



SVHarbor Online Help

Version 1.0

TRADEMARKS

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About SVHarbor

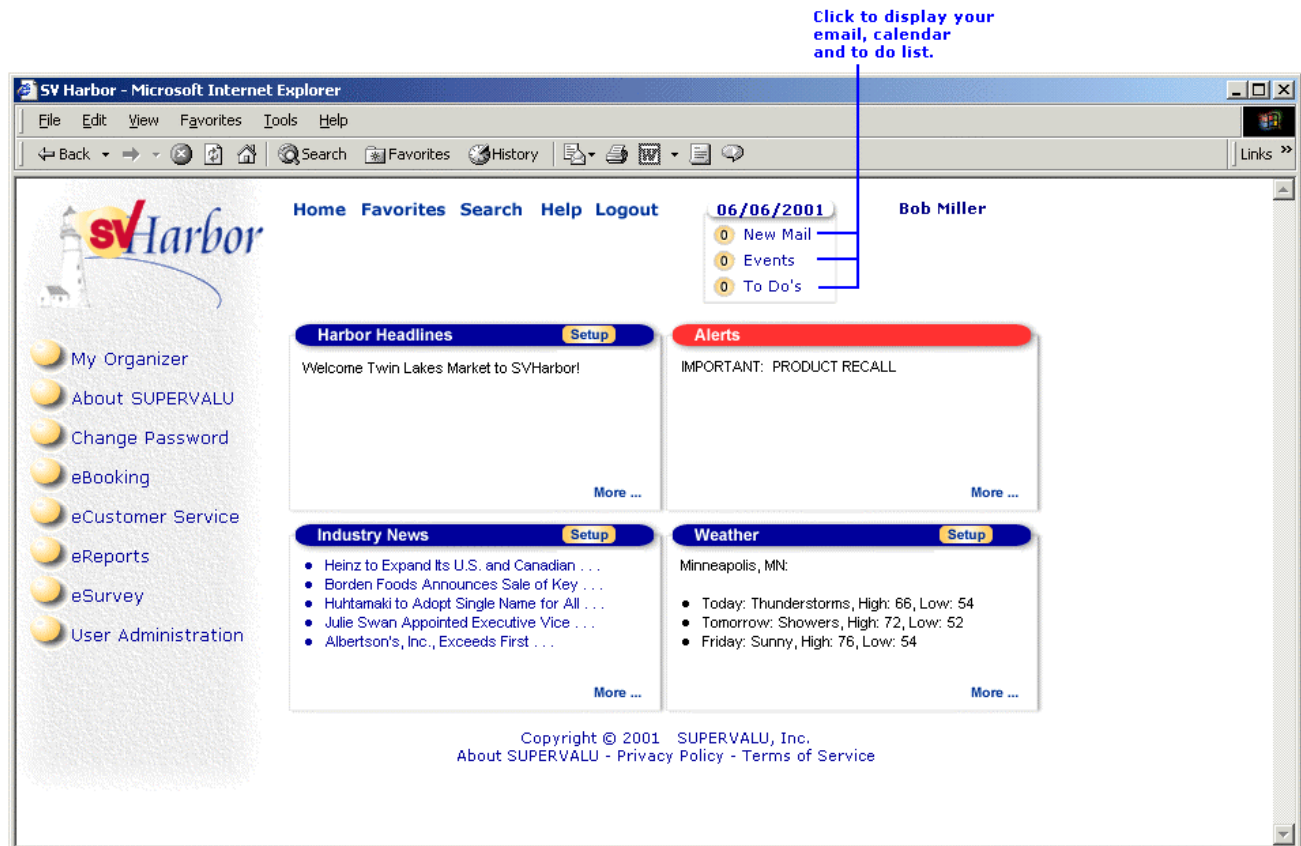
Welcome to SVHarbor! This Web site is a portal, or entry point, that provides you with quick and easy access to the following:

- ❖ **SUPERVALU applications** such as eReports, eBooking, eCustomerService and eSurvey. (Your regional administrator assigns SVHarbor applications to your store, and your store administrator assigns applications to each user at your store.)
- ❖ **Information**, including industry news stories, announcements, alerts and even weather forecasts for selected cities.
- ❖ Full-featured **email**, **calendar** and **task** (My Organizer) functions.

The main features of the SVHarbor home page are shown in the following illustration and described below.



Depending on the options the administrator assigned to you, you may or may not see all of the features shown below. For example, if you haven't been assigned an SVHarbor email account and an email role, the Email, Events, To Do's and My Organizer options are not shown.



The SVHarbor home page contains the following:

- ❖ All **applications** available to you are listed on the left side of the window, and you click an application name to start it. You may have access to applications such as eReports, eBooking, eCustomerService and eSurvey. To obtain access to additional programs, contact your store administrator. If you are the store administrator, contact your regional administrator to have additional programs made available to your store.

Clicking the My Organizer option on the left displays email, address book, calendar and To Do functions. (To see the My Organizer option, you must be assigned an SVHarbor email account AND an email role by the administrator.)

- ❖ Use the SVHarbor **menu bar** at the top of the window to return to the main SVHarbor home page (Home), use the Favorites feature, search for people's email addresses, display SVHarbor online help, or log out of SVHarbor. Each menu item is described below.
- ❖ The **Harbor Headlines** area contains announcements of interest to SVHarbor users. Click a headline to view it. See "View headlines and news" for details.
- ❖ The **Alerts** area contains links to important information you need to read. (Some alerts contain attachments with detailed information.) Click an alert to view it. See "View alerts" for details.
- ❖ The **Industry News** area contains stories related to the grocery industry. Click a story to view it. See "View industry news" for details.
- ❖ The Weather area displays weather information for a selected location. You can display weather forecasts for other locations. See "View weather" for details.
- ❖ Below the date at the top of the window are the My Organizer indicators: **New Mail** displays the number of new email messages you have, **Events** displays the number of scheduled events you have, and **To Do's** displays the number of tasks you have.

(To see the My Organizer indicators, you must be assigned an SVHarbor email account AND an email role by the administrator.)

SVHarbor menu bar

Home

Click this option from anywhere in SVHarbor to return to the SVHarbor home page.

Favorites

Lists Web sites you have set up using the Favorites feature. Click a Web site in the list to quickly display it.

Favorites

Add/Remove/Edit
SuperValu
The ABCD Company
The 1234 Company

Search

Displays SUPERVALU directories from which you can search for a person's location and email address.

Search

SV Harbor Directory
Corporate Directory
Shop'n Save Directory
Cub Directory
Eastern Directory

Help

Provides options for running the SVHarbor online help (Contents & Index), viewing the latest SVHarbor information (Read Me) and displaying SVHarbor application information (About).

Logout

Click this option to exit SVHarbor.

Applications to which you may have access

❖ **eReports**

This application allows you to use a Web browser to view a variety of SUPERVALU documents, including invoices, orders, pricing reports and so on. When you are given access to eReports, you are also given access to reports directed to certain stores and to reports published by certain authors.

❖ **eCustomerService**

This application provides an Internet link to SUPERVALU Customer Service. It allows stores to use the Web to perform tasks such as reporting an incomplete order rather than calling Customer Service.

❖ **eSurvey**

This application allows you to receive and respond to special offers that SUPERVALU sends to stores; these are often referred to as reply requests or event orders. SUPERVALU sends these offers to invite you to order certain items that are typically offered at a special price. For example, the order might contain a list of items from a particular frozen food company in conjunction with a special promotion the company is running. When the offer is delivered to your store, you can view it through the eSurvey application. If you decide to take advantage of the offer, you select dates on which the items should be delivered to the store and enter quantities for individual items. You then submit the order to SUPERVALU electronically.

❖ **eBooking**

This application allows you to prebook orders electronically. With prebook items, stores can receive special pricing if they submit orders for the item a certain number of days in advance. For example, stores might be offered a discount on a specific brand of cereal if they order it 30 days or more before the date on which they want the cereal delivered. An authorized SVHarbor user can complete a prebook order using the eBooking application and then submit it to SUPERVALU electronically.

❖ **Administration applications**

Some SVHarbor users will have access to applications used to perform administrative functions. For example, a store administrator can run the User Administration application to set up accounts for store users and assign applications to them.



SVHarbor requirements

To use SVHarbor, you need the following:

- ❖ A Web browser. You need either Internet Explorer, version 4.0 or higher, or Netscape, version 4.75 or higher.
- ❖ A username and password for logging in to SVHarbor. Contact your store or regional administrator to obtain these. See “Logging in to SVHarbor” for details.

Use the online help

Listed below are some tips for using the SVHarbor online help:

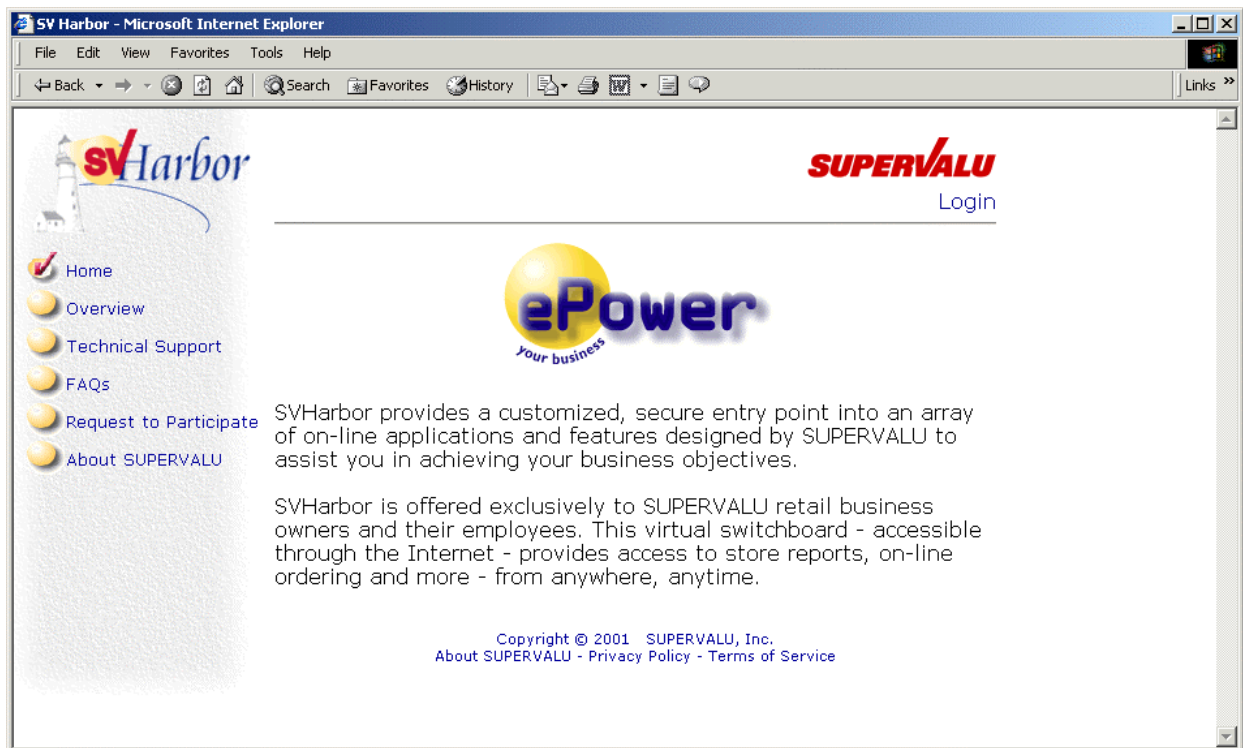
- ❖ The table of contents for the online help appears in the left pane, and a topic's content appears on the right. To display a topic, click one of the topics in the Contents pane. Some topics in the table of contents (represented by a book icon) may be divided into subtopics. Click the book icon to display the subtopics, and then click the topic you want to display.
- ❖ If your browser is Internet Explorer, you can resize the Contents pane. Position your cursor over the line between the left and right panes so that the cursor becomes a horizontal arrow, and then drag to the left or right.
- ❖ To close the left (Contents) pane of the help window, so that only the right pane is visible, click the **Hide left pane** button in the upper left corner of the window. To redisplay the Contents pane, click the **Show left pane** button.
- ❖ To enlarge the help window, click the **Maximize** button  in the upper right corner of the window. Click the button again to restore the window to a small size.
- ❖ To print a help topic, first display the topic you want to print. Choose **Print** from the File menu to display the Print dialog box. The options that are available depend on which printer, computer system and browser you are using. Select your options and click the **Print** or **OK** button.
- ❖ The online help is available in PDF format, which allows you to print the help as a single document. To open the PDF version, click the SVHarbor PDF file link in the Contents pane. The file opens in the Acrobat Reader application. If you do not have the Acrobat Reader, you can download it from the Adobe Web site (<http://www.adobe.com>) or from within the eReports application.
- ❖ To search for help on an item, click the **Index** tab in the Contents pane. Click a keyword to display the help topic in which the word is found. If the word is found in more than one topic, a list of topics is shown. Click the topic you want to display. Click the **Print** icon at the top of the Acrobat Reader window to print the entire help file.
- ❖ To search for a specific word within all help topics, click the **Search** tab in the Contents pane. Type the word or phrase you want to search for and press Enter. All of the topics containing the word you entered are listed, and you can click the topic you want to display.
- ❖ To close the help window, click the **Close** button  in the upper right corner of the window. Note that the help opens in its own window, so closing the help window does not close the SVHarbor application.

Log in to SVHarbor

To log in to SVHarbor for the first time, you need a username and temporary password from your administrator. When you first log in, you are prompted to choose your own password; after that, you'll type the password you created each time you log in.

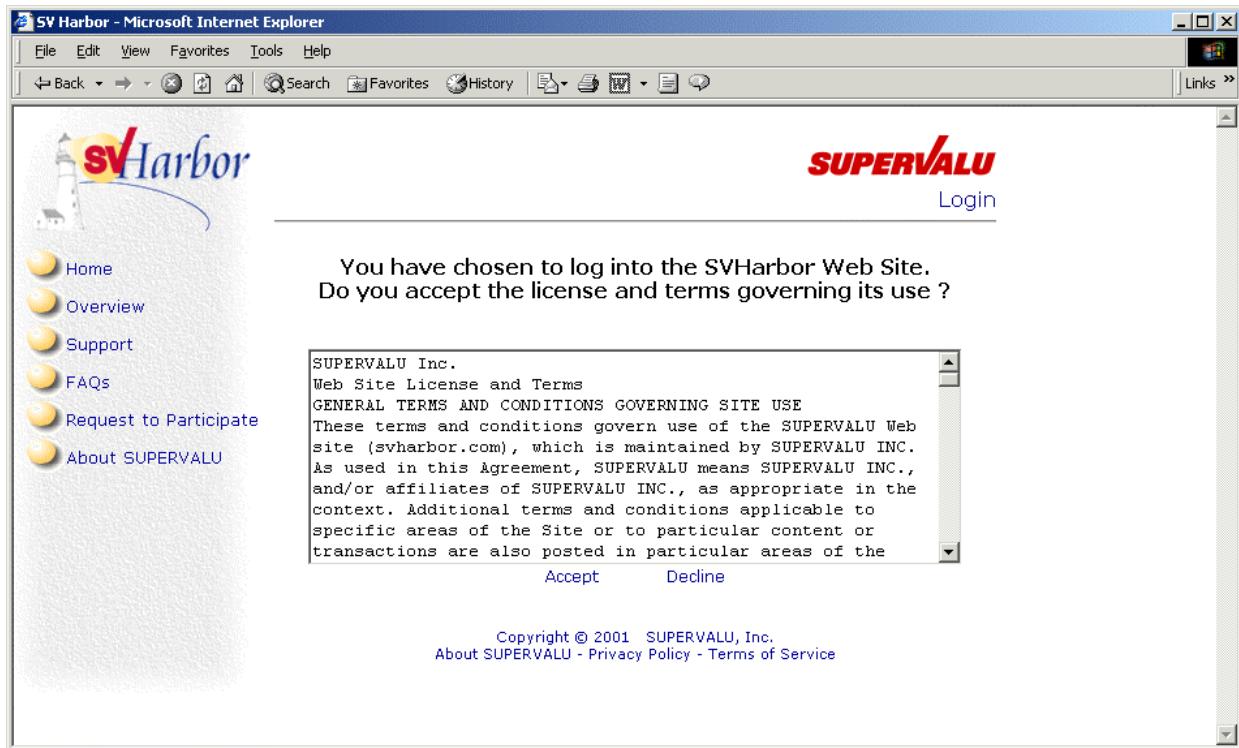
Follow these steps to log in to SVHarbor.

1. **Open your Web browser and access SVHarbor (<http://www.svharbor.com>).**
The SVHarbor login window displays.



2. Click Login.

The SVHarbor license agreement window is displayed.



3. Click Accept.

You are prompted to type your username and password.

A screenshot of a "Enter Network Password" dialog box. It contains a key icon and the text "Please type your user name and password." Below this, the "Site:" field is populated with "portaltest.svharbor.com" and the "Realm:" field with "SVHarbor Portal [10:33:02:46]". There are input fields for "User Name" and "Password". A checkbox labeled "Save this password in your password list" is unchecked. "OK" and "Cancel" buttons are at the bottom.

You are the only one who knows the password that you set up here. If you forget this password, you must contact your administrator to receive a new one.

4. Enter your username and password and click OK.

- ❖ If this is the first time you've logged in to SVHarbor (or if your administrator has given you a new password, or if your password has expired), you're asked to change your password as shown below. Continue with step 5.
- ❖ If you've logged in to SVHarbor before and your password is still valid, the SVHarbor home page displays as shown in About SVHarbor.



Do not check the Save this password in your password list option. Saving your password in this way creates a security risk; it's better to enter your password each time you open SVHarbor.

5. Change your password.

- ❖ In the **Old Password** field, enter the password you typed in the previous step.
- ❖ Type a new password in the **New Password** field. Please refer to the guidelines for passwords for more information.
- ❖ Retype your new password in the **Confirm New Password** field.

SiteMinder Password Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Links

svHarbor
Password Maintenance

Password Change Request

BobMiller, please change your current password before continuing.

