HP DeskManager

First-Time User Training

Presenter's Notes

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Class Resume

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Preparation

☐ Package Contents

1   A hard copy of this guide:
Part Number
Further copies can be printed off from the Presenter tape

2   A tape containing the Presenter's files:
Part number 27532-11001.
From this tape you can print copies of:
This guide
The Course Evaluation forms

3   A tape containing exercises used in the course:
Part number 27532-22001.
This tape has:
The messages which are sent to the students' In Trays
Files which are used in the scenarios of Module 13
The setting-up file

4   A copy of *Using HP DeskManager* and a copy of *Office Computing
with the HP3000.* [These must be ordered separately from SDC.]

5   Details of how to use the tapes provided are given in the
section: *Preparation - Printing the Teaching Aids*

□ Fundamentals

Objectives

The course should enable students to recognize how HP DeskManager (HP Desk) can help them at work. It shows them the many uses of HP Desk, from the basic, such as sending and receiving messages, to the more "advanced" such as using VisiCalc.

During the course students use the documentation – the course workbook and the user manual – to perform many routine office tasks. This means that they return to their workplaces, having had experience in using HP Desk, and most important, knowing where to find any information they need.

Course Presenter

The course should be taught by an experienced trainer with a thorough knowledge of HP Desk.

Course Location

The course is designed to take place at the HP Education Center nearest to the customer site, or at the customer site if on-site training is ordered by the customer.

It may also be taught at a district office; this may require some adjustments such as using HP 2688's instead of HP 2680's to print off class material, or going to a 2680 site to print them.

Class Size

The course is designed for a group of about 12 students. Each student and the presenter should have a terminal. We have found that one terminal per student gives the optimum use of resources and that any more than 12 terminals in a confined space gives less than optimum results.

Audience

The course is aimed at:

- Any person who needs to use HP Desk for their day to day office work.

- The person defined as the "Office Product Coordinator" or OPC – a person with administrative, secretarial, customer liaison, and general communications skills. We assume that the OPC will be closely involved

□ Fundamentals

with the implementation of HP Desk and with the training and support of other users.

■ System Managers, with technical expertise, who should be encouraged to acquire the non-technical skills needed for giving support to their colleagues who will use HP Desk.

Student Prerequisites

All students should have read the Pre-Study Booklet sent to them when they registered for the course.

Course Emphasis

The course is task oriented, with emphasis on both the product and the user's guide, *Using HP DeskManager* . This means that the students learn by doing, not by watching others or listening to you. They find out how to perform tasks by using the documentation.

The starting point for each activity is a regular office task, rather than a feature of the software system. You set the student a task, such as sending a memo and provide the instructions on how to perform it, by directing students to the appropriate place in *Using HP DeskManager*.

At the end of the course students should at least know how to approach a problem by using the documentation, even if they cannot immediately solve the problem itself. For you, it is a matter of teaching an approach and an attitude, rather than a set of rules to remember. If your students leave the course with the confidence and motivation to use *Using HP DeskManager* to answer their questions, then you will have done well.

Although the course demands much practical involvement on the part of the student, it is not designed to exhaust. It should proceed at a brisk pace, in a relaxed and stress free atmosphere. The time estimates at the start of each module give you an indication of how long to spend on each point. Obviously there has been some lee-way built in to allow you to vary these to suit a particular group of students who may need more or less time.

During the frequent lab exercises it is envisaged that students will work from *Using HP DeskManager*, while you give assistance as needed. You should make a habit of walking round the classroom checking that no-one is in difficulty. Before each exercise begins make sure that each student has the right page open in the guide. Tell the students how long they have to complete the task.

Collect students' work for review before each break, so that you can assess who requires extra help. The reference cards summarize the steps covered in

□ Fundamentals

each exercise, and are intended as an aide memoir for the students, which encourage them to use *Using HP DeskManager.*

Throughout the course you may like to call upon the services of an imaginary manager called "Robin", a device for presenting documents to be worked on. Robin, of course, is one of those aggravatingly temperamental types who is just always changing his/her mind and was destined to make life as difficult as possible.... (whereas HP Desk is destined to do the opposite)

The various HP Desk features are to be introduced as they occur naturally throughout the course. This reflects the nature of the course's approach: to take a task, to decide how to use HP Desk in that context and to do so in a scenario which mirrors as closely as possible a typical work situation.

Do ensure that the breaks are taken: these pauses are important! Keep the atmosphere as relaxed and friendly as possible, and ask students to note any problems they have, for discussion.

Course and Guide Structure

The course is divided into 11 modules. At the beginning of each module there is an outline of the objectives of that module, to give you a clear impression of what you and the students should achieve.

The first two modules introduce the course and HP Desk. The following nine modules are described in terms of the exercises to be completed by the students. The final module includes a choice of scenarios, to show how HP Desk may be used in conjunction with other Hewlett-Packard applications, such as HP Draw and VisiCalc.

If you thumb through this guide you will see that the course notes are given on the right hand side, with key points on the left: obviously the more experienced you become in giving the course the less you will rely on the explanations and all you will need is a quick reference to the objectives and to the key points.

The course material is not written as a script.

As *Using HP DeskManager* is regularly updated, no specific page numbers are given: instead, blank spaces are left in the key points column for you to fill in the appropriate page numbers. You can then print off a new copy of this guide and fill in the page numbers as the manuals change. This is important: the course cross-references with the documentation all the time. The course will be much more professional if you can tell the students exactly which page to turn to, at the right moment.

Presentation

□ Fundamentals

To a large extent, your success in giving this course will depend on your familiarity with the course material. The more often you give it, the easier it will become. Do please be sure to read these Notes through carefully before giving the course. Be patient and encouraging. For some of the students, it may be the first time they have had to involve themselves with HP computer concepts and their anxiety may have a lot to do with their unfamiliarity. Be sure as you go along that the students understand the vocabulary and the jargon.

Try to win over the students' confidence. Use a relaxed teaching style, as in a "workshop" or seminar where the participants can make contributions freely; after all, you can learn a lot about their account and future support needs from them.

You will be handing out reference cards, which give brief instructions on how to carry out tasks, at appropriate points in the modules. Students can keep these for quick "on the spot" future reference. The cards also provide the students with something tangible to represent what they have just learned.

As the course proceeds, try to avoid the "Who can remember how to do so and so?" or "Has anyone got any idea how to do so and so ?" syndrome. Instead, make your approach along the lines of "Where would you look up how to do so and so?". The answer would be something like "In the chapter in *Using HP DeskManager* dealing with so and so". This will serve two purposes: it will encourage students to refer to guide and it will avoid any unnecessary felling of failure if they can't remember. Similarly avoid saying "Who knows what a designate is?" after you have taught this point. Instead, say "How can you authorize a colleague to do some work on your behalf?". Remember, this course focuses on tasks that the user needs to perform, rather than on features of the system.

You can also test – and strengthen – understanding by asking for other examples or analogies, inviting the students to relate the task they have just completed to their own work situations. You might ask the question, "Do you think it might be useful for you to do so and so (eg, create distribution lists)?" or "Have you ever had to do anything similar to so and so (eg make sure that certain people do and certain people do not have access to information)?" Leave plenty of time for students' questions, the answering of which may bring up other points that will need to be expanded for the class.

You should also be available for questions during breaks. This is the best time to find out how you are doing as a presenter. If you get no questions during the break beware – you may very well have lost everybody or put them to sleep. If you have too many questions this is also a bad sign – you should hope for a small number of indepth questions.

☐ **Fundamentals**

urther Training

HP Desk classroom training comprises two one-day courses. This class
First-Time User Training, and another class *Experienced User Training*.
Students who've gained the basic skills in using **HP Desk** – for example from
attending this class – can go on to Experienced User Training to further
develop their skills and learn about the special features of this version of
HP Desk. This class covers the following topics:

Resume

☐ Evaluation

HP DeskManager First-Time User Training Course Evaluation

> At the end of the day students should fill in the course evaluation form.

HP DeskManager First-Time User Training: Follow-up Course Evaluation

> This is for students to complete after taking the course and having been back at their workplaces for some period. The information this will provide is most important.

> If you are to visit students at their workplaces within a month of the course, then you can hand out this form at the end of the day and collect it during your visit.

> If you do not plan to visit students, hand out the forms at the end of the day and request their return within a month. Alternatively you can arrange for the forms to be sent to the students after 15 days; you should place them in stamped addressed envelopes and tell the mailroom on what date they should be sent to the students.

HP DeskManager First-Time User Training: Presenter's Course Evaluation

> Please fill this in the first time you give the course – and also on subsequent occasion whenever you feel you would like to point something out to us.

> Return all Course Evaluation Forms to:

> "Course Evaluation"
> Learning Solutions
> Office Productivity Division
> Nine Mile Ride
> Wokingham
> Berkshire
> RG11 3LL
> United Kingdom

> Note that the location code on HP Desk is 1600/02. You may of course make a copy of these forms for your own purposes, but please note that the contents of the form are confidential.

□ Materials

Hardware

The items listed below are given as a guide to the choice of equipment suitable for the course.

Workstations - one per student and presenter. Any workstation that is accessible to HP Desk. Most Education Centers will have more than one kind of terminal, such as a mixture of 2628A and 2626W workstations. At least one graphics terminal is required.

Printers - it is very important that you can get quick output from printers during the course. It depends on local conditions whether you need an attended printer, or whether the system printer is satisfactory.

Software

The current version of HP Desk available to customers should be installed on the training system.

The course id designed to teach, and be taught using HP DeskManager , version B.00.00. Since it covers basic functions of HP Desk that have not changed greatly from earlier versions it could, with suitable slight modification, be used to teach an earlier version of the product.

Deliverables

One copy of the following per student and presenter. All deliverables can be ordered from SDC.

HP DeskManager First-Time User Training Student Workbook.
/
Current version of *Using HP DeskManager* (one per student).
HP Office Systems Pre-Study Booklet (Part No. 36564-90030)

In addition, the center should have one copy of the following available for the presenter's use:

HP DeskManager First-Time User Training Presenter's Notes
HP3000: A Guided Tour (22835A)
Using the HP3000 (03000-90121)
Using Files (30000-90102)
The current MPE *Software Pocket Guide* (30000-90049)
System Manager/System Supervisor Reference Manual (30000-90??)
HP DeskManager Administration 1: Tasks (36570-90051)
HP DeskManager Administration 2: Reference (36570-90052)

□ Materials

Media and Stationery

Marking surfaces such as a whiteboard or flipchart
Overhead Projector
Notepads, pens

☐ Set-up

Pre-course Registration

Education Center When the student registers for the course, the education center will need to send a confirmation letter containing the Pre-Study Booklet (see *Deliverables*) and requesting that the customer bring information about the facilities they will have available at workstations eg VisiCalc(RTM), HP Draw, etc. A sample letter is contained at the very end of these Notes.

