

Welcome to eChalk

Carmel School District – Welcome to the eChalk Community

Introduction

eChalk is an online learning environment that connects students, teachers, parents and administrators within your school and district. eChalk provides your school district with web based email, District and school Websites, class Web pages, department or group Web pages, and online tools for teachers, administrators, students and parents that facilitate 2-way anytime, anywhere communication.

Because safety and security are important in a school environment, eChalk has both **public** and **private** features. Your school and district can choose what information is available to the general public by publishing items on the public side of eChalk. Alternatively, you can also choose to allow only targeted groups of your school community to receive information by publishing it privately. The school community members then access this information by logging in to a private account.

You can use eChalk to:


- ✓ Communicate digitally using a web –based email system.
- ✓ Keep parents and students up-to-date and accountable with important class information.
- ✓ Interact with students using safe and secure email, online class discussions, and surveys.
- ✓ Save time by using online publishing tools to post class activities, projects, and resources.
- ✓ Keep informed about upcoming district, school and classroom events.
- ✓ Store information for easy access from any computer connected to the Internet.

Remember that your eChalk site is available from any computer with an Internet connection so you can access eChalk from a computer lab, your classroom, the library, and home.

Have fun getting to know your site and discovering all the new ways you now have to communicate, collaborate and connect with the members of your school community!


NOTE: If you do not have your ID & PW to login, please contact your building site manager for the information.

Logging In




► **To log in:**


- 1 Locate the eChalk login link on your District or school homepage.
- 2 Click in the space to the right of **Username**, and type your username (e.g. mary.brown).
- 3 Click in the space to the right of **Password**, and type your password.

 **Note:** Dots will appear to disguise what you type.

- 4 Click the **Login** button.

 **Note:** Your username is derived from your first and last name, usually in one of the following forms:

- Your first name and your last name separated by a period (mary.brown)
- Your first initial and last name (mbrown)
- If there are multiple users with the same name, there may be a number in your username (mary1.brown).

 **Power Tip:** Click the **Forgot Password?** link on the login box. This will allow you to send a message to your Site Manager who can reset your password.

Contact your Site Manager if you need your username and/or password.

First Time Log In

The first time you log in to eChalk you will go through a one-time procedure to activate your account.

► **To complete the first-time log in process:**

- 1 Click the **Accept** button located at the bottom of the Acceptable Use Policy (AUP). This policy was written by your school or district and outlines the guidelines of acceptable use for your eChalk site.

Help | Support Center | Contact Us | User Policy | Logout Robert Levinson Prototype High School

Review the Acceptable Use Policy
then click the Accept button at the bottom of the screen to activate your account

Prototype School Acceptable Use Policy

1. You are entirely responsible for all activities conducted through your eChalk account.
2. You will not use your eChalk account to:
 - a. transmit or cause the transmission of any harassing, threatening, or otherwise abusive messages, data or information
 - b. post or transmit any unsolicited advertising, promotional or marketing materials
3. You will not violate any privacy rights or rights of publicity of any person.
4. You will not attempt or assist others in attempting to compromise the security or integrity of your school's eChalk system.


Violations of this Acceptable Use Policy may result in the termination of all privileges relating to the use of your school's eChalk system.

- 2 The next screen requires you to change your account password. Type a new password in the **New Password** box and then re-type it in the **Confirm New Password** box below.

* New Password:

* Confirm New Password:

* Indicates required fields

 **Note:** Try to choose a password that is easy for you to remember but hard for others to guess.


- 3 Click the **Submit** button.

*Remember: The next time you log in to eChalk you will need to use the new password you selected.

Setting Your User Profile

The next screen will help you set your User Profile. Your User Profile tells the system specific information about who you are at your school and categorizes you in the [Faculty & Staff Directory](#) accordingly.

This information will also display on your personal profile page, which can be viewed from your school homepage if you choose to make the page public.



Mrs. Woods
leah.woods@school.echalk.com
Teacher
 Prototype High School

Office Hours
 M,T,W 3-3:30
Room
 505
Grades Taught
 9 - 12

Biography

I have been teaching at Prototype High School for 5 years. I am currently the head of the Art & Design Department and the Internship Development Program.

Personal Message

Dream, Design & Build!

Classes Taught


- 5th Grade
- [Art History Section I \(AH-12346\)](#)
- [Building Construction](#)
- [Construction-Period 1](#)

Groups

- [Art History Subject Area](#)
- [Meet our Faculty & Administration](#)
- [School Store](#)

It is only necessary to complete the required fields (identified by red asterisks) during the first-time log in process. You will be able to access this information again to make additions and changes once you have activated your account.

In Step 1 on the [Profile](#) page, select a position from the [Position in School/District](#) drop down menu. Teachers will also be required to select the grades they teach in the [Grades I currently teach](#) field.

 **Note:** Teachers also need to fill out the [Subjects & Courses](#) field in Step 2 of 3. This area requires you to choose the subject(s) and course(s) that you teach and will categorize you in the site directory appropriately. Within the [My Classes](#) section of your user account, you will be able to specify the exact name of your class.

- **To select the courses you teach (Teachers only):**
- 1 Select your subject area from the [Select a Subject](#) drop down menu.
 - 2 Highlight a course name from the [Select a Course](#) field.
 - 3 Click the [Add](#) button to move the course into the [Subject & Courses](#) field. You can select and add as many subject and/or course names as apply.

My eChalk Community [Welcome to eChalk](#)

Subject, course and position listings are maintained by the Site Manager and Site Administrators at your school or district. Please contact your Site Manager to suggest a new subject, course or position.

When you have finished completing your [User Profile](#), click the [Finish](#) button at the bottom of the page.

My eChalk Community Personal User Accounts

After completing the first time login procedure, you will have your own private password-protected eChalk account.

Personal user accounts include access to the following features:

My Email

Allows users to send and receive email messages, and also includes more sophisticated tools such as an address book to store other contacts. E

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My Account

- **Files** – Provides you with the ability to save files, like Microsoft Word documents, to your account. This allows you to access files at any time from any computer with an Internet connection.
- **Bookmarks** – Allows you to store a running list of favorite Internet links.
- **Profile**– Enables you to edit and update your account information and also to change your password.

Help | Support Center | Search | Contact Us | User Policy | Logout Robert Levinson Prototype High School

My Email

My Files – View Another Folder –

My Account

Files

Bookmarks

Profile

My Classes

Add Save Copy Move Delete Send Mail

Info	File Name	Date Uploaded	Size
<input type="checkbox"/>	Classrooms.htm	11-Jan-2007 12:44 PM	2 k
<input type="checkbox"/>	Leadership Teams.pdf	11-Jan-2007 12:43 PM	709 k
<input type="checkbox"/>	Sign for table.doc	11-Jan-2007 12:44 PM	52 k
Select All			

Add Save Copy Move Delete Send Mail

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My Classes

Allows teachers to post assignments, collect student work and share class materials. Allows students to view assignments, submit homework, collect class materials and participate in online discussions.

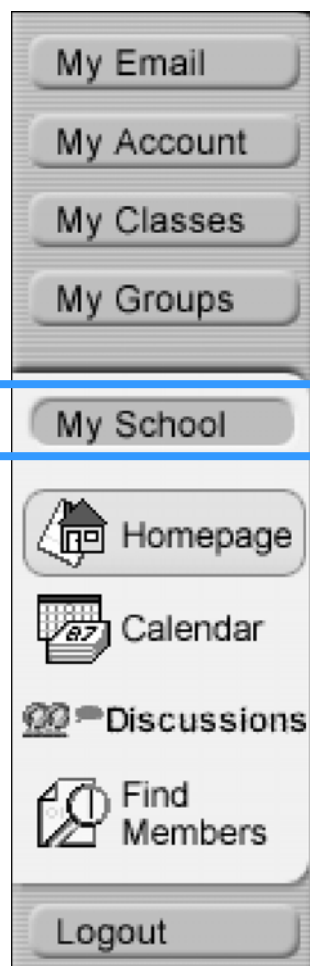
My Groups

Through eChalk Groups, administrators, staff, teachers, students and parents can post, share, and discuss special events, important files, and interesting Web links, quickly and easily by department, grade-level, or other organization.

My eChalk Community

My School Tools

From your user account, you will also have access to other school tools, including:



- **Homepage** – Displays the content available on your school’s homepage. From inside the site, all information designated as private will now be viewable.
- **Calendar** – Displays a full month view of your school’s calendar including all information designated as private.
- **Discussions** – Designated users can participate in online discussions with faculty and staff, students and other members of the school community.
- **Find Members** – A searchable directory that lists the email addresses of the members of your district’s or school’s eChalk system.

Now that you have been introduced to eChalk, have fun exploring and discovering all the new ways you now have to communicate with other members of your school community.

Focus On...

My Account

Introduction

The **My Account** area in your eChalk account allows you to store personal files, access a shared file storage space for your school and district, store bookmarks for Web sites and build and maintain a personal **Profile** page.

Files

The **Files** area allows you to store files, such as Microsoft Word documents, PowerPoint presentations, and photos in your eChalk account for easy access from any computer connected to the Internet. Students may even store homework in their **My Files** area and submit it to their teacher electronically using the **Homework Drop Box** feature in **My Classes**.

In This Guide

- Use private file storage
- Access shared file storage
- Store bookmarks
- Edit your profile page

Contents:

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4	District
5	Bookmarks
8	Profile
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10	Editing a Profile: Students & Parents
10	Adding a Photo to your Profile
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13	Changing eChalk Passwords
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2 Focus On... My Account

Files

Personal

Every user with an eChalk account has access to personal file storage in the **My Files** area (Fig. 5.1). This is a private storage area--no one else can open or view files stored in the **My Files** area. Think of it as a locked filing cabinet for which only the user has the key.



<input checked="" type="checkbox"/>	Info	File Name	Date Uploaded	Size
<input type="checkbox"/>		Disp_Rpt_12-19-06.doc	29-Dec-2006 10:11 AM	24 k
<input type="checkbox"/>		Email_Security_Definitions_12-19-06.doc	29-Dec-2006 10:11 AM	46 k
<input type="checkbox"/>		flag2.gif	29-Dec-2006 10:08 AM	51 k
<input type="checkbox"/>		School_Handbook.doc	29-Dec-2006 10:11 AM	24 k
<input type="checkbox"/>		Student_reviews.doc	29-Dec-2006 10:11 AM	24 k
<input type="checkbox"/> Select All				


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Power Tip: You no longer need to carry around disks or flash drives. Instead save your working documents in your eChalk account and you can download them on any computer with Internet access.

Figure 5.1

▶ To store a file in My Files:


- 1 Log in and click the **My Account** button on the side toolbar.
- 2 Click the **Add** button. The **Add Files** page appears.
- 3 Click the **Browse** button to select the file to add. A directory window opens.
- 4 Navigate the directory until you locate and select the file to be stored.
- 5 Click the **Open** button to select the file to upload. The **Add Files** page reappears.
- 6 Click the **Upload** button.
- 7 The **My Files** page will reappear when the process is complete.

 **Note:** Before you start, be sure you know where the file you will upload is saved on your local computer (maybe on your Desktop, or in your My Documents folder).

▶ To email or access (download) a file from My Files:

- 1 Log in and click the **My Account** button on the side toolbar, the **My Files** page will display.
- 2 To email a file, click the checkbox to the left of the filename and click the **Send Mail** button. This will bring you to the **Write Mail** page where the file will be attached to an

email which you can send to another user. Refer to the My Email Feature Guide for further instruction on sending email.

- 3 To download and work with a file, click on the file name link or the **Open file in a new window** icon . When the file name link is clicked the **File Download** window opens, displaying three **Download Options**:
 - Download option #1 provides the option to open the file in a new Web browser.
 - Download option #2 provides the option to open the file in its registered application.
 - Download option #3 provides the option to save the file to your computer. To do this, right click on the **Save** icon or hyperlink and choose **Save Target As...**

Files

School

School teachers and administrators can share files with other teachers and administrators through the **School Files** area (Fig. 5.2). The **School Files** area is only accessible to teachers, administrators and staff members with eChalk accounts at the same school site; students and parents do not have access to this area.

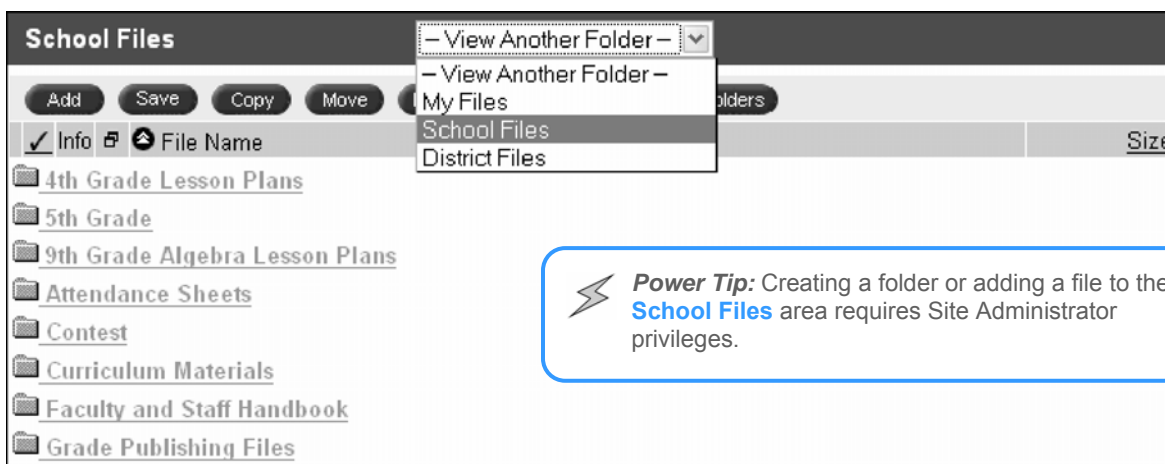


Figure 5.2

- **To email or access (download) a file from the School Files directory:**
- 1 Log in and click the **My Account** button on the side toolbar, the **My Files** page will display.
 - 2 Click the **View Another Folder** drop down menu, and click on **School Files**. The **School Files** page will display.
 - 3 Click a folder name link to open the folder. The titles of the files stored in that folder will display.
 - 4 To email a file, click the checkbox to the left of the filename and click the **Send Mail** button. This will bring you to the **Write Mail** page where the file will be attached to an email which you can send to another user. Refer to My Email Feature Guide for further documentation on sending email.

