



# Mail Module

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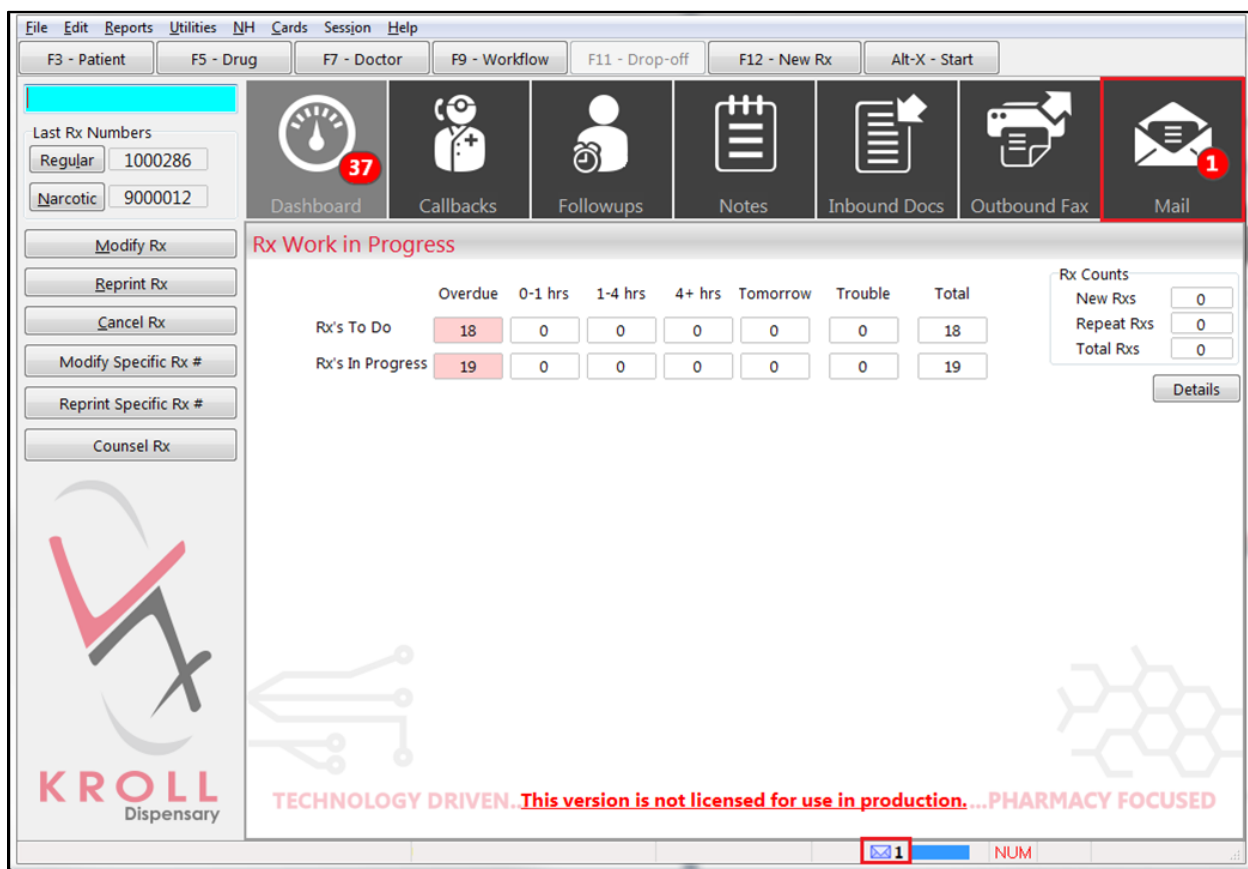
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## Kroll Mail Module

The Mail module is an internal email system within the Kroll Pharmacy Software. The Mail module is the tool Head Office will use to send 'fan out' messages to pharmacy users for various communications including, but not limited to, provincial network broadcasts. As long as a user is set up in the Kroll Pharmacy Software, they will have the ability to send a message to another local system user.

### Accessing the Mail Module

The Mail module is accessed from the default Start screen. The red number beside the mail icon indicates the number of unread messages.

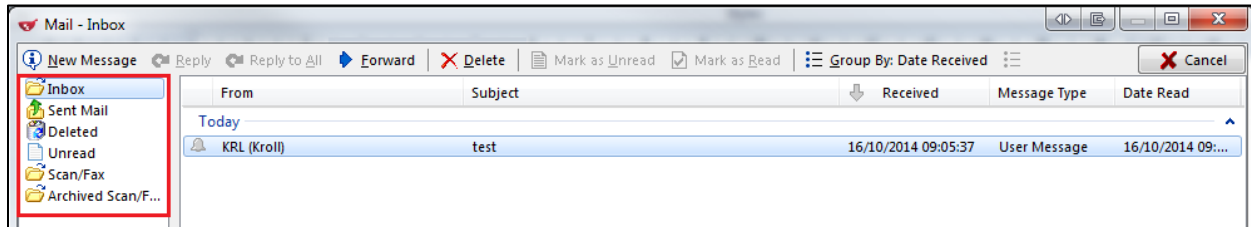


An envelope icon always appears at the bottom of the screen, regardless of the current module. The number next to the icon indicates the number of unread messages.

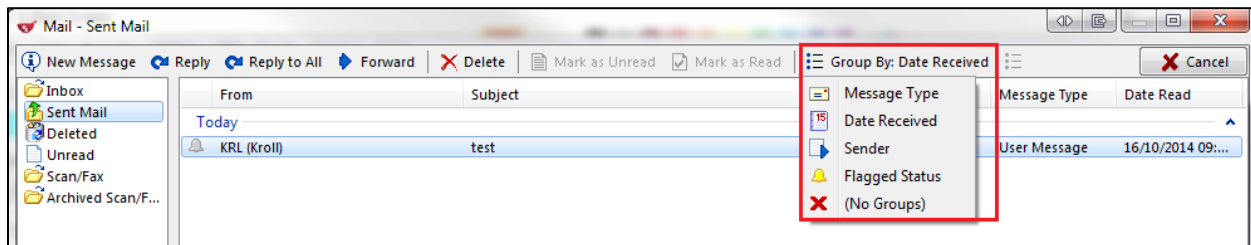
Click the **Mail** icon or the envelope at the bottom of the screen to access your inbox.