Presenter The more you know in advance about your students, the better. A sample letter is given at the end of these Notes, with a form for students to fill in which may help you prepare for the course. Also you may like to write to the students' management informing them of confirmation, agenda, and other pertinent data as soon as it is arranged.

Setting up the Student Accounts and Exercises

You have two tapes: the exercise (store) tape and the presenter (spook) tape.

The EXERCISE TAPE contains the programs which you run to set up the students' accounts, and the exercises.

1   Load the tape marked EXERCISE/STORE Tape
    (Part No. 27532-22001).

2   Log on as MANAGER.SYS and remove any passwords

3   Type the following:

```
FILE T; DEV=TAPE
RESTORE *T;DSKCLAS@.PUB.SYS;SHOW
```

This will load the set-up jobs.

4   Type the following:

```
STREAM DSKCLAS.PUB.SYS
```

This will run the set-up jobs, which will also purge any previous DESKCLAS accounts. Ignore any NON-EXISTENT ACCOUNT message. Check that this is correctly carried out.

5   Log on as MGR.DESKCLAS. You will see the instructions for the NEWPUPIL command on the screen.

6   Add the students' names by following the instructions for NEWPUPIL. This will automatically copy the necessary exercises into a new group for each student.

□ Set-up

7   Put each student and yourself on the HPDESKMANAGER data base.
There should preferably be a database for the class, but it is possible to
run the class without this.

8   Log on as MGR.DESKCLAS and sign on to HPDESKMANAGER.

9   Make up a distribution list consisting of the names of the class members.
Do ensure that the names are correctly spelt.

10 Go to the WORK AREA and use the COPY FROM command to copy
each of the HPWORD files which are going to be sent to the students as
messages. They are as follows:

TIMETAB
ADMIN
ANNOUNCE
CREEPY
JUNKMAIL
PROJECT1
PROJECT2
WORKINGP

11 Send each item to the class distribution list, noting that TIMETAB is
urgent and PROJECT1 requires an acknowledgement.

12 Ensure that the data base is large enough. You can test this by
combining all the HPDraw files, DESK1, DESK2 and DESK3 to be used
in the course, and sending them. If this proves impossible then you
know that the data base is too small! The following figures may also be
helpful:

Maximum Item Size 1024
Maximum Composite Item Size 64

☐ Set-up

For your information the files in the PUB group of the DESKCLAS account are listed here:

The following files, which we discussed earlier, are messages sent to the students. Most of these messages can be read and filed by the students as soon as they are able to do so; some are to be used in particular modules:

Filename	Description
TIMETAB	To be used in Module 1
ADMIN	To be used in Module 6
ANNOUNCE	For general use
CREEPY	To be used in Module 5
JUNKMAIL	For general use
PROJECT1	For general use
PROJECT2	For general use
WORKINGP	For general use

The following files are to be used in the final module of the day. They are copied automatically to each student's group when you use the NEWPUPIL command:

Filename	Description
FIGURES	a figure file
SALES	a VisiCalc file
SHORTC	an HPWORD file
DESK 1, DESK 2, DESK 3	HPDraw files

The following files are used for setting up the class:

DSKCLAS1
DSKCLAS
UDC

□ Set-up

Printing the Teaching Aids

The Presenter tape contains the spoolfiles for printing further copies of this presenter's guide and the Course Evaluation forms. These were created for printing on an HP2680 laser printer.

1   Load the tape marked PRESENTER/SPOOK (Part No. 27532-11001).

2   Log on as MGR.DESKCLAS

3   Type the following:

```
FILE T;DEV=TAPE

RUN SPOOKn.PUB.SYS (where n is the number of MPE running on
                        your system)
INPUT @.@;*T       (Reply to the console prompt)

>EXIT
```

3   These are the files which will exist in SPOOK:

Filename	Description
GUIDE	This presenter's guide
EVALUAT1	)
EVALUAT2	)Course Evaluation forms
EVALUAT3	)

You will need to print one copy of EVALUAT1 and one copy of EVALUAT2 for each student. Print as many copies of GUIDE and EVALUAT3 as you need.

Countdown Checklist

You will need to plan your schedule, so that you set aside time to prepare for the course you are going to give. A checklist follows for you to use as a guide

☐ Set-up Checklist

Three weeks before the course: Date_____

Obtain student list from training registrar.

Verify that Pre-Study Booklets and confirmation letters have
been sent to all students

Review students' backgrounds. Discover if they have had any
previous experience with computers and if they have keyboard
skills.

Review the students' working environment: obtain information
on customer applications and system configurations from Sales,
SE, or the customer, if necessary.

Order any equipment or materials that are not in the training
facility.

Verify the classroom and necessary equipment reservations
(especially if on-site)   Complete_____

Two weeks before the course: Date_____

Load the class tape files

Have student materials produced/ located   Complete_____

One day before the course   Date_____

Be sure that the classroom is set up and all devices are   Complete_____
functional with MPE (allow extra time if on-site or if first time
at HP facility).

Verify that all student materials are ready.

Verify refreshments/lunch arrangements, if necessary.

Have student nameplates and badges prepared.

Update references to manuals and update timetable, if necessary.

Review Presenter's Notes for content and familiarity.

☐ Pre-Class Checks

Write your name on the marking surface, either whiteboard or flipchart. Print the exact format of the log-on ID that you wish the students to use for the practical sessions. (e.g. HELLO name.deskclas).

Ensure that the terminals are working. If they are generally slow to load, have them already turned on, and test the log-on if necessary. Local conditions will determine your decision.

Make sure that you have ready the course evaluation forms, to be given out at the end of the day.

Beside each workstation, verify that there is:

- Pencil and paper

- A copy of the Student Workbook.

- A copy of *Using HP DeskManager*

Introduction

□ Class Timetable

1	Introduction to the Class	10 mins
2	HP Desk as a Communications Tool	15 mins
3	Getting Started with HP Desk	30 mins
4	Sending Messages	45 mins
	BREAK	15 mins
5	Receiving Messages	45 mins
6	Distribution Lists	60 mins
	LUNCH	60 mins
7	Working at Your Desk	30 mins
8	Filing Your Work	60 mins
	BREAK	15 mins
9	Using Your Calendar	30 mins
10	Securing Your Desk	30 mins
11	Class Review	15 mins

Module 1

Introduction to the Class

☐ Module Objectives

Period to Complete:

10 minutes

Presenter's Objectives

In this Module you should:

1   Introduce yourself to the students.

2   Have the students introduce themselves to one another.

3   Check you and the students have the necessary materials for your course.

4   Outline the purpose and approach of the course, explaining it it task oriented.

5   Review the timetable for the day.

□ Introductions

KEY POINTS

- The course has been carefully structured in a task oriented way to give the maximum learning benefit to the student.

- Each student should have read "Office Computing with the Hewlett Packard 3000", which was sent to them at registration.

SLIDE

1.01   *HP DeskManager First-Time User Training*

ACTIVITIES

1   Have everyone introduce themselves, and tell you a little of their background and what they hope to achieve from this course.

2   Ask if there are any questions about the PURPOSE and APPROACH of the course.

3   Have the students examine their:

TERMINAL

WORKBOOK

USER MANUAL

PAPER AND PEN

and discuss how they will be expected to use them during the course.

4   Have the students check they have all materials necessary for the course.

NOTES

☐ Class Timetable

SLIDE

1.02 *Class Timetable*

ACTIVITIES

Outline the class timetable to the students, explaining:

- COURSE CONTENT

- BREAKS / REST PERIODS

- LOCATION of COFFEE, LUNCH, TOILETS, TELEPHONE, etc.

NOTES

□ End-of-Day Objectives

KEY POINTS

Each student should be able to:

1 Understand the USEFULNESS of HP Desk.

2 LOGON and LOGOFF their SYSTEM, and SIGNON/SIGNOFF HP Desk.

3 Understand the AREAS of HP Desk.

4 SEND messages.

5 READ, REPLY TO, and PRINT RECEIVED messages.

6 Use DISTRIBUTION LISTS.

7 MOVE AROUND the desk.

8 FILE their work.

9 Use their CALENDAR.

10 Keep their desk SECURE.

11 Complete their course TASKS outlined after each Module.

12 Be able to use the HP Desk's Help facility and integral training.

SLIDE

1.03 *End-of-Day Objectives*

ACTIVITY

■ Review the objectives and set student expectations on what they should be able to achieve at the end of the day.

NOTES

Module 2

HP Desk as a Communications Tool

☐ Module Objectives

Period to Complete:

15 minutes

Presenter's Objectives

In this Module you should:

1 Individually, have the students overview their particular office systems.

2 Emphasize why HP Desk can be so effective as a communications tool.

3 Discuss at an overview level, the differences between MANUAL and COMPUTERIZED office systems.

□ Types of Communication in the Office

KEY POINTS

- Office communications usually consist of: memos, reports, meetings, minutes, casual conversation, telephone calls, telex messages.

- Explain the disadvantages of some methods of communications, emphasizing how time consuming some methods can be:

  - Phone calls – "telephone tag", make a phone call – busy call again – gone out – call the next day, etc.

  - Letters – manager dictates/writes letter – secretary types it work is checked – changes are made – photocopies are made letter is sorted and delivered by either internal/external postal services.

SLIDE

2.01 *Types of Communication in the Office*

ACTIVITIES

1 Have students think of any problems they currently have communicating in their office.

2 Ask students think of all the methods they use to communicate in the office, and write them down on the board.

NOTES

□ Advantages of Electronic Mail

KEY POINTS

- HP Desk's ease of use makes general office tasks more efficient and less time consuming.

- HP Desk assists the user in planning a more efficient day and working environment.

- Mention statistics about communicating without electronic mail:

  - 95% of an outgoing document's life is its distribution time.

  - 70% of phone calls are not completed at the first try.