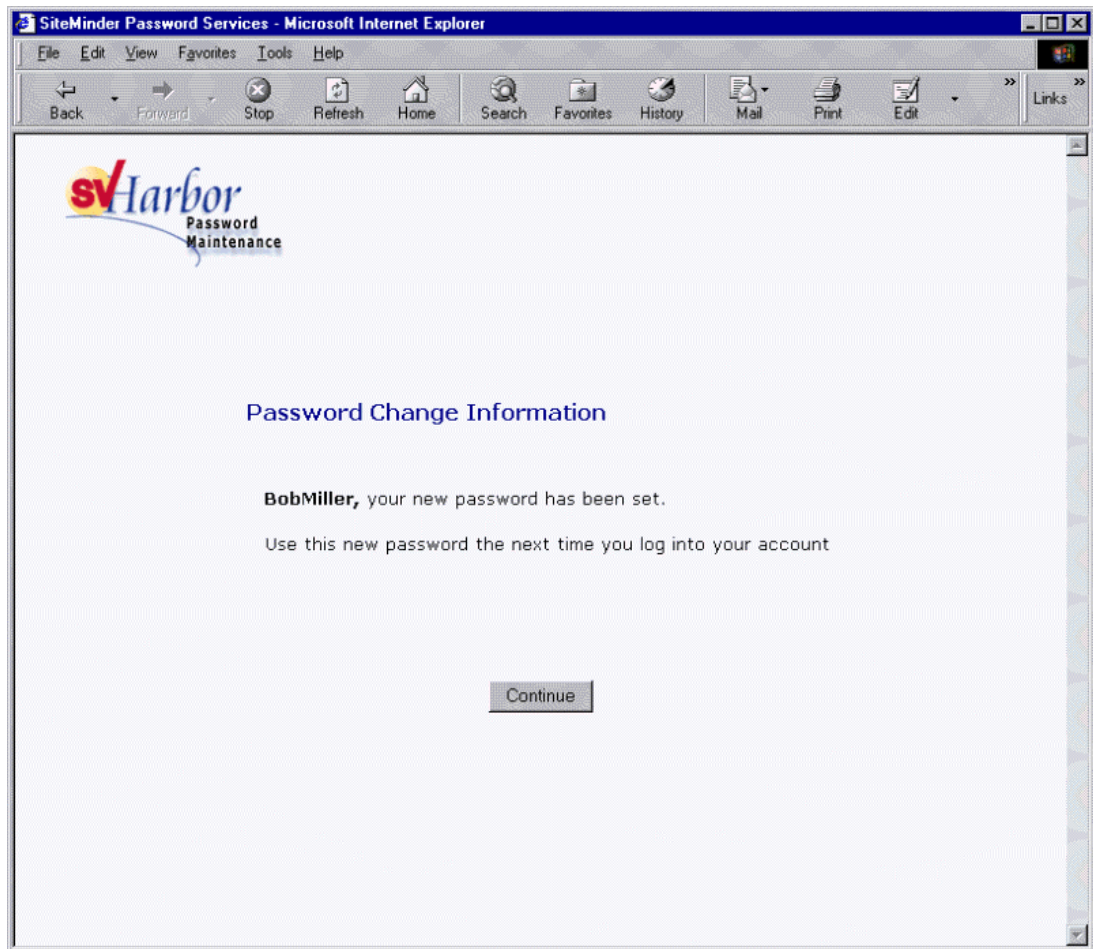
Old Password*

New Password*

Confirm New Password*

6. Click Change Password. (Or you may click the Clear this form button to start over.)

The Password Change Information window displays.



7. Click Continue.

The SVHarbor home page displays.

Log out of SVHarbor

When you have finished working in SVHarbor, you need to log out as described below.

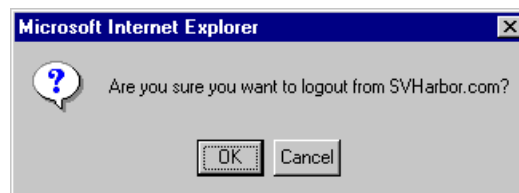


For security purposes, it's important that you log out of SVHarbor when you're done using it. If you do not log out, an unauthorized user could run the SVHarbor applications with your username and password.

1. Click Logout on the SVHarbor menu.

The Logout option appears at the top of the SVHarbor home page and each window within the SVHarbor applications.

You're asked to confirm that you want to log out.



2. Click OK.

A message informs you that you have been successfully logged out. To access SVHarbor again, you need to log in.

Change your password

Since your password allows access into SVHarbor, use care in protecting it.

You need to change your password in these cases:

- ❖ After logging in for the first time, or using a new password given to you by the administrator. (Refer to “Log in to SVHarbor” for more information.)
- ❖ When your password expires. (Passwords expire every 60 days. When yours expires, a message appears when you log in, prompting you to change it. Refer to “Log in to SVHarbor” for more information.)
- ❖ If you suspect that someone else knows your password.



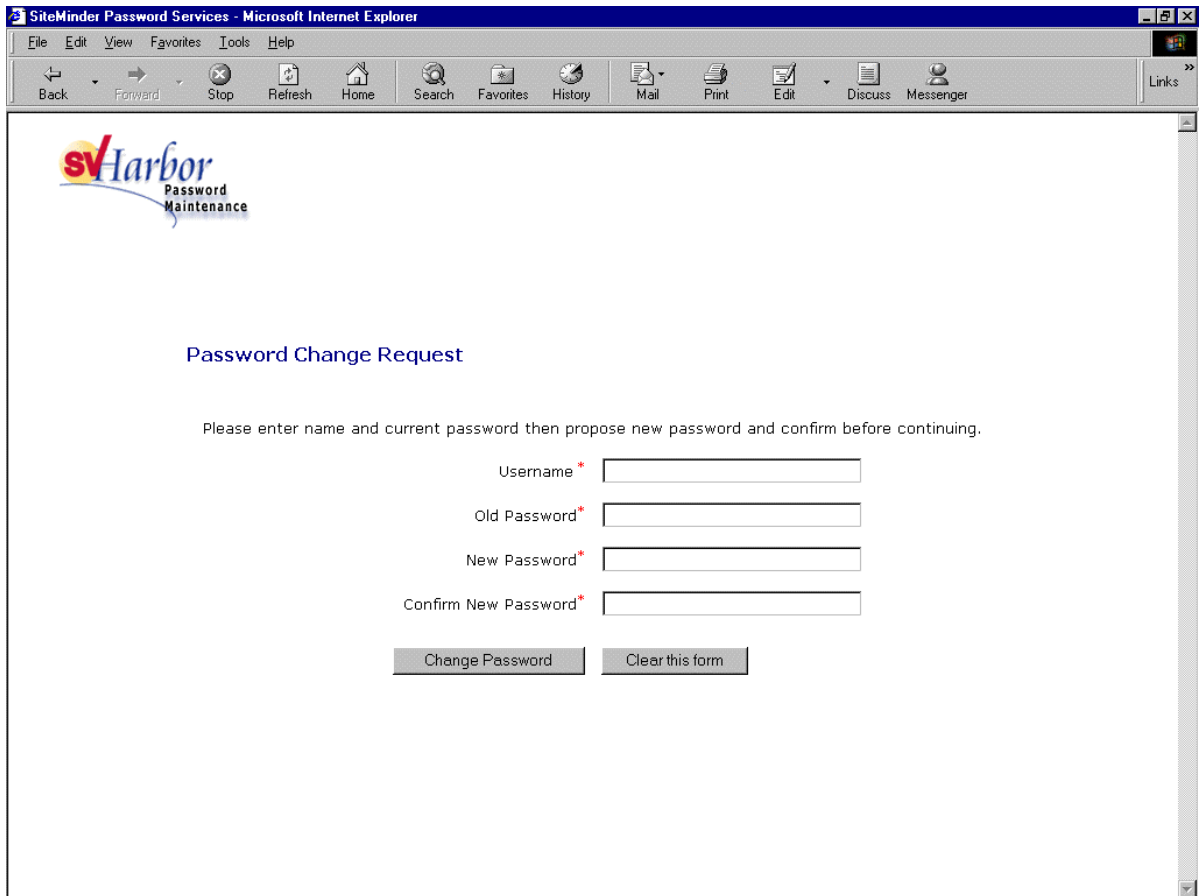
If you forget your password, contact your administrator. He or she will give you a new password, which you are prompted to change the first time you use it to log in.

To change your password, follow these steps.

1. **Choose Change Password from the SVHarbor home page.**

(To view the home page, choose **Home** in the SVHarbor menu in any SVHarbor window.)

The Password Change Request window is displayed:



The screenshot shows a Microsoft Internet Explorer window titled "SiteMinder Password Services - Microsoft Internet Explorer". The address bar is empty. The menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains buttons for Back, Forward, Stop, Refresh, Home, Search, Favorites, History, Mail, Print, Edit, Discuss, and Messenger. The main content area displays the "svHarbor Password Maintenance" logo at the top left. Below the logo, the title "Password Change Request" is centered. A message states: "Please enter name and current password then propose new password and confirm before continuing." Below this message are four text input fields labeled "Username*", "Old Password*", "New Password*", and "Confirm New Password*", each followed by a red asterisk. At the bottom of the form are two buttons: "Change Password" and "Clear this form".

2. **Type your current username in the Username field, and your current password in the Old Password field.**

SVHarbor requires you to enter your current user name and password for security purposes.

3. **Type a new password twice, in the New Password and Confirm New Password fields.**

Below are guidelines for passwords:

- ❖ Passwords **MUST** contain at least six characters (and no more than thirty characters).
- ❖ Passwords **MUST** start with a letter, and two of the characters **MUST** be numbers.
- ❖ Passwords cannot resemble any English word.
- ❖ Passwords must not be too similar to a password you've used in the past.
- ❖ Passwords can contain upper and lower case letters as well as dashes (-), underscores (_) or periods (.).



Do NOT use your username or store name in your password.

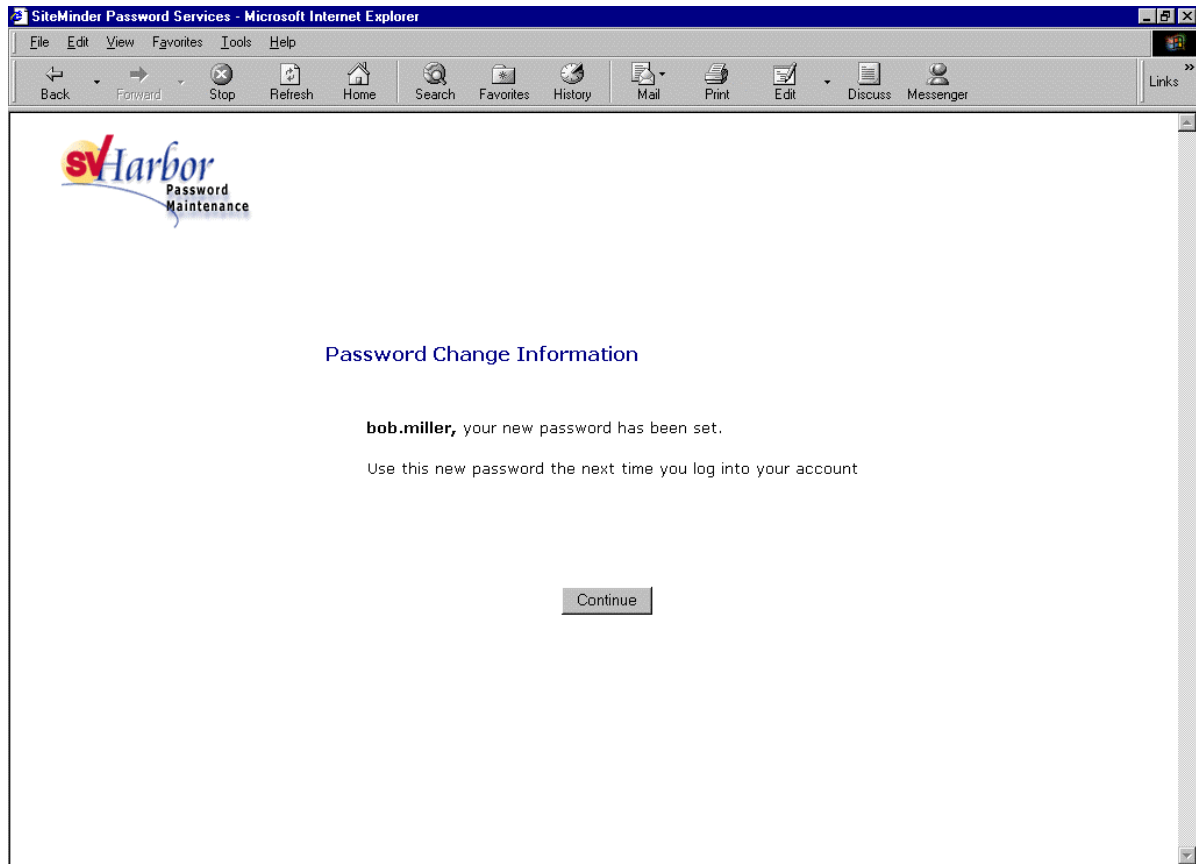


You are the only one who knows the password that you set up here. If you forget this password, you must contact your administrator to receive a new one.

4. **Click the Change Password button.**

(Click the **Clear this form** button at any point to clear all fields and start over.)

A message informs you that you successfully changed your password.



5. **Click Continue to return to the SVHarbor home page.**

View alerts

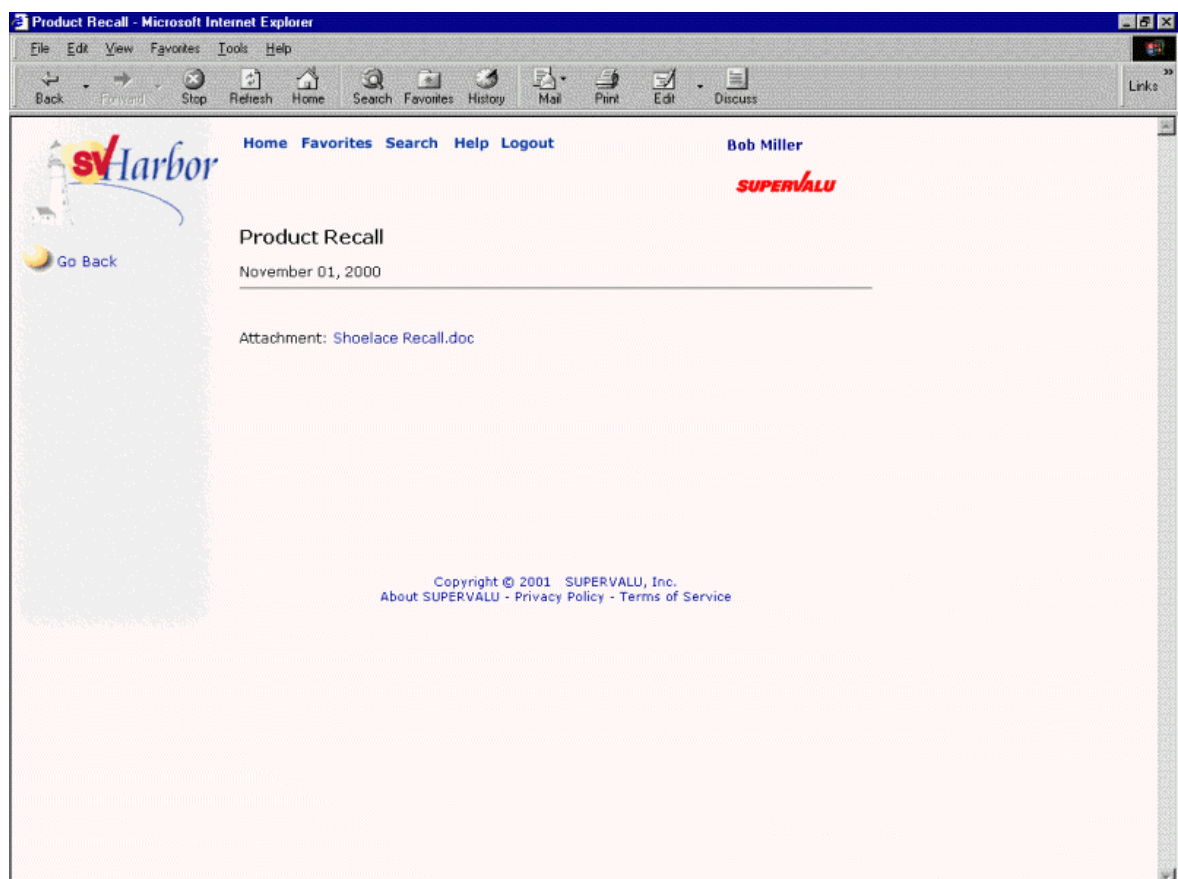
The **Alerts** area on the SVHarbor home page identifies important announcements. For example, an alert might contain product recall information. Alerts can include attached documents in Microsoft Word, PDF or other formats, that provide detailed information or instructions.



You must have the appropriate file viewer or application to view an attachment. For example, you need the Microsoft Word viewer or application to view an attached Word document. You can download viewers from the Downloads area in the eReports application; refer to the eReports online help.

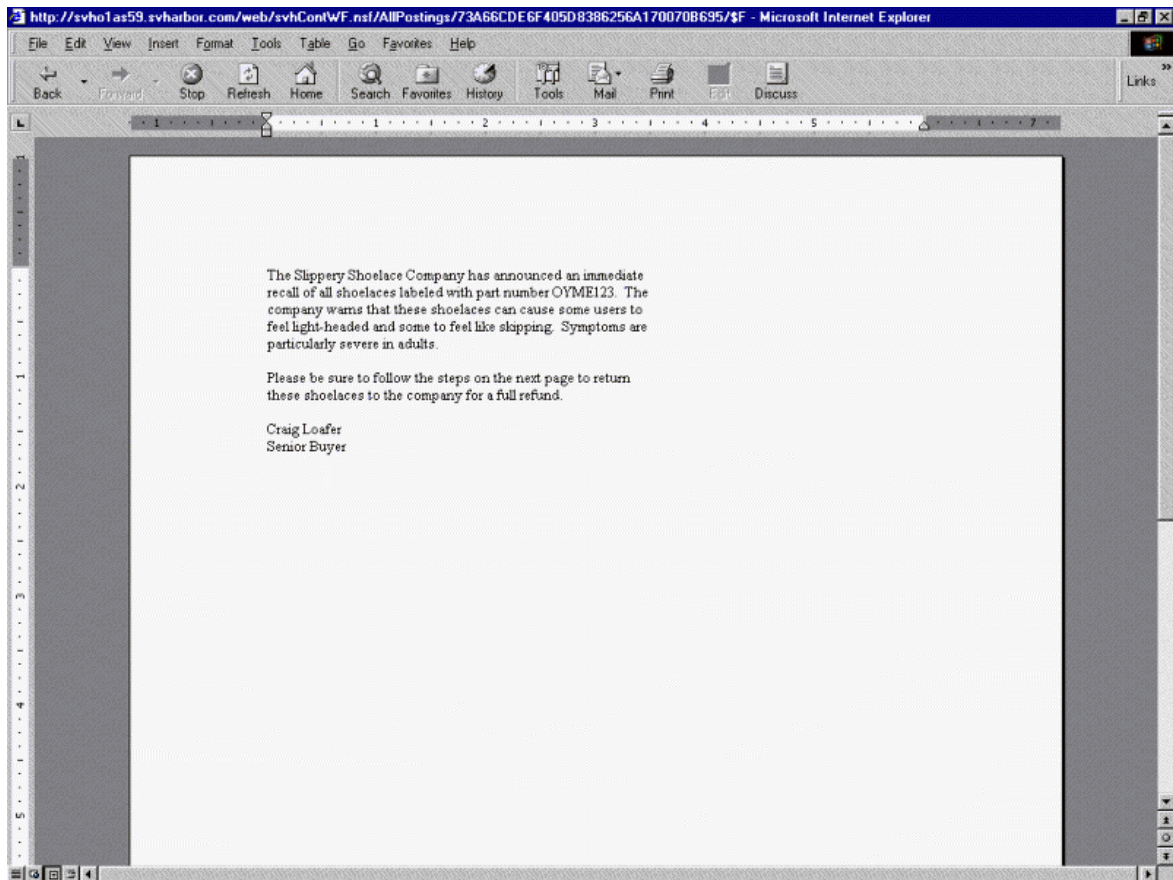
1. On the SVHarbor home page, click an alert in the Alerts area.
(Click the **More...** link in the Alerts area to see additional alert articles.)