## Mail Screen Explained

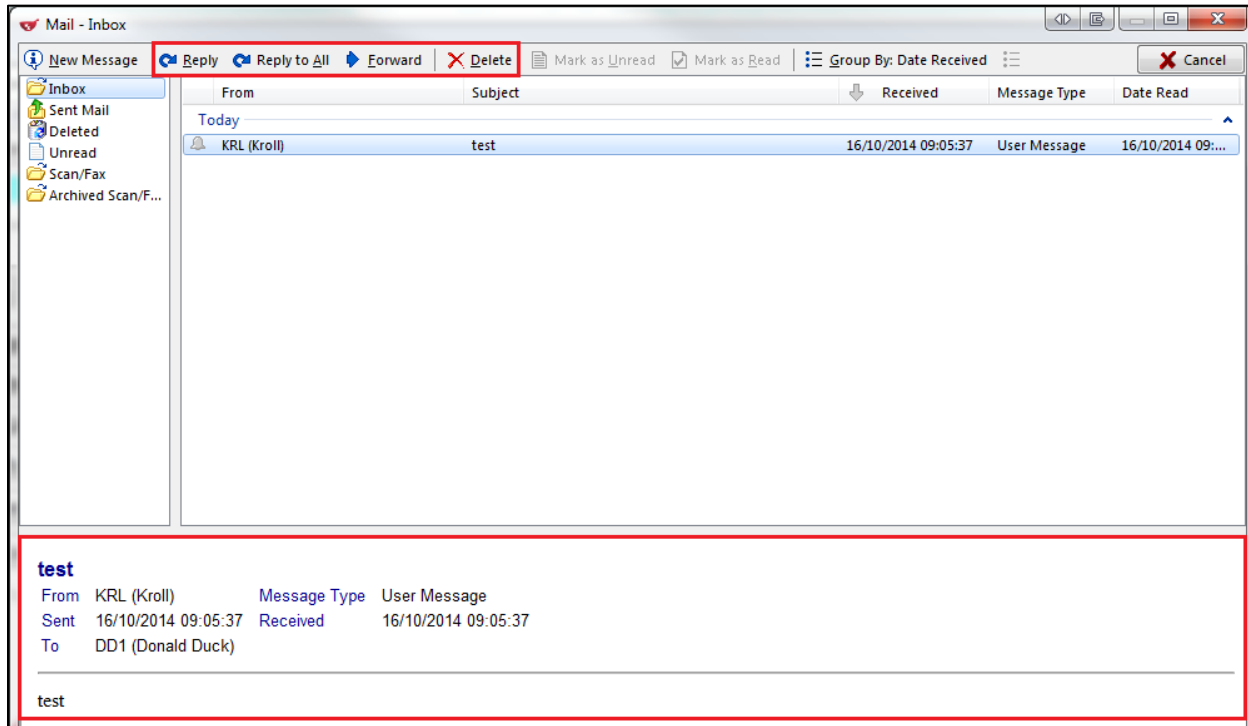
The inbox is displayed by default when the Mail module is accessed. Other mail folders can be accessed from the left navigation pane.



By default, messages in the inbox are grouped by date received. Click **Group By** to group the mail messages by other criteria.



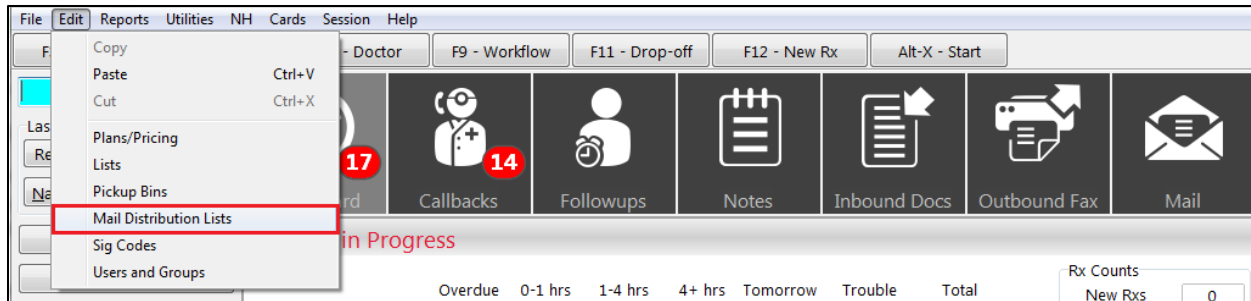
Mail messages are displayed in the message pane on the lower half of the screen. Use the controls at the top of the screen to reply, reply to all, forward, or delete the message.