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- To download and work with a file, click on the file name link. When the file name link is clicked the **File Download** window opens, displaying four **Download Options**:
 - Download option #1 provides the option to open the file in a new Web browser.
 - Download option #2 provides the option to open the file in its registered application.
 - Download option #3 provides the option to save the file to your computer. To do this, right click on the **Save** icon or hyperlink and choose **Save Target As...**
 - Download option #4 provides to option to save the file to your **My Files** folder in eChalk.

Files District

District-level employees can share files with all teachers and administrators throughout the district through the **District Files** area (Fig. 5.3). The **District Files** area is only accessible to the district's teachers and administrators with eChalk accounts; students and parents do not have access to this area. If your school is not part of an eChalk district, the **District Files** area will not display.

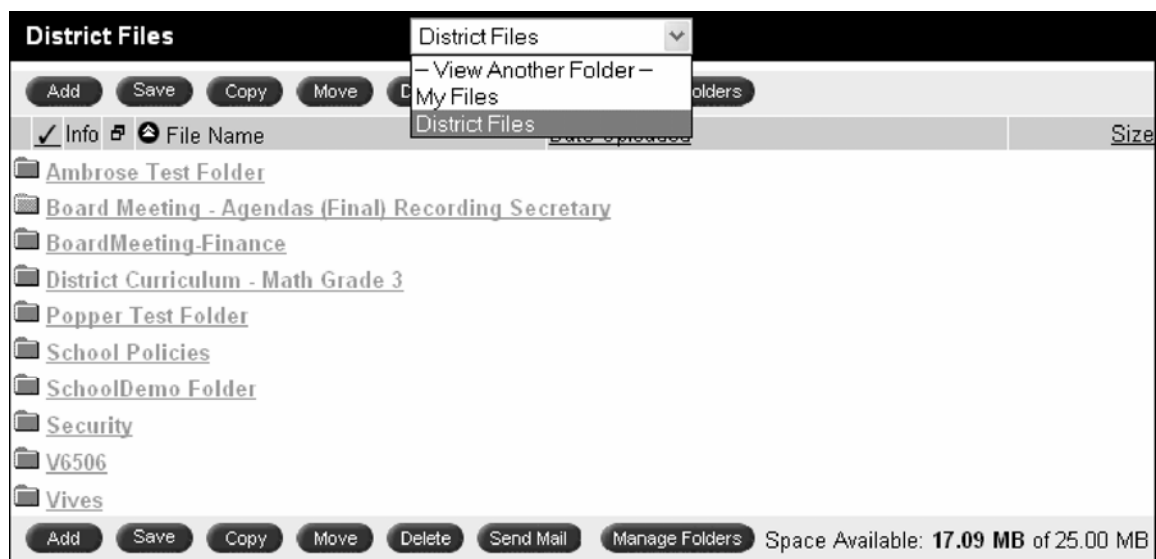


Figure 5.3



To email or access (download) a file from the District Files directory:

- Log in and click the **My Account** button on the side toolbar, the **My Files** page will display.
- Click the **View Another Folder** drop down menu, and select **District Files**. The **District Files** page will display.
- Click a folder link to open the folder. The titles of the files stored in that folder will display.
- To email a file, click the checkbox to the left of the filename and click the **Send Mail** button. This will bring you to the **Write Mail** page where the file will be attached to an email which you can send to another user. Refer to My Email Feature Guide for further instruction on sending email.

- 5 To download and work with a file, click on the file name link. When the file name link is clicked the **File Download** window opens, displaying four **Download Options**:
- Download option #1 provides the option to open the file in a new Web browser.
 - Download option #2 provides the option to open the file in its registered application.
 - Download option #3 provides the option to save the file to your computer. To do this, right click on the **Save** icon or hyperlink and choose **Save Target As...**
 - Download option #4 provides to option to save the file to your **My Files** folder in eChalk.

Bookmarks

A bookmark is a shortcut to a particular Web site or Web page. When you find an interesting or helpful Web site/page, you can record its address (the URL) within the **Bookmarks** area (Fig. 5.4) of **My Account**.

Sometimes bookmarks are stored directly on a computer's Internet browser (called Favorites in Internet Explorer). This means that the shortcut to the Web site/page is only available on that specific computer. However, eChalk **Bookmarks** can be retrieved from any computer with Internet access.

✓ Edit	Web Site Address	Name	Category	Display in
<input type="checkbox"/>	www.nasa.gov	NASA Web Site	Science Links	
<input type="checkbox"/>	www.npwrc.usgs.gov	Butterflies of North America	Science Links	
<input type="checkbox"/>	www.scholastic.com	Scholastic	Reference Sites	
<input type="checkbox"/>	www.nytimes.com	New York Times Online Edition	Reference Sites	
<input type="checkbox"/>	www.cnn.com	News	Reference Sites	
<input type="checkbox"/>	teachers.altschools.org/rwolsky/	Click here to see my other Web page	My Web page	
<input type="checkbox"/>	www.marcopolo.com	Marco Polo	History Links	
<input type="checkbox"/>	www.historychannel.com	The History Channel	History Links	Profile page
<input type="checkbox"/>	school.echalk.com/main.asp	Prototype High School	eChalk Bookmark	
<input type="checkbox"/>	www.coastal.edu/education/portfolio	Digital Portfolio	Digital Portfolio	Profile page
<input type="checkbox"/>	pdschool.echalk.net	Lesson Planner Demo Site		
<input type="checkbox"/>	www.kidsclick.org	KidsClick		
<input type="checkbox"/>	www.google.com	Google		


Figure 5.4

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► To add a Web site/page to your bookmarks:


- 1 Log in and click the **My Account** button on the side toolbar. The **My Files** page displays.
- 2 Click the **Bookmarks** button on the side toolbar. The **Bookmarks** screen displays.
- 3 Click the **Add** button.
- 4 Type (or copy and paste from another Internet browser window) the Web page address that you would like to add in the **Web Site Address** box (e.g., www.kidsclick.org)
- 5 Type a more familiar or descriptive name for the web page/site in the **Name** box (e.g., CNN News, or NASA Web site)
- 6 Optional: Categorizing your bookmarks is a helpful way to keep organized. You'll save time searching through long lists of bookmarks to find the one you want.
 - To create a new category, type a name such as Personal Links, History Bookmarks, or Travel in the **New Category** box.
 - You may also select a previously created category from the **Existing Category** drop down menu.
- 7 Optional: Select the **Add to My Profile** page check box under **Sharing** to post this link on your personal **Profile** page as well.
- 8 Click the **Save** button.


The **Bookmark Tool** allows you to add a favorite Web site to your **Bookmarks** list without being logged in to your eChalk account. If you use the **Bookmark Tool**, you will be able to just click an eChalk button in your browser and the Web site you are currently viewing will be added to your **Bookmarks** list. See the following instructions for adding the tool.

 **Note:** The **eChalk Bookmark** link will only display if you have **Show Screen Tips** checked in the **Edit Options** page of the **Profile** section of your account.

► To add the eChalk Bookmark button to your browser:

- 1 Log in and click the **My Account** button on the side toolbar. The **My Files** page displays.
- 2 Click the **Bookmarks** button on the side toolbar. The **Bookmarks** page displays.
- 3 Click and hold on the **eChalk Bookmark** link from the **Screen Tips** at the bottom of the **Bookmarks** page.
- 4 While still holding the link, drag it up to the **Links** toolbar located in Internet Explorer.

 **Note:** This tool is not compatible with Netscape Navigator on Macintosh computers at this time.

 **Note:** If you cannot drag and drop the **eChalk Bookmark** link to your **Links** toolbar, follow this procedure:

- Right-click on the **eChalk Bookmark** link.
- Select **Add To Favorites...**
- If prompted that adding the link to favorites may be unsafe, click **Yes** to continue.

- Select the **Links** folder. (If there is no **Links** folder, click **New Folder**, enter in **Links** as the folder name, and click **OK**. Then select the **Links** folder.)
- Click **OK**.

5 You should now see the **eChalk Bookmark** button on the **Links** toolbar in your browser.

► **To add a bookmark to your eChalk account using the eChalk Bookmark Tool:**

- 1 Locate a Web site/page that you want to save to your eChalk account.
- 2 Click the **eChalk Bookmarks** button in your **Links** toolbar. (Personal ToolBar in Netscape Navigator for Windows). An eChalk pop-up window will display.
- 3 Enter your eChalk email address and password in the spaces provided (if prompted).
- 4 Click the **Save Bookmark** button (if prompted). When the process is completed, a confirmation message will appear.

The next time you log into your eChalk account, the Web site/page link will appear in your **Bookmarks**.

Profile

The **Profile** page (Fig. 5.5) displays contact and other helpful information about a user publicly on the Internet (if desired) and privately to your school or district community. The original information for a **Profile** page is supplied by the Site Manager or by district-level administrators when an account is first created.

The screenshot shows the eChalk Teacher Profile page for a user at Prototype High School. The page is titled "Profile" and includes a navigation menu on the left with options like "My Email", "My Account", "Files", "Bookmarks", "My Classes", "My Lessons", "My Groups", "My School", "Manage Site", and "Logout". The main content area is divided into several sections:

- Contact Information:** Includes a profile picture, email address (teacher@school.echalk.com), phone number (212) 809-8400, room number (405), and office hours (M, W 9:00 - 9:30 am).
- General Information:** Lists user type (Teacher, Staff), nickname (Kim), site name (Prototype High School), grades taught (K, 1, 2, 5, 8, 9, 10, 11, 12), and classes taught (5th Grade, Art History Section I and II, Elementary School, English AP, History Section I and II, Science).
- Personal Message:** A message reminding parents to tell their children about homework and a note about finals.
- Biography:** A short bio stating the user has been a teacher at Prototype High School for 14 years and has three children.
- Education:** Lists a BS in General Education from Lynchburg College and an MS in Spanish History from Coastal Carolina University.
- Certification:** States the user is certified to teach in SC since April 1990.
- Work Experience:** Lists the user as a teacher of many classes at Prototype High School.
- My Web Links:** Includes links to a Digital Portfolio and The History Channel.

Figure 5.5

Each user should review the current information on their **Profile** page and edit or add any missing pieces of information that they would like to include.


Profile

Editing a Profile: Teachers & Administrators

Once the first-time log in process is complete (refer to the eChalk Introductory Guides for first-time log in instructions), your profile page is created. Details may change about your role in the district which require additional changes to your profile page, or you may wish to edit the information you initially provided.

► **To make changes to your Profile:**

- 1 Log in and click the **My Account** button on the side toolbar.
- 2 Click the **Profile** button on the side toolbar. Your current Profile displays.
- 3 Click the **Edit Profile** button.
- 4 In **Step 1 of 3**, choose **Yes** or **No** after **Publicly Visible to the Internet** if you'd like to make your profile public or private.
 - Public profiles can be viewed in the **Faculty & Staff** directory by anyone on the Internet.
 - Private profiles can only be viewed after logging into eChalk, and can be found in the **Faculty & Staff** directory on the **My School** page.
- 5 Add or change your nickname. If you are known by a name other than your given name, enter it here.
- 6 Use the drop down menus to choose the position you hold in the school/district.
 - As an administrator or teacher, you should carefully examine the list of roles and choose one which most closely describes your position. This role will be a key to how other members search for you.
 - If your primary role is that of a teacher, leave the default as teacher.
- 7 Teachers must place a check next to the grades they teach.
- 8 Teachers must also identify the subjects and courses they teach.
- 9 Include information such as:
 - **Forgot Password** – enter a question and answer in case you forget your password
 - **Office phone number**
 - **Message**
 - **Biography** – perhaps your degree, alma mater, year of graduation, or a special interest
 - **Office hours**
 - **Room number**
- 10 Click the **Save** button at the bottom of the page when you've finished.

 **Power Tip:** Making your **Profile** public improves communication.

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Profile

Editing a Profile: Students & Parents

Students and parents may add or edit a nickname on the **Profile** page. Student and parent profiles are never public to the Internet; they can only be accessed by school members with usernames and passwords.

- ▶ **To view and/or make changes to your profile:**
 - 1 Log in and click the **My Account** button on the side toolbar.
 - 2 Click the **Profile** button on the side toolbar. The current **Profile** page appears.
 - 3 Click the **Edit Profile** button.
 - 4 Add or change a nickname.
 - 5 (Parents Only) Parents may add **Contact Information** to their **Profile** page.
 - 6 (Parents Only) Select a **Forgot Password** question and answer.
 - 7 Click the **Save** button at the bottom of the page.

Profile

Adding a Photo to Your Profile

Teachers, administrators and staff can include a digital photo or an eChalk image on their **Profile** page. The photo should be sized to 70 X 100 pixels and saved as a .GIF or .JPG file to a folder on your local computer.



Note: For security reasons, students cannot add a photo to their profile page.

- ▶ **To upload an original photo:**
 - 1 Log in and click the **My Account** button on the side toolbar.
 - 2 Click the **Profile** button on the side toolbar. The existing profile displays.
 - 3 Click the **Add/Change Photo** button. The **Add/Change Photo** page displays (Fig. 5.6).
 - 4 Click the **Browse** button and locate the file on your computer.
 - 5 Click the file name and click **Open**.
 - 6 Click the **Upload** button at the bottom of the page.
 - 7 The **Profile** page displays with the new image.

Profile > Add/Change Photo

To add or change a photo:

1. Click **Browse** to locate the file.
2. Select the file from your directory.
3. The selected file name will appear in the **Browse** box.
4. Click the **Upload** button.

Current Image



Upload Image File:

Or

[Select an image from the eChalk Gallery](#)

Notes:

- For photos to display properly, they must be no larger than 70 × 100 pixels (approximately 1/2 inch wide by 1 inch tall).
- The following formats are acceptable: GIF, JPG

Figure 5.6

Additionally, instead of displaying a personal picture on the Profile page, users can choose an image from the [eChalk Image Gallery](#).