  - The average phone call is 6 minutes and in addition decisions normally have to be confirmed in writing.

SLIDE

2.02   *Advantages of Electronic Mail*

ACTIVITIES

1   Have students discuss what their preconceptions of what electronic mail will do for them.

2   Explain how HP Desk will help them to accomplish these tasks.

3   Conclude by using the list you have compiled, outlining the more common methods of office communication and how HP Desk will be able to assist them.

NOTES

☐ **Module Quiz**

Questions

1   What types of communication are common in today's office?

2   What do you think are the advantages and disadvantages of MANUAL and COMPUTERIZED office systems?

3   What do you think are the main advantages of HP Desk?

4   How long do you think you would take to gain an elementary knowledge of HP Desk?

Answers

Costs, wasted time, ease of use.

Less photocopying

Fewer distribution problems

Less time spent tracking information

Less time spent on the telephone

Easy contact across time zones

Easy and fast information retrieval

Module 3

Getting Started

☐ Module Objectives

Period to Complete:

30 minutes

Presenter's Objectives

In this Module you should:

1   LOG ON to the system.

2   SIGNON to HP Desk.

3   Become familiar with the Main Menu and areas of HP Desk.

4   Move around HP Desk.

5   Use the basic Help facilities.

6   SIGNOFF HP Desk.

7   LOG OFF the system.

□ Starting HP Desk

KEY POINTS

- Note that the log-on ID used is for the class only. If you did not known your own log-on ID, you would ask your System Manager.

- You can sign on and access your HP Desk from most types of terminal, provided it is connected to the system you usually work on.

- When you type in your name, you can type your full name, your last name and an initial, or just your last name.

- When you type your name, or commands, they can be typed in either UPPER or lower case.

SLIDE

3.01 *Getting Started*

ACTIVITIES

1 Ask students to log on to the system. Explain at   this point about the MPE   account and   the account/   user passwords.

2 Have the students signon to HP Desk.

NOTES

☐ Moving Around Your Desk

KEY POINTS

- To return to the previous menu from anywhere in HP Desk, type EXIT and press the (RETURN) key.

- There are three ways to move between areas in HP Desk:

  - Press the appropriate FUNCTION KEY

  - Type the NUMBER of the area and press (RETURN)

  - Type the NAME of the area and press (RETURN)

SLIDE

3.02 *The Main Menu*

ACTIVITIES

1 Have students practice moving between areas using each of the methods above.

NOTES

☐ Getting Help with HP Desk

KEY POINTS

- The Help facility provides the user with information on all the commands of HP Desk, related to both the total system and the area they are working in.

- The Help facility is like an on-screen book.

- The PathFinder is a chapter in the *Using HP DeskManager* manual, designed to help you find information throughout the manual.

SLIDE

3.03 *Getting Help*

HOW TO

HP Desk Help levels-

1 ? HP Desk will list all the commands you can use at this time.

2 HELP (command name) Information about the command is displayed.

How to use the Help book-

1 Type HELP [RETURN], to list the contents of the Help book.

2 Select an option from the menu.

3 Type EXIT to exit the Help book.

ACTIVITIES

1 Show examples of: HELP, ?, HELP command, HELP keyword

2 Have students type ? to get a list of all commands that are currently available in the In Tray.

3 Have students type HELP LIST to get information on the LIST command.

4 Have students type HELP to list the contents of the Help book, and choose an item to look at.

NOTES

☐ Manual Pathfinder

KEY POINTS

- By looking up the appropriate main menu option in the PathFinder, you can find out what commands you can use there.

- The more frequently used commands are cross-referenced in the book where they are fully explained.

ACTIVITIES

1 Ask the students to use the PATHFINDER and cross reference an example with the *Using HP DeskManager* manual, to find out more information about that example.

NOTES

● □ **Leaving HP Desk**

KEY POINTS

- If new mail arrives as you signoff, then HP Desk asks if you want to return to your In Tray.

- There are three ways of leaving HP Desk:

    1 Type 8 and (RETURN)

    2 Type LEAVE and (RETURN)

    3 Use the FUNCTION KEY marked Signoff

ACTIVITIES

1 Ask the students to return to the MAIN MENU display.

2 Have the students signoff of HP Desk.

● **NOTES**

●

☐ Module Quiz

Questions

1 To start using HP Desk, type ....

2 The three ways to move around HP Desk are: ....

3 The three ways to leave HP Desk are: ....

4 To get assistance within any area of HP Desk, type ....

Answers

1 Type HPDESK to start.

2 To move around in HP Desk type:

   ▪ Number of the area

   ▪ Name of the area

   Or press the appropriate function key.

3 To leave HP Desk, type either:

   ▪ LEAVE

   ▪ EXIT

   ▪ 8

   Or press the SIGNOFF function key.

4 Type the HELP command within your area to get assistance with
   commands for that area.

☐ Student Tasks

Student Tasks

1 Signon to HP Desk.

2 Move around the different areas of HP Desk by either typing the NUMBER or NAME corresponding to that area.

3 Use the Help facility to display the commands within these areas. (Use the FIRST SCREEN LEVEL only for each area – press the STOP DISPLAY and then EXIT function keys to leave the Help display for that area.)

4 Return to the MAIN MENU display.

5 Leave HP Desk.

□ Student Tasks

Supplementary Student Tasks - 1

1   Logon to your system.

2   Signon to HP Desk.

3   Type HELP INTRAY to see the commands used in this area.

4   Type E to exit the area.

5   Move around your desk using the NUMBER option, finally returning to the MAIN MENU display.

6   Type E to exit HP Desk.

7   Type BYE to leave your system completely.

Supplementary Student Tasks - 2

1   Logon to your system.

2   Signon to HP Desk.

3   Type ? at the HP Desk> prompt. Follow this by e.g. looking at the Help screen for a selected area.

    (Press the STOP DISPLAY then the EXIT function key after the first Help screen display.)

4   Type MAIN MENU to return to the Main Menu display.

5   Type E to exit HP Desk.

6   Type BYE to logoff your system completely.

Module 4

Sending a Message

□ Module Objectives

Period to Complete:

45 Minutes

PRESENTERS OBJECTIVES

The Presenter should, in this Module, explain how to:

1   Define what a message is.

2   Identify the structure and contents of a message.

3   Send a message.

4   Make a message URGENT / PRIVATE.

5   Edit a message.

Module 4 - Sending a Message

□ Module Objectives

KEY POINTS:

Every message has at least two parts:

1 Part 1 is the Distribution List, which contains information about who the message is addressed to.

2 Part 2 Contains the text of the message and any included documents from e.g HPWord , HPSlate , Visicalc , HPDraw

SLIDES

FT1 4.01 What is a Message ?

When you send a message to a person at the TO: prompt type in their name and HP Desk returns with their mail address.

If there is a query with e.g the spelling of the name, HP Desk informs you of any name likeness and asks you to choose if applicable.

HOW TO

Send a message to one person

1 Type SEND followed by TO and the name of a person.

2 Type a Subject for the message.

3 Type the Text of the message, pressing RETURN at the end of each line.

4 To end the message, type // on a new line and press RETURN.

5 At the Message prompt, mail the message by typing MAIL.

EXERCISE

1 Step through the procedure as outlined above, on sending a message to one person.

2 Then have the students send a message to their neighbor.

PRESENTER'S NOTES

☐ **Opening a message**

KEY POINTS

1   You can also include other parts containing additional information, such as an HP Slate or HP Word document

2   You can open an item in any HP Desk area, except the Calendar.

3   Before you can list or work on a part of an HP Desk message, you must first open it.

4   If you make a mistake, use the BACKSPACE key to move the cursor back, then retype the rest of the line.

HOW TO

Open a message

1   Type OPEN followed by the message number or the message subject enclosed in quotes.

2   HP Desk lists the parts of the messages. Type the appropriate command followed by the number of the part you wish to work on.

3   Type CLOSE when you have finished working on the message.

EXERCISE

1 Have the students tell you how many parts the 1st message in their InTray has.

PRESENTER'S NOTES

☐ Making messages URGENT and PRIVATE

KEY POINTS

1   An URGENT message is given priority over normal messages when mailed, and is marked as URGENT in the recipient's In Tray.

2   If a private message cannot be delivered to the proper recipient, it is destroyed and the sender is notified of its non-delivery.

3   A PRIVATE message cannot be read by your designate, only by the person it is intended for.

HOW TO

Make a message Urgent or Private

1   At the MESSAGE> prompt type URGENT or PRIVATE.

2   To cancel, type URGENT NO or PRIVATE NO.

3   Press the RETURN key

EXERCISE

1   Have the students find and read the section in the manual on "Private and Urgent Messages".

2   Ask the Students send an URGENT message to their neighbor.

3   Ask the students send another message to their neighbor, making it a Private message and defer mailing it for an hour.

PRESENTER'S NOTES

☐ Editing a message

KEY POINTS

1   If a message consists of an HP Slate document HP Desk transfers the user to HP Slate.

2   You can also DELETE part of an OPEN MESSAGE,but only if you have created the message.

HOW TO

Edit a message at the OUTRAY

1   Type EDIT followed by the message number or message subject enclosed in double quotes and press RETURN. HP Desk opens the message and list all the parts on the screen.

2   Type EDIT followed by the number of the part you want to edit and press RETURN.

Edit a message at the MESSAGE> prompt

1   Type LIST and press RETURN, to list the parts of the message.

2   Type EDIT followed by the number of the part you want to edit and press RETURN

You would need to edit a message at:

▪ The Creation time of the message

▪ BEFORE Mailing the message from the OUTTRAY

EXERCISE

1 Ask the students to give practical instances when it would be necessary to edit a message.

    ANS. At the time of creation of the message Before mailing the message from the OutTray.

2 Have the students create a new message but make mistakes in it. Then have them go back in and try to correct their mistakes, before mailing it.

PRESENTER'S NOTES

☐ Module QUIZ

Questions

1   To look at the parts of a message   type ......

2   When you have finished working on a message   type ......

3   When creating a message   type ....

4   In order for the user to receive a message it must first be...

5   To make a message URGENT or PRIVATE   type ....

6   To edit a message at the MESSAGE> prompt   type ....

7   To amend message in the OUTTRAY area   type ....

8   To mail a specific item   type ....

Answers

A   Type OPEN and the message number to look at the parts of a message.