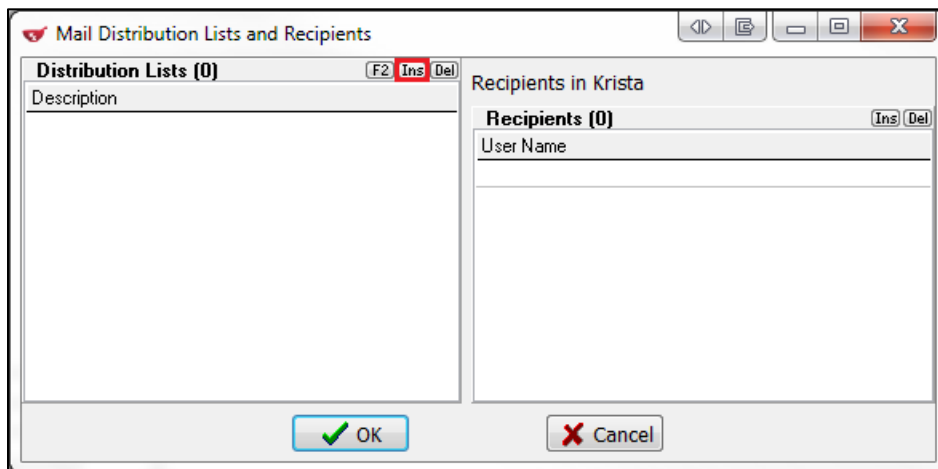
## Creating a Distribution List

Distribution lists are used to send email to a selected group of Kroll users in your local system.

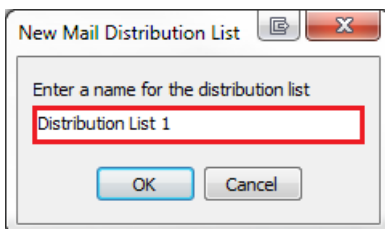
1. From the **Alt-X Start** screen, select **Edit > Mail Distribution Lists**.



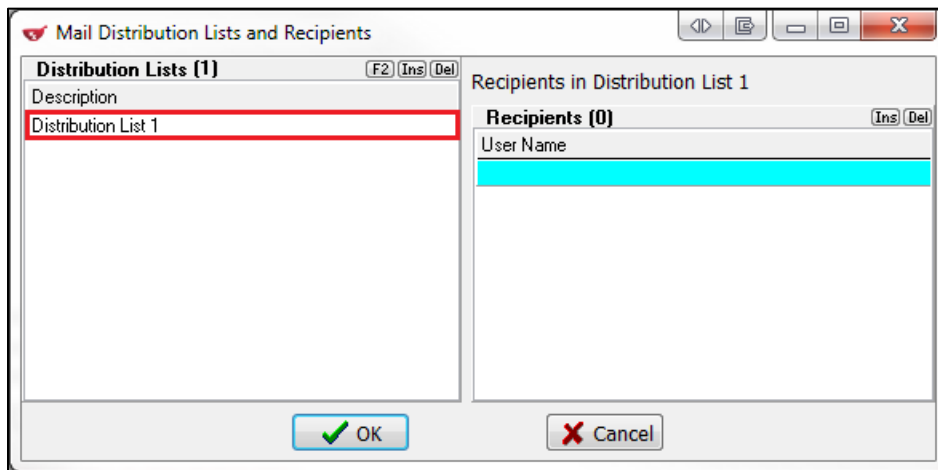
2. The **Mail Distribution Lists and Recipients** screen will appear. Click **Ins** from the **Distribution Lists** section or press the **Insert** key on your keyboard.



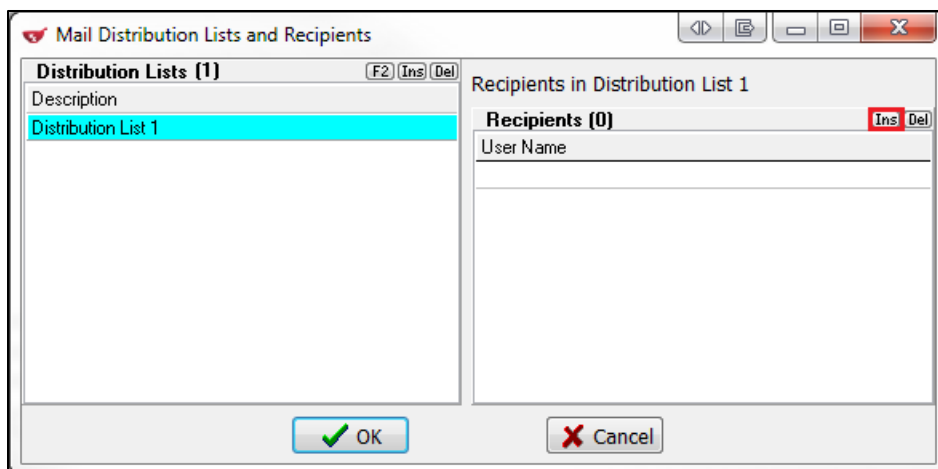
3. Enter a name for the distribution list and click **OK**.



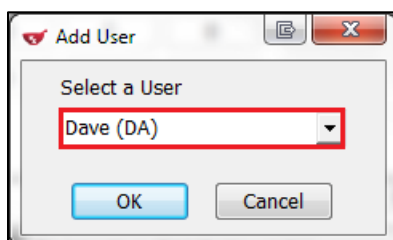
The distribution list will be added to the **Mail Distribution Lists and Recipients** screen.



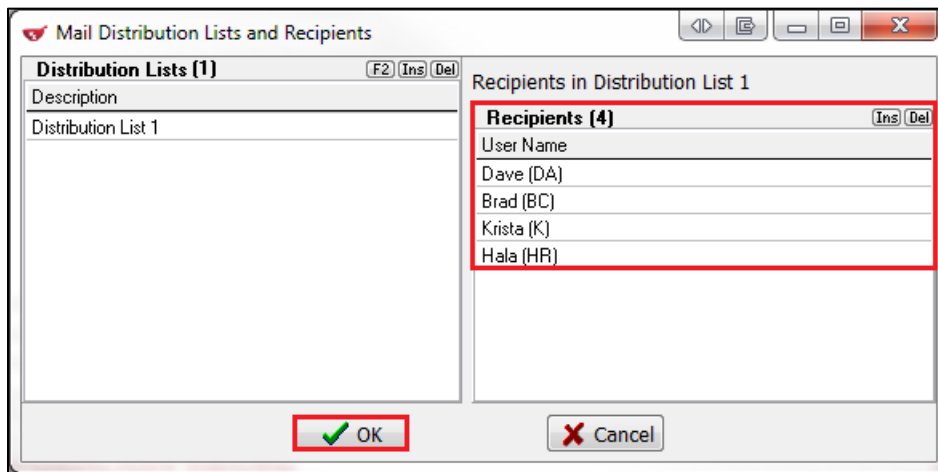
- Highlight the distribution list you just created and click **Ins** from the **Recipients** section or press the **Insert** key on your keyboard.