- **To upload an image from the eChalk Image Gallery:**
- 1 Log in and click the [My Account](#) button on the side toolbar.
 - 2 Click the [Profile](#) button on the side toolbar. The existing profile displays.
 - 3 Click the [Add/Change Photo](#) button. The [Add/Change Photo](#) page displays (Fig. 5.6).
 - 4 Select the [Select an image from the eChalk Gallery](#) link.
 - 5 Navigate through the image gallery categories to find an appropriate image.
 - 6 Select the [Add Image](#) link.
 - 7 The [Profile](#) page displays with the new image.

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Profile

Editing Profile Options

By selecting the **Edit Options** button, users can set personal preferences, including language preference for help tips (English or Spanish), the default start page and Rich Text Editing preference.

► **To edit profile options:**

- 1 Log in and click the **My Account** button on the side toolbar.
- 2 Click the **Profile** button on the side toolbar. Your current profile displays.
- 3 Click the **Edit Options** button.
- 4 Change account settings:
 - **Screen Tips Visibility:** Screen tips are instructions that appear on select screens throughout your eChalk account. By default, the Screen Tips are enabled. Turn them off by un-checking the box. Turning off the Screen Tips opens more space on the page.
 - **Language Preference:** By default, Screen Tips text and eChalk help text are in English. However, you can change the preference to display help in Spanish.
 - **My Start Page:** This setting determines the first page you see when you log in to your eChalk account. The start page can be adjusted to the area of eChalk that you use most frequently. For example, a teacher may adjust the start page to **My Classes**.
 - **Display Rows in your Email Folders & Address Book:** By default, ten rows of messages will display on one screen in all of eChalk's email folders and ten rows of contacts will display on one screen in the eChalk address book. Change this setting if you prefer to view more/less than ten messages/rows.
 - **Rich Text Editor:** Displaying text on a screen the way it will look on a Web page is called **Rich Text Editing**, or "**WYSIWYG**." This stands for "**W**hat **Y**ou **S**ee **I**s **W**hat **Y**ou **G**et" and is pronounced "Wizzy-Wig". The rich text editing provides an interface similar to that in most word processors and allows you to change text color, make text bold, and change font size. The **Rich Text Editor** can be used in most areas of your eChalk account where there is a text box for text entry descriptions, required information or email. Check the box if you prefer the **Rich Text Editor** to be your default text editing option.
- 5 Click the **Save** button.

Profile

Edit Spell Check Options

eChalk provides a **Spell Check** tool in many areas of the application. The **Spell Check** tool can be used to check spelling for announcements, resources, calendar events, and emails, just to name a few examples. By selecting the **Edit Spell Check Options** button, users can set personal preferences for how the **Spell Check** tool will check spelling.

► **To edit spell check options:**

- 1 Log in and click the **My Account** button on the side toolbar.
- 2 Click the **Profile** button on the side toolbar. Your current profile displays.
- 3 Click the **Edit Spell Check Options** button.
- 4 The **Spell Check > Edit Options** page appears.
- 5 Customize any spell check options in the **Spell Check Options** section.
- 6 Choose the language you would like for the **Spell Check** tool in the **Language** section.
- 7 Add any custom words in the **Dictionary** field, and click **Add**.
- 8 If you would like to remove a custom word, click the word, and click the **Remove** button.
- 9 If you would like to set up the **Spell Check** to autocorrect any words, **enter** the **Original** version (i.e. your common mistake) and the **New** (i.e. correct) version and click the **Add** button.
- 10 Click **Save**.

Profile

Changing eChalk Passwords

It is good practice to change or reset your password frequently, i.e. every 3-4 months. This will increase the security of your account.

► **To change your password:**

- 1 Log in and click the **My Account** button on the side toolbar.
- 2 Click the **Profile** button on the side toolbar. Your existing profile page displays.
- 3 Click the **Change Password** button.
- 4 Type your original password, a new password and then type the new password again to confirm.
- 5 Click the **Submit** button to save changes.

If you forget your password, you can click on the **Contact Us** link or the **Forgot Password** link on your homepage to contact your school Site Manager for assistance.

My Account Troubleshooting/FAQ

Q: How do I set the Rich Text Editor as the default option in eChalk?

A: In order to set the [Rich Text Editor](#) as your default text formatting option, log in to your account and click on the [My Account](#) button. Then, click the [Profile](#) button and select [Edit Options](#). On the [Edit Options](#) screen, check the box next to [Use the Rich Text Editor by default to format text](#) and click [Save](#).

Q: Why is my name not displaying in the Faculty & Staff Directory?

A: If you have activated your account and your name is not displaying in the directory, you may have set your profile to display privately. If your profile is set to private, your information will not be available on the public side of your site. In order to change your profile setting so your information does appear on the public side of your site, log in and click on the [My Account](#) button. Then, click the [Profile](#) button and select [Edit Profile](#). On the [Edit Profile](#) screen, select the [Publicly Visible to the Internet](#) radio button and click [Save](#).

Q: Can students view documents in the School Files or District Files area?

A: No, students do not have access to the [School Files](#) or [District Files](#) area. These areas are used to publish information for teachers, administrators and staff only.

Focus On...

eChalk Email Beta 1

Introduction

eChalk is thrilled to introduce its new AJAX Email Client! Thank you for taking part in our Email Beta program to help us better our email system design and interface.

You'll notice a number of exciting improvements so that reading, composing and managing emails is faster and easier. You can view multiple email messages at once, automatically save and delete email drafts, auto-complete your email addresses and much more. At the same time, you'll still enjoy eChalk's reliability and user-friendliness.

If you have any suggestions or problems with the new system, contact eChalk Support by clicking on Support Center or Contact Us in the upper right-hand corner of your eChalk site.

This feature guide will walk you through the basics of the new AJAX Email Client. We're looking forward to your feedback!

In This Guide

- Read and write emails using eChalk
- Create and organize email folders
- Use the Address Book and Find Members tools
- Customize your personal email account settings

Contents:

- 1 Introduction**
- 2 Using My Email Beta**
 - 5 My Email Inbox**
 - 6 Reading Email**
 - 8 Writing Email**
 - 11 Email Attachments**
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 - 20 Searching Email**
- 22 Using Your Address Book**
 - 22 Managing**
 - Contacts
 - 24 Finding Contacts**
- 27 Setting Your Email Options**
- 35 Troubleshooting/FAQ**

Using My Email Beta

The first time you log into your eChalk account, you will see a welcome screen (Fig. 4.1) asking if you'd like to participate in the Beta program. To activate the new email client software, simply click on the **Yes I want to try the new and improved email beta** button.

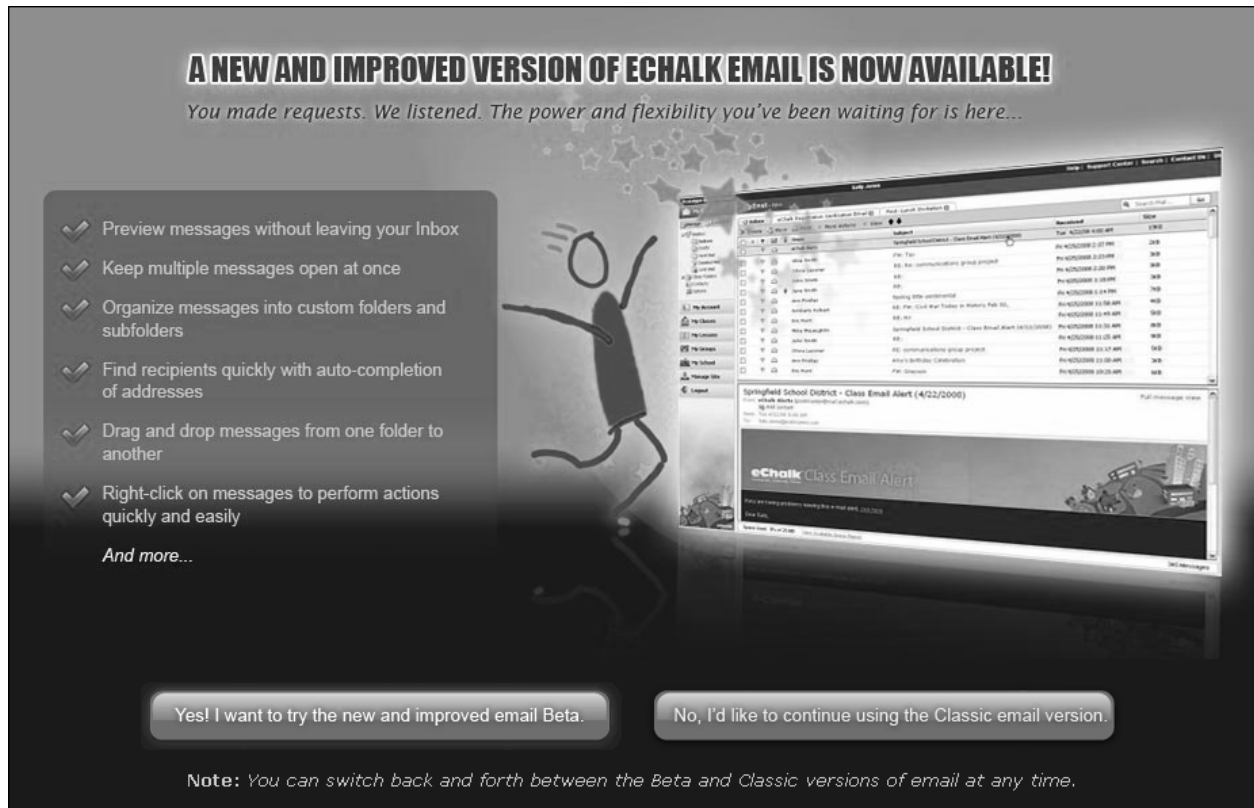


Fig. 4.1

After logging in to eChalk, click the **My Email** button on the left toolbar. Your email **Inbox** and the **My Email** navigation area will display (Fig. 4.2).

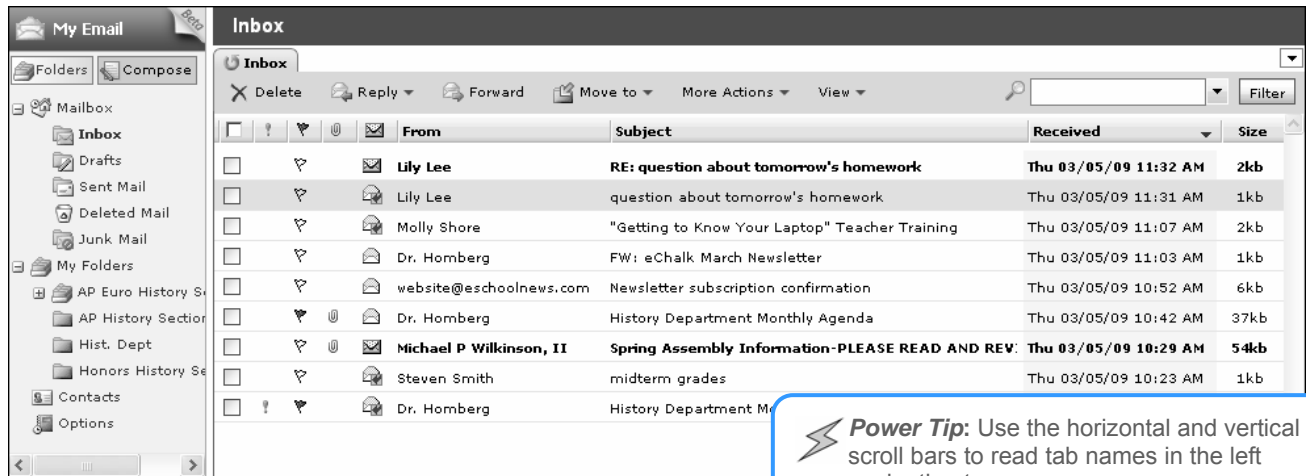


Fig. 4.2

The left navigation area contains two buttons at the top for quick and easy access to the functions you need the most. The navigation tree provides you with a clear view of all your folders, personal contacts, and email settings. You can click on the minus signs to hide content, and the plus signs to expand content.

In the **My Email** left navigation area (Fig. 4.3), you will see the following buttons:

- **Folders** - Click on the **Folders** button to create, rename, move, empty and delete folders.
- **Compose** - Click on the **Compose** button to write and send email.

Beneath those buttons, in the left navigation tree, you will see the following tabs:

- **Mailbox** - Your **Mailbox** tab houses your five standard folders.
 - **Inbox** - Use your **Inbox** to read and manage mail you have received.
 - **Drafts** - You can find drafts of email messages to be sent later in your **Drafts** folder. If you are composing a message, it will be auto-saved into this folder.
 - **Sent Mail** - Look in your **Sent Mail** to view copies of messages sent from your account.
 - **Deleted Mail** - Click here to view messages you've deleted.
 - **Junk Mail** - Look in your **Junk Mail** folder for mail that was automatically filtered out of your incoming messages.
- **My Folders** - You can find your custom email folders under the **My Folders** tab.

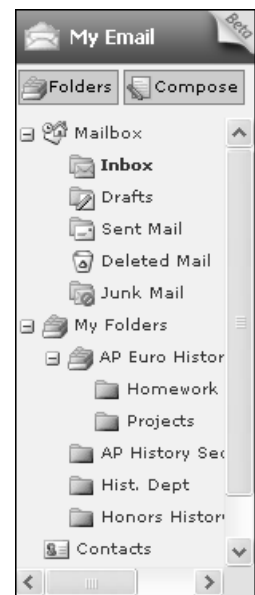


Fig. 4.3

4 Focus On... eChalk Email Beta

- **Contacts** - Clicking on your **Contacts** tab will open up your **Address Book**, which is where you can store email addresses or group distribution lists.
- **Options** - Click on the **Options** tab to configure your personal email settings, including **General Options**, **Security Settings**, **Storage Space** settings, **Message Signature**, **Forward/Reply** settings, **Wireless Settings for Emergency Alerts**, and **Advanced Options**.

When you open any of the tabs under **My Email > Mailbox** in the left navigation tree, you'll see the grey action toolbar (Fig. 4.4) at the top of your screen.

