Student E-mail Newsletters from Departments

// Training Manual
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what exactly is SEND?
SEND (Student Email Newsletters from Departments) is an easy-to-use program that manages content and creates e-newsletters. It allows submitters to target particular groups of students in their department (eg. all freshman marketing majors) and also groups within their college (eg. all freshman marketing and management majors).

Facilitators, manage the process. All messages for a given week will be collected until a facilitator approves them and sends the collective e-newsletter to students. Each department and college will have their own facilitator. It is up to each department/college to assign a facilitator.

remember ...
Your department facilitator is _____________________________________________.
Contact this person to gain access to SEND.

Your due date submission will be on _________________________________________.

You will be automatically logged out of the program after 20 minutes. At this point, you will lose data that is not saved.
guidelines for messages to students

1. From your department, one message per week may be sent to students. Several articles may be included in each weekly message.

2. Messages must be strictly related to university matters, concerns, operations, events or other items of interest pertaining to university related activities, students, faculty and staff. Specifically, no commercial business or politically motivated information may be sent to students.

3. Content must be consistent with existing university policies governing conduct of members of university community (e.g., political and religious policy, sexual harassment).

4. Content may not be purely personal nature such as classified advertisements or other similar solicitations.

5. Use subject and article titles that are revealing, interesting, and consistent.

6. Ongoing information on regularly recurring campus events may not be posted more than once per semester.

who to contact

If you are experiencing technical problems using the list, contact the Computing Resource Center at 895-0777.

If students are having technical difficulties, direct them to rebelmail.unlv.edu or to the Student Computing Support Center at 895-0761.
your role
As a submitter, you can send messages to your department or colleges’ facilitator for approval. All approved messages will be sent to students via SEND. You will receive an e-mail indicating whether or not your message has been approved or rejected.

minimum requirements
In order to access and use this site your computer must meet the following minimum requirements:

1. **Windows users:** Microsoft Internet Explorer version 6.0* or Netscape 7.2*
   Mac users: Internet Explorer version 5.2* or Netscape 7.0*
2. Have a screen/monitor set to 600x800* and 32 bit colors or better (this is optional, but highly recommended).

(*higher versions are recommended)

browser setup
In order for the site to be viewed correctly, your browser (Internet Explorer or Netscape) must be set up properly. Most browsers default to the following settings and should not need to be changed.

1. **Enable JavaScript**

   **Microsoft Internet Explorer Users:**
   1. From browser tool bar, click on Tools.
   2. Select Internet Options
   3. Click on Advanced tab.
   4. Check JIT Compiler for virtual machine enabled at the bottom of the list.
   5. Click OK.

   **Netscape Users:**
   1. From browser tool bar, click on Edit.
   2. Select Preferences...
   3. Click on Advanced.
   4. Check Enable Java.
   5. Click OK.

2. **Accept Cookies**

   **Microsoft Internet Explorer Users:**
   1. From browser tool bar, click on Tools.
   2. Select Internet Options
   3. Click on Privacy tab.
   4. Click on Advanced button.
   5. Check to see if cookies are set as being Accepted
   6. Click OK.

   **Netscape Users:**
   1. From browser tool bar, click on Edit.
   2. Select Preferences...
   3. Click on Privacy & Security.
   4. Click on Cookies.
   5. Enable Cookies
   6. Click OK.
log-in to SEND

http://send.unlv.edu/login

1. Enter the following information on the login screen:

   UNLV Lotus Notes E-mail address: (ex. firstname.lastname@unlv.edu)
   Password: Your Lotus Notes Web password

2. Click Submit

SEND overview

After logging in you will see four main tabs: View, Find Message, Post, and Help

Note: By default, the View tab will be selected. The color of the tab will change to Red to indicate which tab you have currently selected.
tab functions

View: By clicking on this tab you will be able to view all messages that have been sent to students within the last 30 days.

Find Message: This tab allows you to search archived messages based on college, department, and keyword.

Post: This tab allows you to compose and submit a message to be sent to your facilitator for approval.