- Select a user from the menu and click **OK**.



6. Repeat steps 4-5 for each user you want included in the distribution list. When you are finished, click **OK**.



The dialog box is titled "Mail Distribution Lists and Recipients". It has two main panes. The left pane, titled "Distribution Lists (1)", contains a table with one row: "Distribution List 1". The right pane, titled "Recipients in Distribution List 1", contains a table with four rows: "User Name", "Dave (DA)", "Brad (BC)", "Krista (K)", and "Hala (HR)". The "Recipients" table is highlighted with a red border. At the bottom of the dialog, there are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon). Both buttons are highlighted with a red border.

Distribution Lists (1)	
Description	
Distribution List 1	

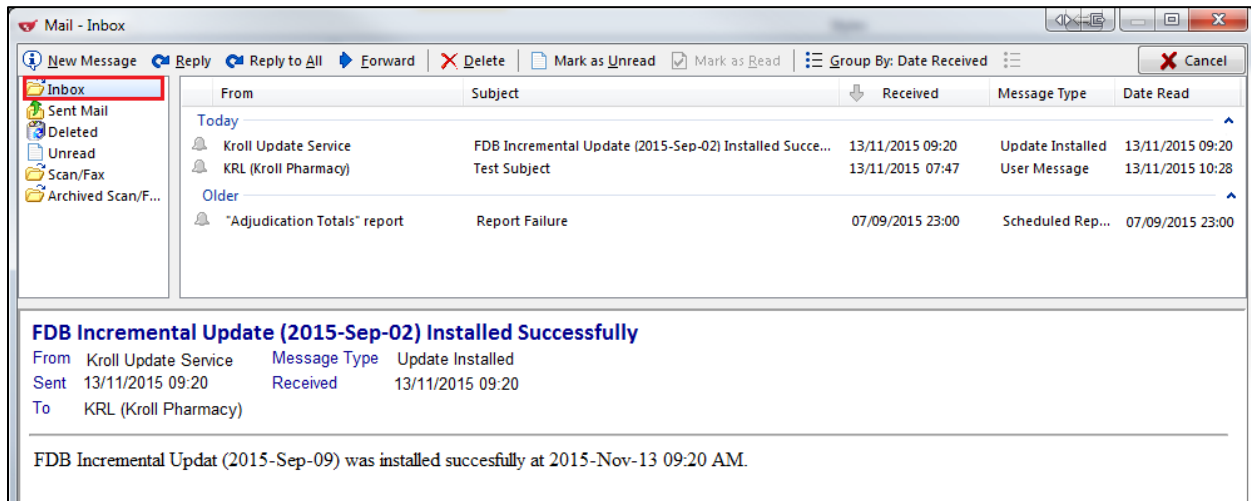
Recipients in Distribution List 1	
User Name	
Dave (DA)	
Brad (BC)	
Krista (K)	
Hala (HR)	



## Mail Folders

### Inbox

The **Inbox** folder contains all inbound mail messages that have been received by the currently-logged in user. This includes mail messages sent from other Kroll users, auto update messages, and report failure notifications. An example of each message type is shown below.



The screenshot shows the 'Mail - Inbox' window. The left sidebar lists folders: Inbox (selected), Sent Mail, Deleted, Unread, Scan/Fax, and Archived Scan/F... The main pane displays a list of messages with columns: From, Subject, Received, Message Type, and Date Read. Below the list, the details of the selected message are shown.

From	Subject	Received	Message Type	Date Read
<b>Today</b>				
Kroll Update Service	FDB Incremental Update (2015-Sep-02) Installed Succe...	13/11/2015 09:20	Update Installed	13/11/2015 09:20
KRL (Kroll Pharmacy)	Test Subject	13/11/2015 07:47	User Message	13/11/2015 10:28
<b>Older</b>				
"Adjudication Totals" report	Report Failure	07/09/2015 23:00	Scheduled Rep...	07/09/2015 23:00

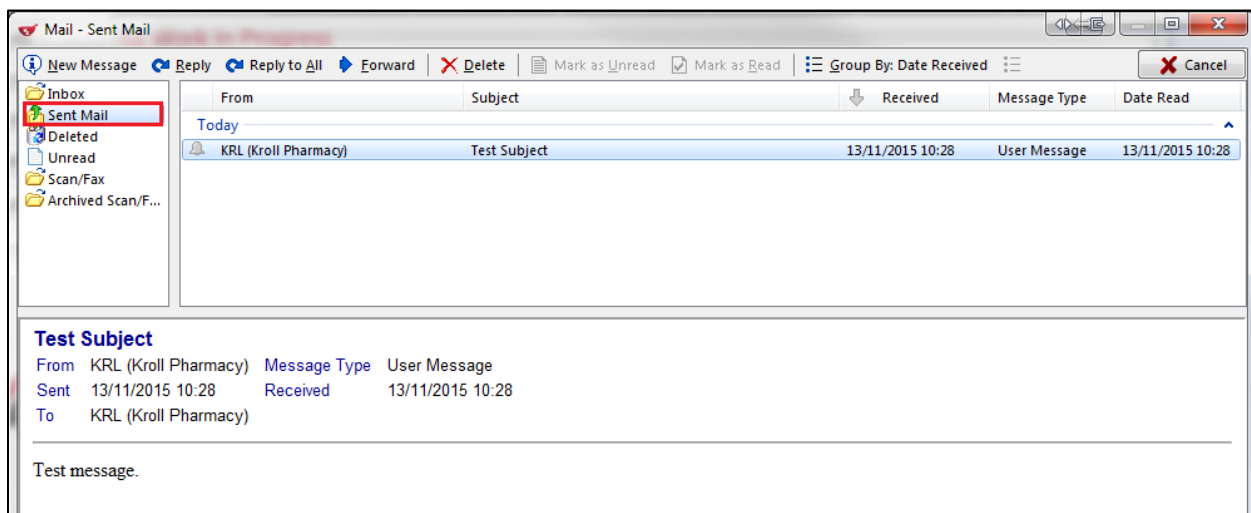
**FDB Incremental Update (2015-Sep-02) Installed Successfully**