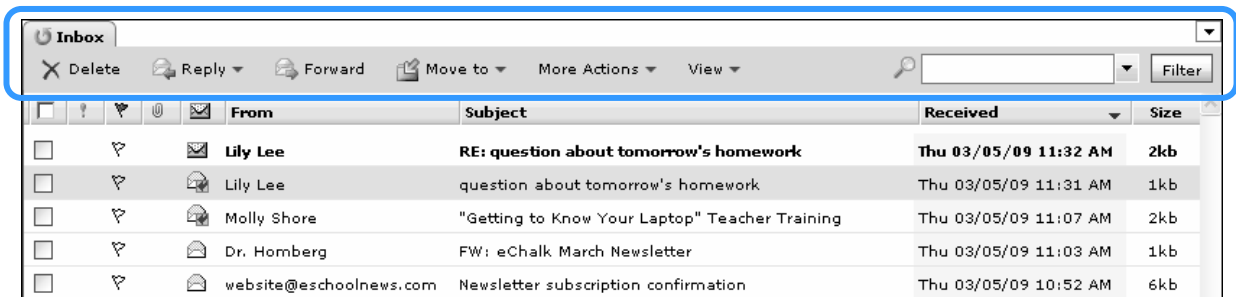


Fig. 4.4

In the grey action toolbar, you will see the following options:

- **Delete** button - Click on the **Delete** button to delete the selected message. You will be asked to confirm the deletion. Click **Yes** to confirm or **No** to cancel.
- **Reply** menu - Roll over the **Reply** menu to **Reply to Sender** or **Reply All**.
- **Forward** button - Click on this button to forward a selected message.
- **Move to** menu - Roll over the **Move to** menu to move the selected message to any of your existing folders, including your **Inbox**, **Drafts**, **Sent Mail**, **Junk Mail**, **My Folders**, or any subfolder within them.
- **More Actions** menu - Roll over the **More Actions** menu to **Print**, **Mark as Read**, **Flag** a message for follow-up, **Add to Address Book**, **Block Addresses**, **Open** messages, or **Select** certain types of messages.
- **View** menu - Roll over the **View** menu to select your **Reading Pane** style and message **Sort By** criteria.
- **Filter bar** - Use the **Filter** tab to find emails from a specific person or by using keywords. Enter your search criteria or click the down arrow to enter advanced filter criteria. Click the **Filter** button to view the results.

Using My Email Beta

My Email Inbox

After logging into eChalk and clicking on the **My Email** button in the side toolbar, your email **Inbox** (Fig. 4.5) will display. The **Inbox** displays email messages that have been received. The first column in the email **Inbox**, a checkbox, enables you to select one or more messages in order to reply, forward, print, delete, move them to another folder, or take another action, simply by using the grey buttons that display at the top of the page.

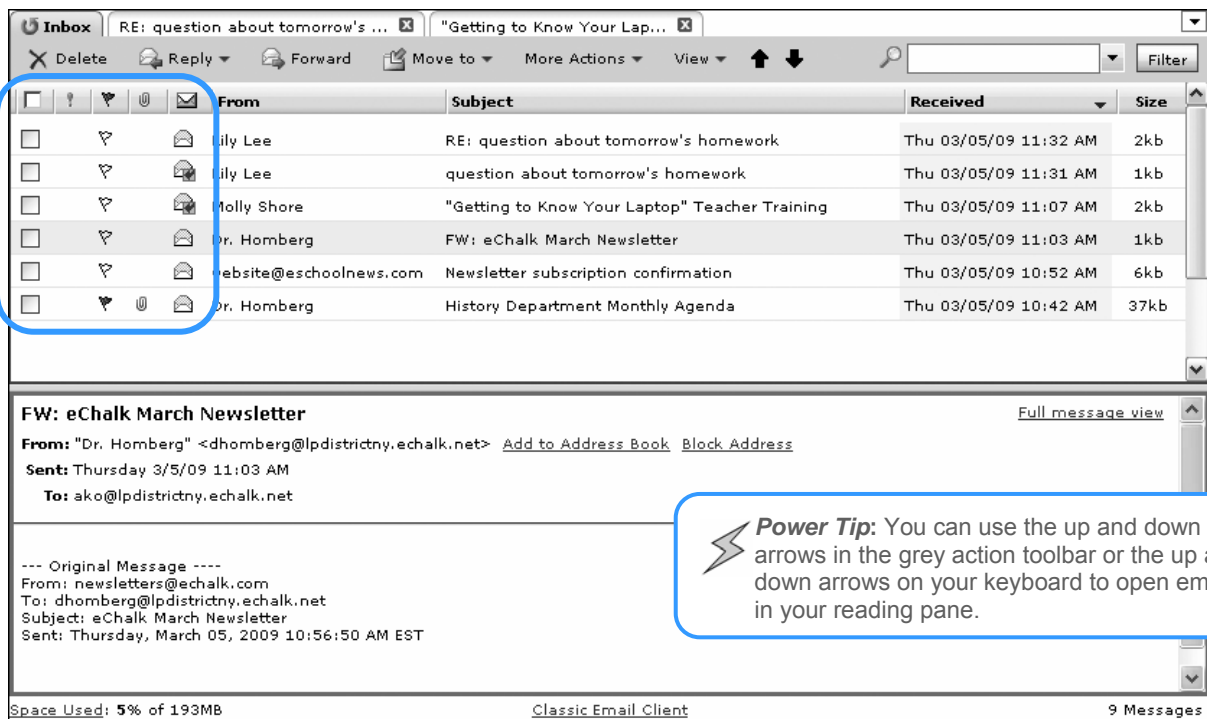


Fig. 4.5

The red exclamation point in the second column displays when a message is of high importance, while a blue exclamation point displays when a message is of low priority. In the third column, the flag icon will display in red if that message has been flagged. The paper clip icon in the next column will display when a message includes an attachment. The column with an envelope distinguishes a read message from a new message. If the envelope is closed, the message has not been read. If the envelope is open, the message has been viewed. There are also icons in this column with arrows that indicate whether you have forwarded or replied to the message. Email messages that have not been read will also display in bold text. The remaining columns display who the message is from, the subject of the message, when it was received, and the size of the message.

Power Tip: You can see how much storage space is used in each folder and subfolder and empty them to remain under quota.

6 Focus On... eChalk Email Beta

The **Space Used** information at the bottom of your **Inbox** tells you how much email space you have used out of your total available email storage. If you click on the **Space Used** link, a window will open that displays the number of emails in each **Folder** and their total size.

Using My Email Beta Reading Email

Each time you open an email message, whether you are reading an existing email, composing a new email, replying to or forwarding an email, it will appear as a separate tab (Fig. 4.6) next to the tab of the folder you have opened.

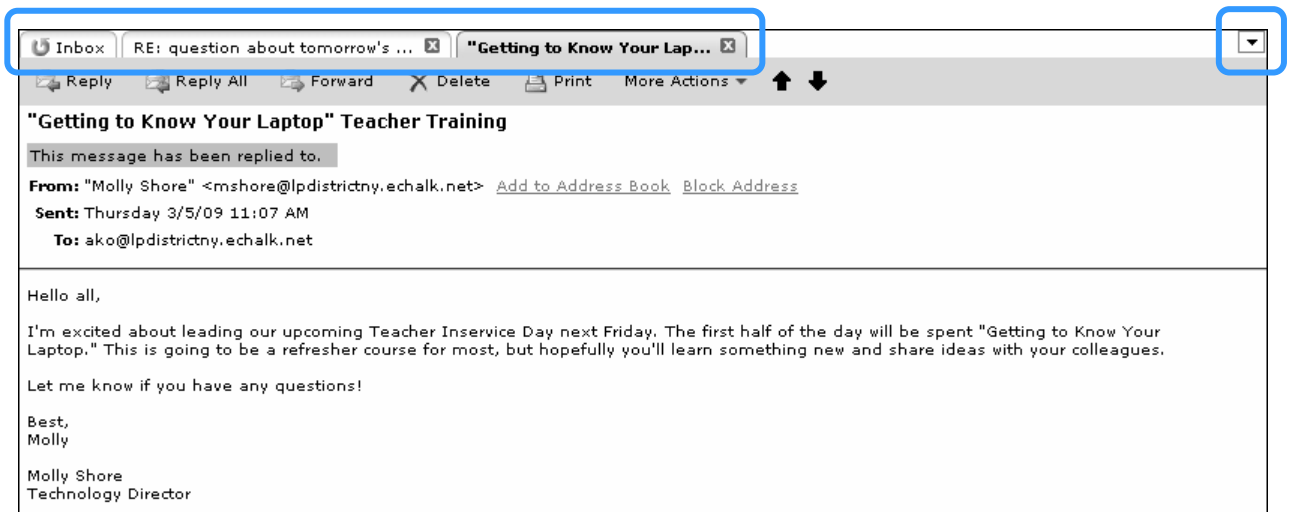



Fig. 4.6


You can have up to 25 tabs open at one time. To scroll through your open tabs, you can use the left and right navigation arrows that display next to the last tab. To easily see a listing of all message headings, click the down arrow button to the right of the tabs. A list of the open tabs will display. Click on any one to view that tab or click on the corresponding **X** to close it.

► To view an email message in your Inbox:

- 1 Log in to eChalk and click **My Email** in the side toolbar. Your email **Inbox** will display.

 **Note:** To return to your **Inbox** from other screens or folders within **My Email**, click on the **Inbox** tab in the left navigation tree under **My Email > Mailbox**.

- 2 Click on the bold text that displays in the **Subject** field of an unread email message to open it. Double-click on the message to open it in a tab or single-click on it to open the message in a reading pane (Fig. 4.7).

 **Note:** You can choose to read your email in one of two ways – opening the message, or reading the message in a reading pane that displays either below or to the right of the list of messages in your **Inbox**. To choose the desired message view option, roll over the

View menu at the top of the message listing. Next to the **Reading Pane** tab, click on **Bottom**, **Right**, or **Off**.

- 3 If you've opened the message in a tab, you can close it by clicking the **X** next to the title of the tab. Or, you can leave it open and click back to your **Inbox** by clicking on **Inbox** in the left navigation tree or on the **Inbox** tab.

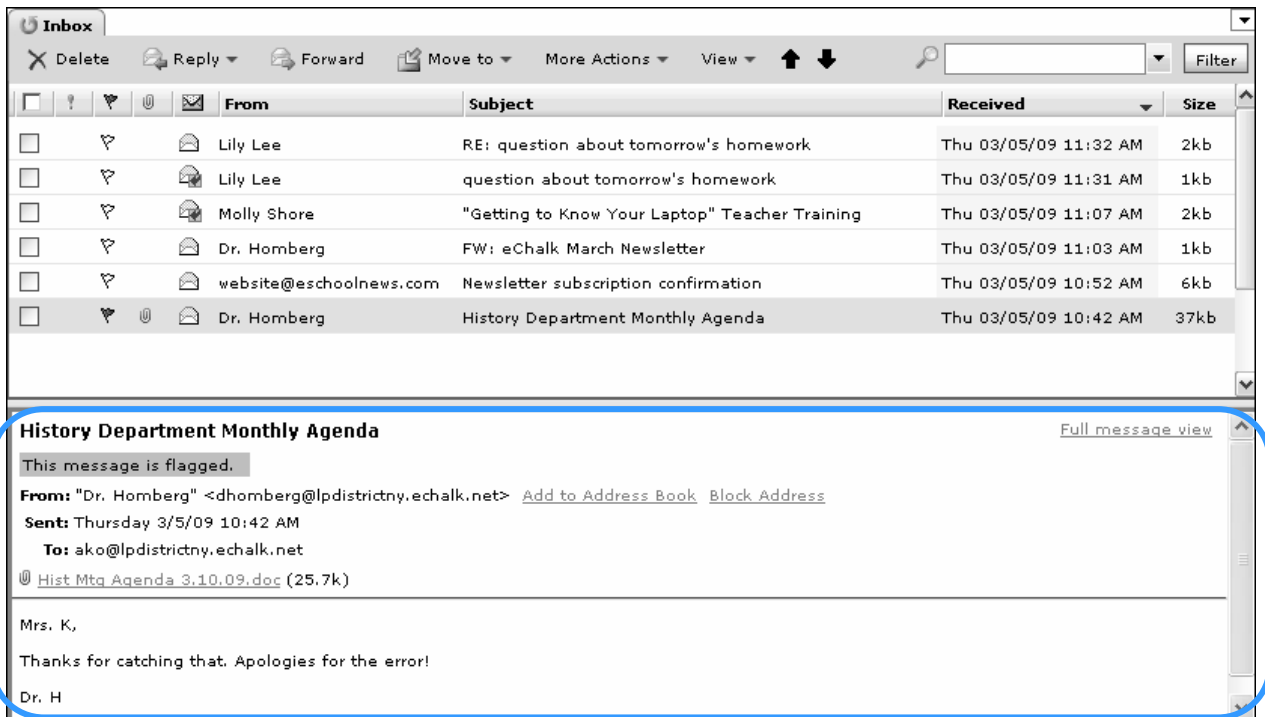


Fig. 4.7

Your email system provides you with an alternative to using the grey action toolbar at the top of your screen. While viewing email in the **Inbox** or in another **Folder**, you can right-click at any time on any message to choose from a menu of possible actions:

- **Delete** – Click on the **Delete** button to delete this message. You will be asked to confirm the deletion. Click **Yes** to confirm or **No** to cancel.
- **Move to** – Roll over the **Move to** menu to move this message to any of your existing folders, including your **Inbox**, **Drafts**, **Sent Mail**, **Junk Mail**, **My Folders**, or any subfolder within them.
- **Reply** – Roll over the **Reply** menu to **Reply to Sender** or **Reply All**.
- **Forward** – Click on this button to forward your message.
- **Open in tab** – This action will open the message in a new tab.
- **More Actions** – Roll over the **More Actions** menu to **Print**, **Mark as Read**, **Flag** it for follow-up, and **Add to Address Book**.

8 Focus On... eChalk Email Beta

► To sort email messages in your Inbox:

- 1 Log in to eChalk and click **My Email** in the side toolbar. Your email **Inbox** will display.
- 2 In the grey action toolbar, roll over the **View** menu and scroll down to **Sort By**.
- 3 In the **Sort By** options menu, select the specific criterion you want to search by. Your **Inbox** will automatically refresh according to the option you select:
 - **Unread** - Displays unread messages at the top of your inbox.
 - **Sender** - Sorts all messages by sender.
 - **Subject** - Sorts all messages alphabetically by subject.
 - **Date** - Sorts all messages chronologically by date.
 - **Size** - Sorts all messages by size.
 - **Attachment** - Displays messages that include attachments at the top of your inbox.
 - **Flag** - Displays all flagged messages at the top of your inbox.