The alert information is displayed as shown below. If the alert includes an attachment, its name is displayed. For example, the alert shown below contains a Microsoft Word document attachment.



2. If the alert contains an attachment, click the attachment name.

The attachment is displayed in its viewer inside of your Web browser. In our example below, the Word document attachment is displayed in the Microsoft Word viewer.



3. Click the Back button in your browser to return to the alert window.

4. Click Go Back in the left pane to return to the SVHarbor home page.

View headlines and news

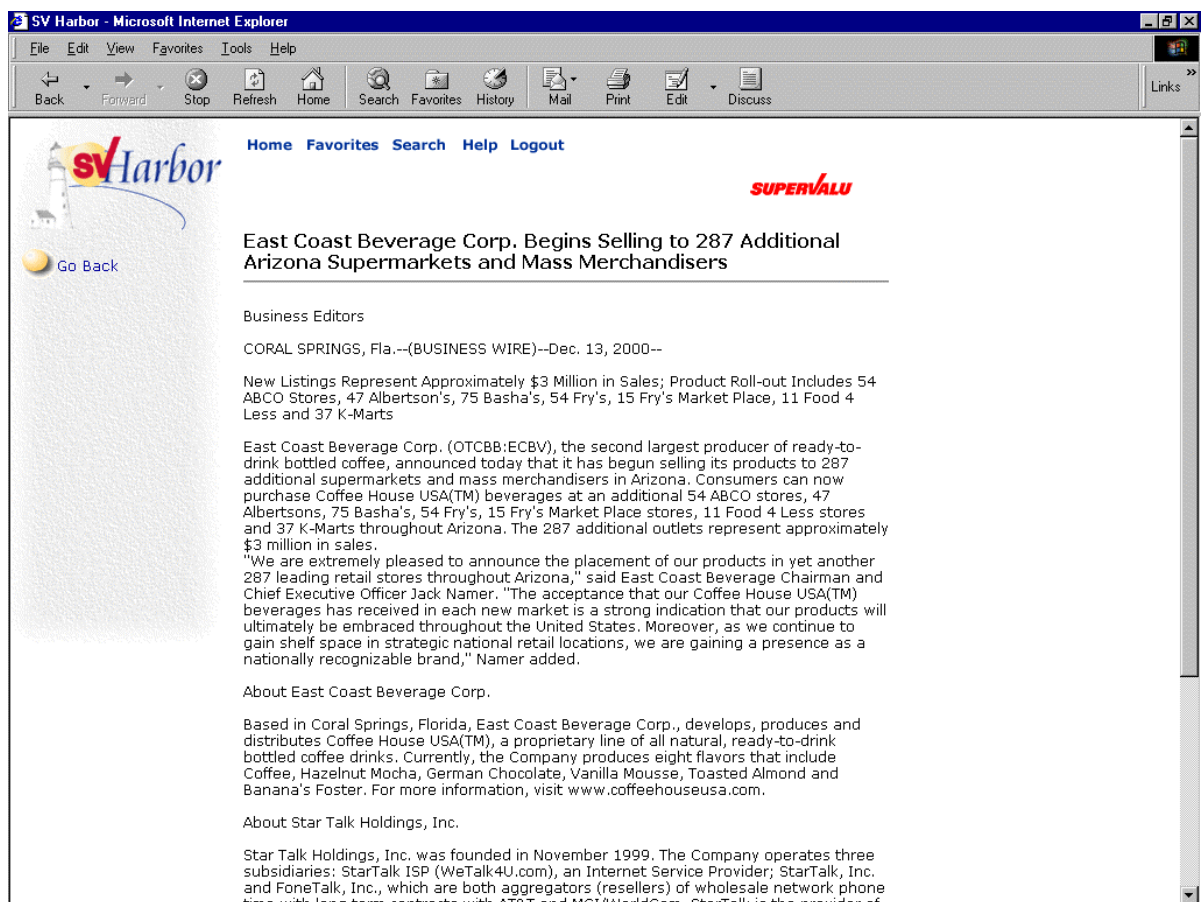
The **Harbor Headlines** area on the SVHarbor home page contains announcements of interest to SVHarbor users, and the **Industry News** area contains stories of interest to those in the grocery industry.

Follow the procedures below to view an announcement or news story and to change the number of items displayed on your SVHarbor home page.

1. On the SVHarbor home page, click an item in the Harbor Headlines or Industry News areas.

Click the **More...** button in either area to select from additional items

The news story or headline announcement is displayed. Below, a news story is shown.



2. Click Go Back in the left pane to return to the SVHarbor home page.

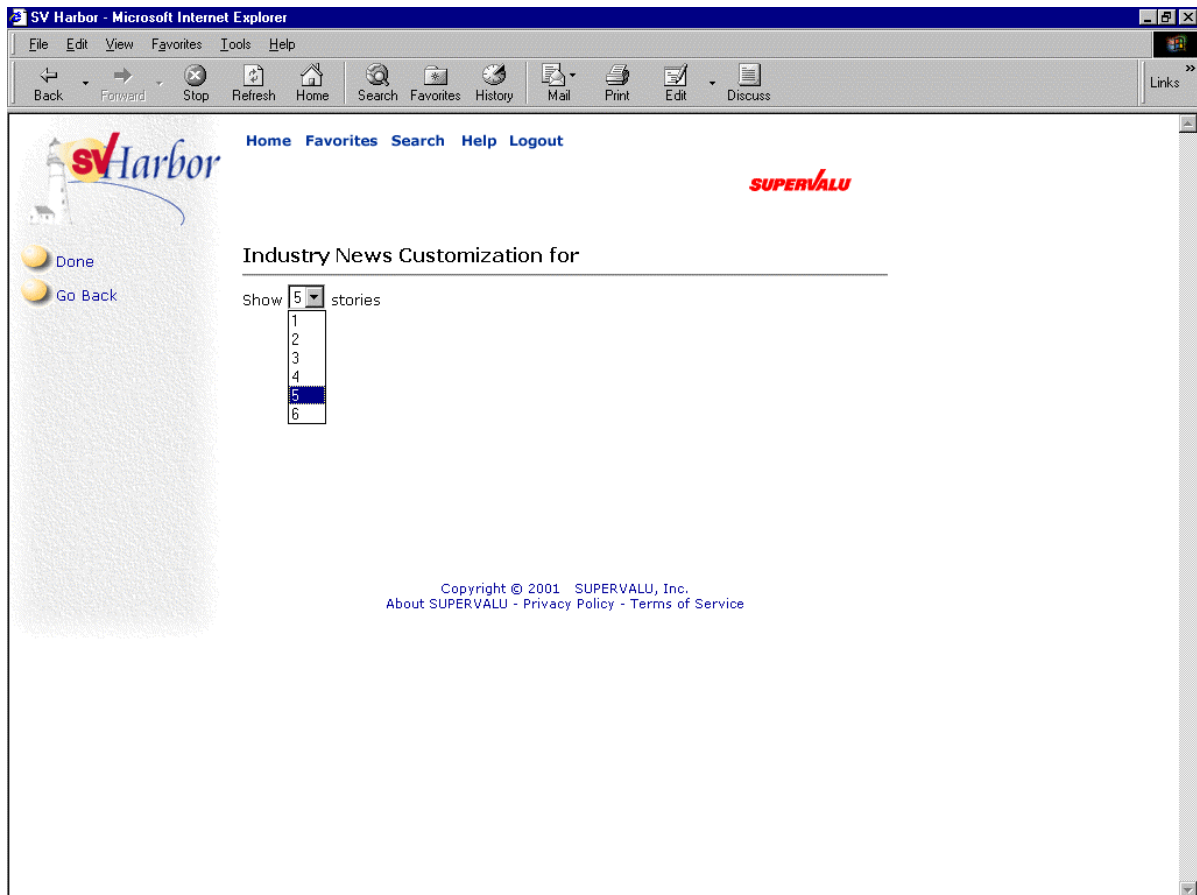
To change the number of headlines or news items shown on the home page:

1. On the SVHarbor home page, click the **Setup** button in the **Harbor Headlines or Industry News** area.

The Harbor Headlines or Industry News Customization window is displayed, as shown in step 2.

2. Click the arrow and choose the number of items you want shown.

You can display from one to six announcements or stories.



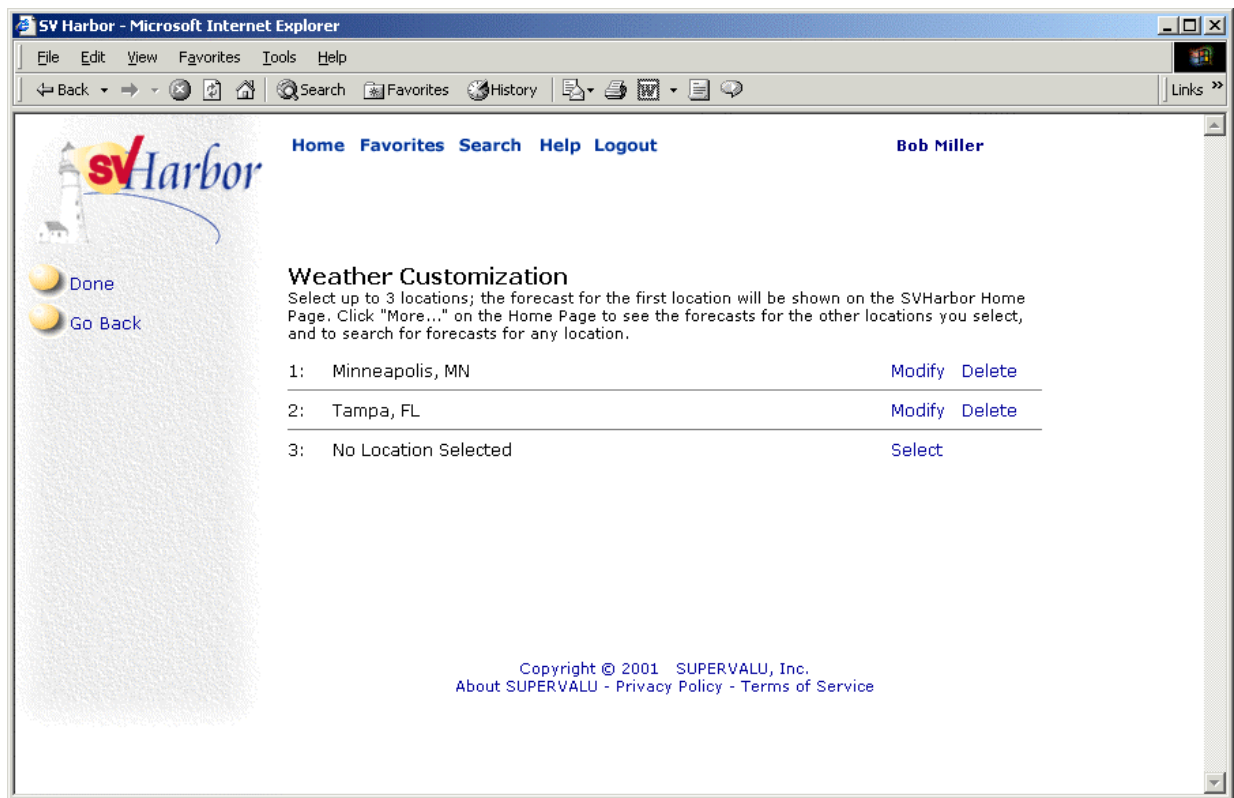
3. Click **Done** in the left pane to accept your changes and return to the SVHarbor home page. Click **Go Back** to exit this window without changing the setting.

Weather

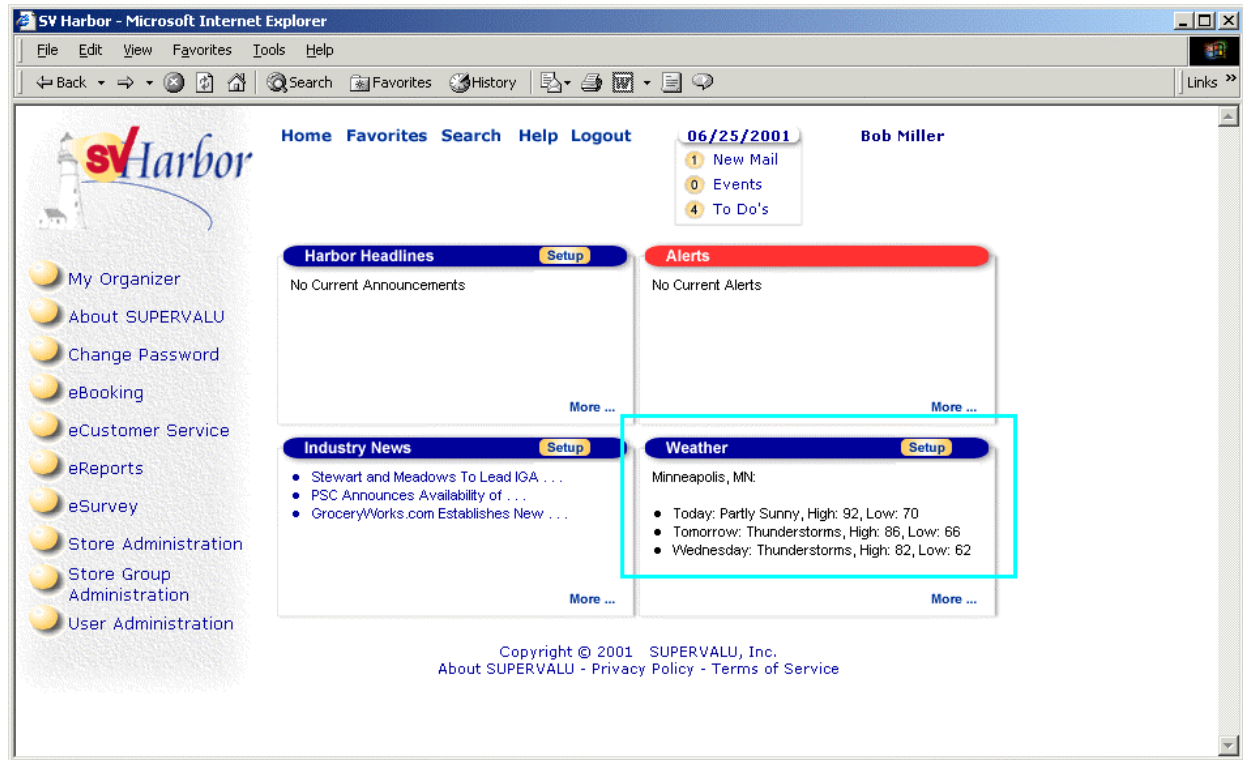
View weather

Use the **Weather** area on the SVHarbor home page to view weather forecasts for selected locations. This help topic describes how to customize this area to display the information you want.

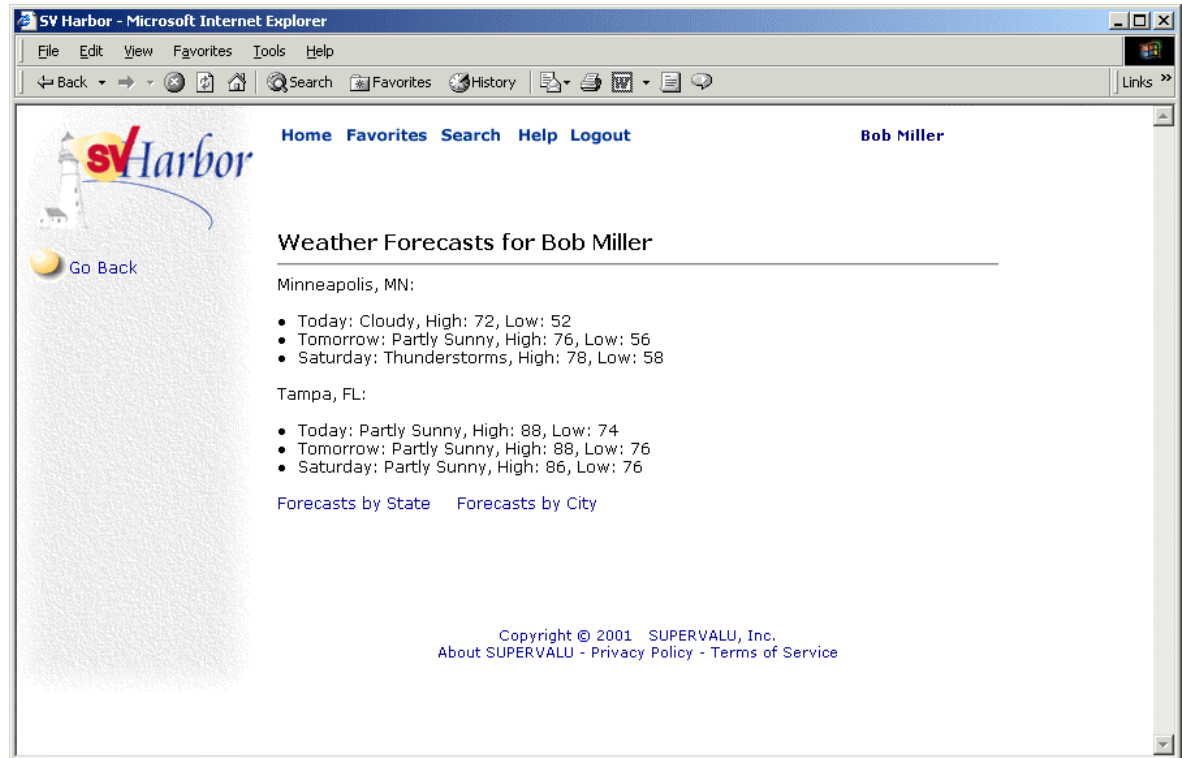
- ❖ Click the **Setup** button in the Weather area to add, edit or delete the weather locations displayed on the SVHarbor home page. You can set up three locations for viewing. In the window shown below, two locations have been selected.