B   Type CLOSE when you are finished working on a message.

C   Type SEND followed by TO when creating a message.

D   Type MAIL at the MESSAGE> prompt to mail a message.

E   Type URGENT or PRIVATE at the MESSAGE> prompt to make a message urgent or private.

F   Type EDIT and the number of the part to edit a message at the MESSAGE> prompt.

G   Type EDIT and the message number to edit a message in the OUT TRAY.

□ **Student Tasks**

Student Tasks

1   Select the INTRAY

2   Send a message to your neighbor

3   Type the TEXT of the message

4   Now EDIT the message, adding two more lines of text at the end of it

5   Mark the message URGENT

6   CLOSE the message

7   Select the OUTTRAY

8   MAIL the message

Module 4 – Sending a Message

□ Student Tasks

Supplementary Student Tasks – 1

1. Select the INTRAY

2. READ the second message

3. SEND a message to another student making the message both URGENT and PRIVATE

4. PRINT a copy of a message before you MAIL it

5. Type HELP INTRAY to view the commands used in this area

6. Exit the HELP facility after the first screen display and return to the MAIN MENU display

Supplementary Student Tasks – 2

1. Select the OUTTRAY

2. READ the first message

3. Edit PART 1 of that message changing whom it is being sent to.(Use the FUNCTION KEYS displayed at the bottom of your screen).

4. Check your editing is correct

5. Mark the message URGENT

6. MAIL the message

7. Leave the OUTTRAY and return to the MAIN MENU display

Module 5

Receiving Messages

☐ **Module Objectives**

Period to Complete:

        45 Minutes

PRESENTER'S OBJECTIVES

The Presenter should, in this Module, explain how to :

1. Check for received messages

2. List messages in your INTRAY

3. Read any new messages

4. Reply to messages

5 Forward messages

6. Print messages

7. Delete messages

☐ Checking for new messages before signing on to your Desk

KEY POINTS

1   If new mail is delivered while you are using HP Desk, you are notified by a message on your screen.

2   It is much quicker to ask for newmail information for several people at once.

3   A full name must be enclosed in double quotes.

HOW TO

Check for new Messages

Before you signon to HP Desk, if you wish to see if messages have been sent to you at the (:) prompt type NEWMAIL (yourname)and then press the RETURN key.

EXERCISE

1 Ask the students to check if any new messages have arrived, before they signon to HP Desk.

2 Ask the students to check if their is any new mail for more than one person before signing on to HP Desk.

PRESENTER'S NOTES

□ Checking for new messages before signing on to your Desk

KEY POINTS

1. As soon as you go into any HP Desk area, you will see a list of the messages or items in that area.

2. As soon as you go into your InTray, HP Desk displays a list of any new messages that you have received.

3. The message number in your InTray may be followed by one of the following letters;

> A – Is an Appointment Request
> C – Was Autocopied
> F – Contains a form
> R – Is a Reply
> S – Is a Schedule Request

SLIDES

FT1 5.01 Messages in the INTRAY

HOW TO

How to List Messages

1 At the HP Desk Area prompt, type LIST and then press the RETURN key.

EXERCISE

1 Have the students find and read the section in their WORKBOOK that explains when they LIST their messages, what the letters after the message mean.

2 Have the students sign onto HP Desk and LIST what is in their InTray, taking notice of the letters after the message numbers.

PRESENTER'S NOTES

☐ Reading messages

KEY POINTS

1   A message may be too long to be displayed on one screen, you must press RETURN or CONTINUE DISPLAY to read the rest of the message.

2   You can reply to messages you have received in your InTray.

HOW TO

Read a Message

1 To read a particular message in your InTray type READ followed by the message number or the message subject enclosed in double quotes.

2 To read the next unread message in your InTray simply type READ IT.

EXERCISE

1 Have the students find and read the section in their books about "Reading Messages".

2 Have the students read the first message in their InTray.

PRESENTER'S NOTES

□ Replying to messages

KEY POINTS

1   You can reply to the sender of the message and also CC everyone else on the distribution list (except BCC's) by adding TO ALL, to the REPLY command. (see MODULE 6).

HOW TO

How to Reply to a Message

1 To reply to a particular message, type REPLY followed by the message number or the message subject enclosed in double quotes.

2 At the text prompt, type your reply, finishing with two slashes (//) on a separate line and press the RETURN key.

3. To mail, type MAIL and RETURN.

EXERCISE

1 Step though the procedure on how to reply to a message, as outlined above with them.

2 Then have the students read the first message that requires a reply, and reply to it.

PRESENTER'S NOTES

☐ Forwarding messages

KEY POINTS

1 Forwarding messages enables the user to, for example, add a comment to a message he has received, and then "Pass it on" to another recipient. You may also wish to forward the message to various people.

HOW TO

Forward a message

1 Type FORWARD followed by the message number or the message name enclosed in double quotes.

2 Add some text at the COMMENT prompt followed by // on a new line to end the text.

3 At the MESSAGE> prompt mail the message.

EXERCISE

1 Have the students recieve a message

2 Ask them to include a comment when they receive the message

3 Tell the student to MAIL the message to the recipient of their choice (ie. another student)

PRESENTER'S NOTES

□ Printing and Deleting messages

KEY POINTS

1 Unless you have "Customized your Desk" and told HP Desk to print your messages to a specific printer, your messages will all be printed to the System Printer.

2 HP Desk places all deleted messages in your WASTE BASKET folder in your Filing Cabinet.

3 You can also delete part of an open message, but only if you created the message.

4 The HP Desk Administrator allows you a certain amount of space in your Filing Cabinet and HP Desk always tells you what percentage you have used.

5 If you have used 80% or more you need to consider deleting some of your filed work

HOW TO

Print a Message

1 Type PRINT followed by the message number or the message subject enlcosed in double quotes.

How to Delete a Message

When you want to throw away a message you use the DELETE command

1 Type DELETE followed by the message number or the message subject enclosed in double quotes.

EXERCISE

1 Have students tell you how they think they will be printing their messages when they get back to their office.(Explain here the different printer options one might require).

2 Ask the students to PRINT the 1st. message in their INTRAY.

3 Have the students delete the first message they have previously read.

PRESENTER'S NOTES

□ Printing and Deleting messages

Questions

1 To READ any messages BEFORE you signon to HP Desk type ....

2 To see the contents of a message type ....

3 To see what is in your INTRAY type ....

4 To answer a message you have received type ....

5 If you wish to "pass-on" and possibly add contents to a message for someone type ....

6 To obtain a paper copy of your message type ....

7 To remove a message type ....

8 To tell HP Desk that you have finished your text type ....

Answers

A Type NEWMAIL and your last name, to see if you have any new messages.

B Type READ and the item no. to read a message.

C Type LIST and the item no. to list your messages.

D Type REPLY and the item no. to reply to a message.

E Type PRINT and the item no. to print a message.

F Type DELETE and the item no. to delete a message.

G Type // at the start of a new line to tell HPDESK that you have finished your text.

□ Student Tasks

Student Tasks

1   Select your INTRAY from the MAIN MENU and LIST all your messages

2   READ the first message

3   REPLY to it

4   MAIL the message

□ Student Tasks

Supplementary Student Tasks – 1

1 Select your INTRAY

2 Type HELP PRINT for an explanation on how to PRINT a message

3 PRINT the first message in your INTRAY

4 Type HELP REPLY To see the information given on how to REPLY to a message

5 REPLY to another student with regards to the content of the first message

6 Type HELP FORWARD to see the information given on how to FORWARD your messages

7 FORWARD a message to another student

8 PRINT the second and third messages

9 Type HELP DELETE to see the information on how to DELETE a message

10 DELETE any messages you have no further use for

11 LIST the contents of your INTRAY

12 Return to the MAIN MENU display

Supplementary Student Tasks – 2

1 Select your INTRAY

2 LIST your messages

3 READ any URGENT messages

4 REPLY to any URGENT messages

5 PRINT any URGENT messages

6 READ any PRIVATE messages

7 DELETE any PRIVATE messages after you have read them

8 Leave and then re-enter the INTRAY – check for any recent new mail

9 Leave your INTRAY and return to the MAIN MENU

Module 6

Distribution Lists

□ Module Objectives

Period to Complete:

60 Minutes

PRESENTER'S OBJECTIVES

The Presenter should, in this Module, explain how to:

1   Send a message to more than one person

2   Define what a distribution list is

3   Create a distribution list

4   Edit a distribution list

5   Use a distribution list

☐ **Module Objectives** ●

KEY POINTS

1   Sending to more than one person allows you to send ONE message to a number of people without having to repeat the contents, re-mail the message every time to the same address yet different recipients.

HOW TO

Send to more than one person

To SEND to more than one person without using an already created DISTRIBUTION list is very easy. All you have to do is type:

INTRAY> SEND [RETURN]

Subject: SALES [RETURN]

TO: SANDY HAWKEY [RETURN]

   JOHN SMITH [RETURN]

   ANN MURPHY [RETURN]

   // [RETURN]

The // tells HPDesk that you have finished entering names at that particular prompt. Now enter any TEXT you need and MAIL the message.

EXERCISE

1 Ask the students to send a message to more than one other student in the class.

PRESENTER'S NOTES

□ What are Distribution lists ?

KEY POINTS

1 The Public Distribution List in the Filing Cabinet area is automatically provided for each HP Desk user and is used for storing distribution lists frequently used by everyone on the system.

SLIDES

FT1 6.01 Distribution Lists

What are Distribution Lists?

A Distribution List is always Part 1 of an HP Desk message, it contains the names and mail addresses of the people you are going to send a message to.

There are four categories of people you can include in a distribution list.

1. TO: All the people the message was intended for

2. CC: Anyone you needs to be kept informed

3. BCC: Anyone who needs a copy but their name should not appear on the Distribution List

4. FROM: If your sending a message for someone else , put their name here

□ Creating a Distribution list

KEY POINTS

1   Anyone can add distribution lists to the Public Distribution List folder in the Filing Cabinet, but you can only delete the lists you have created.

2   Whenever you type a name HP Desk now echoes it back with it's full address.

HOW TO

Create a distribution list in your list area

1. Type CREATE at the LIST AREA> prompt.

2. Type a name for the list (e.g. SALES).

3. Type the names of everyone you want to send messages TO, pressing RETURN after each name.

4. If you want to include people in the other categories, CC, BCC, or FROM, press RETURN on a new line to move to the next category.