► To block email addresses:

- 1 From your **Inbox** or another folder, check the box to the right of the message whose sender you would like to block from your email. Notice that you can check more than one email message at a time.
- 2 Once you've selected the desired message, roll over the **More Actions** menu in the grey toolbar at the top of the screen and select the **Block Addresses** option.
- 3 You will be asked to confirm that you want to block this address from your email. To do so, click **Yes**.



Note: You may only block non-eChalk email messages.

Using My Email Beta

Writing Email

Your email system provides you with a variety of ways to write emails. You can compose a new message by clicking on the **Compose** button under **My Email** in the left navigation area. A new message will open. Or, you can click on any of the response options (**Reply**, **Reply All**, **Forward**) from an email message you've received.

If you are using one of the response options, your address and subject fields will already be filled in. Alternatively, you may use your **Address Book** or the **Find Members** tool rather than typing email addresses manually. For more information on these tools, please see "Searching Email" on page 20. If you type part of a name or email address, your eChalk email system will automatically complete the rest. Our new **Autofill** feature pulls email addresses saved in your **Address Book** to save you time.

Notice that there are three different boxes in which to write email addresses:

- **To:** is used to address the primary recipient(s).

- **Cc:** or carbon copy, is used when the email is not directly addressed to the person, but would still be of interest to him or her. Generally, you should use carbon copy if you don't expect or need a response from that person but would like the person to be aware of the contents of the email.
- **Bcc:** or blind carbon copy, is used to include someone in an email without letting others know they are receiving it.

Your eChalk **Address Book** automatically saves email addresses from incoming and outgoing email messages, making it easier for you to fill in your address area(s). You can even access your **Address Book** by clicking on the **To**, **Cc** or **Bcc** (Fig. 4.8) buttons.

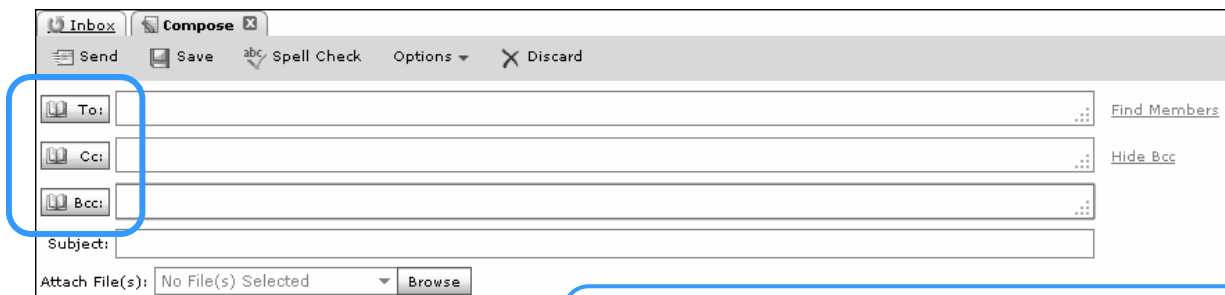


Fig. 4.8



Power Tip: Use the **Rich Text Editor** option from the drop down menu to enhance the look and feel of your message text. You can use the hyperlink button to insert links to your Class Page, blog, and other web resources.

► To send a new email message:

- 1 Log in to eChalk and click **My Email** in the side toolbar. Your email **Inbox** will display.
- 2 Click the **Compose** button under **My Email** in the left navigation area. A new message tab will open.
- 3 Click inside the **To** field and type the email address(es) of the person or people to whom you would like to send an email. You can also type part or all of the person's name. Your email system will automatically display matches according to the text you type if they are a member of the eChalk system or in your **Address Book**. Select the appropriate recipient to automatically complete the address in the **To** field.
- 4 Alternatively, you can search for recipients' names and addresses by clicking on the **Find Members** link to the right of the **To** field. For more help with this tool, please see "Finding Contacts" on page 24.



Note: If you are entering multiple addresses, separate each new email address with a comma or semicolon.

- 5 If desired, click inside the **Cc** box to add another person to your email.
- 6 If desired, click the **Show Bcc** link and then click into the **Bcc** box to add another person to your email using a **Bcc** (blind carbon copy). Once you've chosen to show the **Bcc** field, the option to **Hide Bcc** will display instead of **Show Bcc**. If you click on this option, the system will ask you to confirm that you wish to delete any recipients you may have entered in the **Bcc** field.



Note: As with the **To** field, your email system will automatically display matches according to the text you enter. Select the appropriate recipient to automatically complete the address in the **Cc** or **Bcc** field.

- 7 Click in the **Subject** field of the email and type a brief subject.
- 8 Using the **Options** button, you can set a priority for the message, request a return receipt, and/or automatically save the message to your **Sent Mail** folder.
 - To set a priority for the message you are composing, roll over the **Options** button and scroll down to **Set Priority**. Select **High**, **Normal**, or **Low** priority. By default, the priority of your message is **Normal**.
 - To request a return receipt when the recipient(s) reads this message, roll over the **Options** button and scroll down to **Request return receipt**. Select **Yes** or **No**. By default, you will not receive a return receipt.
 - By default, all messages will be automatically saved to the **Sent Mail** folder. To cancel this automatic save, roll over the **Options** button and scroll down to **Save to Sent Mail**. Select **No**.
- 9 To attach one or more files to your email message, click the **Browse** button to the right of the **Attach file(s)** field and select the file(s) you wish to upload. For more information, see “Email Attachments” on page 11.
- 10 Click into the body of the email and type your message.
- 11 You can use the **Rich Text Editor** menu bar to format your message text without using HTML.
- 12 To save a draft of your email message and come back to it later, you can click the **Save** button in the grey action bar at any point. A copy of the message will be saved in your **Drafts** folder, which you can access by clicking the **Drafts** tab in the left navigation tree under **Mailbox**. A draft of your message will be automatically saved every 60 seconds or every time you view another tab.
- 13 Click the grey **Spell Check** button at the top of the screen to check for spelling errors in your message. For more information, see “Checking Spelling” on page 11.
- 14 When you have finished composing your email, click the **Send** button.

► **To reply to an email message:**

- 1 Log in to eChalk and click **My Email** in the side toolbar. Your email **Inbox** will display.
- 2 Select a message by single-clicking or double-clicking on the subject text from any folder listing. Your message will display in a **Reading Pane** or open as a new tab.
- 3 Click the **Reply** button in the grey action toolbar at the top of the message to respond to the person who sent it to you. Click on the **Reply All** button to respond to everyone, including those included as a carbon copy (Cc).



Note: You can also right-click on a message from your **Inbox** or another folder and roll over the **Reply** options to respond.

- 4 Click inside the body of the email and type your message. The original message will display below your reply.
- 5 Click the **Send** button to send the email.

► **To forward an email message:**

- 1 Log in to eChalk and click **My Email** in the side toolbar. Your email **Inbox** will display.
- 2 Select a message by single-clicking or double-clicking on the subject text from any folder listing. Your message will display in a **Reading Pane** or open in a new tab.
- 3 From an open message, click the **Forward** button in the grey action bar. To forward a message while viewing it in a viewing pane, click on the **Forward** button in the grey action toolbar. Or, you can select the checkbox to the left of the message and click on the **Forward** button. Another alternative is to right-click on the desired email and select **Forward** from the list of options.
- 4 Enter the desired email address or addresses in the **To** box.
- 5 Click the **Send** button to forward the email.

Using My Email Beta

Email Attachments

► **To attach a file to an outgoing email message:**

- 1 Log in to eChalk and click **My Email** in the side toolbar. Your email **Inbox** will display.
- 2 Click on the **Compose** button or select one of the **Reply** options to open a message.
- 3 In your **Compose** screen, click the **Browse** button. The **Upload File(s)** (Fig. 4.9) pop-up window displays.
- 4 Click the **Browse** button in the new window and select the desired file by navigating your computer's directories to find the file.
- 5 After you select your desired file, its name will display in the box to the left of the **Browse** button. To attach an additional file, click the **Add** button and repeat the selection process for the new file.
- 6 After you've added all the files you wish to attach, click the **Upload** button to attach these files to your email. The attached files should display in the box to the left of the **Browse** button above the body of your message.



Fig. 4.9

Using My Email Beta

Checking Spelling

► **To check your spelling:**

- 1 Log in to eChalk and click **My Email** in the side toolbar. Your email **Inbox** will display.
- 2 Click on the **Compose** button or select one of the **Reply** options to open a message.
- 3 At the top of your **Compose** screen, click the **Spell Check** button in the grey action toolbar.

- 4 If there are no misspellings, the system will pop up the message: "No spelling errors were found." To return to your email message, simply click the **OK** button in the pop-up window.

If there are misspellings, the message will appear again, with all errors noted in red text (Fig. 4.10). Click on any red word to see a list of close matches and choose the desired word from this list. Alternatively, you can ignore the spelling correction, or correct the spelling yourself by typing the changes into the text box provided and clicking **OK**. Once you've fixed a word's spelling, the corrected word will appear in green text.

- In some cases, the **Spell Checker** may identify words that are correctly spelled, but not recognized by the **Spell Checker**. This often happens

with proper names. Click the **Ignore** tab to accept your spelling. If there are multiple occurrences of a word that you want to accept click the **Ignore All** tab.



Power Tip: If you know you'll be using a word (maybe a proper name) often and don't want the **Spell Checker** to catch it each time, click the **Add** tab at the bottom of the list of spelling choices to record this word in your spell checking dictionary.




Note: Each section of your email will be addressed separately, so even if you choose to **Ignore All**, your word will still display as suspect in the next section of your message.



Fig. 4.10

- 5 The message "The spell check is complete" will appear when the spell check is finished. Click the **OK** button to return to your email.

 **Note:** Click the grey **Stop Spell Check** button at the top of the message body at any time during this process to save your changes and return to your email.

► **To view or change your spell check options:**

- 1 Log in to eChalk and click **My Account** in the side toolbar.
- 2 Click the **Profile** button under **My Account**.
- 3 Click the **Edit Spell Check Options** button in the top grey toolbar. The **Edit Options** screen (Fig. 4.11) will display.
- 4 The available spell check options are:
 - **Ignore capitalized words** (e.g. Canada)
 - **Ignore all-CAPS words** (e.g. ASAP)
 - **Ignore words with numbers** (e.g. WIN98)
 - **Ignore words with mixed case** (e.g. SuperBase)
 - **Ignore domain names** (e.g. xyz.com) - Default
 - **Ignore HTML markup** (e.g. < b >) - Default
 - **Report doubled words** (e.g. the the) - Default
 - **Case sensitive** - Default
 - **Suggest split words** - Default
 - **Phonetic suggestions**
 - **Typographical suggestions** - Default
- 5 You may also choose to add or remove words in your **Spell Check** dictionary or add or remove words to autocorrect.
- 6 Once you've made your selections, click the **Save** button.

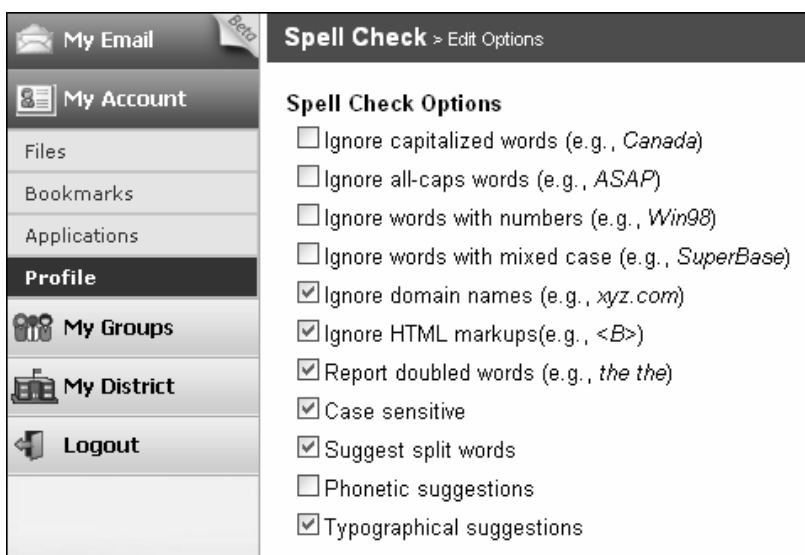



Fig. 4.11

 **Note:** If you navigate away from *My Email* (to *My Account* or *My Classes*), your open folder and message tabs will be saved. When you return to *My Email*, you can continue your work.

Using My Email Beta

Email Drafts

As you work on new emails or new email replies, the eChalk email system automatically saves a draft of each. The drafts are stored in your **Drafts** folder, located in the left navigation tree under **My Email**.

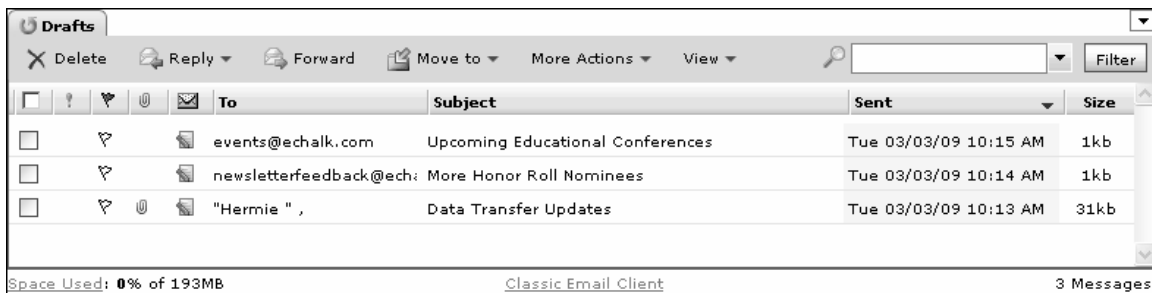


Fig. 4.12

To retrieve your drafts, click on the **Drafts** tab in the left navigation tree under **My Email > Mailbox**. Your **Drafts** screen (Fig. 4.12) will display. Choose the message you wish to view. Once you send a message, the drafts are automatically deleted to avoid cluttering your **Drafts** folder.

