from one toolbar to another. Dragging a button moves it. Control-dragging a button copies it.

Sorting items in lists

You can specify which column you want to sort on by clicking the appropriate column heading.

Placing your reply before the quote

Make sure that your "Reply with Quote" goes before the quote in the email message. This facilitates the reading of the email for the recipient. In order to set this up go to:
FirstClass > Preferences > Messaging > Initial content > Cursor placement in reply: Before Quote.