5. When you have finished the list type two slashes (//) on a new line and press RETURN.

EXERCISE

1   Step thru the procedure on creating a distribution list as outlined above with them

2   Then have the students create their own distribution list called MYLIST in their List Area using the names of several of the students.

3   Ask the students to find in the manual where the names are contained in any distribution list, and have them look at the names in the first distribution list in the Public Distribution List folder in the Filing Cabinet.

PRESENTER'S NOTES

□ Using and Editing a Distribution list

KEY POINTS

1 To see the names contained in any list, use the READ command.

2 If you want to include names of people using a different HP Desk system, you may need to type their mail addresses, if they are not on your machines' global data base.

3 You can store a distribution list in your Filing Cabinet.

4 You can copy a distribution list to a colleaque's List Area.

5 HP Desk searches for the list first in the users' List Area and then in the Public Distribution Lists folder.

6 If you can't remember the name of the distribution list type "" and press the RETURN key, HP Desk will display an index of all the lists contained in your List Area.

7 You can also send to an HP LIST distribution list, if you have HP ListKeeper on your system. (You will need to convert the file to a Distribution List first).

8 You can edit distribution lists that already exist in your List Area, or lists that you have just typed in a new message.

9 You can rename a distribution list by typing RENAME followed by the name in quotes or the number.

HOW TO

Send a new message using a distribution list

Type SEND TO "Distribution List Name"

Edit a distribution list

1 Type EDIT at the LISTAREA> prompt followed by the number of the list you want to change.

2 Type any of the following commands; READ, LIST, ADD, DELETE, REPLACE or EXIT, depending on what it is you wish to do.

Rename a Distribution List

6-5

☐ Using and Editing a Distribution list

1 Type RENAME at the LISTAREA> prompt followed by the item number or subject (enclosed in " ") and then press the RETURN key. When the subject: prompt appears type in the new name that will replace the old one.

Delete a Distribution List

1 Type DELETE at the LISTAREA> prompt followed by the item number or subject (enclosed in " ") and press the RETURN key.

EXERCISE

1 Have the students use the Distribution List they created called MYLIST and send a brief message.

2 Step through the procedure on editing a distribution list as outlined above with the students.

3 Then have them ADD a name to the Distribution List they created called SALES.

4 Ask the students to DELETE a name from their distribution list

5 Have the students create a message , copy a distribution list into it and then edit the distribution list adding two more names.

6 Have the students create two more Distribution Lists SALES1 and SALES2

7 Have the students DELETE the distribution list SALES

8 Have the student RENAME the Distribution List SALES1 to SALES.

PRESENTER'S NOTES

● ☐ **Module QUIZ**

Questions

1   To produce a new DISTRIBUTION LIST type ....

2   The Distribution List requires ....

3   To send a message using a distribution list type ....

4   To see the names in your distribution list type ....

5   To make changes to your distribution list type ....

6   To add another name to the distribution list type ....

7   To remove a name from the distribution list type ....

8   To change the name of a Distribution List type ....

Answers

A   Type CREATE at the LIST AREA> prompt to create a new Distribution List.

B   A Distribution List requires a TITLE and NAMES of other HPDesk users.

C   Type SEND TO "Distribution List" to send a message using one of your stored distribution lists.

D   Type READ and the number of the distribution list to see the names in your distribution list.

E   Type EDIT and the number of the distribution list to make changes to your distribution list.

F   Type ADD at the EDIT > prompt to add a name to the list.

G   Type DELETE at the EDIT > prompt to delete a name from the list.

H   Type RENAME "Distribution List" to change the name of your distribution list.

☐ **Student Tasks**

Student Tasks

1   CREATE a new distribution list called MYLIST.

2   Put as many names from the class as you like in it, in ANY categories.

3   EDIT your distribution list called MYLIST, add a TO name and then add your name in the from category.

4   SEND a message to the people on the MYLIST distribution list

□ Student Tasks

Supplementary Student Tasks – 1

1   Select the LISTAREA

2   LIST the entries in this area

3   CREATE a two distribution lists called SALES and SALES1

4   PRINT the distribution lists

5   EDIT SALES and delete a person from that list

6   DELETE the Distribution list SALES

7   RENAME the distribution list SALES1 to SALES

8   LIST the items in the LISTAREA

9   Leave the LISTAREA and return to the MAIN MENU display

Supplementary Student Tasks – 2

1   Select the LISTAREA

2   CREATE a distribution list called TESTLIST

3   EDIT TESTLIST adding two more persons to it

4   PRINT TESTLIST

5   SEND a message using the distribution list TESTLIST

6   REPLY to ALL (on a distribution list) using the second message in your INTRAY

7   Leave the LISTAREA and return to the MAIN MENU display

Module 7

Working at your Desk

□ Module Objectives

Period to Complete:

30 Minutes

PRESENTER'S OBJECTIVES

The Presenter should, in this Module, explain how to:

1 Create a document

2 Edit text items

3 Spell-check a document

4 COPY and MOVE items within HP Desk

5 Create a package

□ Creating and Spell-Checking Text

KEY POINTS

1 You can create text documents in the WORKAREA, or as an additional part of a message (in the MESSAGE area).

2 HP Spell must be installed on your system before you can spell-check a document.

HOW TO

Create Text

When you type a message after the TEXT: prompt, you are actually creating a text document.

Spell-check a text document

1. At an area prompt type SPELL followed by the number or subject in double quotes, of the text document.

2. At the MESSAGE> prompt type SPELL followed by the part number of the text document.

EXERCISE

1 Have the students read the first page of "Working at your Desk" in the manual, to get them familiar with some of the things they can do with longer messages.

2 Have the students create a text item in their Work Area, mis-spelling a few words in it.

3 Have the students spell-check the text document they have just created.

PRESENTER'S NOTES

□ Editing Documents

KEY POINTS

1 You can edit items you have copied into the Work Area and items you have created in the Work Area.

2 If your terminal does not support full screen editing, you are automatically put into Text and Document Processor/3000 (TDP), or EDIT/3000, depending on which is available on your system.

3 For details on how to edit with HPSLATE, HPWORD and VisiCalc, refer to the editing sections of the appropriate user manuals.

HOW TO

Edit an item in the Work Area

1. Type EDIT at the WORK AREA > prompt followed by the item number or the subject in double quotes.

You can edit items either created or copied into the WORKAREA.

EXERCISE

1 Have the students edit the text item they "spell-checked" earlier, adding a few more lines to it.

PRESENTER'S NOTES

□ Moving and Copying items

KEY POINTS

1   You can move or copy an item anywhere within your Desk.

2   If you want a duplicate of a particular item e.g. copy that item to the same area

3   HP Desk automatically names the list "DISTRIBUTION". To change the name, use the RENAME command:

4   You can store distribution lists in your FILING CABINET

5   You can copy a distribution list to a colleagues LISTAREA

HOW TO

Move and Copy items

There are two commands which allow you to MOVE or COPY other items around your desk, and they are:

MOVE If you move an item you are moving the actual item itself.

COPY If you copy an item you keep the original, and make a duplicate of the item.

If you dont specify where you want to MOVE or COPY an item to, HP Desk will prompt you with the following options :

1 Workarea

2 Filing Cabinet

3 Calendar/Diary

You then take the option you require.

If you are already in the area you want to COPY an item to, you can type TO HERE instead of the area name.

☐ Moving and Copying items

Copy your Distribution List

You can copy an existing distribution list from a MESSAGE to the
LISTAREA for future use

EXERCISE

1 Have the students, in an open message, type COPY followed by the part
containing the distribution list, followed by to LISTAREA and then press
the return key

2 Step through the procedure on "copying a distribution list" as outline in the
workbook. Then, have the students copy the distribution list from the first
message in their INTRAY to their LISTAREA

3 Have the student use the distribution list MYLIST to send a brief message

PRESENTER'S NOTES

□ Creating a package

KEY POINTS

1   If the item is a package, HP Desk opens the package and you can select the item you want to edit.

2   A package is an empty container that you can copy items into. You will find a package useful whenever you want to mail several documents on the same subject to a person.

3   You can change the name of a package by using the RENAME command.

4   You can secure a package by using the PRIVATE or PASSWORD commands.

SLIDES

FT1 7.01 Creating Packages

HOW TO

Create an empty package

1. Type CREATE PACKAGE at the WORK AREA > or MESSAGE> prompt.

2. Type a Subject for the package.

Bundle items into a package

1. Type OPEN followed by the package number.

2. Type COPY FROM followed by the number or subject in double quotes, of the item you wish to place in the package.

3. Type MAIL to mail the package or CLOSE to postpone mailing until you are ready.

or E.g:-

☐ Creating a package

1. At e.g. the OUTRAY area type COPY followed by the subject in double quotes to the package name (enclosed in double quotes) and the area the package resides.

i.e. OUTRAY> COPY "SALES MEETING" TO "SALES" OF WORKAREA [RETURN]

Rename a Package

You can change the name of a package by using the RENAME command. E.g Package number 3 subject "SALES"

PACKAGE 3> RENAME "SALES" [RETURN]

Subject: PACK1" [RETURN]

Secure a Package

You can SECURE a package in different ways by using the PRIVATE or PASSWORD commands.

PACKAGE 3> PRIVATE [RETURN]

Means a Designate cannot read it, only the person it is intended for. The item is cancelled if that person cannot receive it, and the sender notified.

PACKAGE 3> PASSWORD [RETURN]

Enter password:xxxx [RETURN]

Anyone can read the item providing they know the password.

EXERCISE

1 Step through the procedure on creating an empty package and how to place something in a package, as outlined above with the students.

