Mail Module

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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.

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

5. 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.
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.

![Example of Inbox](image)

**FDB Incremental Update (2015-Sep-02) Installed Successfully**
From: Kroll Update Service  
Message Type: Update Installed  
Received: 13/11/2015 09:20

**FDB Incremental Update (2015-Sep-09) was installed successfully 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.

![Example of Sent Mail](image)

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

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.

![Deleted Folder Image]

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.

![Unread Folder Image]
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.
4. 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.

5. 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.

![Message selection and deletion](image1.png)

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

![Confirmation prompt](image2.png)

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

![Deleted folder](image3.png)

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

![Deletion confirmation](image4.png)

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