- ❖ The **first** location you select is shown on the SVHarbor home page, and includes forecasts for the current day and the next two days. You may want to set up your own location as the first location so you can view it whenever you display the home page.



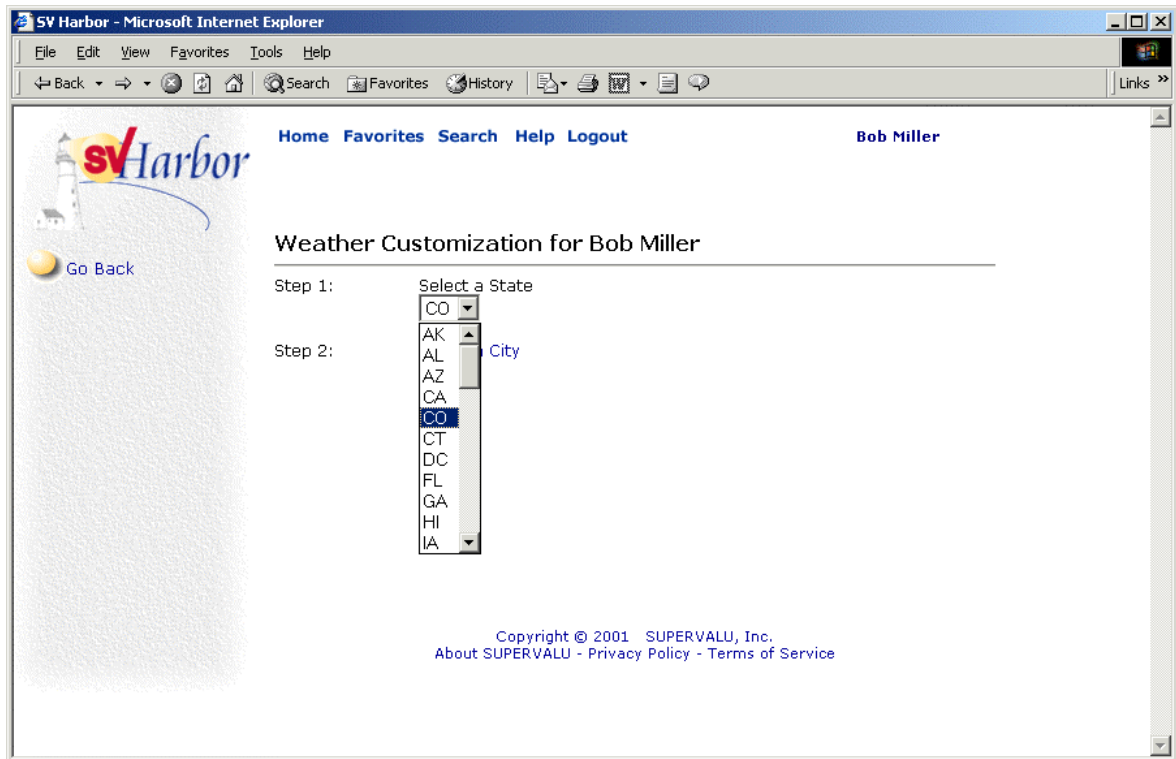
- ❖ The **second** and **third** locations you select are displayed when you click **More...** in the Weather area on the SVHarbor home page, as shown below. The Weather Forecasts window that appears also contains options for viewing weather forecasts for other cities that you choose by city or by state.



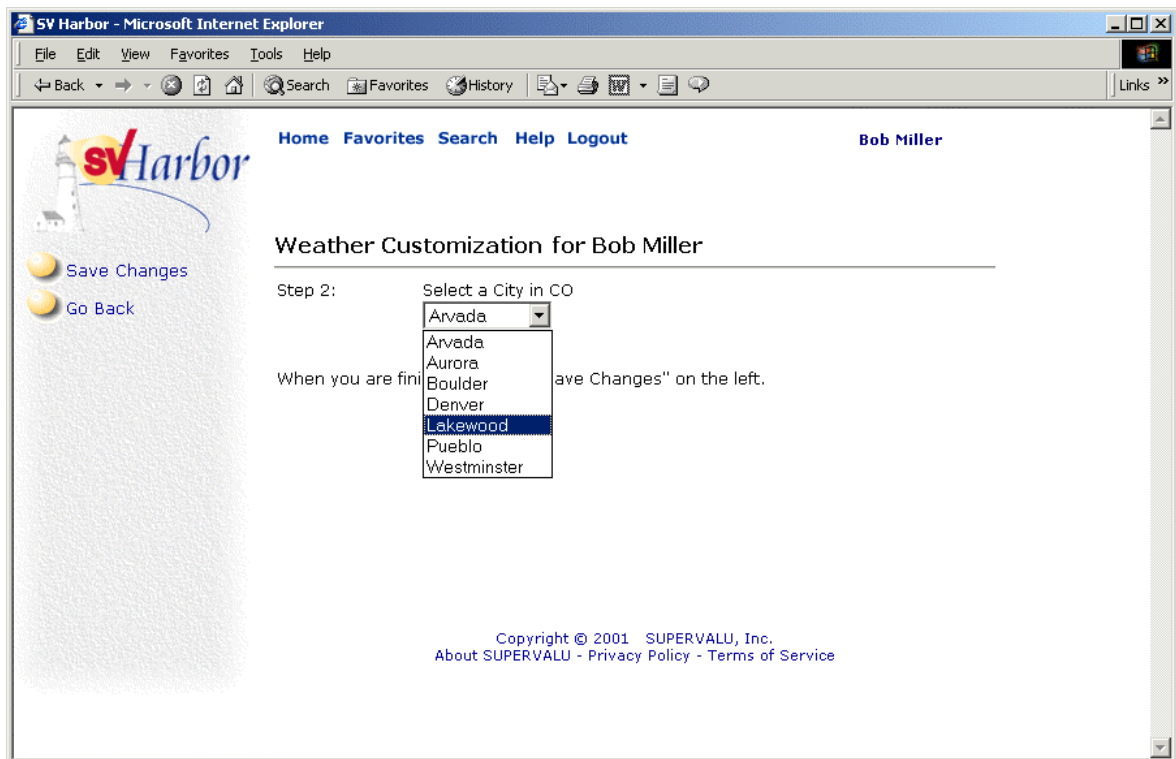
Add or edit weather locations

1. On the SVHarbor home page, click **Setup** in the Weather area.
The Weather Customization window is displayed. It contains positions for three locations. If "No Location Selected" appears after number 1, 2 or 3, you can add a location; otherwise, you need to edit or delete a location before you can add a location.
2. To add a weather location, click **Select**. To edit an existing weather location, click **Modify** for the location you want to edit.
The Weather Customization window is displayed, as shown in step 3.

3. Click the arrow below "Select a State" and choose a state from the list.



4. Click "Select a City." In the window that appears, click the arrow below "Select a City" and choose a city from the list.



5. Click Save Changes in the left pane.

You return to the Weather Customization window with your new or edited location displayed.

6. Click Done to return to the SVHarbor home page.

Delete weather locations

1. On the SVHarbor home page, click Setup in the Weather area.

The Weather Customization window is displayed. It contains positions for three locations.

2. Click Delete for the location you want to remove.

A message appears, asking if you are sure you want to remove the selected location.



If you delete your first or second location and have other locations selected below it, those locations are moved up in the list.

3. Click OK.

You return to the Weather Customization window. The words “No Location Selected” appear in place of the location you deleted.

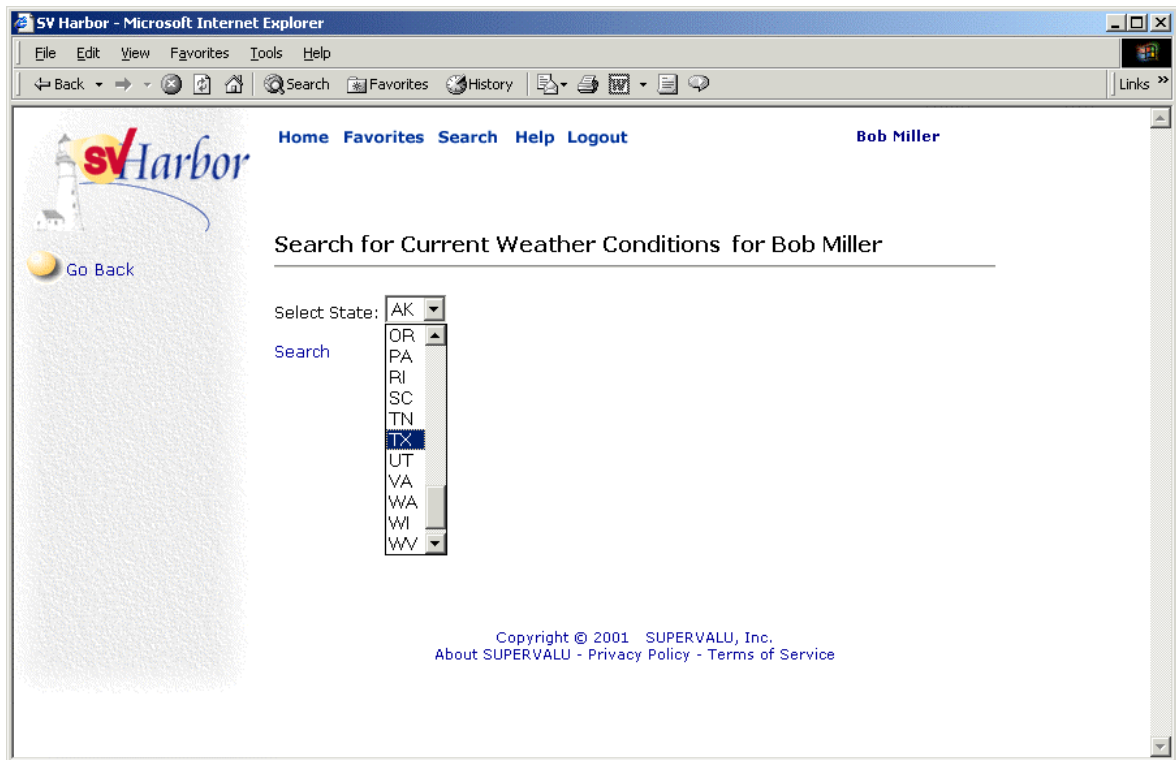
View forecasts by state

1. On the SVHarbor home page, click **More...** in the Weather area.

The Weather Forecasts window is displayed, showing forecasts for your second and third locations. (Your first location's forecasts appear on the SVHarbor home page.)

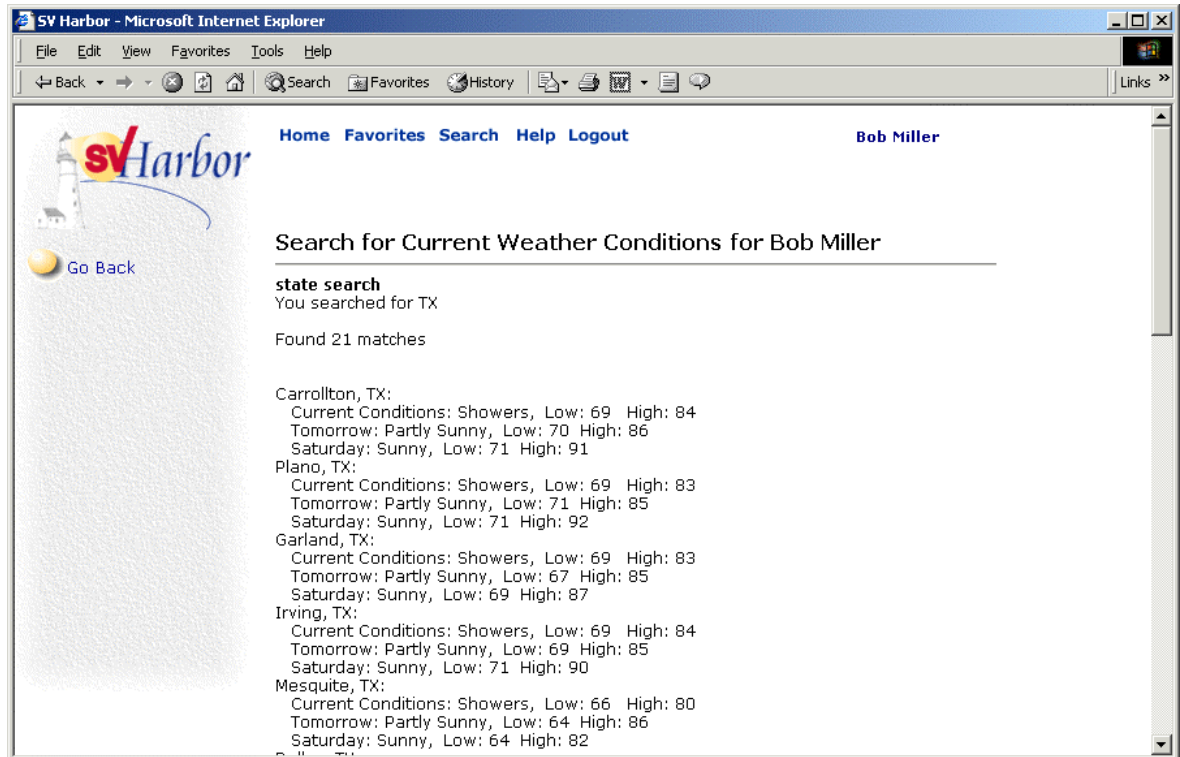
2. Click **Forecasts by State**.

You're prompted to select a state from a list of states.



3. Click the arrow and choose a state from the list that appears, as shown above. Then click Search.

Weather conditions for cities in the state you selected are displayed.



4. Click Go Back to return to the window shown in step 2.
If you want you can search for weather conditions of other states.
5. Click Go Back to return to the Weather Forecasts window.

View forecasts by city

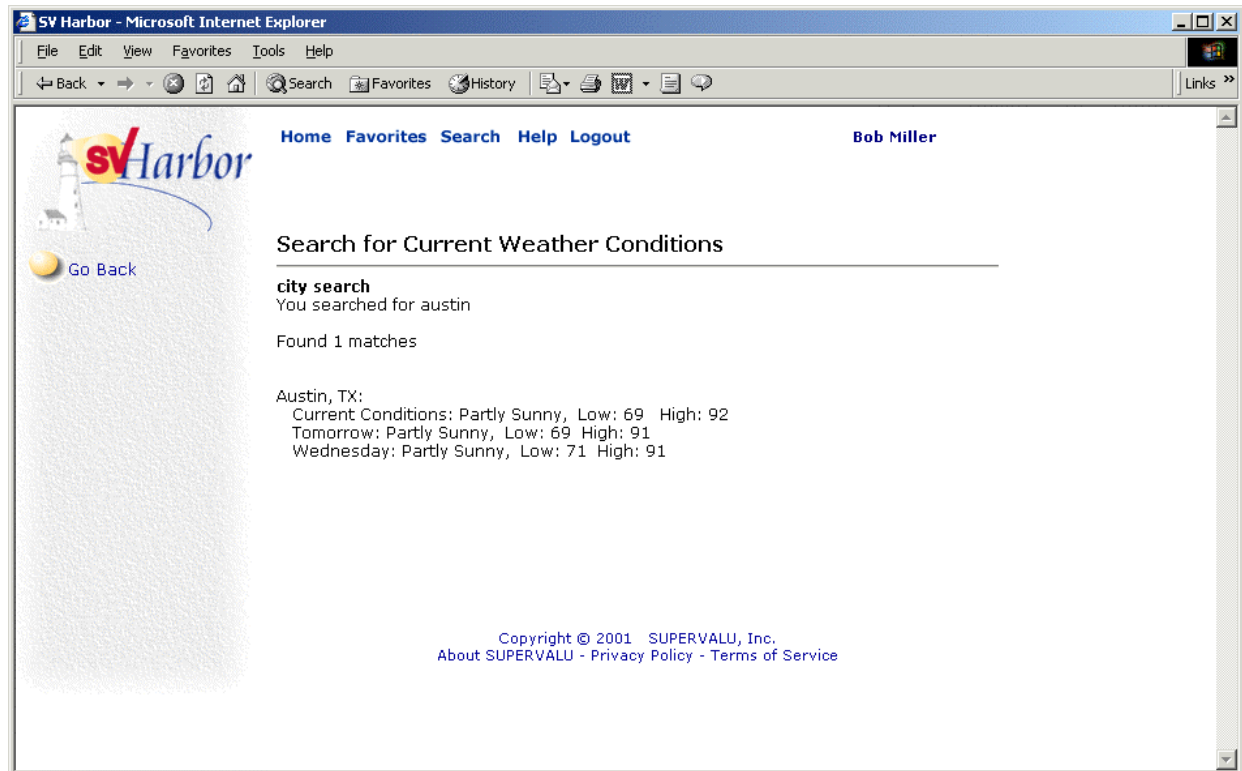
1. On the SVHarbor home page, click **More...** in the Weather area.

The Weather Forecasts window is displayed, showing forecasts for your second and third locations. (Your first location's forecasts appear on the SVHarbor home page.)

2. Click **Forecasts by City**.

3. Type a city name in the **Enter City** field and click **Search**.

Weather conditions for the city you selected are displayed, if the city's information is available through SVHarbor.



4. Click **Go Back** to search for the weather forecast of another city.
5. Click **Go Back** to return to the Weather Forecasts window.