☐ **Creating a package**

2 Then have them create an empty package and copy their text item they created earlier into it.

3 Show the students how to RENAME a package.

4 Discuss with the students the differences between PRIVATE and PASSWORD when securing a package.

5 Have the students secure a package using both options separately.

PRESENTER'S NOTES

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☐ Module QUIZ

Questions

1 To create a text document type ....

2 To spell-check a text document type.........

3 To make changes to a document in the WORKAREA type ....

4 To produce an empty package type ....

5 To see inside a package type ....

6 In an opened package type ---- ---- and the subject of the item you wish to place in the package

7 To CLOSE a package type ....

8 To despatch a package to someone you must first ....

Answers

1. Type CREATE TEXT to create a text document.

2. Type SPELL and the item no. to spell-check a text document.

3. Type EDIT and the item no. to edit a document in the Work Area.

4. Type CREATE PACKAGE to create an empty package.

5. Type OPEN and the package no. to open a package.

6. Type COPY FROM in an opened package and the number or subject of the item you wish to place in the package.

7. Type CLOSE to close a package.

8. Type MAIL to mail a package.

□ Student Tasks

Student Tasks

1 CREATE a TEXT document in your WORKAREA.

2 Spell-check your text document.

3 CREATE an empty package called PRACTICE.

4 COPY your text document into your empty package.

5 SEND the package using your distribution list SALES.

□ Student Tasks

Supplementary Student Tasks – 1

1 Select your LISTAREA

2 Create a message using the distribution list MYLIST

3 PRINT the contents of the message

4 COPY the message to your WORKAREA

5 Select your WORKAREA

6 CREATE an empty package called PACK2

7 MOVE your message into the package, then CLOSE the package

8 SEND your package to a specific user

9 MAIL the package

10 Leave your WORKAREA and return to the MAIN MENU display

Supplementary Student Tasks – 2

1 Select the WORKAREA

2 CREATE a package

3 Select the OUTTRAY

4 COPY the first message to your WORKAREA

5 Select your WORKAREA

6 OPEN the package and copy the message into it

7 READ the contents of the message in that package

8 CLOSE the package

9 COPY the package

10 SEND the package using the distribution list MYLIST

11 MAIL the package

12 Leave the WORKAREA and return to the MAIN MENU display

Module 7 – Working at your Desk

□ **Student Tasks**

Module 8

Filing Your Work

☐ Module Objectives

Period to Complete:

60 Minutes

PRESENTER'S OBJECTIVES

The presenter should, in this Module, explain how to:

1   Define what a folder is

2   Create a folder

3   Handle a folder

4   Look inside a folder

□ What is a Folder ?

KEY POINTS

1 Folders are container items in your Filing Cabinet, just as in a normal office. You can create your own Folders and store items, including Folders within these Folders.

SLIDES

FT1 8.01 HP Desk's Permanent Folders

What is a folder?

HP Desk provides the user with five permanent folders.

1 Incoming Day File – contains incoming messages you have moved or copied without giving a folder name, and autofiled messages.

2 Outgoing Day File – contains outgoing messages you have moved or copied without giving a folder name, and autofiled messages.

3 Public Distribution Lists – contain distribution lists that can be used by all users with the same mail address.

4 Notice Board – contains items of general interest you wish to share with all users with the same mail address.

5 Waste Basket – contains any messages or items you have deleted, as well as copies of messages you have mailed.

EXERCISE

1 Have the students find the section in their manuals on "What is a Folder?" and read it. Go over with them the five permanent folders that HP Desk creates for them.

PRESENTER'S NOTES

☐ Creating a Folder

KEY POINTS

1 You can create as many folders as you need yourself to set up your filing system, you can also create folders within folders.

2 You can create new folders when you copy or move something into your Filing Cabinet. Simply type the name of the non-existent folder, and HP Desk gives you the option to create it.

HOW TO

How to create a new folder

1. Type CREATE at the CABINET > prompt.

2. Type a name for the folder at the SUBJECT: prompt.

EXERCISE

1 Have the students using the Help facility, create two new folders called: SALEFOLD and FOLDER 1.

2 After going over the Key Points above, have the students try copying a message from their InTray into the new folder called SALEFOLD.

PRESENTER'S NOTES

□ Creating a Folder

KEY POINTS

1 If you don't specify a folder name when you Copy or Move an item into your Filing Cabinet, HP Desk asks if you want the item placed in the Incoming Day or Outgoing Day Files.

2 If you forget the name of a folder you can ask HP Desk to list your folders by typing "" instead of a folder name.

SLIDES

FT1 8.02 Working on Filed items.

COPY an item into a FOLDER

You can COPY or MOVE an item into a FOLDER you have created from the INTRAY , OUTTRAY , WORKAREA , LISTAREA , CALENDAR or another folder

To create a folder WITHIN a folder this is what you do:

▪ OPEN the folder

CABINET > OPEN "SALEFOLD" (RETURN)

Then create a new "sub-folder" like this:

▪ CREATE in the now opened folder

SALEFOLD > CREATE FOLDER (RETURN)

Subject: FOLDER 1 (RETURN)

You can also create new folders when you COPY or MOVE an item into your FILING CABINET

All you need to do is type the name of the "non-existent" folder and HP Desk gives you the CREATE option:

CABINET> MOVE "PR" TO "MEETING" OF "SALEFOLD" (RETURN)

HP Desk prompts:

□ Creating a Folder

I cannot find a suitable "meeting"

Do you wish to create it ? (NO) >>

You type in:

YES at the >> prompt followed by pressing the [RETURN] key.

Copy and Move one folder to another

CABINET > OPEN "SALEFOLD" [RETURN]

SALEFOLD > COPY TO "FOLDER2" [RETURN]

By first, OPENING a folder you can MOVE or COPY an item from one folder to another.

Handle Folders

1 Using the RENAME command you can change the name of a folder.

2 Using the DELETE command you can delete a folder.

3 Using the FORWARD command you can forward a complete folder to someone.

4 Using the PROFILE command you can change the way HP Desk lists your folders (MODULE 4).

5 By setting a Password on a folder, or making it Private you can secure your folders.

6 By first opening a folder you can move or copy an item from one folder to another.

7 If you have HP File/Library on your system, you can also file HP Desk items in a community Filing Cabinet called the Library.

Print the contents of a folder

□ Creating a Folder

To PRINT the contents of a folder in HP Desk is simple, first you OPEN the required folder, then just type PRINT followed by the item number or name (enclosed in double quotes) and press thr RETURN key.

EXERCISE

1   Have the students find the section in their manuals on "Handling Folders" and read it. Discuss with them any questions they have concerning this information.

2   Ask the students to print an item from their folder "SALEFOLD"

PRESENTER'S NOTES

☐ Securing a folder

KEY POINTS

1 To secure a FOLDER or PACKAGE with a password, you will need to be in the OPEN folder or package.

2 If you forget your password, you can type an asterisk (*) at the "Enter password>>" prompt to gain entry to your folder. This can only be achieved if you are the ORIGINATOR of the password.

3 To release the PRIVATE option on a FOLDER or PACKAGE in the OPEN folder or package type PRIVATE NO or press this function key, then the RETURN key.

HOW TO

Secure you FOLDER

You can secure a folder by setting either options:

PASSWORD – Will let anyone read the item if they know the password.

PRIVATE – Will allow reading by only the person the item is intended for, not a Designate or anyone else.

SALEFOLD > PASSWORD   [RETURN]

Enter password: XXXX   [RETURN]

SALEFOLD > PRIVATE   [RETURN]

EXERCISE

1 Have the students assign a password to an item i.e. FOLDER or PACKAGE, and ask them to use the asterisk (*) option to bypass the actual password.

2 Ask the students to try to access someone else's folder or package by the above.

PRESENTER'S NOTES

□ **The Waste Basket**

KEY POINTS

1   All items you have DELETED, or "copies of items MAILED" are placed in
the WASTE BASKET. This folder is emptied at regular intervals by the
"System Administator".

2   REMEMBER !!!   – You must recover items BEFORE the "System
Administator" has finally erased them from your HPDesk "Waste Basket",
otherwise you may loose them altogether (Usually emptied daily).

HOW TO

Recover items from the WASTE BASKET

First, you must OPEN the "waste Basket" folder by typing "OPEN WASTE"

WASTE>

At this prompt, copy (or move) the item to wish to recover to the area you
require it to go to. e.g. WORKAREA.

WASTE> COPY "SALEFOLD" TO WORKAREA   [RETURN]

EXERCISE

1 Ask the students to e.g. mail a message, and take note of the message
subject.

2 Have the students open the Waste Basket folder and read the message

3 Ask the students to recover that message and copy it to their workarea.

PRESENTER'S NOTES:

□ Module QUIZ

Questions

1 How many PERMANENT folders does the FILING CABINET contain ....

2 Before you can include items in a Folder, you must first.........

3 To print the contents of a folder type ....

4 To secure a folder type ....

5 To read or work on an item in a folder type ....

6 When you have finished working with a folder type ....

7 To remove a folder from your Desk type ....

8 To rename a folder type ....

9 Folders that are deleted are put into the ....

10 Copies of messages can be found in the ....

11 To forward a complete folder to someone type ....

12 To recover an item from the "Waste Basket" type ....

Answers

A The FILING CABINET contains five permanent folders.

B Type CREATE and a name at the SUBJECT: prompt to create a new folder.

C Type PRINT and the folder number or name (enclosed in double quotes).

D Type PRIVATE or press the private function key in the appropriate open folder.

E Type OPEN and the folder number or name (enclosed in double quotes).

F Type CLOSE and press the RETURN key.

□ **Module QUIZ**

G   Type DELETE and the folder number or name (enclosed in double quotes).

H   Type RENAME and the folder number or name (enclosed in double quotes).

I   Waste Basket.

J   Waste Basket.

K   Type FORWARD and the folder number or name (enclosed in double quotes).

L   COPY (foldername) TO (area you require).