Help: This tab allows you with help pages on how to use SEND.

viewing submitted messages

1. Click on the View tab, then click on the To View Archived Messages icon.
2. To view the entire message, click on the message title.
3. To return to the list of messages, click on the Messages button.

finding messages

1. Click on Find Message tab.
2. Use the pull down menus to set search criteria for College and/or Department.
3. Enter a key word in the textbox (optional).
4. Click Search button.

post tab

Compose & Submit a New Message

1. Click on the Post tab.
2. Enter the Required information. Denoted by an asterick (*).
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title*</td>
<td>Title cannot exceed 80 characters</td>
</tr>
<tr>
<td>Category*</td>
<td>One of the following categories must be selected that pertains to the message:</td>
</tr>
<tr>
<td></td>
<td>1. Announcement</td>
</tr>
<tr>
<td></td>
<td>2. Event</td>
</tr>
<tr>
<td></td>
<td>3. Deadline</td>
</tr>
<tr>
<td>For Department*</td>
<td>Check the box next to the appropriate department.</td>
</tr>
<tr>
<td>For Who*</td>
<td>Select the grade level(s) of students who should receive the message.</td>
</tr>
<tr>
<td>Content*</td>
<td>Cannot exceed 3000 characters (includes carriage return and line fields)</td>
</tr>
<tr>
<td>Send*</td>
<td>Two options are available in the Send field:</td>
</tr>
<tr>
<td></td>
<td>1. Emergency — content is urgent and message needs to be sent out immediately</td>
</tr>
<tr>
<td></td>
<td>(i.e. building closure, gas leak, etc.)</td>
</tr>
<tr>
<td></td>
<td>2. Next announcement — default selection</td>
</tr>
<tr>
<td>Link</td>
<td>View the format example listed in SEND. If the format is not the same as the example given, an invalid error message will be displayed next to this field.</td>
</tr>
<tr>
<td>Contact Info</td>
<td>A valid address is required for the Email field.</td>
</tr>
<tr>
<td></td>
<td>View example next to Phone field.</td>
</tr>
<tr>
<td></td>
<td>Note: Incorrectly entering the information listed above will result in an invalid message next to their respective fields.</td>
</tr>
</tbody>
</table>

3. Click **Submit**. (You will be directed to a confirmation page.)

4. Review the details of your message and click on **Confirm** to submit the message or click on the link entitled “here to make corrections” to edit your message.

5. After clicking **Confirm**, the following message will appear:

   *Your message has been processed successfully. A facilitator will review your message soon.*
your role

The Department Facilitator is the person who reads, edits and approves or rejects messages. The Department Facilitator also determines when the message should be sent to students in his/her department and then sends the message.

recommended practices

1. Complete page 1 of this document with your name and a due date for submissions.
2. Print out pages 1 - 6 to distribute to potential submitters.
3. Send the message to students on a consistent day.

minimum requirements

In order to access and use this site your computer must meet the following minimum requirements:

1. Windows users: Microsoft Internet Explorer version 6.0* or Netscape 7.2*
   Mac users: Internet Explorer version 5.2* or Netscape 7.0*
2. Have a screen/monitor set to 600x800* and 32 bit colors or better (this is optional, but highly recommended).

(*higher versions are recommended)
browser setup
In order for the site to be viewed correctly, your browser (Internet Explorer or Netscape) must be set up properly. Most browsers default to the following settings and should not need to be changed.

1. **Enable JavaScript**

   - **Microsoft Internet Explorer Users:**
     1. From browser tool bar, click on **Tools**.
     2. Select **Internet Options**.
     3. Click on **Advanced** tab.
     4. Check **JIT Compiler** for virtual machine **enabled** at the bottom of the list.
     5. Click **OK**.

   - **Netscape Users:**
     1. From browser tool bar, click on **Edit**.
     2. Select Preferences...
     3. Click on **Advanced**.
     4. Check Enable Java.
     5. Click **OK**.

2. **Accept Cookies**

   - **Microsoft Internet Explorer Users:**
     1. From browser tool bar, click on **Tools**.
     2. Select **Internet Options**.
     3. Click on **Privacy** tab.
     4. Click on **Advanced** button.
     5. Check to see if cookies are set as being **Accepted**.
     6. Click **OK**.