From: Kroll Update Service    Message Type: Update Installed  
 Sent: 13/11/2015 09:20    Received: 13/11/2015 09:20  
 To: KRL (Kroll Pharmacy)

FDB Incremental Updat (2015-Sep-09) was installed succesfully at 2015-Nov-13 09:20 AM.

### Sent Mail

The **Sent Mail** folder contains all mail messages that have been sent from the currently-logged in user's account.



The screenshot shows the 'Mail - Sent Mail' window. The left sidebar lists folders: Inbox, Sent Mail (selected), Deleted, Unread, Scan/Fax, and Archived Scan/F... The main pane displays a list of messages with columns: From, Subject, Received, Message Type, and Date Read. Below the list, the details of the selected message are shown.

From	Subject	Received	Message Type	Date Read
<b>Today</b>				
KRL (Kroll Pharmacy)	Test Subject	13/11/2015 10:28	User Message	13/11/2015 10:28

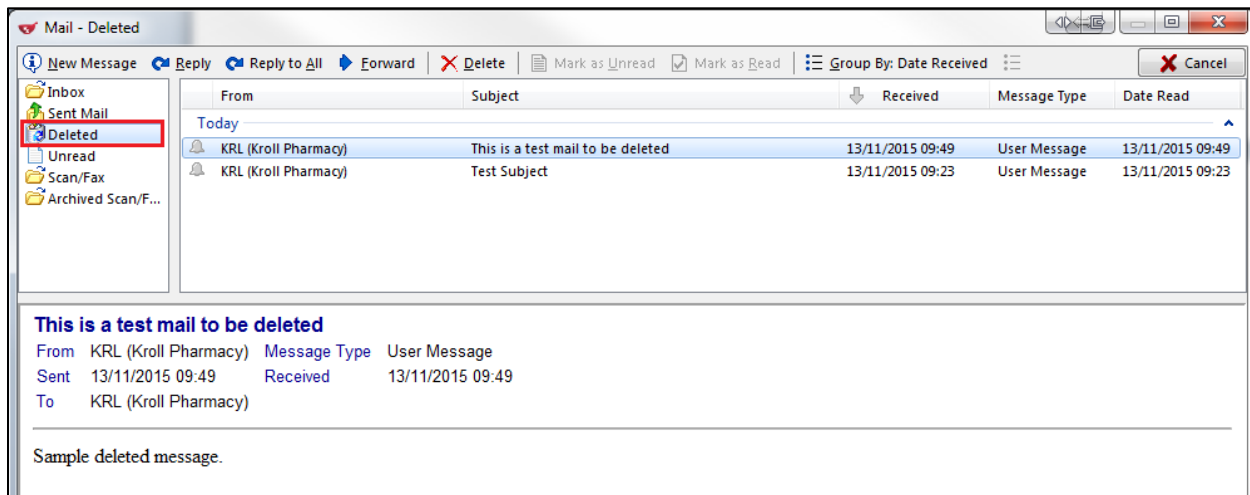
**Test Subject**

From: KRL (Kroll Pharmacy)    Message Type: User Message  
 Sent: 13/11/2015 10:28    Received: 13/11/2015 10:28  
 To: KRL (Kroll Pharmacy)

Test message.

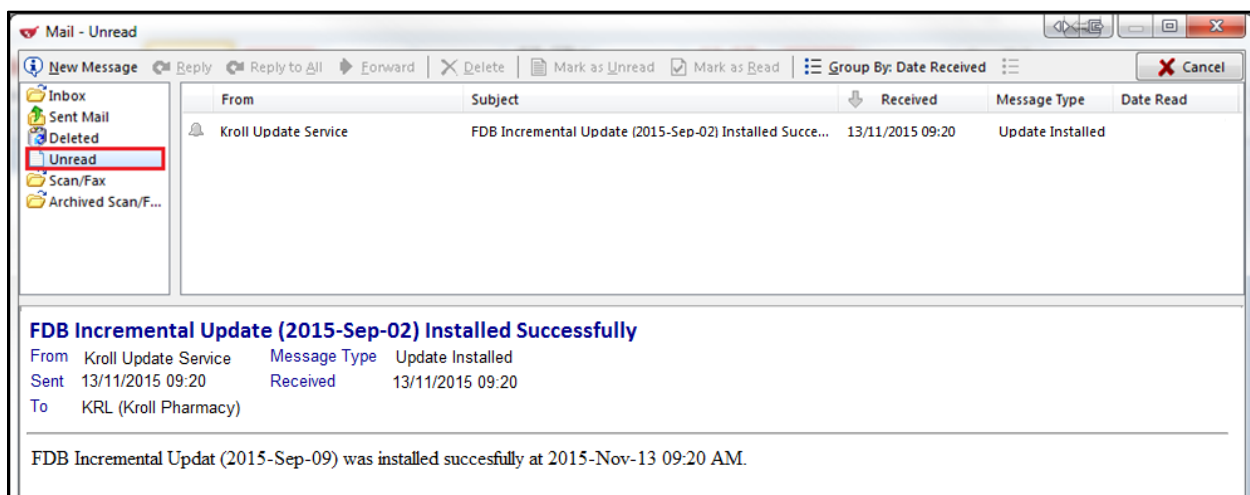
## Deleted

The **Deleted** folder contains all mail messages that have been deleted from the **Inbox**. Messages deleted from the **Sent Mail** folder are permanently removed and are not archived in the **Deleted** folder.