☐ Student Tasks

Student Tasks

1   Select your Filing Cabinet

2   Create a Folder called EXERCISE

3   Put an item in the Folder.

4   SEND a message using the distribution list MYLIST.

5   Put it in the OUTGOING DAY folder.

6   MAIL the message.

7   Select your filing cabinet.

8   LIST the folders in your FILING CABINET.

□ Student Tasks

Supplementary Student Tasks - 1

1 Select your INTRAY

2 Copy a message to your INCOMING DAY FILE folder

3 Select the FILING CABINET

4 OPEN the INCOMING DAY FILE folder

5 READ the message you copied there

6 CREATE a new folder called MAINFOLD

7 Copy the package SALES into the folder MAINFOLD

8 CREATE FOLDER2 of MAINFOLD

9 Copy the sales package into FOLDER2

10 List the items in both MAINFOLD and FOLDER2

11 PRINT the item in FOLDER2

12 DELETE the item from FOLDER2.

13 Recover that item from the WASTE BASKET and put it into your WORKAREA.

14 Delete FOLDER2

15 Return to the MAIN MENU display.

Supplementary Student Tasks - 2

1 Move around your Desk WITHOUT going to the MAIN MENU display, listing the areas as you go

2 Select the WASTE BASKET folder

3 Recover the first item in the "Waste Basket" and COPY it to your WORKAREA

4 Select your WORKAREA

5 CREATE a PACKAGE called PACK3 and copy that item into it

☐ Student Tasks

6   MOVE the package into your folder MAINFOLD

7   Select your FILING CABINET

8   LIST the contents of that folder

9   LIST the folders in your FILING CABINET

10 Leave your FILING CABINET and return to the MAIN MENU display

Module 9

Using your Calendar/Diary

□ Module Objectives

Period to Complete:

30 Minutes

PRESENTER'S OBJECTIVES

The Presenter should, in this Module, explain how to:

1   Access the Calendar

2   Use the Calendar to make appointments

3   Edit a Diary entry

4   Delete a Diary entry

5   List your Diary entries

6   Display the current time and date

7   Print items from your calendar

8   Find entries in your calendar

□ Entering the Calendar

KEY POINTS

1 You should ALWAYS keep your Calendar/Diary up-to-date, so that if you require to. for example, schedule a meeting, the correct free time of yourself or other persons can be displayed. If you do not maintain your Calendar/Diary, the you must expect inefficient appointments and reminders to occur.

2 When you use the NEXT and PREVIOUS commands your Calendar display changes to reflect the day you've moved to.

3 You can read a calendar for any year between 1900 and 2100.

SLIDES

FT1 9.01 Using Your Calendar.

Entering the Calendar

When you enter the Calendar the current:

MONTH is displayed

DAY is highlighted

Column on the LEFT = APPOINTMENTS

Column on the RIGHT = TODO's

You can look at your CALENDAR entries for the current:

DAY, WEEK, MONTH

You can lookup CALENDAR entries for a particular date or series of dates by typing LIST followed by the date.

To display a YEARLY calendar at the CALENDAR prompt type READ CALENDAR 1986 followed by pressing the RETURN key.

EXERCISE

1 Have the students read about how to list their calendar entries.

2 Ask the students to list their calendar entries for today.

☐ **Entering the Calendar**

PRESENTER'S NOTES

□ Making Appointments

KEY POINTS

1   If the appointment clashes with an existing appointment HP Desk will tell you, and ask you if you want to put it in anyway.

HOW TO

Make Appointments in the Calendar

To create an appointment in your calendar, at the CALENDAR prompt type CREATE or APPOINTMENT and follow the prompts.

1. Type either CREATE or APPOINTMENT at the Calendar date prompt.

2. Type in the date of the appointment in numeric format.

3. Type in the time of the appointment.

4. Type in the length of the appointment.

5. Type in a subject for the appointment.

If the appointment(s) clash with an existing appointment(s) HP Desk asks if you want to put the appointment into your Calendar anyway.

You can highlight your next or previous entry by typing:

NEXT or PREVIOUS followed by APPOINTMENT

To cancel an appointment, at the CALENDAR prompt type CANCEL followed by pressing the RETURN key

Cancel Appointments

To cancel an appointment simply type CANCEL followed by the name of the appointment in double quotes.

EXERCISE

1   Step through the parts of an appointment as outlined above with the students.

2   Then have them create an appointment for lunch tomorrow at noon.

☐ Making Appointments

3   Have the students create two more appointments for the latter part of today.

PRESENTER'S NOTES

☐ Making Repeat Appointments

KEY POINTS

1 You can insert the same entry into your calendar on a number of dates.

HOW TO

Make repeat appointments

To repeat an entry, e.g. several dates, at the DATE(S): prompt type –

12.10.86> APPOINTMENT (RETURN)

DATE(S): 2/14 , 3/14 , 4/14   (RETURN)

or:

DATE(S): EVERY WEDNESDAY FROM 3/3 FOR 3 WEEKS   (RETURN)

TIME: 1600 (RETURN)

LENGTH: 1HR (RETURN)

SUBJECT: SALES MEETING (RETURN)

The prompt appears:- You are specifying multiple occurrences of an item without a label.

If you want to be able to reference the occurrences collectively, you will need a label (see MODULE 3 Advanced Course)

LABEL: SALES (RETURN)

SUBJECT: SALES MEETING (RETURN)

Creating ......

You can also INSERT an existing entry on other dates, type INSERT followed by the entry name (enclosed in double quotes) and HP Desk will prompt you for the new dates.

12.10.86> INSERT "SALES"   (RETURN)

Date(s): 12/12 (RETURN)

□ Making Repeat Appointments

TIME: 1HR [RETURN]

EXERCISE

1 Have the students make repeat appointments for e.g. the start of a course each week at 900 Hrs for 2 Hrs duration.

PRESENTER'S NOTES

□ Making Repeat Appointments

KEY POINTS

1 HP Desk displays a calendar for the week you specified, your commitments are highlighted so you can see exactly when you are free.

2 You can only see when someone else is free if they have the same mail address as you.

HOW TO

List your Free Time

To display your FREE TIME for a particular period, at the CALENDAR prompt type LIST FREE followed by that particular period and then press the RETURN key.

You can list free for e.g.

CURRENT WEEK

NEXT WEEK

SOMEONE ELSE'S FREE TIME

EXERCISE

1 Have the students display their free time for this week.

2 Ask the students to display the free time of any of the other students.

PRESENTER'S NOTES

☐ Listing Free Time

KEY POINTS

1   When typing the time, if you type 1.5 HP Desk assumes you mean 1 HR 5 MINS, not one and a half hours.

2   You can find out the date for so many days from now, or so many days ago.

3   You can find out the time for so many hours or minutes from now, or so many hours and minutes ago.

4   Only type the year when entering the date, if the entry is not in the current year.

HOW TO

Find out the Date and Time

To find out the current DATE and TIME, at the CALENDAR prompt type DATE or TIME and the current date or time will be displayed at the calendar prompt.

To find out the date for PAST or FUTURE type:

DATE TODAY - 7

DATE TODAY + 7

To find out the time for PAST or FUTURE:

TIME NOW - 15MINS

TIME NOW + 15MINS

EXERCISE

1 Have the students edit the TIME of the appointment they made for lunch tomorrow to 12:30 instead of noon.

2 Have the students find out what next Monday's date would be.

□ Finding out the Date and Time

3 Have the students find out what time it would be in 2 hrs and 30 min.

PRESENTER'S NOTES

☐ Printing items from the Calendar

KEY POINTS

1   You can look at your calendar by printing entries. These entries can be current or over a period of time. This operation gives the user a paper copy of Appointments that may have been, and in future will be, erased from their calendar.

HOW TO

Print items from the CALENDAR

To PRINT items from your CALENDAR/DIARY is simple. You may choose to print items for a DAY , WEEK , MONTH or just FREE TIME for yourself or someone else. To do this at the CALENDAR > simply type e.g.

PRINT DAILY YESTERDAY

PRINT WEEKLY

PRINT MONTHLY 3/3

PRINT FREE OF John Smith

You can also easily print a range of entries in various combinations e.g.

PRINT ALL FROM today TO 1/8

PRINT MONTHLY FROM today TO 12/12

EXERCISE

1 Ask the students to print their calendar entries for today.

2 Have the students print out their free time.

3 Have the students print out the free time the other students.

PRESENTER'S NOTES

□ Printing items from the Calendar

KEY POINTS

1 You can only move a MAIL entry, one that was originally moved to the calendar. You must always give a FOLDER NAME when moving an item in this manner.

HOW TO

Move a Calendar entry to the Filing Cabinet

To Move or COPY a calendar entry to the Filing Cabinet, at the CALENDAR> prompt type –

12.10.86> MOVE "SALES MEETING" TO "SALES"   [RETURN]

EXERCISE

1 Have the students move a SALES MEETING entry to the SALEFOLD folder in their filing cabinet.

PRESENTER'S NOTES

☐ Module QUIZ

Questions

1   To display a list of your CALENDAR entries for the DAY type..........

2   To display a list of your CALENDAR entries for the WEEK type ....

3   To display a list of your CALENDAR entries for the MONTH type.......

4   To display a list of your FREE TIME type ....

5   To CREATE an APPOINTMENT type ....

6   To EDIT a CALENDAR entry type ....

7   To DELETE a CALENDAR entry type ....

8   To display the current TIME type ....

9   To display the current DATE type ....

10 To PRINT an entry for your Calendar type ....

Answers

A   Type LIST DAILY to display a list of your calendar entries for the day.

B   Type LIST WEEKLY to display a list of your calendar entries for the week.

C   Type LIST MONTHLY to display a list of your calendar entries for the month.

D   Type LIST FREE to display a list of your free time.

E   Type CREATE to create an appointment.

F   Type EDIT and an item number to edit a calendar entry.

G   Type DELETE and an item number to delete a calendar entry.

H   Type TIME to display the current time.

I   Type DATE to display the current date.

J   Type PRINT followed by e.g. WEEKLY , MONTHLY , or the item number or subject enclosed in double quotes.

□ **Student Tasks**

Student Tasks

1   Select your CALENDAR/DIARY

2   CREATE an APPOINTMENT with the HAIRDRESSER on your birthday

3   LIST your FREE TIME for the week containing your birthday

4   CREATE an APPOINTMENT for a party on your birthday

5   LIST your CALENDAR entries for that week

6   PRINT your entries for TODAY

□ Student Tasks

Supplementary Student Tasks - 1

1 Select the CALENDAR

2 Create an APPOINTMENT for lunch on Christmas Day and for a New Years Eve Ball

3 Display the current DATE and TIME for today

4 PRINT your calendar entries for the Christmas/New Year period

5 DELETE all entries before TODAY

6 PRINT all entries to date

7 Leave the CALENDAR and return to the MAIN MENU display

Supplementary Student Tasks - 2

1 Select the CALENDAR/DIARY

2 CREATE an APPOINTMENT, subject: DENTIST for 1500 Hrs TODAY

3 Check your CALENDAR for future APPOINTMENTS - NEXT WEEK , NEXT MONTH

4 Check the HELP facility in your CALENDAR for APPOINTMENTS and PRINT options

5 Note all new APPOINTMENTS in your CALENDAR and PRINT them

6 READ your CALENDAR for this year

7 Leave your CALENDAR and return to the MAIN MENU display

Module 10

HP Desk Security

□ Module Objectives

Period to Complete:

30 Minutes

PRESENTER'S OBJECTIVES

The Presenter should, in this Module, explain how to:

1 Assign a password

2 Lock the desk

3 Unlock the desk

4 Change a password

5 Delete a password

□ **securing HP Desk**   ●

KEY POINTS

1   To SECURE your desk you must first set up a PASSWORD. To do this go to the ADMIN area prompt by typing 10 at the MAIN MENU area.