You can delete your drafts by selecting the checkboxes to the right of your messages, and then by clicking the **Delete** button located in the grey action toolbar at the top of the screen. Click **Yes** to permanently delete the draft or **No** to cancel the deletion.

Using My Email Beta

Deleting Emails

There are several ways to delete email messages from your **Inbox** and **Folders**.

You can delete individual messages by:

- Clicking the **Delete** button (Fig. 4.13) in the grey action toolbar at the top of an open message.
- Right-clicking on the desired email in your **Inbox** or another **Folder** and choosing **Delete** from the list of options that displays.

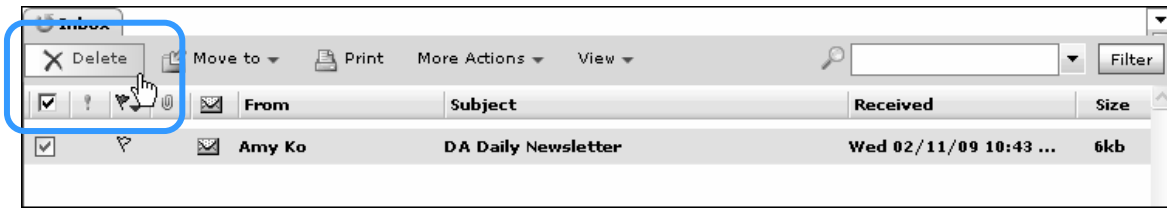


Fig. 4.13

You can also delete several messages at once by:

- Selecting the checkboxes to the right of the desired emails in your **Inbox** or another **Folder**.
- Clicking the **More Actions** tab in the grey action toolbar, scrolling down to the **Select** tab and selecting from the list of options.

Then, click on **Yes** to permanently delete the messages or **No** to cancel.

To view messages you've deleted, click on the **Deleted Mail** tab in the side toolbar under **My Email > Mailbox**. Your **Deleted Mail** screen (Fig. 4.14) will display. In order to avoid exceeding your email storage limit, the messages in your **Deleted Mail** folder will be deleted permanently on a regular basis as indicated in your email **Options**.



Fig. 4.14

Using My Email Beta

Printing Emails

There are several ways to print emails. While viewing a message, click on the **Print** button in the grey action toolbar at the top of the message.

Or, in your **Inbox** or another **Folder**, right-click on the desired email, scroll down to the **More Actions** tab and choose **Print** from the list of options that displays. You can also select the checkbox to the right of the desired email, click on the **More Actions** tab in the grey action toolbar, and click the **Print** button.

The message will display in another window in an easy-to-read, professional format. In your browser's **File** menu, choose the **Print** option.

Using My Email Beta

Marking Emails as Read or Unread

Emails you have not read yet will have bold subject headings in your inbox, while emails you have read will have normal lettering. An unread email message will also appear with a closed envelope image to the right of the **From** field; a read email will appear with an open envelope. When you first open an email message, it will automatically appear as a read message.

To mark an email as read or unread directly from your inbox or any other folder, check the box to the right of the desired message(s). You can also choose to select all emails by clicking on the **More Actions** tab in the grey action toolbar, roll over **Select** and choose an option from the list that displays.

In the **More Actions** tab, select either **Mark as Read** or **Mark as Unread**. Your **Inbox** or other folder will reload and the message(s) will appear with the subject heading in bold if they are marked as unread or in normal lettering if they are marked as read.

Using My Email Beta

Using Email Folders

eChalk enables you to store and manage your email messages in folders to further organize your **Inbox**. Your eChalk **Mailbox** includes five standard email folders - **Inbox**, **Drafts**, **Sent Mail**, **Deleted Mail**, and **Junk Mail**, and your **My Folders** area includes any folders you have created. You can view each of these by clicking on them in your left navigation tree. Or, you can also view your folders by clicking the **Folders** button in the left navigation area under **My Email**. The **Folders** tab (Fig. 4.15) will then display. You can click on the folder names to view messages.

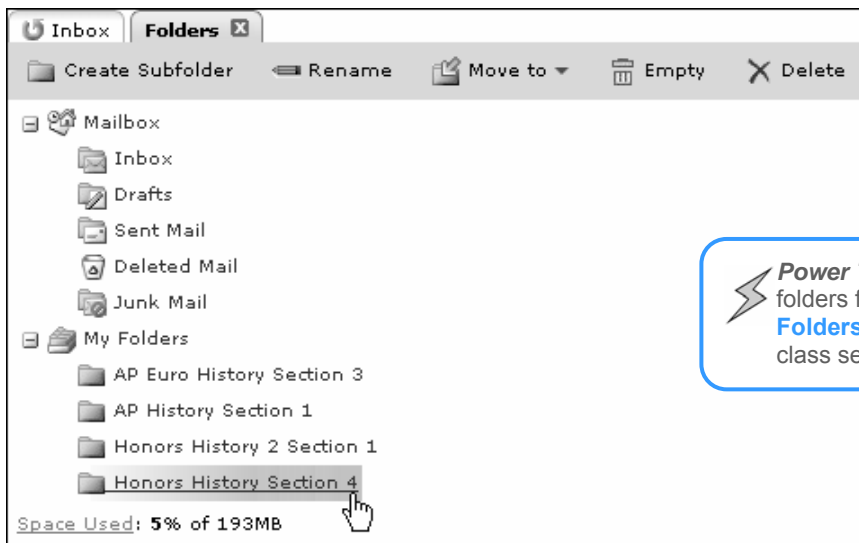



Fig. 4.15


To rename a folder from the **Folders** tab, you can simply click on the folder name so that your desired folder is highlighted in grey. In the grey action toolbar at the top, choose the **Rename** option. Type the new folder name in the box provided, and press **Enter** or click out of the text box. You do not have the option to rename your **Inbox**, **Drafts**, **Sent Mail**, **Deleted Mail** and **Junk Mail** folders.

► **To create a new folder for your email:**

- 1 Log in to eChalk and click **My Email** in the side toolbar.
- 2 Click the **Folders** button in the left navigation area under **My Email**. The **Folders** tab will display.

 **Note:** You can click this button at any time to access the **Folders** tab.

- 3 Choose the folder in which you would like to create a subfolder and click the **Create Subfolder** button. You can create a subfolder in any of the folders except for the **Inbox**. Alternatively, you can right-click on the desired folder (except for the **Inbox**) located in the left navigation tree under **My Email** and choose the option to **Create Subfolder**.

 **Note:** It's possible to create a new folder while moving a message from an existing folder. To do this, see the next set of instructions, "To move email messages into another folder".

- 4 Type a name for your new folder in the space provided and hit **Enter**. Your new folder will display in the folders tree in the side toolbar.

18 Focus On... eChalk Email Beta

► To move email messages into another folder:

- 1 With an open message, roll over the **More Actions** button in the grey action bar at the top of the message and scroll down to the **Move to** button. Or, in your **Inbox** or another folder, check the box next to the email message(s) you would like to move. You can also select all emails by clicking on the **More Actions** tab in the grey action toolbar and choosing the **Select All** option from the list that displays.
- 2 Select a folder or subfolder from the list that displays next to **Move to**. Scroll over the name of any folder to see a list of subfolders contained within it.



Power Tip: You can move messages between folders by simply dragging the desired message(s) from an open folder into a folder in the left navigation tree. You can also drag and drop subfolders into other folders.



Note: You may create a new subfolder within any folder during this process by clicking on the **Add New Folder** option. Type a name for the new folder and press **Enter**. The new folder will display in the folders tree.

- 3 Click on the desired folder or subfolder to move your message into it.

► To delete an email folder or subfolder:

- 1 Log in to eChalk and click the **My Email** button in the side toolbar.
- 2 Click the **Folders** button in the left navigation area under **My Email**. The **Folders** tab will display with a complete listing of your folders.



Note: Click the plus sign to display all the subfolders inside any main folder. Click the minus sign to hide them.

- 3 Click the name of the folder you wish to delete and select the **Delete** button.
- 4 Click **OK** to confirm or **Cancel** to abandon the deletion.

Alternatively, you can simply right-click on the **My Folders** root folder or any of the subfolders listed within it in the side toolbar under **My Email > Mailbox**. A drop down menu will display with options including **Delete Folder** (Fig. 4.16). Choose this option from the listing to delete the selected folder.

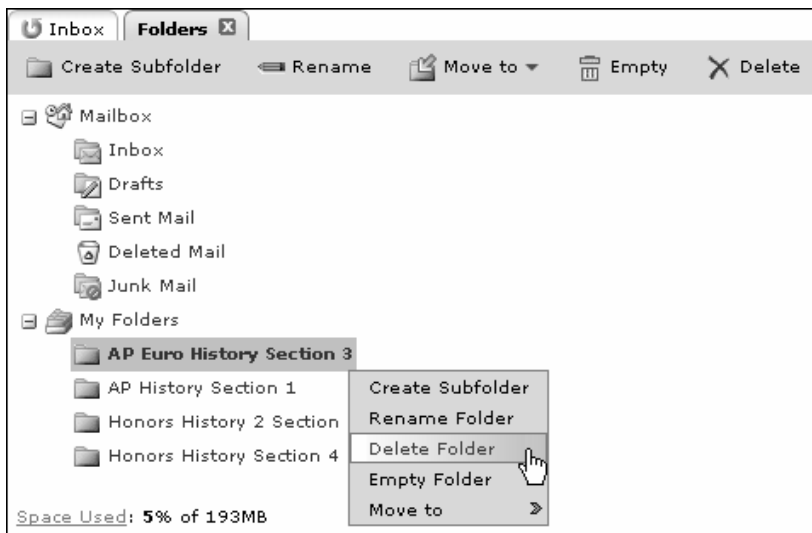


Fig. 4.16

► **To empty an email folder or subfolder:**

- 1 Log in to eChalk and click the **My Email** button in the side toolbar.
- 2 Click the **Folders** button in the side toolbar under **My Email**. The **Folders** tab will display with a complete listing of your folders.

 **Note:** Click the plus sign to display all the subfolders inside any main folder. Click the minus sign to hide them.

- 3 Click the name of the folder you wish to empty and click the **Empty** button in the grey action toolbar at the top of the screen.
- 4 Click **OK** to confirm or **Cancel** to abandon the process.

Alternatively, you can simply right-click on the name of any of the folders in the left navigation tree under **My Email > Mailbox**. A drop down menu will display with options including **Empty Folder**. Choose this option from the listing to empty the selected folder.

Depending on your security settings, email messages may be automatically moved to your **Junk Mail** folder, under **My Email > Mailbox**. A white list is a list of email addresses you do not want to be blocked by your SPAM filter settings. Please see “Security Settings” on page 28 for information on how to manage your white list.

► **To add email addresses to your white list:**

- 1 Log in to eChalk and click **My Email** on the side toolbar.
- 2 Click on your **Junk Mail** folder in the left navigation tree under **My Email > Mailbox**. Your **Junk Mail** folder will display.
- 3 Roll over the **More Actions** menu and select the **White List Addresses** option. The **White List Addresses** screen will display.

- 4 In the text box, enter the email addresses you would like included in your white list.
- 5 Click **Ok**. Click on the **X** in the upper right-hand corner to exit the screen.


Using My Email Beta

Searching Email


You may find that you need to refer back to information in an email, but you just can't remember which email you need. You can perform a keyword search that looks through all the email in a folder for a particular word or phrase.

► To perform a simple search:

- 1 Log in to eChalk and click **My Email** on the side toolbar.
- 2 Click on the name of a folder or subfolder in the left navigation tree under **My Email > Mailbox**.

 **Note:** Click the plus sign next to a folder name to display all the subfolders inside. Click the minus sign to hide them.


- 3 In the filter box (next to the magnifying glass icon) on the right side of the grey action bar, enter any keywords you wish to search for and click the **Filter** button to perform a simple search or simply press **Enter**.

 **Note:** The simple search function will look for keyword(s) only in the messages located in the folder you currently have opened, and only in the **Subject** and **From** fields. In the **Sent Mail** folder, the simple search function will look in the **Subject**, **To**, and **Cc** fields.

- 4 A list of the email messages, if any, containing the keyword(s) and meeting the criteria you've entered will display. To return to your original view, click the **Clear Filter Results** button.

► To perform an advanced search:

- 1 Log in to eChalk and click **My Email** on the side toolbar.
- 2 Click on the name of a folder or subfolder in the left navigation tree under **My Email**.

 **Note:** Click the plus sign next to a folder name to display all the subfolders inside. Click the minus sign to hide them.

- 3 To perform an advanced search, click the down arrow to the right of the filter box (next to the magnifying glass icon) on the right side of the grey action bar. The **Advanced Filter** (Fig. 4.17) window will display.

Fig. 4.17

- 4 If you remember the subject of the email or any keywords included in that subject, enter that information in the **Subject** field provided.
- 5 Enter any keywords that might have appeared in the text of the email in the **Body** field.
- 6 If you remember who sent the email to you, type his or her first and/or last name (partial names are acceptable) in the **From** box.
- 7 If the email was sent to another recipient as well as to you, enter that person's name in the **To** box in order to narrow your search.
- 8 If you know roughly when the email message was sent or received, select a date range (the default is all emails) in the **Sent Between** fields using the small calendars provided.
- 9 If you want to narrow your search further, select any or all of the options provided:
 - **Flagged** – Search for messages that are **Flagged** or **Unflagged**
 - **Status** – Search **Read** or **Unread** messages
 - **Priority** – Search for messages of **High**, **Normal** or **Low** priority
 - **Attachment** – Search for a message that **Has attachments** or **Does not have attachments**
 - **Size** – Search for a message by maximum and/or minimum size.
- 10 Click the **Find** button to begin your search. A list will display including the email messages, if any, located within the folder you currently have open that contain the keyword(s) and meet the criteria you've entered.

Using Your Address Book

Your **Address Book** (Fig. 4.18) is a great time saver. You can store email addresses or even groups of email addresses so that preparing an email message takes only a few mouse clicks. You won't have to memorize or retype someone's email address once you've saved it to your **Address Book**.