Favorites

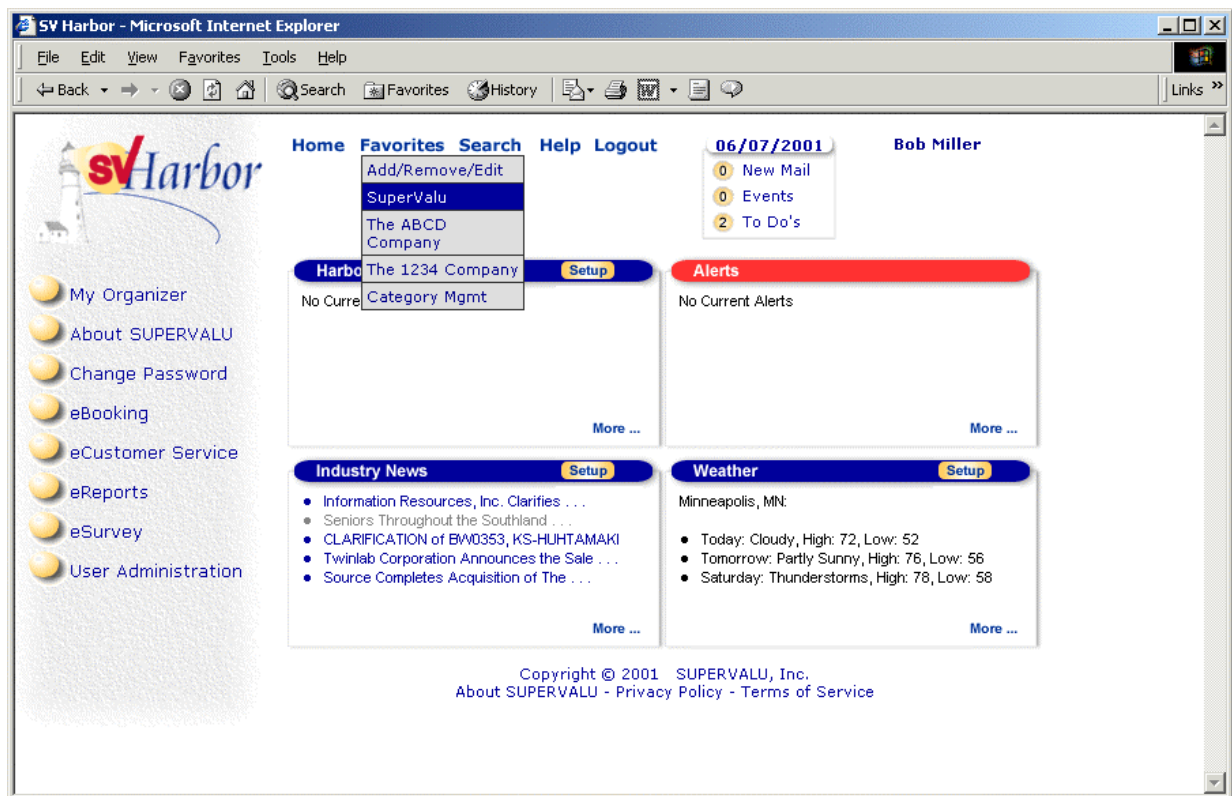
Work with favorites

Use the **Favorites** feature to list your favorite Web sites on a menu, which allows you to quickly display them from anywhere in SVHarbor.



You may want to create favorites for SUPERVALU sites that aren't directly linked in to SVHarbor. For example, you may want to add SUPERVALUCM.com, which is run by the Category Management department; this site contains planograms (diagrams of where products go on the shelves).

To go to a favorite site, just place the cursor over the Favorites menu on the SVHarbor home page. Then select one of your favorites from the list that appears, as shown below. Note that the top-most item in the Favorites menu is **Add/Remove/Edit**. Select this option to add, edit or delete favorites.

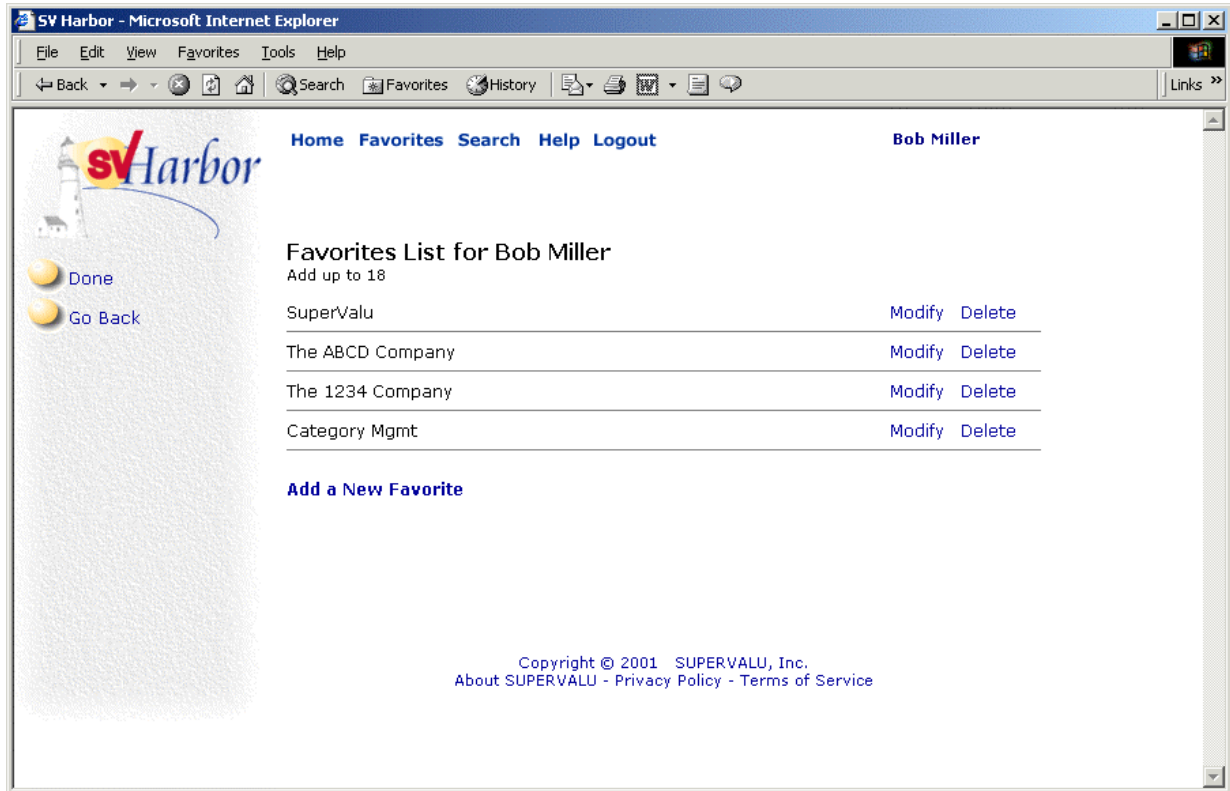


Add or edit favorites

You can list up to eighteen favorites in the Favorites menu. Follow these steps to add or edit your favorites.

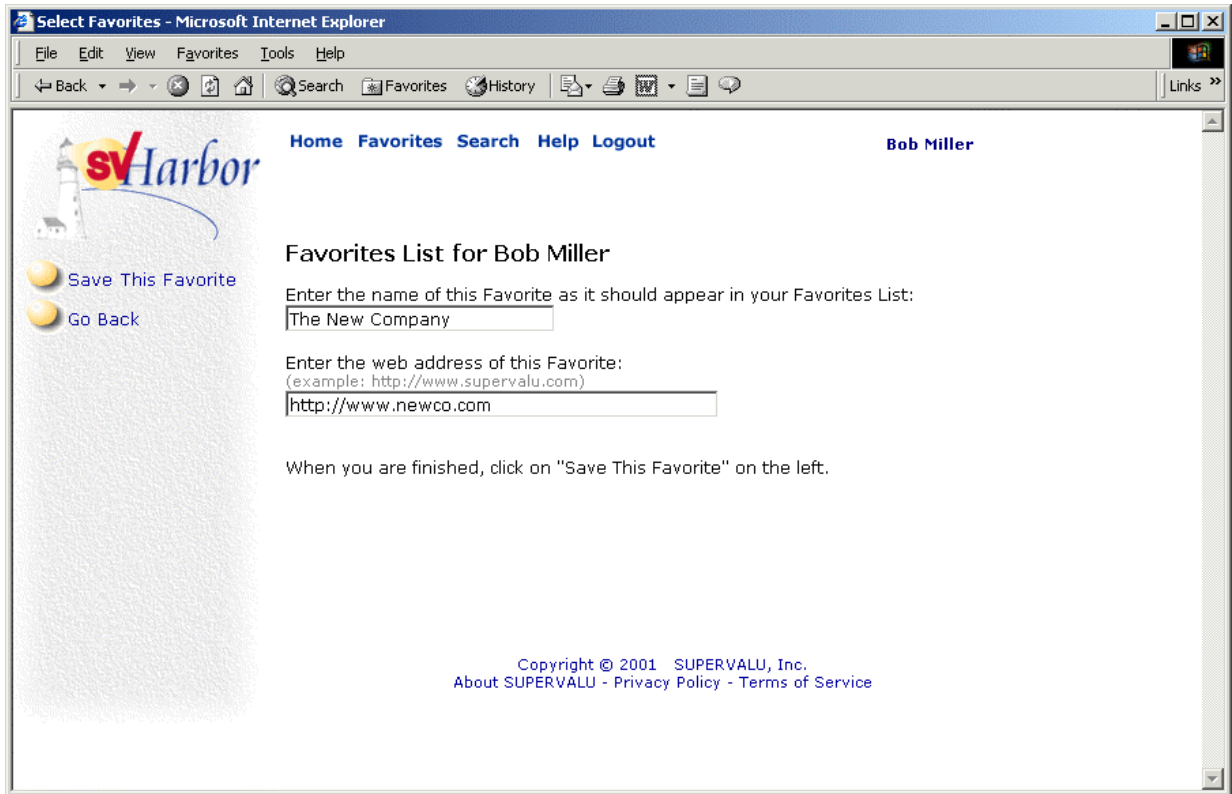
1. From the SVHarbor menu, select Favorites and choose Add/Remove/Edit.

The Favorites List window is displayed. It lists all favorites currently set up.



2. To add a favorite, click **Add a New Favorite**. To edit a favorite, click its **Modify link**.

The following fields are displayed.



3. In the first field, type a name for the favorite.

This name will appear in the Favorites menu.

4. In the second field, type the Web address (URL) to access.

Most Web sites begin with the following: `http://www`.

followed by the Web site name and its extension, as in: `supervalu.com`

The complete Web address in this example would be: `http://www.supervalu.com`.

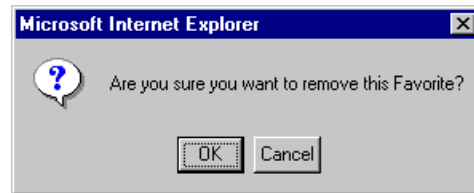
5. Click **Save This Favorite** from the left pane.

You return to the Favorites List window.

6. Choose the new or edited favorite from the Favorites menu to go to that Web site.

Delete favorites

1. From the SVHarbor menu, select Favorites and choose Add/Remove/Edit.
The Favorites List window is displayed. It lists all favorites currently set up.
2. Delete a favorite by clicking its Delete command.
You are asked to confirm that you want to delete the favorite.



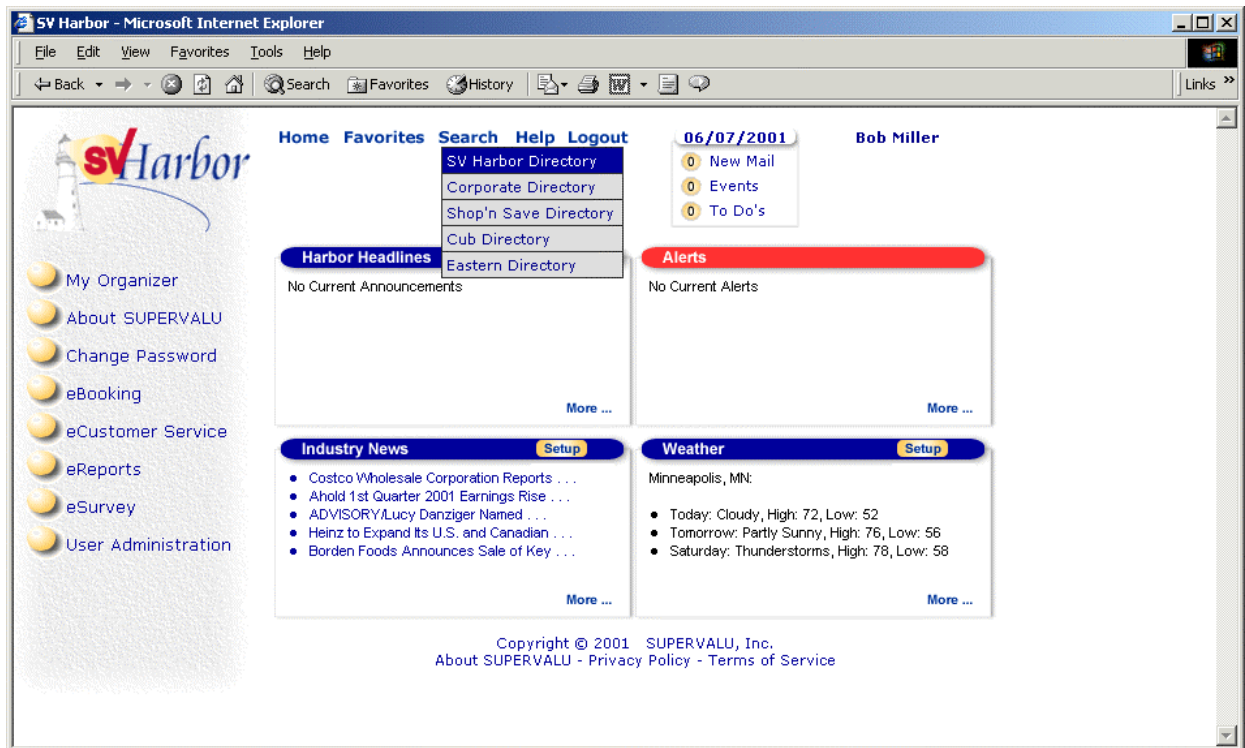
3. Click OK to delete the favorite, or Cancel to cancel the deletion.
If you clicked **OK**, the favorite is removed from the Favorites menu.

Search for a person

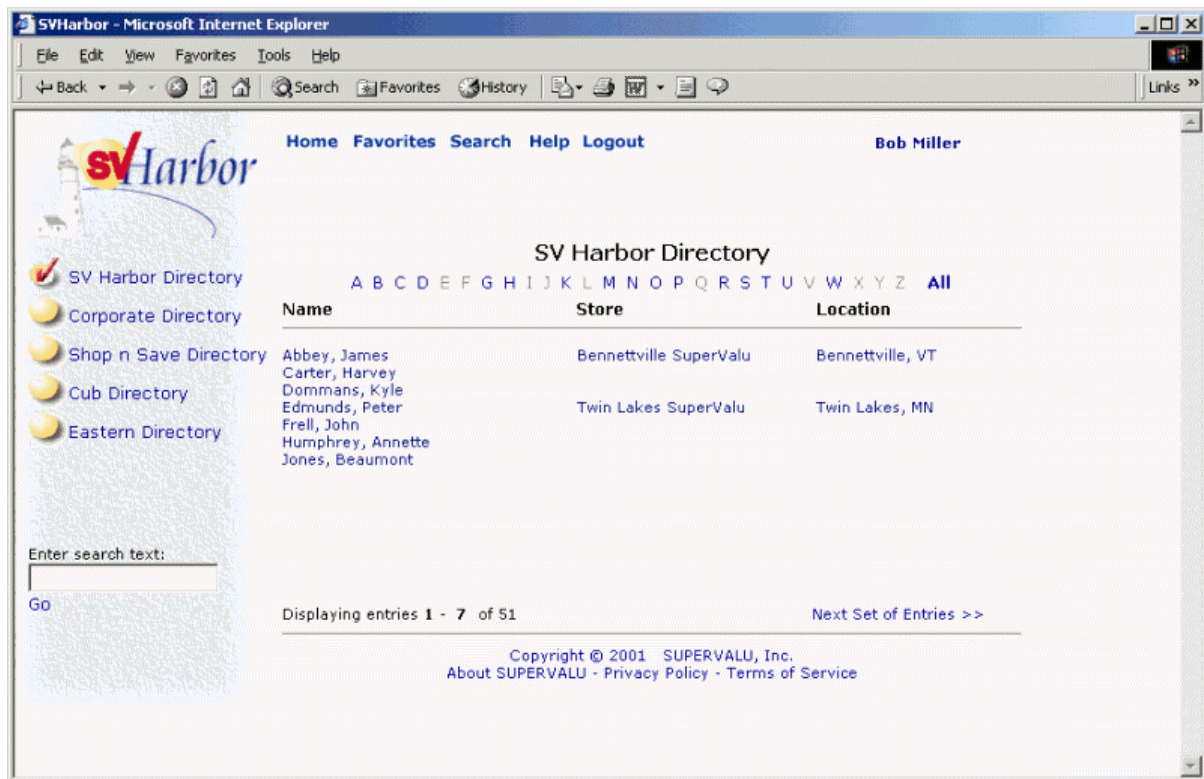
Use the Search feature to search directories for a person's location (city and state), store and email address.

1. From the SVHarbor menu, choose Search and select a directory.

Clicking **Search** displays a list of directories to which you have access.