## Unread

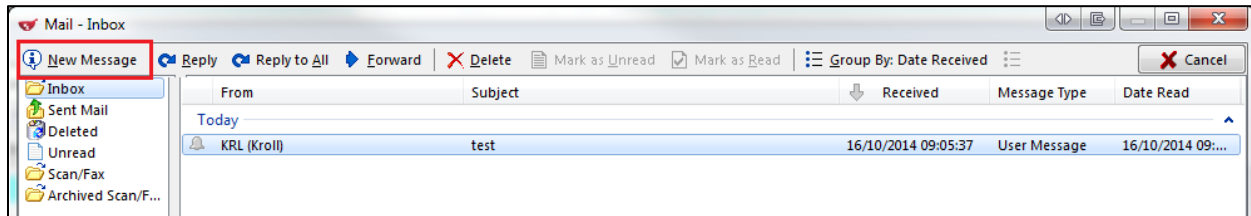
The **Unread** folder contains inbound mail messages that have not yet been read by the recipient. Once a message has been read, a **Date Read** will be assigned and the message will no longer appear in the **Unread** folder.



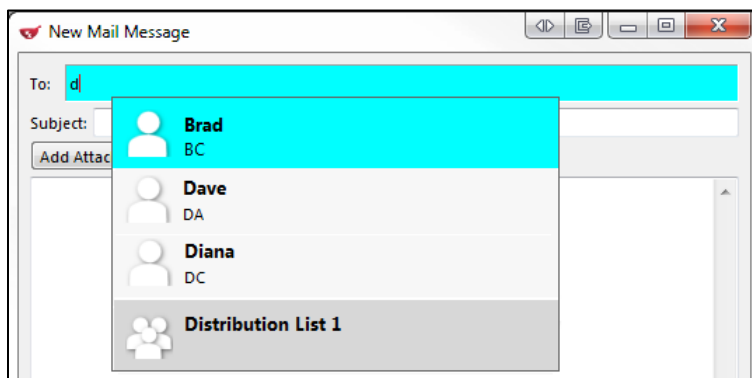
## Composing a Message

### New Message

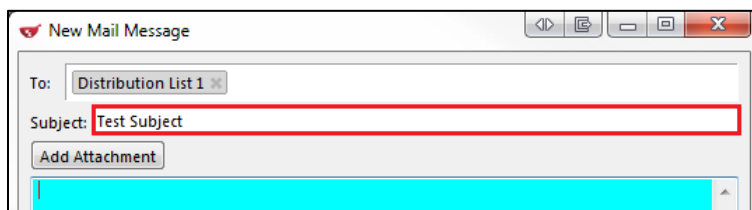
1. Click **New Message**, located in the top left corner of the Mail screen.



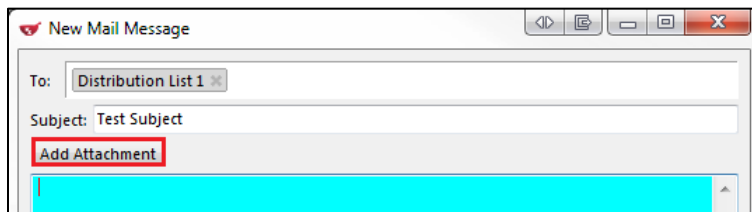
2. The **New Mail Message** window will open. Begin typing the recipient's name in the **To** field. The system will auto-populate all users that match your search. If you are sending the message to all members of a distribution list, enter the name of the distribution list in the **To** field.



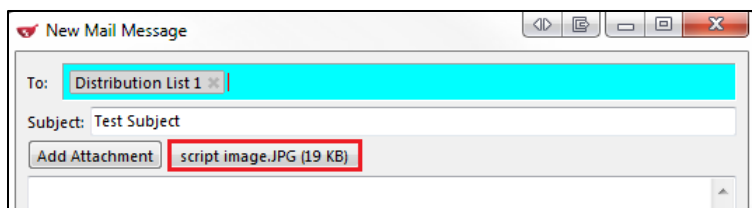
3. Enter a subject in the **Subject** field.



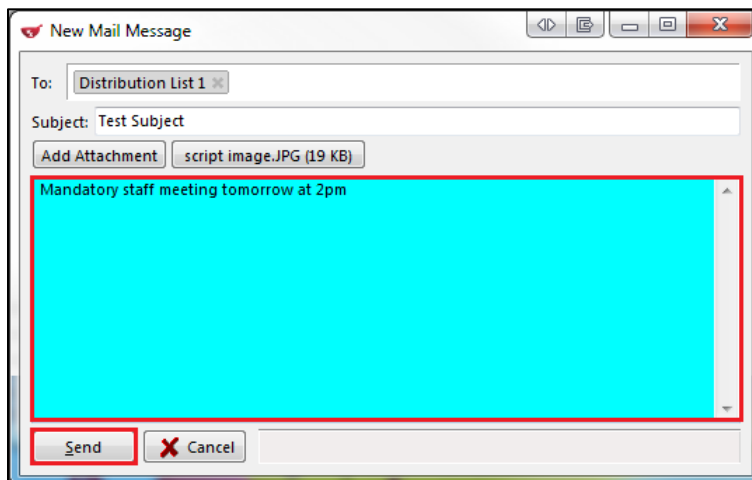
- If you want to attach an image or document to the message, click **Add Attachment**.