Fig. 4.18

Using Your Address Book

Managing Contacts

► To add a contact:

- 1 Log in to eChalk and click **My Email** on the side toolbar.
- 2 Click on **Contacts** in the left navigation tree under **My Email > Mailbox**. Your **Address Book** will display in a new window.
- 3 Click the **Add Contact** button. The **Add Contact** page will display.
- 4 Click in each field to fill in the form with information for the new contact. Certain fields, such as phone numbers, have drop down menus associated with them. As a shortcut, you need only fill in the email address and first or last name, but you may find it very useful to have all the contact's information stored in one place.
- 5 Click the **Save** button when you're finished entering information for this contact. The **Address Book** will display. The new contact's name and email address will appear on the **Address Book** page.



Note: The **Address Book** is arranged alphabetically by contact name. To find a contact, click on the letter of that contact's name (first of last name, depending on how you've entered it on the **Add Contact** page).

Once you've added a contact to your **Address Book**, you may:

- Click a name to edit the contact information, or
- Click an email address to send an email to the contact.

► **To add a group to your Address Book:**

- 1 Log in to eChalk and click **My Email** on the side toolbar.
- 2 Click on **Contacts** in the left navigation tree under **My Email > Mailbox**. Your **Address Book** will display in a new window.
- 3 Click the **Add Group List** button. The **Add Group List** page will display.
- 4 Type a name for the group in the **Group Name** box, enter a description for the group and click **Next**.
- 5 Select contacts to add to your group list by using any of the following options:
 - Click the **Add Contacts Manually** button if you want to manually type contacts into your **Group List**.
 - Click the **Select Members** button if you want to add contacts by conducting a search of your school or other sites within your district.Click the **Add from Address Book** button if you want to add contacts from your **Address Book**.
- 6 Click the **Finish** button when you have finished entering the desired contact(s) to your group list. You will be returned to your **Contacts** page.




Power Tip: Add non-eChalk users to a group list by using the **Add Contacts Manually** feature and entering their email address.

► **To edit a Group List:**

- 1 Log in to eChalk and click **My Email** on the side toolbar.
- 2 Click on **Contacts** in the left navigation tree under **My Email > Mailbox**. Your **Address Book** will display in a new window.
- 3 Click the **Group List** link to the right of the alphabet bar. The **Group Lists** page will display.
- 4 Under the **Group List** column, click on the Group List name you would like to edit. The **View Email Group List Settings** page will display with the group's profile information.
- 5 Click on the **Edit Members** button. The **Edit Email Contacts** window will display.
- 6 To remove a contact or contacts, select the checkbox next to the contact name. Or, check the **Select All** box if you wish to remove all members.
- 7 To add more contacts to your group list, click on the **Add Contacts Manually**, **Select Contacts**, or **Add from Address Book** buttons.
- 8 When finished, click **Save**.

► **To Import Contacts into your Address Book:**

- 1 Log in to eChalk and click **My Email** on the side toolbar.
- 2 Click on **Contacts** in the left navigation tree under **My Email > Mailbox**. Your **Address Book** will display in a new window.
- 3 Click the **Import Contacts** button. The **Import Contacts** page (Fig. 4.19) will display.
- 4 In the **Add Contacts** text box, enter the name of your contact (First Name Last Name) followed by his or her email address (e.g. john.smith@echalk.com). Make sure each contact is listed on a separate line.
- 5 When finished, click the **Add to Address Book** button, or click **Cancel** to cancel the import. You will be returned to the **Address Book** screen.

 **Note:** Instead of entering your contacts manually, you can copy and paste them from a list.

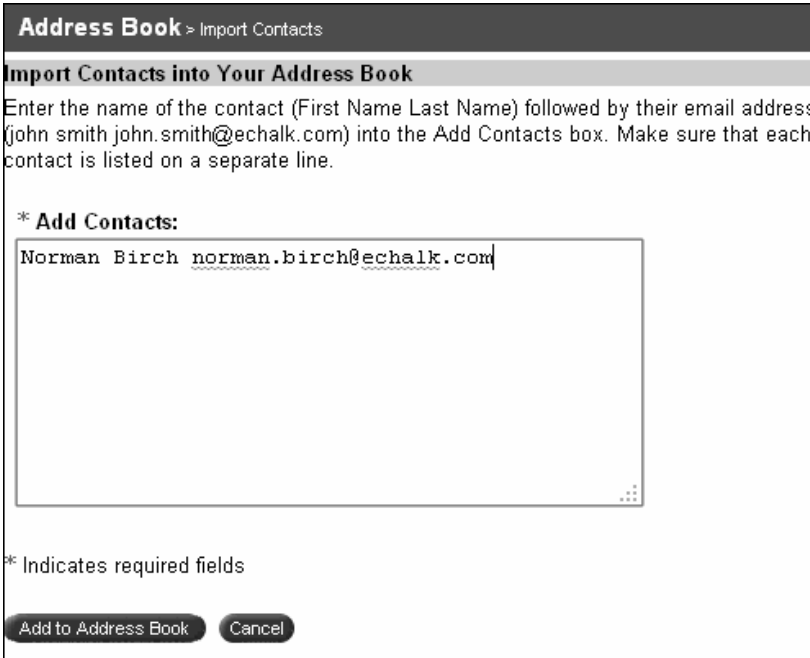



Fig. 4.19

- ▶ **To remove a contact from your Address Book:**
 - 1 Log in to eChalk and click **My Email** on the side toolbar.
 - 2 Click on the **Contacts** tab in the left navigation tree under **My Email > Mailbox**. Your **Address Book** will display in a new window.
 - 3 Check the box in front of the contact's name.

 **Note:** You can select more than one contact at a time, or you can select all your contacts by checking the box marked **Select All**.

- 4 Click the **Delete** button. The contact(s) you've selected will be deleted from your **Contacts** list.

Using Your Address Book

Finding Contacts


Your list of contacts is organized in alphabetical order. To find contacts, you can use the alphabet bar at the top of the page. Click the letter of your contact's last name for a filtered list.

If a contact name starts with a number instead of a letter, as in "5th Grade History Class," it will be listed before alphabetized contacts. Click the **123** link on the alphabet bar to view these contacts. Any names that display with asterisks (*) are private group distribution lists. Any names that display with tildes (~) are shared group distribution lists.

A **Contacts** range bar also appears on the **Address Book** pages at the top right of the page. You may use it to browse through pages of contacts.

► **To email contacts using your Address Book:**

- 1 Log in to eChalk and click **My Email** on the side toolbar.
- 2 Click on the **Contacts** tab in the left navigation tree under **My Email > Mailbox**. Your **Address Book** will display in a new window.
- 3 Click the letter of the person's last name or group name on the alphabet bar. You can also click on the **Group List** link next to the alphabet bar to access a list of your groups. Once you've found the contact(s) you're looking for, click the email address link. The **Compose** screen will display with the contact's name filled in automatically in the **To** field.

 **Note:** Alternatively, you can select the checkbox to the left of the contact or **Group List** name and click the **Send Mail** button to open the **Compose** screen.

- 4 Write your message. Click the **Send** button.

In addition to using your **Address Book** to find contacts, you can utilize the **Find Members** tool (Fig. 4.20) to search through individuals within your eChalk community.

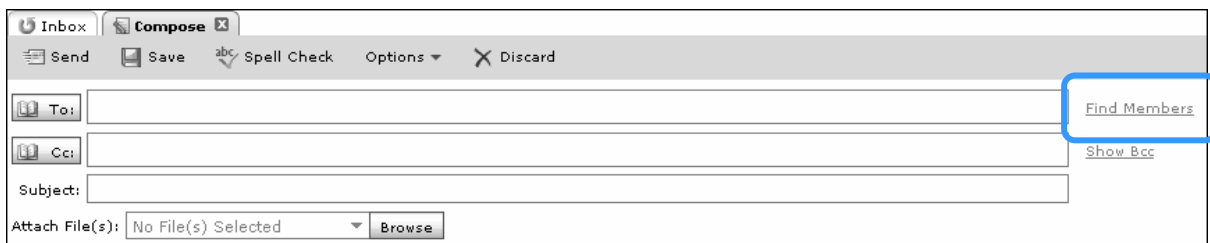



Fig. 4.20

► **To email a contact using Find Members:**

- 1 Log in to eChalk and click **My Email** on the side toolbar.
- 2 Click on the **Compose** button or select one of the **Reply** options to open a message.
- 3 Click the **Find Members** link on the **Compose** screen. The **Write Mail > Add Recipients from Find Members** screen will display.
- 4 If you would like to search within other sites in your district, click on **Select sites to search**. Select the checkbox(es) to the right of the sites in which you would like to search. Click **Save**.

- 5 Or, you can search according to user type by selecting from [All Users](#), [Administration](#), [Staff](#), [Teachers](#), [Students](#), [Parents](#), [Alumni](#), [Site Administrators](#) (Site Manager and Administrators only).
- 6 Enter the member's [Name](#) in the [Search Information](#) area. If you don't know the user's full name, you can enter a partial name.
- 7 To narrow your search, select other criteria by using the drop down lists that display for each user type. You can click on the [Use Advanced Search](#) link to search by [Email Address](#), [Position](#), and [Creation Type](#).
- 8 You can use [Creation Type](#) to search for parents that are registered to receive class email alerts. This search function is only available to Full Site Managers and Site Administrators with full Site Manager privileges. To narrow your search, choose one of three types:
 - [eChalk Application](#) – These users have been added manually using the eChalk application.
 - [Implementation System](#) – These users have been bulk-loaded at one time during the implementation process.
 - [Self-Registered](#) – This option only displays when the Parent user type is selected. These individual users have registered themselves to receive class email alerts and do not have pre-existing eChalk accounts.
- 9 Click [Find Now](#) to begin the search. The [Search Results](#) page will display.
- 10 The [Search Results](#) page will list some of the following information about the member including [Last/First Name](#), [Email address](#), [User Type](#), [User Status](#), [Grade](#) (PK-12), [Position](#), and [Year Graduated](#)
- 11 To sort your list, choose a column heading link at the top of the page to organize the list by [Last Name](#), [First Name](#), [Email Address](#), [User Type](#), [User Status](#), [Grade](#), [Position](#) or [Year Graduated](#). To sort in ascending or descending order, click the arrow icon to the left of the heading column you're sorting.
- 12 To select an individual on your search results list, check the box in front of his or her name. You may also select everyone on the list by checking the [Select All](#) checkbox at the bottom of the [Search Results](#) page. To deselect everyone, uncheck the [Select All](#) box.
- 13 Click the [OK](#) button to add the selected user(s) as recipients of your email message. You will be returned to the [Compose](#) screen and the recipient(s) will now appear in the [To](#) field (or the [Cc](#) or [Bcc](#) field if you selected those options).

 **Power Tip:** Sometimes searching for a partial name will give better results because of the common differences in names.

Setting Your Email Options

Click **My Email** on the side toolbar, and then click on the **Options** tab in the left navigation tree to review and change the way you view, send, and store email in your account, add an electronic signature, and forward email to another address. The **Options** screen (Fig. 4.21) will display.

On the **Options** screen (Fig. 4.21), you can click on the grey bars at the top of any section or the arrow at the right end of that bar to open or close that particular section.

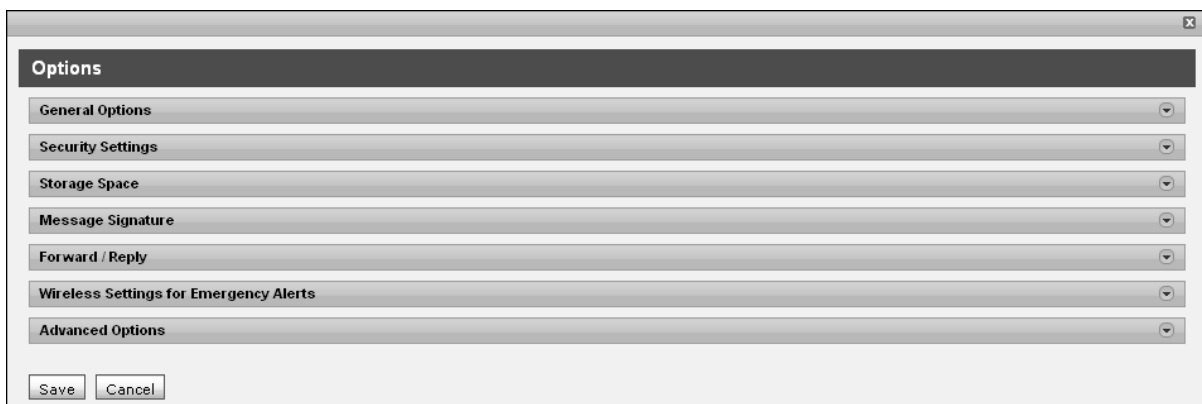


Fig. 4.21

General Options

At the top of the **Options** screen, there are four **General Options** (Fig. 4.21) that allow you to control your emails:

- **Refresh my Inbox** - Determine how often you'd like your **Inbox** to automatically refresh. Choose a time interval from the drop down menu provided.
- **New email message alert** - The system can sound an alert and pop up a new window to tell you when you have received a new message. Select the checkbox to enable this option. By default, a "You have mail" message will pop up at the bottom of your screen when new mail is received.
- **Automatic spell check** - The **Spell Check** function can operate automatically when you send an email. Select the checkbox to enable this option.
- **Send a return receipt** - A return receipt can be automatically sent to you when the recipient of one of your emails receives the email message. From the drop down menu provided, select one of the available options: **Ask me**, **Always**, or **Never**.




Fig. 4.22

Security Settings

In this section (Fig. 4.23), you can determine which mail should automatically be filtered out of your incoming messages and moved to your **Junk Mail** folder. You can choose from the following filter levels:

- **None** - This is your default setting. No messages will be filtered.
- **High** - This will filter out messages that are possibly junk mail.
- **Medium** - This will filter out messages that are most likely junk mail.
- **Low** - This will filter out messages that are obviously junk mail.

 **Note:** The higher your filter level, the more chances you'll have of filtering valid messages by mistake. It's important in any configuration to check your **Junk Mail** folder periodically.