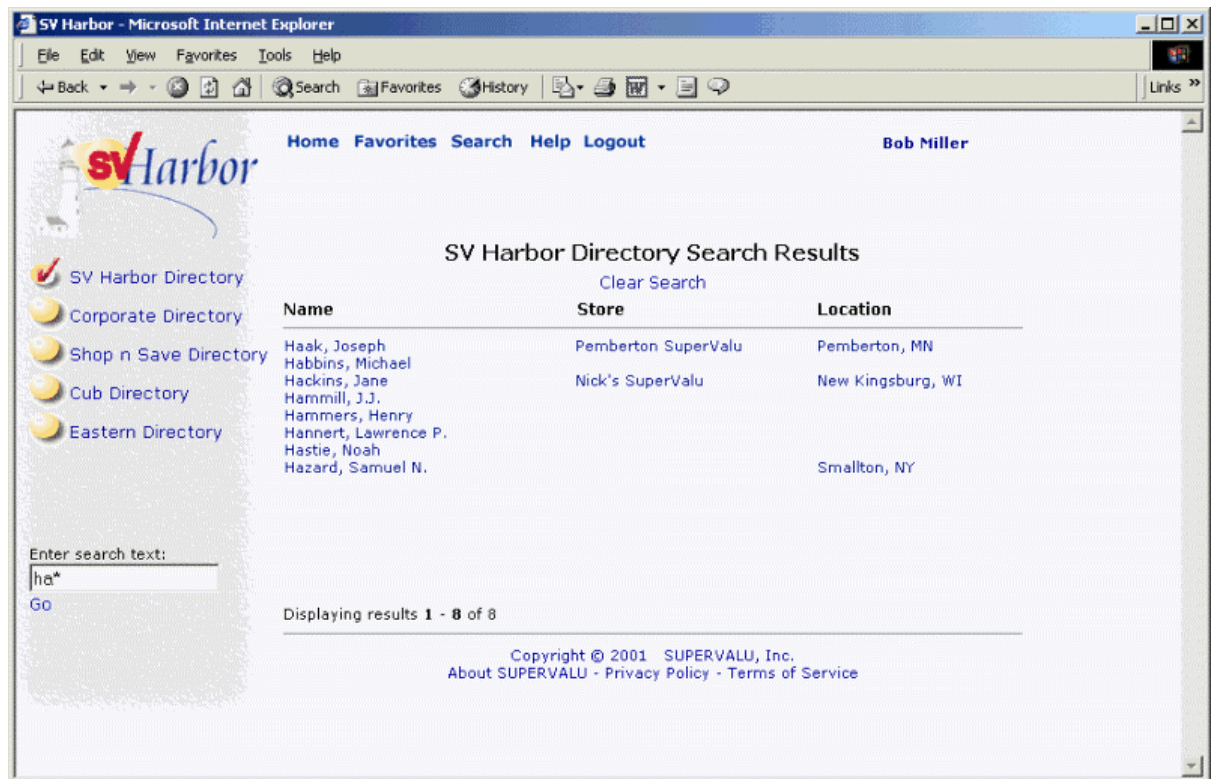
After you select a directory, the first page of names in that directory is shown. Names are listed in alphabetical order by last name, along with their store (if known) and location (if known). Available directories are now displayed in the left pane, and a checkmark appears next to the selected directory; you can choose another directory if needed.



2. Find the name you want.

- ❖ By default, all names in the directory are listed, although you may need to click **Next Set of Entries** to view additional names in the list. Or, select the first letter of the person's name from the alphabetical letters displayed along the top to display people whose last name starts with that letter only; click **All** to return to viewing all names.

- ❖ To search for a name, type all or part of the person's last name in the Enter search text field in the lower left of the window, followed by an asterisk (*), and click **Go**. (The asterisk matches all letters.) In the example shown below, we typed ha* and clicked **Go**, and the directory search results displayed all persons whose last name starts with the letters "ha."

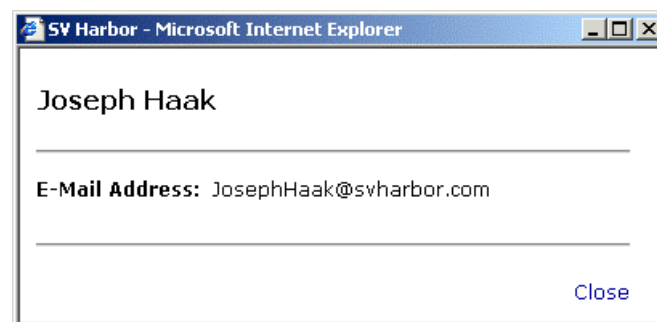


3. Click a name in the Name column.

After you select a name, the person's email address is displayed, as shown below.



To copy the email address, highlight the email address with the cursor, click the right mouse button and choose **Copy** from the dropdown menu.



4. Click Close.

Repeat steps 2 and 3 to locate another name in the current directory. To search for a person in another directory, first click the directory name in the left pane.

5. Choose Home from the SVHarbor menu to return to the SVHarbor home page.

Use My Organizer

The My Organizer option in the left pane of the SVHarbor home page allows you to access the email, address book, calendar and To Do functions and to perform some setup tasks. Note that you can also access the email, calendar and To Do functions right from the SVHarbor home page.

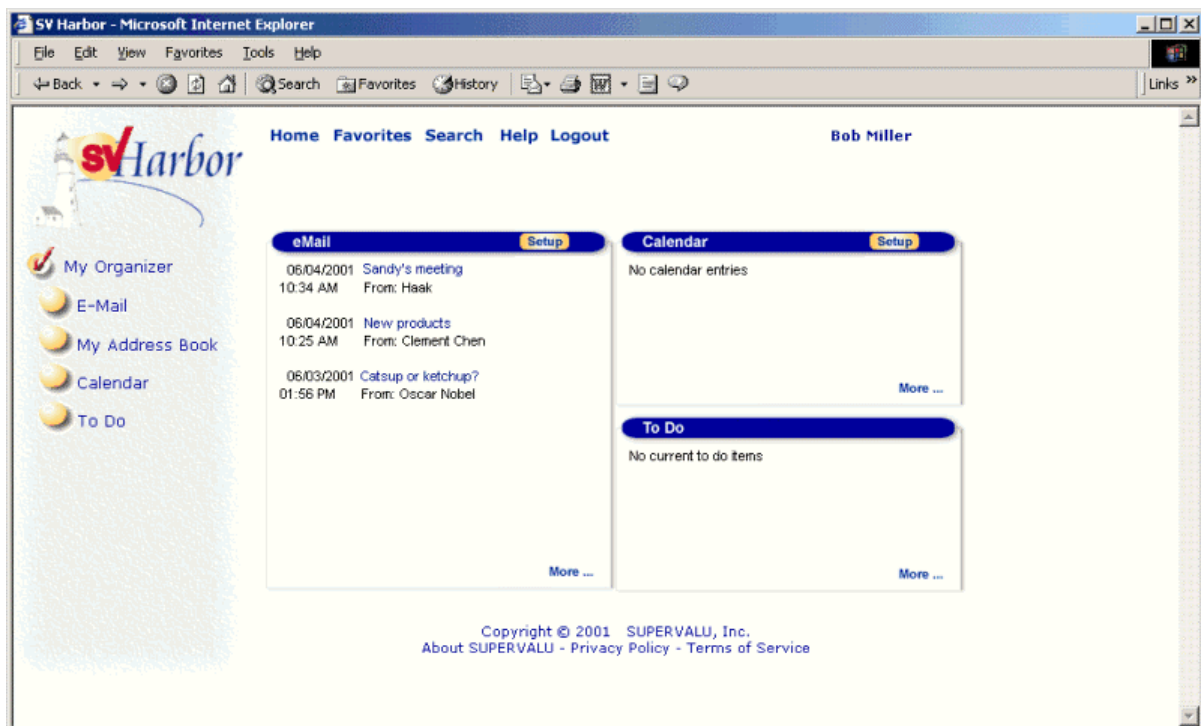


The My Organizer option appears only if you have been assigned an SVHarbor email account AND an email role. Contact your administrator for more information.

1. On the SVHarbor home page, click My Organizer in the left pane.

The My Organizer window is displayed.

- ❖ The **eMail** area displays unread emails in your Inbox.
- ❖ The **Calendar** displays calendar events you have scheduled.
- ❖ The **To Do** area displays current to do items.



2. Select a function from the options in the left pane.

See “Work with email,” “Use the address book,” “Work with events” or “Work with To Do’s.”

Email

Work with email

SVHarbor provides an easy-to-use email application that lets you send messages to other SVHarbor users and other users that have email accounts. If your administrator has set up an SVHarbor email account for you, the My Organizer option is available in the left pane of the SVHarbor home page, and a New Mail option appears at the top of the home page. In addition, you have access to calendar and to do list features. If your administrator did not assign you an SVHarbor email account, none of these features are available. (For example, you might not have been assigned an SVHarbor email address if you use another email provider, such as America Online.)

Your SVHarbor email address is your SVHarbor username followed by “SVHarbor.com” (as in new.user@SVHarbor.com). This address is listed for you in the SVHarbor directory, and you can give it to anyone who needs to email you. When your administrator creates your account, he or she can also select one or more email roles for you. For example, if you are assigned the Store Manager role, you will automatically receive all SVHarbor email intended for store managers.

Listed below are the main tasks you can perform in the SVHarbor email application:

- ❖ Start the email application
- ❖ Read messages
- ❖ Organize your email
- ❖ Create or edit a message
- ❖ Select from the Address Book
- ❖ Format email text
- ❖ Sending and/or saving a message
- ❖ Set delivery options
- ❖ Delete a message
- ❖ Set mail preferences

And also:

- ❖ Use the Address Book
- ❖ Add contacts
- ❖ Add groups
- ❖ Edit contacts or groups
- ❖ Delete contacts or groups



The file attachment size limit is 10 MB per incoming or outgoing message. This includes both attachments if there are two for a message. Refer to “Create or edit a message” for information on file attachments.

Messages in your Inbox are automatically removed after 60 days. If you want to save messages for a longer period of time, you need to move them into other folders as described in “Organize your email.”

The total amount of space you have (for email messages, attachments, To Do's and your calendar) is 50 MB. If your space gets full, you will still be able to receive messages but you will not be able to send messages, add To Do's or add calendar events. It's a good idea to delete old messages that you do not need anymore. Refer to “Delete a message” for more information.

Start the email application

You can run the SVHarbor email application by either:

- ❖ Clicking **My Organizer** in the left pane of the SVHarbor home page and then clicking **E-Mail**.
- ❖ Clicking **New Mail** at the top of the SVHarbor home page.

The main email window is displayed, as shown below. Use the buttons and links on this window to perform email tasks.

http://portaltest.svharbor.com/svhtml/mail1/Bob.Miller.nsf/MailF5?OpenFrameset - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print Mail News

svHarbor

New Memo Folder Delete Tools Go to Add Sender To Address Book

Previous Page | Next Page | First Page | Last Page

-- Select Folder -- Move to Folder Or Copy to Folder

Who ^ Date v Size v Subject

☐ TRWilliam 06/04/2001 1,110 Re: Another test

☐ Claven 06/04/2001 598 Greetings

☐ Saunders 06/03/2001 1,093 Hello

Previous Page | Next Page | First Page | Last Page

INBOX

Drafts

Sent

Address Book

All Documents

Trash

Discussion

Rules

East Coast

Open Calendar

Open To Do

Open Address Book



New Memo: Click this button when you want to create an email message.



Folder: Displays the **Create Folder**, **Remove Folder** and **Upgrade Design** buttons, which you use when organizing email.



Delete: Displays the Delete and Empty Trash buttons, which you use to delete email messages.



Tools: Displays the Preferences button, which allows you to set email options.



Go to: Displays the **My Organizer** button, which takes you to My Organizer.



Add Sender To Address Book: Click the checkbox next to an email message, and then click this button to add the sender of the email to your address book.



Open Calendar: Displays the Calendar window.



Open To Do: Displays the To Do window.



Open Address Book: Displays the Address Book window.

Read messages

1. Launch the email application.

Refer to “Start the email application” for details.

The main email window is displayed.

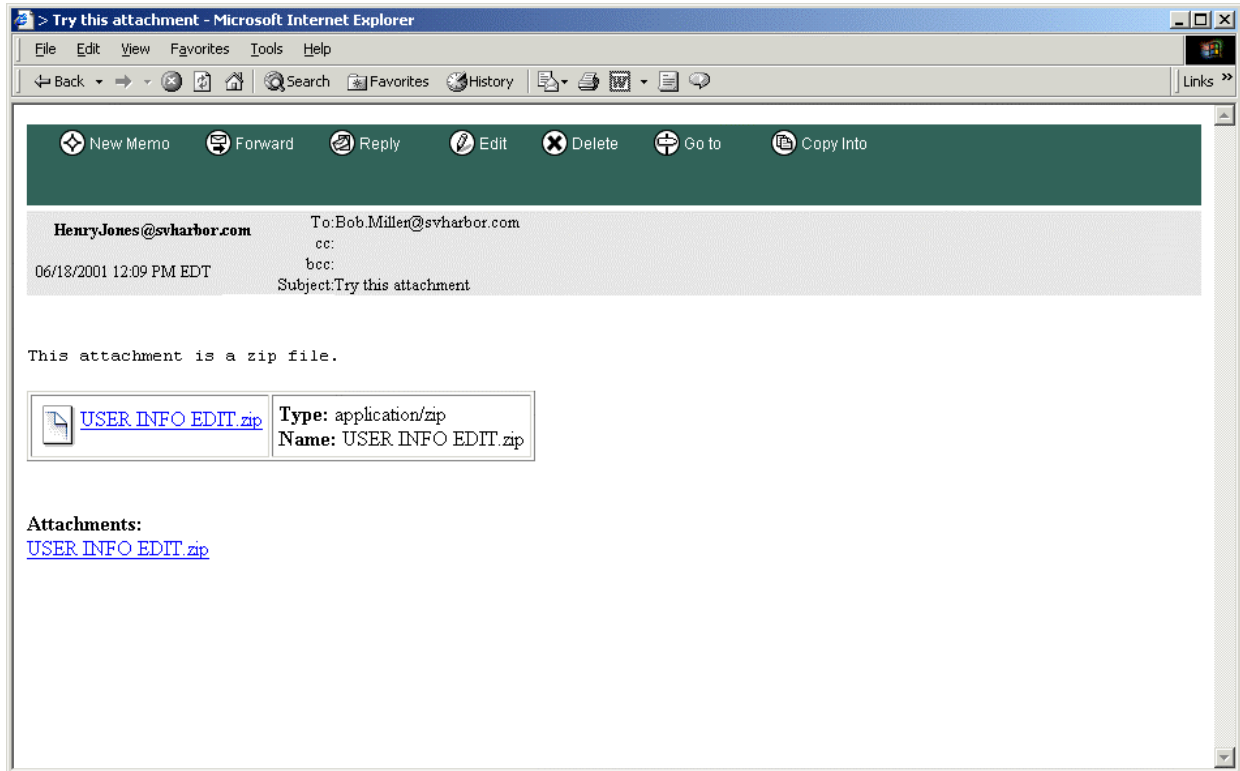
2. Locate the message you want to read.

- ❖ Messages in your Inbox are displayed when you open the main email window. To display messages within other folders, click the folder you want at the left side of the window.
- ❖ The folder name whose messages are being displayed appears in all capital letters.
- ❖ Use the **Previous Page**, **Next Page**, **First Page** and **Last Page** buttons to move between pages of the list of messages.

- ❖ Click the small arrow next to Who, Date and Size to sort the messages in ascending or descending order of the sender's name, the date of the message or the size of the message file.

3. Click the name of the sender whose message you want to read.

The email message displays, as shown below.



4. View and download the attachment if there is one.

If the sender attached a file to his or her message, it appears within the message in two ways:

- ❖ If the email application can display the attachment, it inserts it right in the message. For example, an attachment such as a graphic in .GIF format is displayed in the message. The filename is also displayed in the window.
- ❖ If the email application cannot display the attachment, only the filename appears in the window. For example, an attachment such as a .ZIP file cannot be directly displayed.

In either case, you can save the attachment to your computer's hard drive just by clicking the filename. After clicking the filename, the File Download window appears. Click the **Save this file to disk** button (if it is not already selected) and click **OK**. Specify a location to save the file, and click **Save**. Click **Close** when the file has completed downloading.



In order to view a file stored on your hard drive, you must have the appropriate application or viewer. For example, to open a .PDF file, you must have the Adobe Acrobat Reader installed.

5. Use the buttons at the top of the window to perform the tasks listed below.



New Memo: Opens a blank New Memo window, which allows you to create a new message.



Forward: Opens the New Memo window with the subject line and the contents of the sender's email message included, allowing you to pass along the message to one or more people.



Reply: Displays four additional buttons. **Reply** opens the New Memo window pre-addressed to the sender. **Reply to All** opens the New Memo window pre-addressed to the sender and everyone else who received the email. **Reply with History** opens the New Memo window pre-addressed to the sender, with the contents of the sender's email message included. **Reply to All with History** opens a New Memo window pre-addressed to the sender and everyone else who received the email, with the contents of the sender's email message included.



Edit: Displays the selected message in editable form.



Delete: Places the displayed message in the trash, where it will remain until you click **Empty Trash**.



Go to: Displays five additional buttons. **Inbox** displays the messages in the Inbox. **Calendar** displays the Calendar window). **To do** displays the To do window. **Next** displays the next message in the list, and **Previous** displays the previous message in the list.



Copy Into: Displays the **New Task** and the **New Calendar Entry** buttons. Click **New Task** to copy information from the message into a To Do task. Click **New Calendar Entry** to copy information from the message into a calendar entry.

Organize email

The following sections explain how to organize the messages you send and receive into folders. This makes it easy to quickly find a particular message, especially if you receive a lot of email.

To create a new folder:

1. From the main email window, click **Folder**.

Three new buttons appear: **Create Folder**, **Remove Folder** and **Upgrade Design**.

2. Click **Create Folder**.

The New Folder window is displayed.

New Folder
Enter new folder name here.
To nest the new folder in an existing folder, enter the full path using "\" as the separator. (e.g. Existing Folder\New Folder)

Current Folders
You can choose an existing folder in which to nest the new folder. Choose from the list below, and click "Begins With" to initialize the new folder name.

East Coast\New York
East Coast\New York
South
Canada

Begins With

OK Cancel

3. Type a name for the new folder.
4. To put this new folder inside an existing folder, click the arrow next to the **Begins With** button and choose a folder from the list. Then click the **Begins With** button.

The folder name is inserted in the New Folder field.

5. Click **OK**.

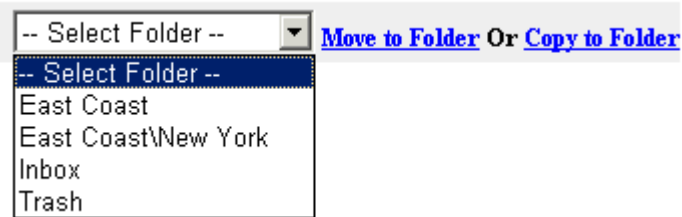
The new folder is listed on the left side of the window.

To move messages to a folder:

1. From the main email window, click the checkbox next to each message you want to move.

You may need to click the folders listed on the left side of the screen to display the messages you want to move. A checkmark in the box indicates that a message is selected for moving. (Click the box again to remove the checkmark if you decide not to move a message.)

2. Select the folder you want to move the email to from the list on the right side of the window.



3. Click Move to Folder or Copy to Folder.

Move to Folder moves the selected message to the folder you choose and deletes it from the current folder. **Copy to Folder** moves the selected message to the folder you choose and also leaves a copy of the message in the current folder.