2   You can use ANY word up to EIGHT CHARACTERS in length as a PASSWORD.

3   If you forget your PASSWORD, you will have to ask your **HP Desk Administrator** to assign you a new PASSWORD.

HOW TO

Secure your Desk

At the ADMIN> type PASSWORD :

PASSWORD   ●

at the prompt re-type the PASSWORD again to CONFIRM it:

When you have a PASSWORD you must type it EXACTLY whenever you "signon" to HP Desk. This means that:

▪   UPPER CASE

▪   lower case

entries are recognized.

Change Password

To CHANGE a PASSWORD follow the same procedure as described above, HP Desk will ask you for your "old PASSWORD" first.

Type in your old password:

Type in a new password (8 Characters max):

Please type it in again to confirm it:

New password set   ●

☐ securing HP Desk

Delete Password

To DELETE a PASSWORD follow the same procedure as described above, but press the (RETURN) key when HP Desk asks you for a "new PASSWORD".

Lock your Desk

Locking your Desk saves you having to "signoff" when you wish to leave your Desk for reasonably long periods, and you wish your contents to remain private being only accessable by yourself and anyone whom you give the password too.

To "LOCK" your desk, at ANY HP Desk prompt or at the MAIN MENU type:

LOCK

Your DESK is now locked:

Enter your password to unlock:

Unlock Your Desk

To "UNLOCK" your desk, simply type at any area prompt, your PASSWORD:

Enter your password to unlock:

(XXXXXXXX = PASSWORD)

You can have THREE attempts at entering the password. If all the attempts are wrong, HP Desk closes down.

SLIDES

FT1 10.01 Locking Your Desk.

EXERCISE

1 Step thru creating a password with the students emphasizing the importance of remembering the required password(s).

2 Have the students create a SYSTEM password (PASSWORD + XXXXXX).

3 Have the students practice LOCKing and UNLOCKing their Desks.

☐ securing HP Desk

PRESENTER'S NOTES

□ **Module QUIZ**

Questions

1   To Secure your Desk type ....

2   To lock your desk type ....

3   To unlock your desk type ....

4   Which area do you use to assign a password type ....

5   Is the password displayed at any time type ....

6   How do you change a password type ....

7   What happens if you forget your password ....

8   Whats the difference between a password to LOCK/UNLOCK your desk
    and a password to make private a FOLDER or PACKAGE.......

9   How can you bypass a FOLDER or PACKAGE password ....

10 Who can do this ....

Answers

A Type PASSWORD and press the RETURN key, then, type the password
   again to confirm it.

B Type LOCK at any area prompt and press the RETURN key.

C Type your PASSWORD at the prompt.

D The ADMIN> area.

E NO.

F At the password prompt type in the NEW PASSWORD and then confirm
   it.

G The System Administator can get you into HP Desk, but you will have to
   assign yourself a new password and nor forget it.

H The password for the SYSTEM enables you to secureHP Desk, the
   password for a FOLDER or PACKAGE enables you to secure that item.

☐ Module QUIZ

I Type an asterisk (*) at the password prompt.

J The ORIGINATOR of that password only.

□ Student Tasks

Student Tasks

1　Select the ADMIN area

2　Create a PASSWORD = XXXX

3　signoff HP Desk

4　signon again using the password XXXX

5　LOCK your Desk at any area

6　Type your password to UNLOCK your Desk

7　Signoff HP Desk

☐ Student Tasks

Supplementary Student Tasks - 1

1 Select the ADMIN area

2 Check if a password has been set

3 LOCK your desk and ask another student to try to open it

4 Set a password for your Folder TESTFOLD

5 Try to get into this folder WITHOUT using your password

6 Change your FOLDER password

Supplementary Student Tasks - 2

1 Check the HELP facility for securing your Desk - LOCK/UNLOCK and FOLDER/PACKAGE passwords

2 Take a break and LOCK your Desk

3 UNLOCK your Desk as you continue the course after the break.

4 Make a message PRIVATE then put the message in a PACKAGE and password protect it. Then send it to yourself and try to read it.

5 OPEN the package and READ the message

6 Return to the MAIN MENU area , leave HP Desk and remember your password for later

Module 11

Class Review

□ Module Objectives

The purpose of this REVIEW is to co-ordinate and review the previous ten MODULES of the HP Desk First-Time User Class.

The Class should now be able to:

- LOGON to their HP System

- SIGNON to HP Desk

- Move around within the HP Desk structure/utilities

- List the contents of the HELP book.

- SEND and MAIL messages

- RECEIVE and REPLY to messages

- CREATE and USE distribution Lists and Packages

- COPY and MOVE items around their Desk and Applications

- FILE their work and access the Filing Cabinet

- Use their CALENDAR to produce APPOINTMENTS

- SECURE their Desk and Items

- PRINT copies of selected items

- SIGNOFF HP Desk

- LOGOFF their HP System

□ Using Learndesk

KEY POINTS

1 You can stop the LEARNDESK course at almost any time by typing EXIT and RETURN.

2 You can use LearnDesk without signing onto HPDESK. Just signon to the 3000 and at the colon prompt type : LEARNDESK.

HOW TO

Use LearnDesk

The students should for revision purposes use and re-use the LEARNDESK training package for HP Desk as required.

To do this at the (:) prompt type –

LEARNDESK

SLIDES

FT1 11.01 Learndesk Roadmap.

EXERCISE

1 Have students start up LearnDesk and read the main menu.

2 Point out to them that should they need a review of anything that was covered today they should go through the appropriate module in LEARNDESK

☐ Using Learndesk

Final Course Clearing Down Tasks

1   LOGON to the system

2   At the (:) prompt type NEWMAIL (yourname) to see if they have received any new mail recently

3   SIGNON to HP Desk

4   Use the HELP facility for information on commands, tasks

5   Go through the INTRAY processing ANY messages

6   PRINT off any work you require the students to take with them.

7   DELETE all items they have created or recieved today from the INTRAY , OUTTRAY , LISTAREA , WORKAREA , FILING CABINET , WASTE BASKET , CALENDAR , ADMIN areas

8   DELETE any PASSWORDS

9   Signoff HPDesk

10 LOGOFF the system

Ask the students to complete the EVALUATION FORM provided.

Ask the students to periodically, read through their WORKBOOK, and REFERENCE documentation for revision purposes.

If necessary, use the LEARNDESK training package for revision.

Command Summary Revision

It will help the students to browse through the COMMAND SUMMARY positioned in the rear of the "Using HP Deskmanager" Manual, and any reference card prepared for HP Desk. Although a proportion of the commands they see, they will, have as yet,not used, it will be advantageous for them to revise the commands you have used, and preview the command they still may need to learn

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☐ **Course clearing down task** ●

DISSCUSSION POINT

Review Achievements

A   Review the major tasks they accomplished with HP Desk, referring to the
Student Objectives at the beginning of each module. Answer any
questions they still may have.

B   Emphasize that the students should be able to use HP Desk very
efficiently now with the aid of the On-line help facility, the On-line
help book and the Using HP Deskmanager Manual.

C   Return to the original list of communication methods to reinforce how
HP Desk can help them.

PRESENTER'S NOTES

●

●

☐ **Course clearing down task**

Course Evaluation Forms

At the end of this REVIEW, you should ask the students to comment on the course by completing the enclosed EVALUATION FORM paying attention to the:

- CONTENT of the course

- STRUCTURE of the course

- Level of appreciation related to the ten MODULES they have just completed.

Finally - Wish students on behalf of HEWLETT PACKARD an enjoyable time with HP Desk.

Appendices

□ Sample Letters Concerning Course Attendence

Dear Hewlett Packard Customer,

We would like to tell you about the HPDESKMANAGER End User Course
that you have expressed interest in attending.

The goal of the course is to enable the students to recognise how
HPDESKMANAGER can help in daily office tasks (such as sending messages,
filing information and using the calendar) and to learn how to use the
system efficiently and effectively.

The course is carefully structured and its success depends partly on our
obtaining the relevant background information on its students well in
advance. Therefore we ask you to complete and return the attached
form to us as soon as possible.

Shortly we shall write to you again, confirming the details of your course
and giving the details of location and time. We shall also then send you
the pre-study material – a booklet which is essential reading if you want
to get the most out of the course.

We look forward to receiving your completed forms:
thank you for your cooperation.

Yours etc.

□ Sample Letters Concerning Course Attendence

STUDENT BACKGROUND INFORMATION

HPDESKMANAGER USER

ONE DAY COURSE

Name ....

Company...

Can you type?...

Have you any w.p. experience?...

Have you used HPDESKMANAGER before?...

Do you plan to use HPDESKMANAGER on a daily basis? ....

What type of terminal will you be
using? ....

What type of printer will you be
using? ....

Do you plan to teach others to use HPDESKMANAGER?...

Please give a brief description of the nature of your
organization's areas of operation, noting for what specific
purposes you will be using HPDESKMANAGER:-

Your co-operation is greatly appreciated.

☐ Sample Letters Concerning Course Attendence

Dear Hewlett-Packard Customer:

We are pleased to confirm your place on the following course:

HPDESKMANAGER User One Day Course.

The course is scheduled to commence at: (time) am on (day and date)

The course will be held at:

(HP training center/company site)

Please find enclosed a general information sheet regarding
facilities at the center, and a map of how to find it. The
center hours are from (time) to (time), and a course timetable
is included.

Also enclosed is the Pre-Study Booklet which is recommended
reading, to enable you to get the most out of the course.

For our use in the class, please bring with you samples of your
daily work so that you may learn how HPDESKMANAGER can actually
help you in your everyday working life. Also, please try to bring a
sample of your organization's memo paper.

Please note that lunch arrangements are as follows (insert here)
and that lunch will be brought into the classroom on the third
day of the course.

We look forward to seeing you there!

Sincerely,