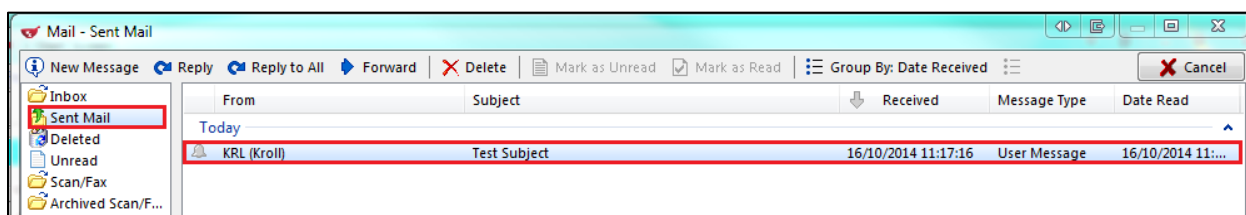
- Locate the image or document in your local directory and click **Open**. The file will be added to the mail message.



- Enter the mail message in the space provided and click **Send**.

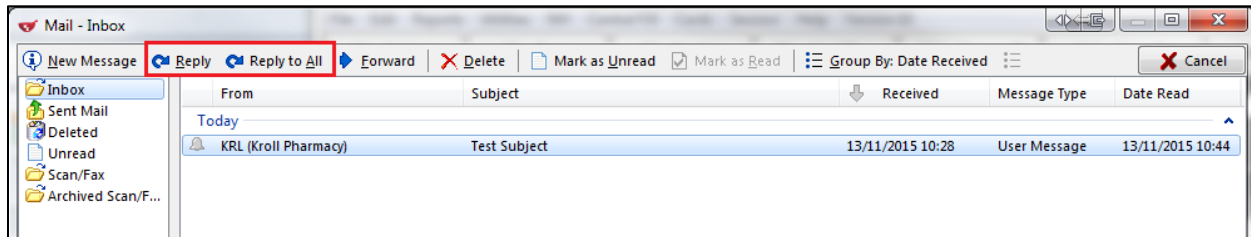


The mail message will appear in the **Send Mail** folder.



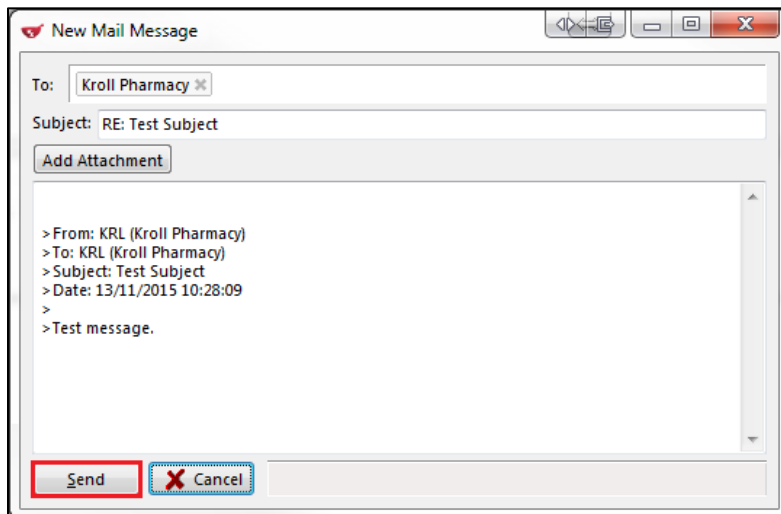
## Reply

1. From the **Inbox**, select the mail message you want to reply to and click the **Reply** or **Reply to All** button at the top of the screen.

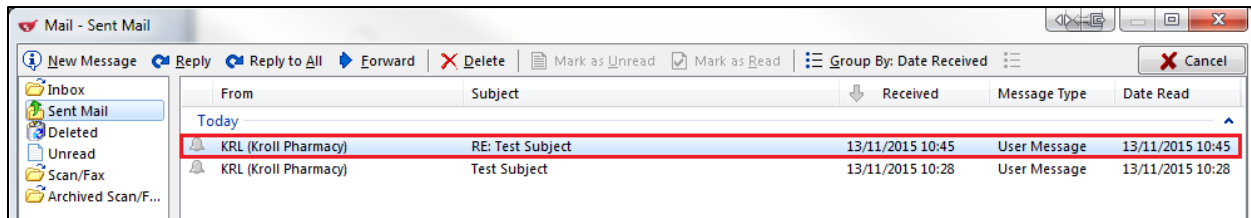


- **Reply**: Sends a reply to the person who sent the original email only.
- **Reply to All**: Sends a reply to all users who received the original email.

2. The **New Mail Message** screen will appear. Make any necessary changes to the message and click **Send**.

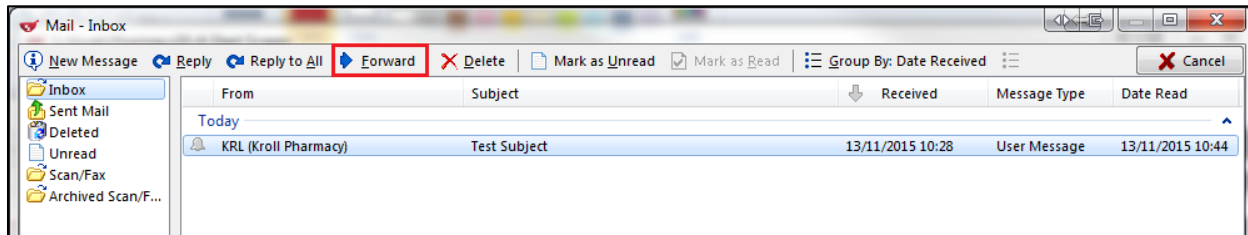


The message will appear in the **Sent Mail** folder.