To remove a folder:



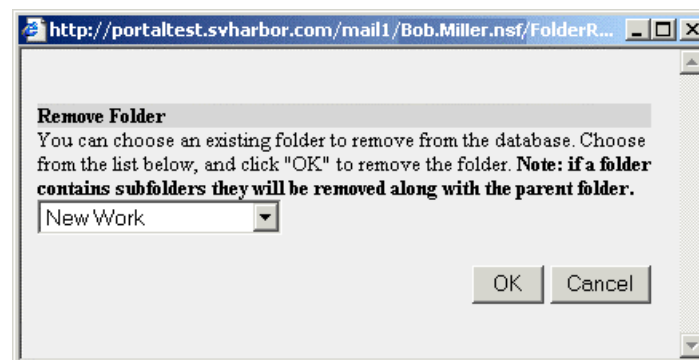
Use this procedure carefully. When you delete a folder, all messages stored in that folder are also deleted.

1. From the main email window, click Folder.

Three new buttons appear: **Create Folder**, **Remove Folder** and **Upgrade Design**.

2. Click Remove Folder.

The Remove Folder window is displayed.



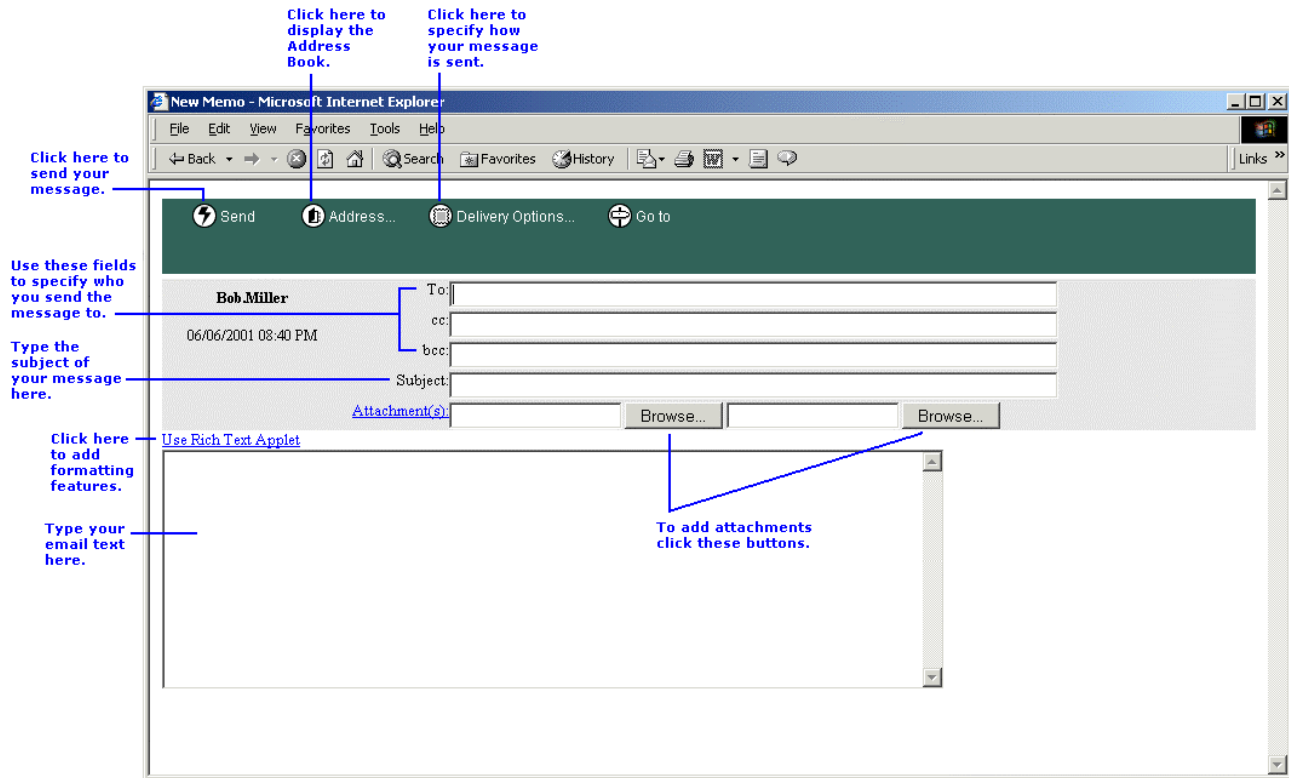
3. Click the list and choose the folder you want to remove. Then click OK.

The folder is removed from the list on the left.

Create or edit a message

1. To create a new message, click **New Memo** in the main Email window. To edit a message you've already started, click the **Drafts** folder on the left and then click the message you want to work with.

If you are creating a message, the New Memo window is displayed. If you are editing an existing message, the message displays in the window.



2. If you want to format your text, click **Use Rich Text Applet**.



This creates a new memo page and deletes all information you may have already entered in the message.

Refer to the “Format email text” help topic for details.

3. Enter the recipient's email addresses in the **To**, **cc** and **bcc** fields.

Either type the names or click **Address** to select a previously saved contact or group name from the address book. (Refer to “Select from the Address Book” for more information.) You can enter multiple names by separating the email addresses with commas.

SVHarbor allows you to send your email message to additional people besides the person listed in the **To:** field. Email recipients listed in the **cc:** field will see the names of the other recipients of your email. Email recipients listed in the **bcc:** field, however, will not. As the sender of the message, you always see all names, even those who received blind carbon copies.

4. In the **Subject** field, type a title for the message.

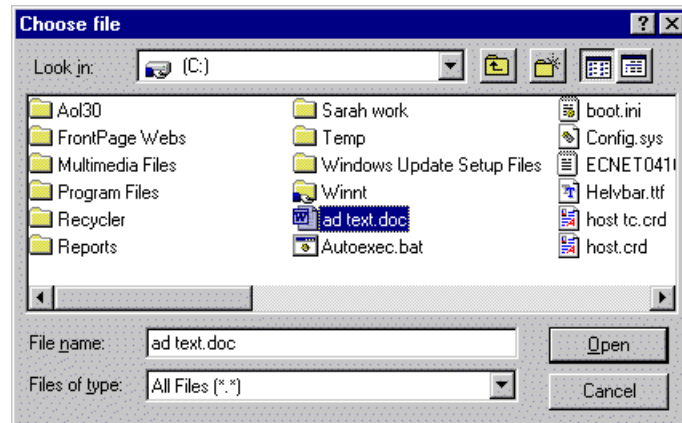
For example, you might type “Tuesday meeting delayed.”

5. To attach a file to your message, click one of the **Browse...** buttons, select the file you want to attach from the **Choose File** window, and click **Open**.

- ❖ An attachment is a file, such as a word processing document or a spreadsheet document, that you can send along with your email message. SVHarbor allows you to attach two files to the messages you send.
- ❖ This attaches the file to your message. To attach a second file to your message, click the other **Browse...** button and repeat this step.



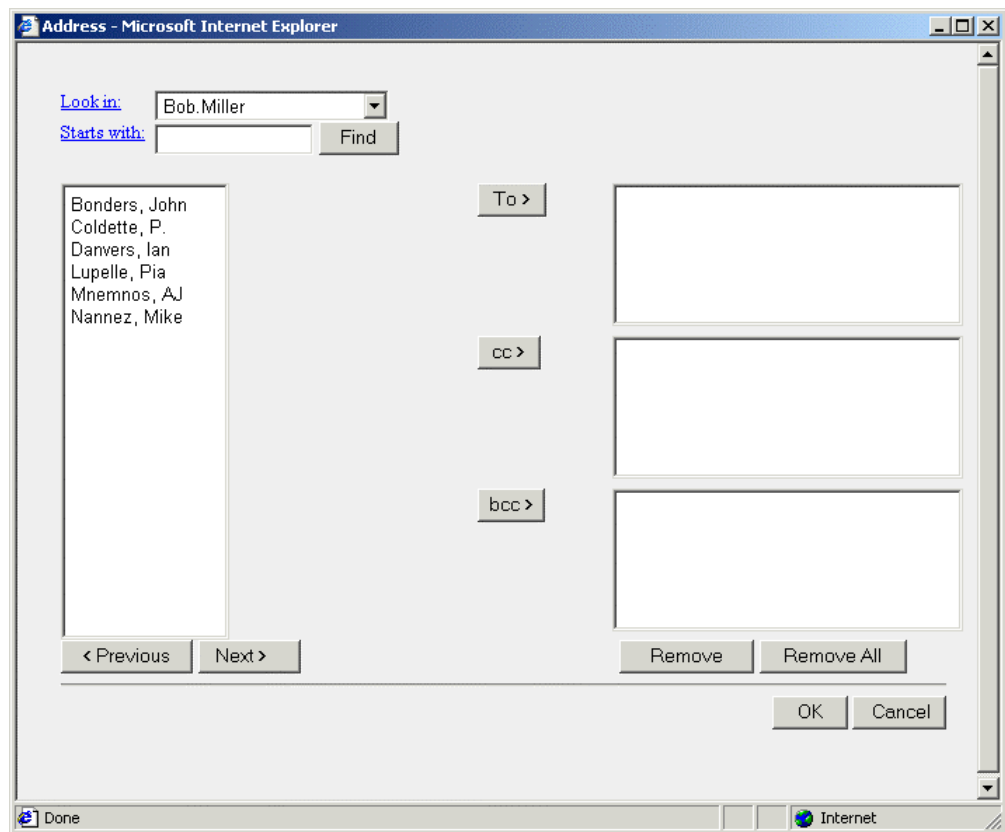
The file attachment size limit is 10 MB per incoming or outgoing message. This includes both attachments if there are two for a message.



6. In the white box in the center of the window, type the message text.
If you are using the rich text option, refer to the “Format email text” help topic for information.
7. Click **Delivery Options** at the top of the window to select options for this message.
Refer to “Set delivery options” for details.
8. Click **Send**.
Refer to “Send or save a message” for details.

Select from the Address Book

While you are working on a message, you can quickly enter the recipients' names by clicking the **Address** button. The address window displays, as shown below.



- ❖ Click the Look In list and choose an address book.
Names from the address book you select are displayed in the list on the left side.
- ❖ Select name(s) from the list and enter them into the To, cc and bcc fields.
To enter a name in a field, click a name on the left, then click the To>, cc> or bcc> button. To select a set of adjacent names from the list, click the first name you want, hold down the Shift key and then click the last name.
- ❖ To remove a name from the To>, cc> or bcc> fields, select the name you want to remove and click **Remove**. To remove all the names from these fields, click **Remove All**.
- ❖ Click **OK** to close the address window and bring the names you selected to the message you are writing. Click **Cancel** to close the window without bringing the names to the message you are writing.

Format email text

The Use Rich Text Applet option allows you to add visual interest to your email message.

1. **In the main email window, click the New Memo option.**

The New Memo window is displayed.

2. **Click Use Rich Text Applet.**

The following warning message appears:



3. **Click OK.**

If the rich text option has not been installed, you're asked if you want to install and run the rich text software. Click Yes. A new row of buttons and options is displayed above the email message area. From left to right, they are:



Bold: Turns bolding on and off.



Italic: Turns italics on and off.



Underline: Turns underlining on and off.



Left Align/Center Align/Right Align: Switches between these three paragraph alignments.



Indent Paragraph/Outdent Paragraph: Turns paragraph indenting on and off.



Bulleted List: Formats the selected lines of text as bulleted items, numbered items or not bulleted or numbered.



Create Link: Displays a field for entering a link to a Web address. Your reader can then click the link to access that Web site. Type the link address and click the check button. (For example, you might type <http://www.supervalu.com>.) A link is inserted at the cursor position in the message text.



Enter International Characters: Displays a field for entering unicode values (decimal or 0xhex). Type the number representing the character and click the check button. The character is inserted at the cursor position in the message text.

Color: Click the arrow to display a list of colors.

Font Size: Click the arrow to display a list of choices (6, 8, 10, 12, 16, 22, 36).

Font: Click the arrow to display a list of choices (sans serif, monospace, serif).

4. In the white box in the center of the window, type and format the email message.

When you want to turn a formatting option on, just click the corresponding button or select an option from a list. For example, to type text in bold, click the **Bold** button, type the text and then click the **Bold** button again when you want to stop typing in bold. You can also apply the formatting options to text you've already typed; just use the mouse to highlight the text you want to format, then click a formatting button or select an option.

The **Create Link** and **Enter International Characters** options work a bit differently. To use these, position the cursor where you want the Web address link or special characters to appear. Then click one of the buttons, type the address or character number and click the check button.

Sending or saving a message

After you create or edit a message, click the **Send** button to display the following options. Click the one you want to use.

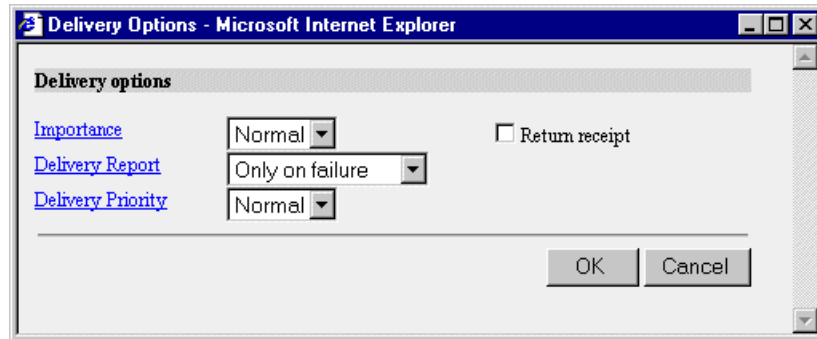
- ❖ **Send:** Sends the message but does not save a copy of it.
- ❖ **Send and Save:** Sends the message and also saves a copy of it for you to view later.
- ❖ **Save as Draft:** Does not send the message but saves a copy of it for you to view and edit later.

If you chose **Send and Save**, the message is stored in the Sent folder on the main email window. If you choose **Save as Draft**, the message is stored in the Drafts folder. Refer to “Read messages” for information on viewing the message.

Set delivery options

While you are working on a message, click the Delivery Options button to control various aspects of how your email is delivered.

When you click the button, the Delivery Options dialog box is displayed, as shown below. Select from the options described following the illustration, and then click **OK**.



- ❖ **Importance:** Click the list and select Normal, High or Low. If you choose High and are emailing another SVHarbor user, that user will see an icon next to the message indicating that it is important.
- ❖ **Delivery Report:** Click the list and choose one of the following options:
 - Only on failure: Notifies you if your message could not be delivered.
 - Confirm delivery: Notifies you when your message has been successfully delivered.
 - Trace entire path: Sends you a message containing the path of the message from sender to recipient.
 - None: Does not notify you concerning the delivery of your message.
- ❖ **Delivery Priority:** Click the list and select Normal, High or Low. This affects how the message is placed in the mail delivery queue.
- ❖ **Return receipt:** Click the check box if you want to receive a message when the recipient opens your email.

Delete a message

1. From the main email window, click the checkbox next to one or more messages you want to delete.
2. Click the **Delete** button at the top of the window.

Two new buttons are displayed:

 - ❖ **Delete** places the message into the trash. Documents placed in the trash remain there until you click **Empty Trash**.
 - ❖ **Empty Trash** permanently removes all items you have placed in the trash.
3. Click **Delete** to place the selected message into the trash.

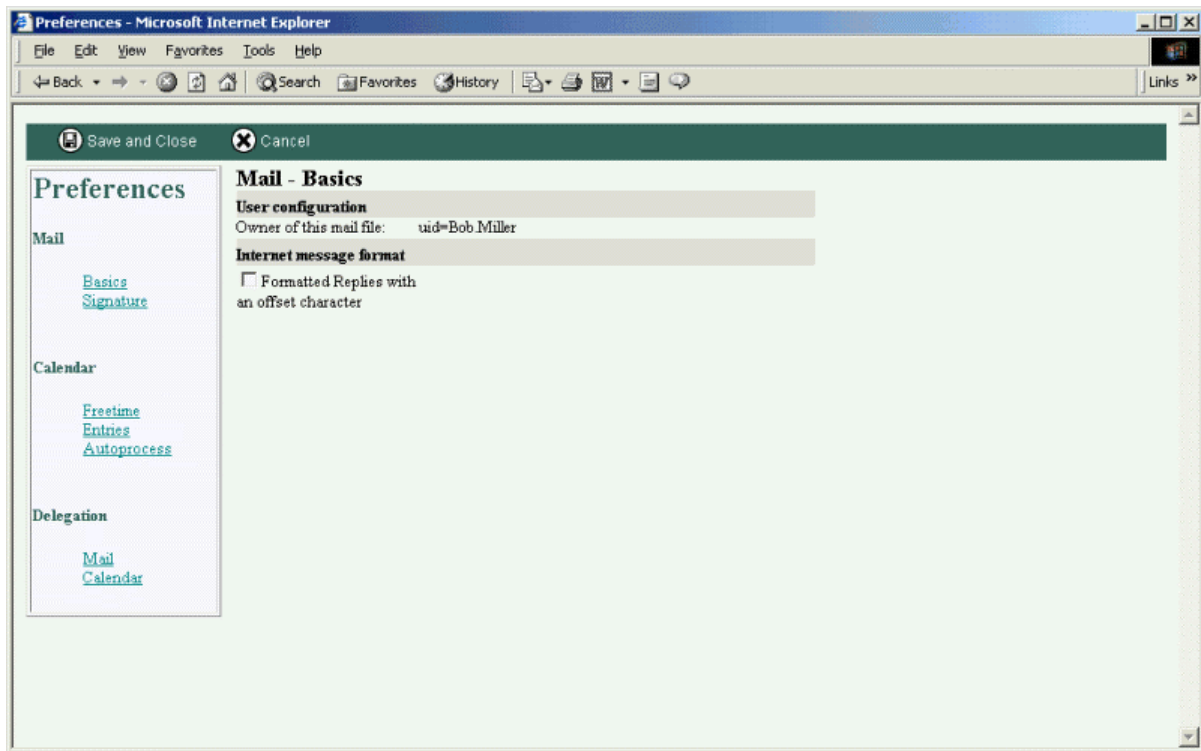
It's a good idea to wait before clicking **Empty Trash** to permanently delete the items, because you might find you need an item that you've placed in the trash.

Set mail preferences

Your email message preferences are set up for you by the system administrator. To change preferences, follow the instructions below. Click the buttons on the left side of the window and then set your preferences on the right side.