   - **Netscape Users:**
     1. From browser tool bar, click on **Edit**.
     2. Select Preferences...
     3. Click on Privacy & Security.
     4. Click on Cookies.
     5. **Enable Cookies**.
     6. Click **OK**.
log-in to SEND

http://send.unlv.edu/login

Student E-mail Newsletters from Departments
Login Page

* UNLV Lotus Notes E-mail Address: (ex. firstname.lastname@unlv.edu)
* Web Password:

1. Enter the following information on the login screen:
   
   UNLV Lotus Notes E-mail address: (ex. firstname.lastname@unlv.edu)
   Password: Your Lotus Notes Web password

2. Click Submit

SEND overview

After logging in you will see seven main tabs: View, Find Message, Post, Inbox, Rejects, AdminDept and Help

Note: By default, the View tab will be selected. The color of the tab will change to Red to indicate which tab you have currently selected.
**tab functions**

**View:** By clicking on this tab you will be able to view all messages that have been submitted within the last 30 days.

**Find Message:** This tab allows you to search all messages based on college, department, and keyword.

**Post:** This tab allows you to compose and submit a message to be sent to your facilitator for approval.

**Inbox:** In this tab you can perform the following functions:
1. Edit a message
2. Approve or reject a message
3. Send messages

**AdminDept:** In this tab you can view and add authorized submitters.

**Rejects:** All messages that have been marked as rejected will be stored here. Under this tab you will be able to view and delete rejected messages (*messages will only be available for 30 days*).

**Help:** This tab will provide you with help pages on how to use SEND.

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### viewing submitted messages

1. Click on the **View** tab, then click on the **To View Archived Messages** icon.
2. To view the entire message, click on the message **title**.
3. To return to the list of messages, click on the **Messages** button.

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### finding messages

1. Click on **Find Message** tab.
2. Use the pull down menus to set search criteria for **College** and/or **Department**.
3. Enter a key word in the textbox.
4. Click **Search** button.
inbox tab

On the Inbox page you will see a **Submit** button and the list of all messages with their MessageID, Title, Approved Status and Submitted Date. Messages will be listed in the following order: Approved (A), Not Approved (N) and Rejected (R).

- **Paging:** At the top of the list is the page index for the records. From here you can select the page you would like to view. To see the next or previous pages, click on the page numbers or “...” link that is next to the page numbers.

- **Sorting:** If you want to sort the list of messages by their MessageID, Title, Approved or Submitted Date, click the header of the corresponding column of the list. The arrow symbol next to column name will show the sorting is in ascending or descending order. (Up arrow means sorting in ascending order and down arrow means sorting in descending order)

edit messages

1. Click on **Inbox** tab.
2. Click on the message **title** to enter the **Edit** page.

From the **Edit** page, you can read and modify all aspects of the message except for the intended department and intended audience. (Note: Required fields are marked with a red star (*). All other fields are optional).
3. Click on Approve button to save your changes.

approve / reject messages
1. Click on Inbox tab.
2. Click on the message title to enter the Edit page.
3. Click on the **Reject** or **Approve** button.

   a. Clicking on **Reject** will change the **Approved** status of the message to R (Rejected) and you will be directed to a **Send reason of rejection to submitter page**. Enter a reason for rejecting the message and click the **Send Mail** button.

   b. Clicking on **Approve** will change the **Approved** status to A (Approved) and you will be directed to the **Department Page** with a list of messages. An e-mail will be sent to the submitter notifying him/her that the message has been approved.

   **Note:** Before the message is sent or deleted from the system, you can always change the **Approved Status** of messages. You do not need to approve or reject all unapproved messages at once.

send messages

1. Click on **Inbox** tab.
2. Check the boxes next to the Message IDs for the Approved messages.
3. Click the **Submit** button at the top of the page.

   Notes:
   - All sent messages will no longer be displayed on the Department page.
   - Messages have to be approved (A) before they can be sent to students in your department.
   - You do not need to send all approved messages at the same time.
Deleting Rejected Messages

1. Click on **Rejects** tab.
2. Check the boxes next to the Message IDs for the rejected messages.
3. Click the **Delete** button at the top of the page.

Note: All deleted messages will no longer be displayed on the Rejects page. All rejected messages will be automatically removed by the system one month from the date the message was submitted.