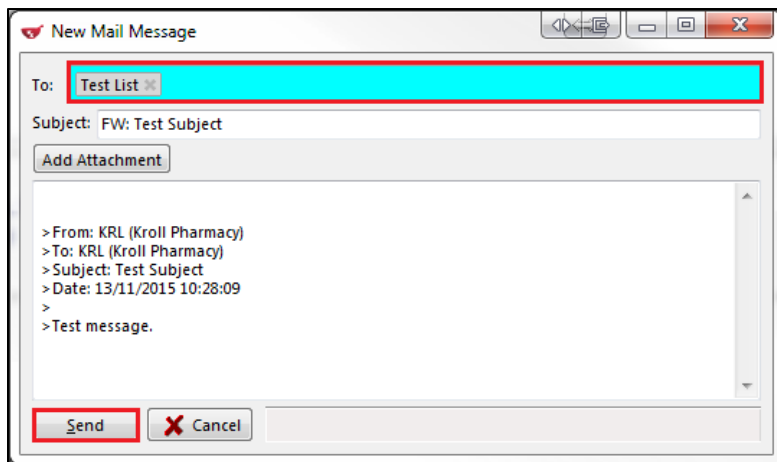


## Forward

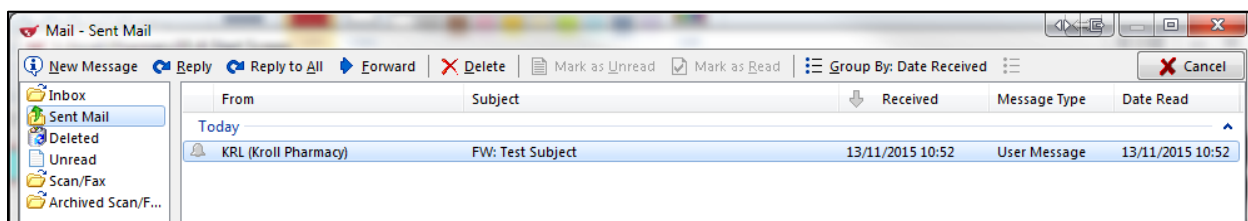
1. From the **Inbox**, select the mail message you want to forward and click the **Forward** button at the top of the screen.



2. The **New Mail Message** screen will appear. Enter one or more recipients in the **To** field. Make any necessary changes to the message and click **Send**.

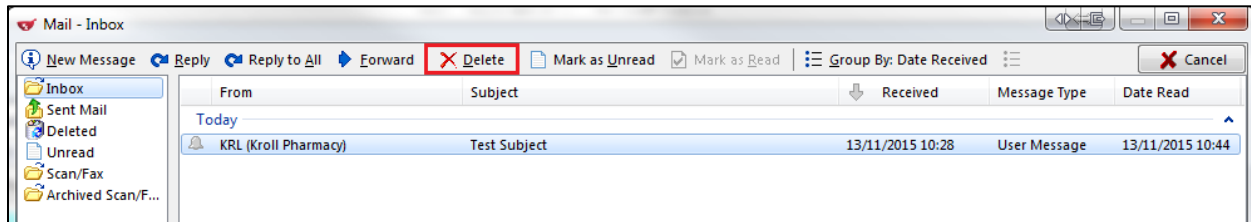


The message will appear in the **Sent Mail** folder.

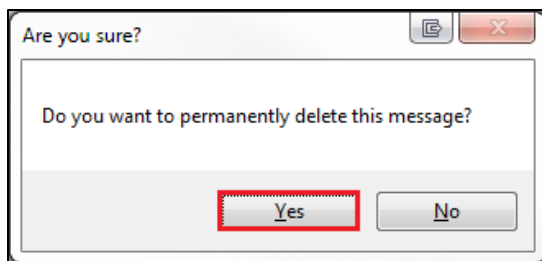


## Delete

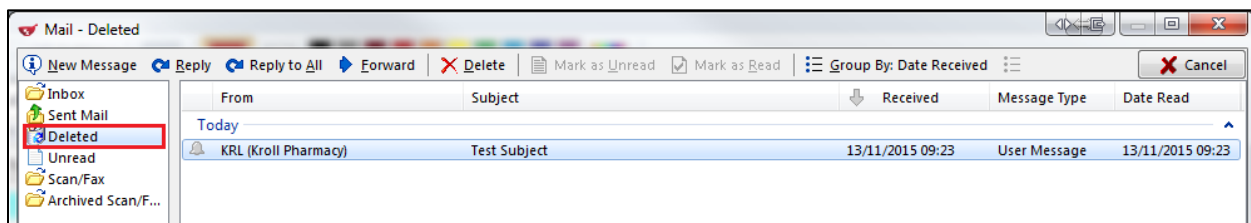
1. From the **Inbox**, select the message you want to delete and click the **Delete** button at the top of the screen.



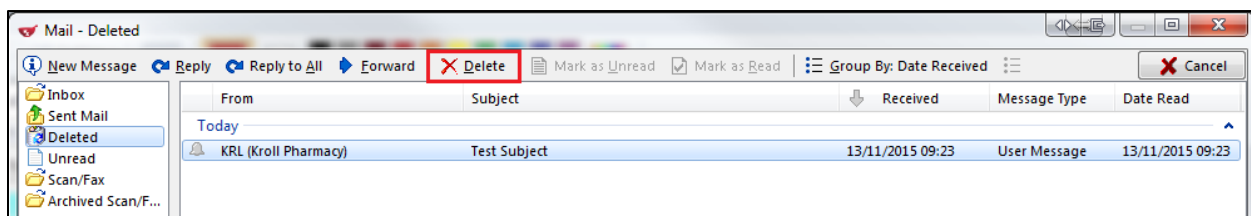
2. A prompt will appear asking if you want to permanently delete the message. Answer **Yes**.



The message will be moved to the **Deleted** folder.



3. To permanently delete the message, select it from the **Deleted** folder and click the **Delete** button at the top of the page.



The message will be permanently removed from the **Deleted** folder.