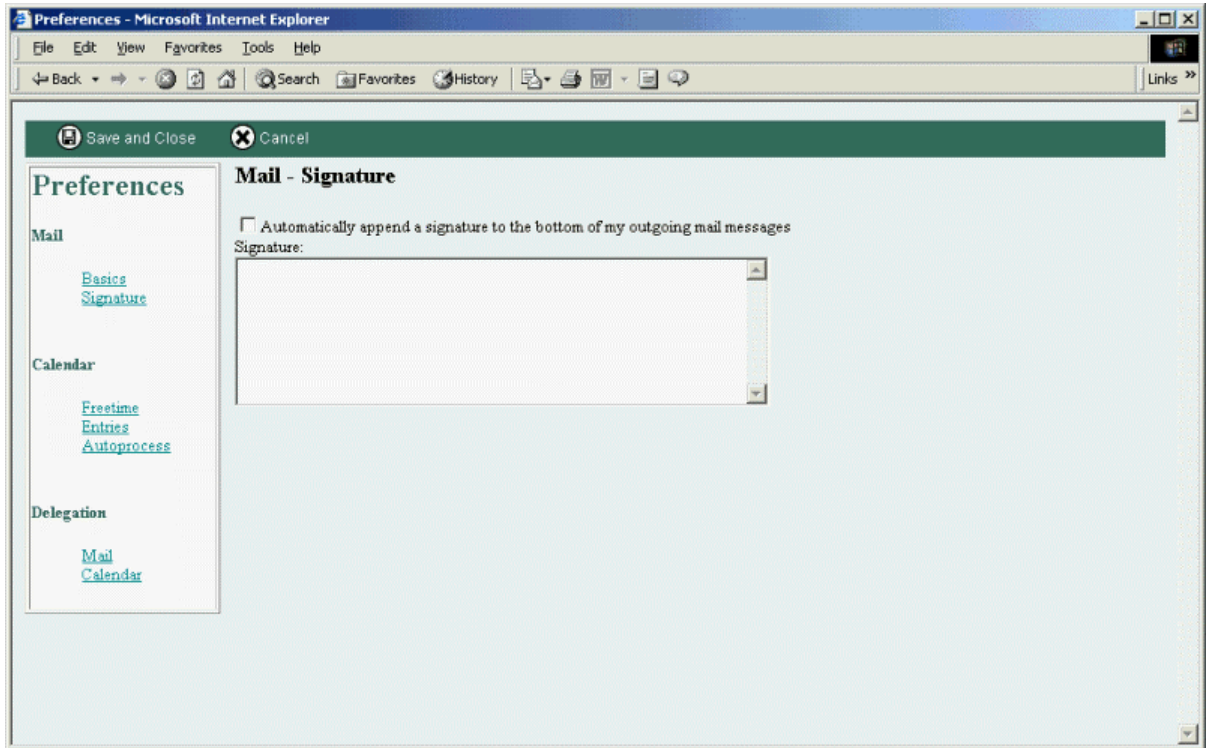
- ❖ From the main email window, click **Tools** and then select **Preferences**. (Or click **Setup** in the email area of the My Organizer window.) The Preferences Mail Basics window displays, as shown below. Under **User configuration** you will find the name assigned to you by your system administrator.

Click the checkbox listed under **Internet message format** to include a reply separator in the messages you send. A reply separator defines how your reply text appears to your message recipients and helps your text stand out from other text within the message body. Click **Save and Close** to save your changes. Click **Cancel** to exit the window without making any changes.



- ❖ To add signature text to the bottom of messages you send, click **Signature** in the Preferences Mail Basics window. The Preferences Mail Signature window is displayed, as shown below.

Type the signature text in the Signature box. Click the checkbox if you want this signature text included at the bottom of all your outgoing messages, and then click **Save and Close**. Click **Cancel** to exit the window without making any changes.



Address book

Use the address book

Use the address book to store people's names and information about them, such as email addresses and phone numbers. You can use the address book to quickly enter recipient names in the To, CC and BCC fields of the New Memo window.

You can store the names of individuals (contacts) and their addresses. You can also create groups that contain the names and addresses of many people. This allows you to quickly send a message to multiple people. For example, you might set up a group consisting of the bakery department managers at all stores in your chain and name it "Bakery Managers." You could then create an email message and send it to all of the managers by simply selecting the Bakery Managers group from the address book.

To display the Address Book window, you can click **My Organizer** on the SVHarbor home page and then click **My Address Book**. You can also click **Address Book** in the main email window.

The screenshot shows the SVHarbor Address Book interface in a Microsoft Internet Explorer browser window. The address bar shows the URL: <http://portaltest.svharbor.com/svhtml/mail1/Bob.Miller.nsf/AddressBookF5?OpenFrameset>. The interface includes a left sidebar with icons for 'CONTACTS', 'Groups', and 'Trash'. The main area displays a list of contacts with columns for 'Name', 'Phones', and 'Business'. Two contacts are listed: 'Dough, John' and 'Carbunkle741'. Annotations with blue lines point to various elements: 'Click here to create a new contact or group in the Address Book.' points to a '+' icon; 'Displays a list of your contacts.' points to the 'CONTACTS' icon; 'Displays a list of your groups.' points to the 'Groups' icon; 'Holds messages you want to throw out (prior to being permanently removed.)' points to the 'Trash' icon; 'Click here to view this message.' points to a message icon in the bottom left; 'Open Mail', 'Open To Do', and 'Open Calendar' point to icons at the bottom left; and 'Click these buttons to move through the pages of the list of messages.' points to 'Previous Page' and 'Next Page' links.

Click here to create a new contact or group in the Address Book.

Displays a list of your contacts.

Displays a list of your groups.

Holds messages you want to throw out (prior to being permanently removed.)

Click here to view this message.

Open Mail

Open To Do

Open Calendar

Click these buttons to move through the pages of the list of messages.



New: Lets you create a new contact or group in the address book.



Tools: This button isn't applicable to the address book.



Delete: Displays the **Delete** and **Empty Trash** buttons, which you use to delete contacts and groups from your address book.



Go To: Displays the **My Organizer** button, which you click to go to the My Organizer page.



Open Mail: Displays the main email window.



Open Calendar: Displays the Calendar window.



Open To Do: Displays the To Do window.

Add contacts

1. Click **New** on the main **Address Book** window. Then click **Contact**.
The **New Contact Basics** window is displayed.

The screenshot shows a web browser window titled "New Contact - Microsoft Internet Explorer". The address bar is empty. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains buttons for Back, Forward, Stop, Home, Search, Favorites, History, Print, and a Links button. The main content area has a dark green header bar with three buttons: "Save and Close", "Discard Changes", and "Go to". Below this is a tabbed interface with three tabs: "Basics" (selected), "Details", and "Comments". The "Basics" tab contains several sections: "Name" with fields for First name, Middle name, Last name, Title (dropdown), Suffix (dropdown), and Category (dropdown with "Add Category..." button); "Business" with fields for Company and Job title; "Phones" with fields for Office phone, Office fax, Cell phone, Home phone, Home fax, and Pager; and "Email and Web Page" with fields for eMail address and Web page.

2. Enter the contact's name and business information, as well as phone numbers and email and Web page information.
3. To enter additional information, click **Details** and **Comments**, and fill in the fields on these windows.
4. Click **Save and Close** when you have finished entering information about the new contact.

To start over, click **Discard Changes**.

Click **Contacts** on the **Address Book** window to see your new contact in the list.

Add groups

1. Click **New** on the main Address Book window. Then click **Group**.
The New Group window is displayed.

2. Type the group's name in the **Group name** field.
3. Click the arrow in the **Categorize** field and select a categorization from the list.
Or, click **Add Category** and type a new category name at the prompt.
4. Type the group's description in the **Description** field.
5. Enter the members of the group in the **Members** field.
To select the member names from the Address Book, click the book icon next to the **Members** field.
6. Click **Save and Close** when you have finished entering information about the new group.
To start over, click **Discard Changes**.

Click **Groups** on the Address Book window to see your new group in the list.

Edit contacts or groups

1. **On the main Address Book window, click the name of the group or contact you want to edit.**
Information is displayed for this individual.
2. **Click Edit Contact or Edit Group at the top of the window.**
The screens of information are displayed in editable form.
3. **Change or add information as necessary.**
Refer to the “Add contacts” and “Add groups” help topics for more information.
4. **Click Save and Close.**
Or, if you want to leave the information unchanged, click **Discard Changes**.

Delete contacts or groups

1. **On the main Address Book window, click the checkbox next to each contact name or group you want to delete.**
2. **Click Delete at the top of the window.**
Two new buttons are displayed. The **Delete** button places the selected items in the trash for later disposal. The **Empty Trash** button permanently deletes the items in the trash.
3. **Click Delete.**
The item will remain in the trash until you empty it.

Calendar

Work with events

You can use the SVHarbor calendar to organize your time, schedule meetings and handle other events. You can access your calendar at anytime by clicking the **Calendar** button on the bottom left of your window. The left pane gives you a list of other Calendar related items to select. As you create new entries, your calendar view will expand to show the relevant information for each entry. To see more detail about an entry, just click it.

SVHarbor offers you powerful scheduling capabilities as well, allowing you to schedule meetings. Create a meeting by clicking **Schedule a Meeting**, at the top of the window. This will display a window where you can enter information about the meeting you wish to schedule. You enter meeting times, the subject, location and detailed description in the Basics tab window. Use the Meeting Invitations and Reservations tab to select the names of those you would like to attend your meeting. After you have selected a list of invitees, click the **Scheduler** button (and **Check All Schedules** button) to see if they are available at the proposed time. A window displays the availability of your invitees and offers you choices if not everyone is available.

SVHarbor also allows you to create Personal Appointments, All-Day Events, Reminders or Anniversary entries. You can create these directly by clicking the buttons at the top of the screen or by selecting the entry type.



To view and access My Organizer email, address book, calendar and To Do functions, you must be assigned the email application AND an email role. Contact your administrator for more information.

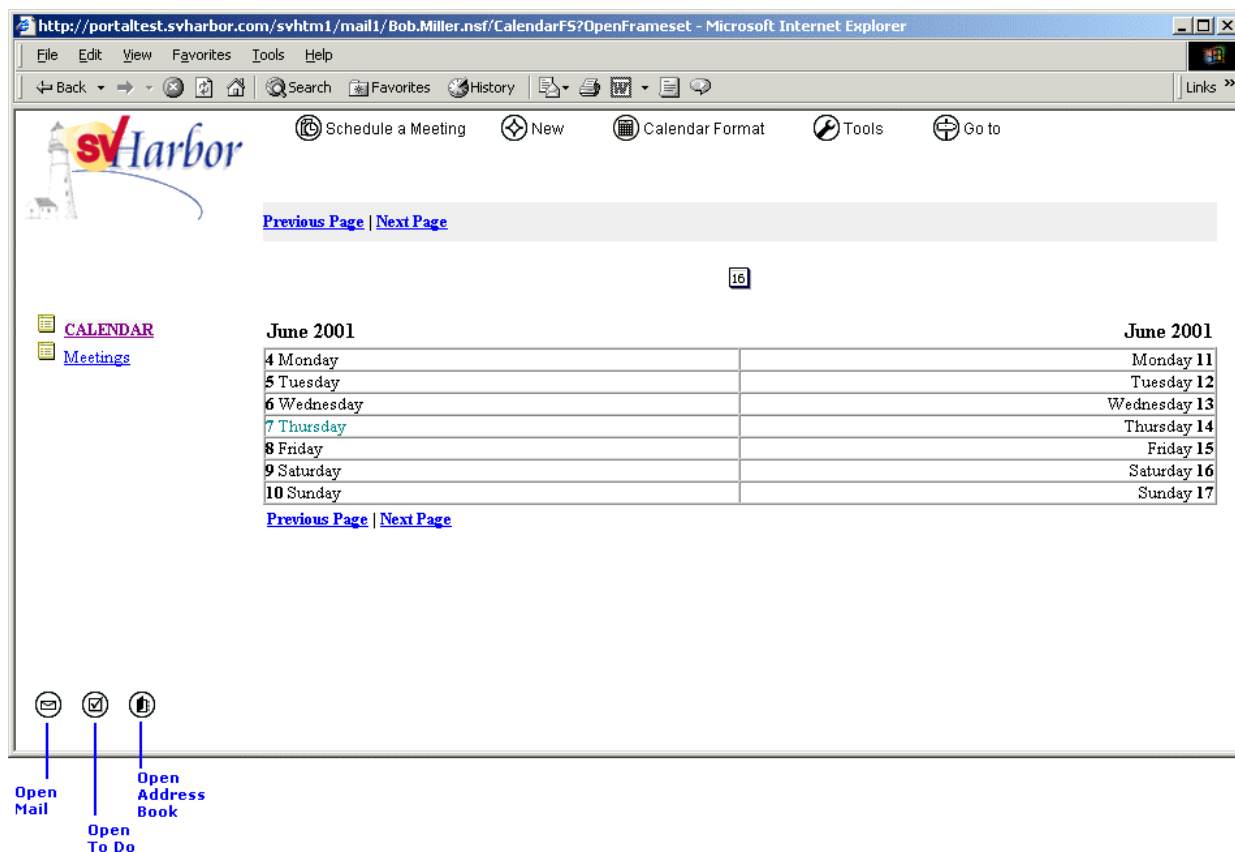
1. **On the SVHarbor home page, click My Organizer.**

The My Organizer window is displayed.

2. **Click Calendar, listed under My Organizer at the left side of the screen.**

To display the Calendar window, you can also click the Calendar field at the right side of the My Organizer window, or click **Events** from the SVHarbor home page.

The Calendar window appears, with the current day highlighted, as shown on the next page.



Schedule a Meeting: Click to create a new calendar entry for a meeting.



New: Displays four new buttons: **Appointment**, **Anniversary**, **Reminder** and **Event**. Select one of these to create a new calendar entry of one of these types.



Calendar Format: Click to choose a different format for displaying the calendar. Choose from One Day, Two Days, One Week, Two Weeks or One Month.



Tools: Displays several tools for you to use.



Go To: Displays the My Organizer button, which you click to go to My Organizer.



Open Mail: Displays the main email window.



Open To Do: Displays the To Do window.



Open Address Book: Displays the Address Book window.

To Do's

Work with To Do's

SVHarbor provides the To Do feature as a means of reminding yourself of something you need to do (Personal To Do) or assigning tasks to others (Group To Do). If you send a To Do item to another SVHarbor mail user, or to several users, they can notify you when they have completed the task. You can view your To Do list by the Due Date, the Status or the Category that you have assigned to it.



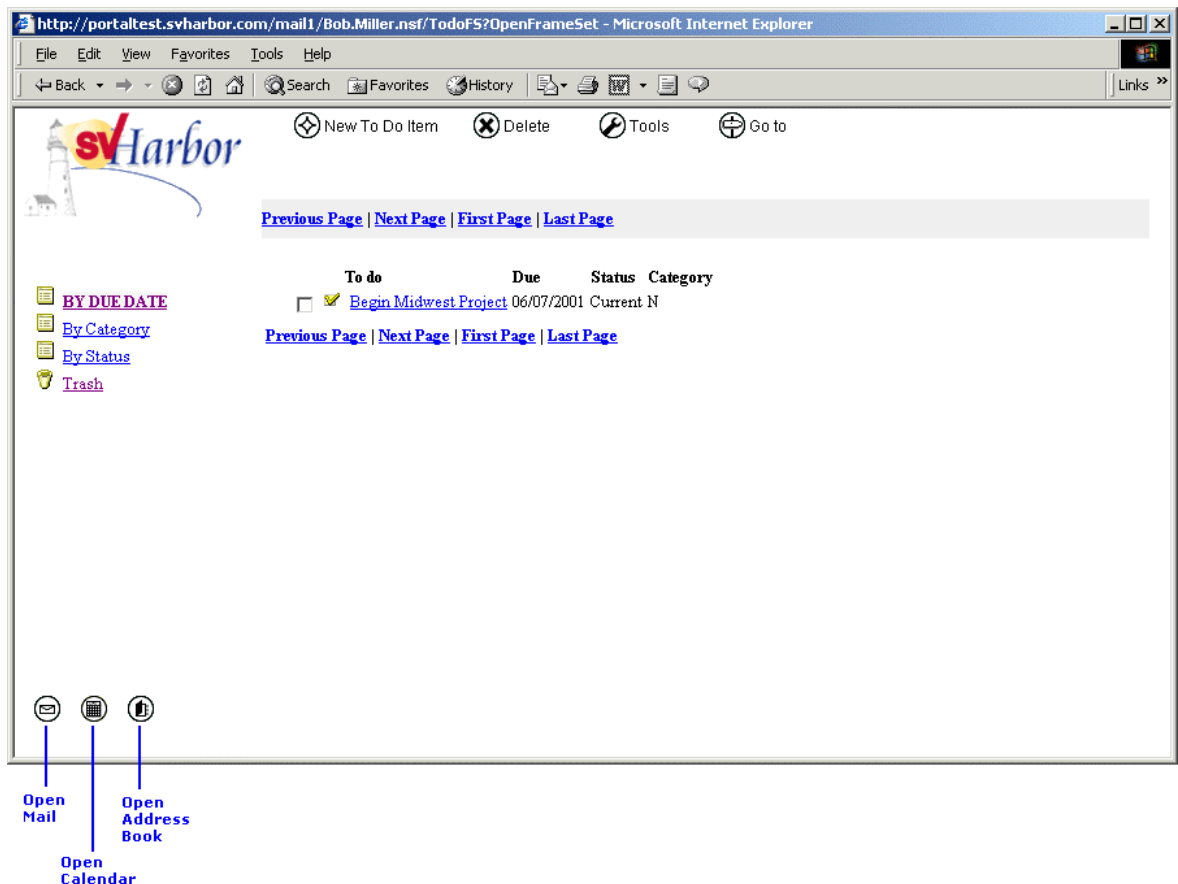
To view and access My Organizer email, address book, calendar and To Do functions, you must be assigned the email application AND an email role. Contact your administrator for more information.

1. On the SVHarbor home page, click My Organizer.

The My Organizer window is displayed.

2. Click To Do, listed under My Organizer at the left side of the screen.

To display the To Do window, you can also click the **To Do** field at the right side of the My Organizer window, or click **To Do's** from the SVHarbor home page. The To Do window appears.





New To Do Item: Click this to create a new to do entry in your to do list.



Delete: Displays the **Delete** button and **Empty Trash** button, which you use to delete a to do item from your to do list.



Tools: Displays several tools for you to use.



Go To: Displays the **My Organizer** button, which you click to go to My Organizer.



Open Mail: Displays the main email window.



Open Calendar: Displays the Calendar window.



Open Address Book: Displays the Address Book window.