Create/Delete a Submitter

1. Click on **AdminDept** tab.
2. Enter the user’s full UNLV Lotus Notes E-mail address in the box provided. (firstname.lastname@unlv.edu)
3. Click the **Create** button.
4. To delete a user, click on **Delete** next to the user’s information.
your role
The facilitator's role is to check the status of submissions, approve or reject submissions, and then send the messages, in newsletter format, to students. The messages whose intended recipients are for more than one department are considered college level messages. The college facilitator will see and approve only college level messages.

recommended practices
1. Complete page 1 of this document with your name and a due date for submissions.
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<td>3. Click on <strong>Privacy &amp; Security</strong>.</td>
</tr>
<tr>
<td>4. Click on <strong>Advanced</strong> button.</td>
<td>4. Click on <strong>Cookies</strong>.</td>
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http://send.unlv.edu/login

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1. Edit a message
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3. Send messages

AdminCollege: In this tab you can view and add authorized college submitters.

Rejects: All messages that have been marked as rejected will be stored here. Under this tab you will be able to view and delete rejected messages.

Help: This tab will provide you with help pages on how to use SEND.

viewing submitted messages

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3. To return to the list of messages, click on the Messages button.

finding messages

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3. Enter a key word in the textbox.
4. Click Search button.
Inbox tab

On the Inbox page you will see a Submit button and the list of all messages with their MessageID, Title, Approved Status and Submitted Date. Messages will be listed in the following order: Approved (A), Not Approved (N) and Rejected (R).

- **Paging:** At the top of the list is the page index for the records. From here you can select the page you would like to view. To see the next or previous pages, click on the page numbers or “...” link that is next to the page numbers.
- **Sorting:** If you want to sort the list of messages by their MessageID, Title, Approved or Submitted Date, click the header of the corresponding column of the list. The arrow symbol next to column name will show the sorting is in ascending or descending order. (Up arrow means sorting in ascending order and down arrow means sorting in descending order.)
edit messages

1. Click on Inbox tab.
2. Click on the message title to enter the Edit page.

From the Edit page, you can read and modify all aspects of the message except for the intended college and intended audience.

(Note: Required fields are marked with a red star (*). All other fields are optional).
### Field Name Description

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title*</td>
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<tr>
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<td>One of the following categories must be selected that pertains to the message: 1. Announcement 2. Event 3. Deadline</td>
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<td>For Department*</td>
<td>Check the box next to the appropriate department.</td>
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<td>For Who*</td>
<td>Select the grade level(s) of students who should receive the message.</td>
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</tr>
<tr>
<td>Link</td>
<td>View the format example listed in SEND. If the format is not the same as the example given, an Invalid error message will be displayed next to this field.</td>
</tr>
<tr>
<td>Contact Info</td>
<td>A valid address is required for the Email field. View example next to Phone field. Note: Incorrectly entering the information listed above will result in an Invalid message next to their respective fields.</td>
</tr>
</tbody>
</table>

3. Click on Approve button to save your changes.

---

**approve / reject messages**

1. Click on Inbox tab.
2. Click on the message title to enter the Edit page.
3. Click on the **Reject** or **Approve** button.

   a. Clicking on **Reject** will change the Approved status of the message to **R** (Rejected) and you will be directed to a **Send reason of rejection to submitter page**. Enter a reason for rejecting the message and click the **Send Mail** button.
   
   b. Clicking on **Approve** will change the Approved status to **A** (Approved) and you will be directed to the **Department Page** with a list of messages. An e-mail will be sent to the submitter notifying him/her that the message has been approved.

Note: Before the message is sent or deleted from the system, you can always change the Approved Status of messages. You do not need to approve or reject all unapproved messages at once.

---

**send messages**

1. Click on **Inbox** tab.
2. Check the boxes next to the Message IDs for the **Approved** messages.
3. Click the **Submit** button at the top of the page.
Deleting Rejected Messages

1. Click on Rejects tab.
2. Check the boxes next to the Message IDs for the rejected messages.
3. Click the Delete button at the top of the page.

Note: All deleted messages will no longer be displayed on the Rejects page.

All rejected messages will be automatically removed by the system one month from the date the message was submitted.

Create/Delete a Submitter

1. Click on AdminCollege tab.
2. Enter the user’s full UNLV Lotus Notes E-mail address in the box provided. (firstname.lastname@unlv.edu)
3. Select the department from the pull down menu.
4. Click the Create button.
5. To delete a user, click on Delete next to the user’s information.