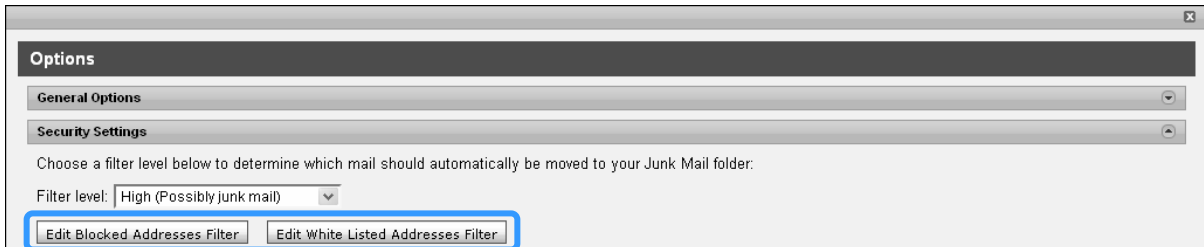



Fig. 4.23

The **Edit Blocked Addresses Filter** and **Edit White Listed Addresses Filter** buttons (Fig. 4.23) will appear if you've blocked email addresses and/or added email addresses to your white list. Click on either of these buttons to edit the filter settings. Please see "To block email addresses" in the "My Email" section on page 8 and "To add email addresses to your white list" under "Using Email Folders" on page 16 for more information.

 **Note:** You can also edit these filters in the **Advanced Options** section of the **Options** screen. See "Advanced Options" in this section on page 32 for more information on filters.

Storage Space

In this section (Fig. 4.24), you can determine how you want messages to be stored in your Inbox and other folders. You can select the checkboxes next to the following options:

- **Save deleted messages to the Deleted Mail folder**
- **Save outgoing messages to the Sent Mail folder**
- **Automatically archive messages** – You can automatically archive messages that are older than a certain amount of time by selecting the appropriate checkbox. This will help your email folders load faster. Choose values from the drop down menus provided for the **Deleted Mail**, **Sent Mail**, **Junk Mail**, and **Inbox** folders. As messages are archived they will be placed in new folders.
- **Automatically delete messages** – Alternatively, you can automatically delete old messages when you reach 98% of your email quota, so that your email system will run swiftly and efficiently. Select the second radio button and choose values from the drop down menus provided for the **Deleted Mail**, **Sent Mail**, **Junk Mail**, and **Inbox** folders.



Fig. 4.24

Message Signature

Use the **Message Signature** section (Fig. 4.25) to automatically add an electronic signature to your emails. Signatures can include your contact information or a personal favorite quote. Select the checkbox next to **Always include signature** to automatically include this signature in your emails.

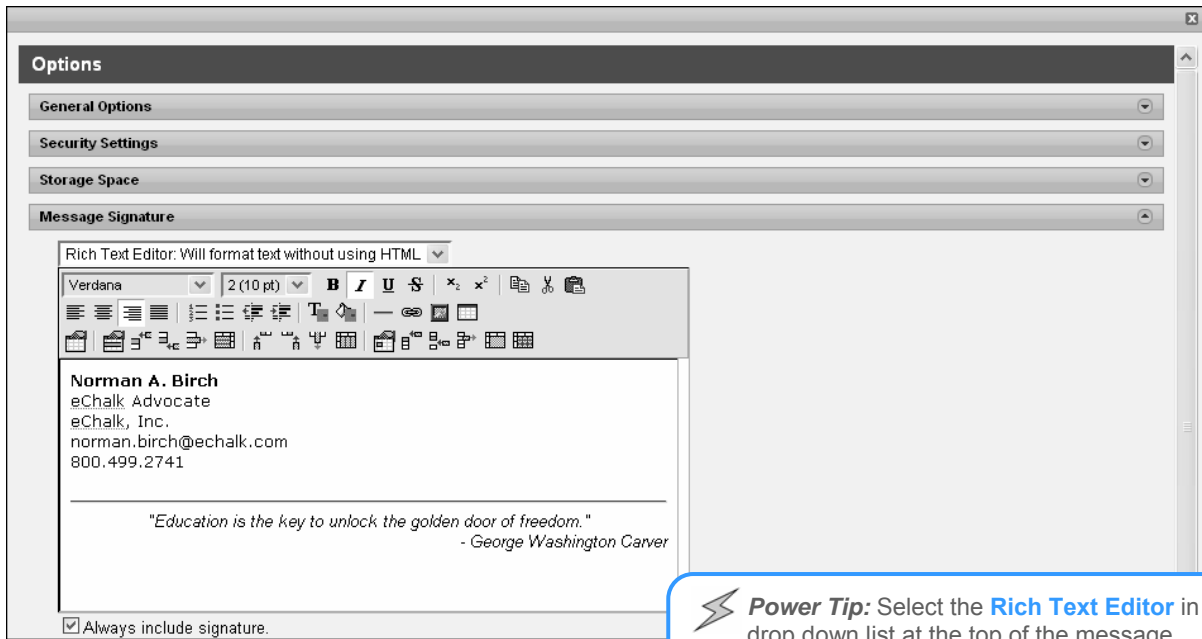


Fig. 4.25

Power Tip: Select the **Rich Text Editor** in the drop down list at the top of the message signature text box to format your custom signature using fonts, styles, and colors.

Forward/Reply

These options (Fig. 4.26) allow you to receive email at another address and/or send an automatic reply message to anyone who sends you an email. This can be helpful during school holidays, vacations or for times when you may not be able to check your email.



Fig. 4.26


► **To forward your emails to another email address:**

- 1 Log in to eChalk and click **My Email** in the side toolbar. Your email **Inbox** will display.
- 2 Click on the **Options** tab in the left navigation tree. Your **Options** screen will display.
- 3 In the **Forward/Reply** section (Fig. 4.26) of the **Options** screen, type an alternate email address to which you want to forward all your incoming messages in the field provided. If you enter more than one email address, separate the individual addresses with commas.
- 4 Click the **Add** button. The email address(es) you've entered will display in the list of **Forwarding Addresses**.
- 5 If you want to delete the message from your eChalk **Inbox** after it has been forwarded to avoid cluttering your account, select the checkbox next to **Don't leave a copy of the message in my email inbox**.

To disable message forwarding, in the **Forward/Reply** section of the **Options** screen, select each address in the list of **Forwarding Addresses** and click the **Remove** button.

► **To automatically reply to incoming email messages:**

- 1 Log in to eChalk and click **My Email** in the side toolbar. Your email **Inbox** will display.
- 2 Click on the **Options** tab in the left navigation tree. Your **Options** screen will display.
- 3 In the **Forward/Reply** section of the **Options** screen, select the checkbox labeled **Reply to all incoming email with the following message**.
- 4 In the text box provided, type a message that you want the system to automatically send to everyone who sends you an email message. You may want to indicate that you're away and when you expect to return.

 **Note:** When you return, remember to disable your **Auto Reply** messaging.

- 5 You can auto-reply to each sender only once per day and/or include the original message in the auto-reply by selecting the appropriate checkbox(es).

To disable the **Auto Reply** feature, simply return to the **Options** screen, open the **Forward/Reply** section, and uncheck the box labeled **Reply to all incoming email with the following message**.

Wireless Settings for Emergency Alerts

You can configure your mobile phone to receive emergency text message updates sent by your school's Site Manager or other authorized person.

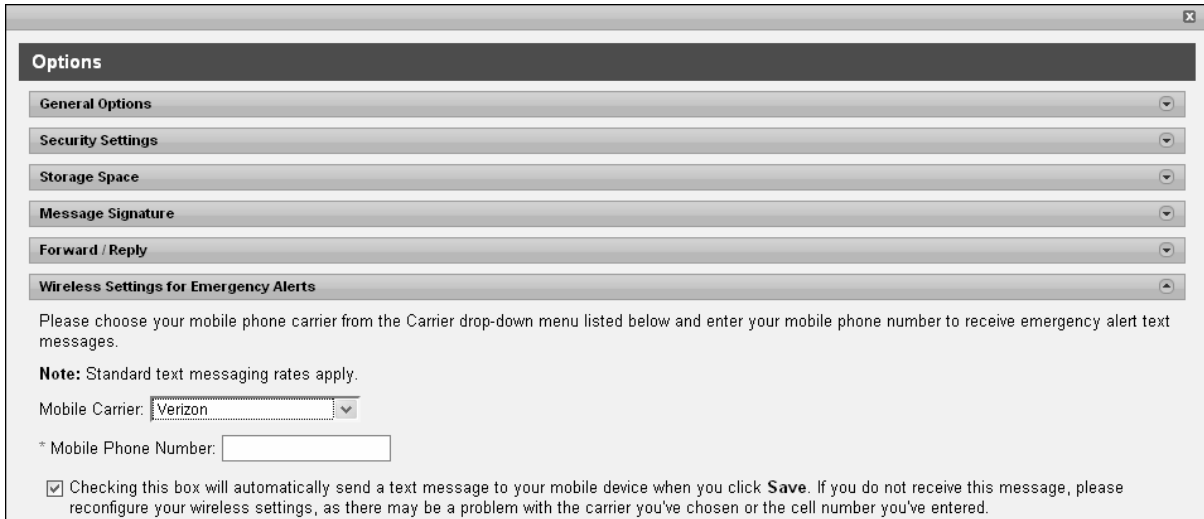


Fig. 4.27

► **To receive emergency alert text messages:**

- 1 In the **Wireless Settings for Emergency Alerts** section (Fig. 4.27) of the **Options** screen, choose your mobile phone carrier from the **Mobile Carrier** drop down menu.
- 2 Enter your **Mobile Phone Number**, including the area code, in the field provided. Enter only the numbers with no dashes or other markings.
- 3 The checkbox below will already be selected to automatically send a text message to your mobile device after you click the **Save** button to test your settings.



Note: Standard text message rates will apply.

- 4 Click the **Save** button at the bottom of the screen.

If you do not receive the test message, please reconfigure your wireless settings, as there may be a problem with the carrier you've chosen or the cell number you've entered.

Advanced Options

In the **Advanced Options** section of the **Options** screen, you can create custom filters to automatically file your emails into folders according to criteria such as keywords, subject, etc.

Fig. 4.28

► **To create an email filter:**

- 1 Log in to eChalk and click **My Email** in the side toolbar. Your email **Inbox** will display.
- 2 Click on the **Options** tab in the left navigation tree. Your **Options** screen will display.
- 3 Open the **Advanced Options** section at the bottom of the **Options** screen, and then click the **Filters** link. The **Filters** window will display.
- 4 Click the **Add** button at the top of the page or the **Add an Email Filter** link. The **Add Filter** page will display (Fig. 4.28).
- 5 Enter a **Filter Name**.
- 6 If desired, enter a description of the filter in the **Filter Description** box.
- 7 Select the appropriate checkbox to determine your **Filter Rules**:
 - **Filter messages where all of the following rules apply** – Select this option if you wish to filter only messages that satisfy all the rules you configure
 - **Filter messages where any of the following rules apply** – Select this option if you wish to filter messages that satisfy any of those rules
- 8 Create one or more filter rules using the drop down menus and text field provided. For example, if you want to block a specific sender from sending you email, select **From** in the first drop down menu, leave the second drop down menu with the selection **contains** selected, and then in the third text box type in the sender's email address.
- 9 Check the **Case Sensitive** box if you want the rule to discriminate between lower case and upper case lettering.

- 10 You can enter more than one rule for any filter you create. To add the rule, click the **Add Rule** button at the bottom of the **Filter Rules** area. Once you have created more than one rule, you can choose to filter messages using any of the rules or all of the rules. To do this, check the appropriate box above the rules you've entered.
- 11 In the **Filter Action** section, select where you'd like the filtered email to go:
 - **Move to** - Move the blocked mail to a specific email folder by choosing a folder name from the **Select a Folder** drop down menu. Selecting this option will automatically move the blocked email to the folder that you've selected.
 - **Redirect to** - Redirect the email to another email account (e.g. jane.smith@hotmail.com) by entering the email address in the box provided. Selecting this option will automatically forward the blocked email to the email address you've entered.
 - **Discard message without notification to sender** - Selecting this option will automatically delete the email without notifying the sender.
 - **Discard message and notify sender that message has been rejected** - Selecting this option will automatically delete the message and send a rejection email to the sender.
- 12 When you have finished making your selections, click the **Save** button to return to the **Filters** window, where the new filter will display in the filters listing.
- 13 Click **Done** to close the **Filters** window and return to the **Options** screen.

To edit or delete an eChalk mail filter, click on the **Filters** link in the **Advanced Options** section of the **Options** screen. The **Filters** screen will display. To edit a filter, click on the filter name. After you make your edits, click the **Save** button. To delete an eChalk mail filter, check the box next to the filter you want to delete and click the **Delete** button. Click **OK** to confirm or **Cancel** to return to the **Filters** screen without making any changes.

Using My Email Beta Troubleshooting/FAQ

Q: I accidentally deleted an important email and/or folder. Is there any way to retrieve it?

A: The first step is to check your **Deleted Mail** folder for the message. If the message is not in the **Deleted Mail** folder, then contact eChalk Support. eChalk may restore specific emails received by users within the last 30 days. However, eChalk will not be able to restore emails that were deleted the same day they were received.

Q: Why am I receiving unsolicited emails? How can I block these emails?

A: While the eChalk system employs several methods to protect you from receiving the bulk of SPAM emails, you may still occasionally receive spam. You may create personal filters to block specific email addresses or emails containing certain keywords. To do this, refer to “Advanced Options” under Setting Your Email Options on page 32.

Q: Can I share a personal group list with another user?

A: Users do not have the option to share personal group lists with other users. If you wish to share an email list with members of a group, we recommend creating a **Shared Email Group List**. Only users with Site Administrator privileges have the ability to create shared email group lists. Once created, a **Shared Email Group List** will automatically display in the eChalk address books of all group members. Refer to your Site Manager guide for instructions.

Q: How can I increase my email storage space?

A: All users have a 100 megabyte default email storage limit which may be increased by the Site Manager for an additional fee. Email storage limits may be increased for all users of a particular user type (i.e. teachers, students, administrators, etc.) as well as for individual users.

Q: A student/teacher received an offensive email. Can eChalk trace where this email message was sent from?

A: Due to the sensitivity of incidents involving offensive or threatening emails sent to members of a school community, eChalk will only conduct an email investigation pursuant to the written request of a proper authority within the school or district.

Q: Is there a limit to how many folders I can create?

A: There is no file limit.

Q: What's the file size limit for sending attachments?

A: The file size limit for sending attachments is 20 megabytes.