



**SUPERVALU
SVHarbor
Portal**

Reference Guide

Version 3.0
June, 2007

TRADEMARKS

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Table of Contents

Table of Contents	i
Overview	1
Objectives	1
SVHarbor requirements	1
Audience	1
Organization Description.....	1
Document Conventions.....	2
Words in Bold	2
Notes, Warnings, and Tips	2
Where to get Additional Help	2
Online Help.....	2
Learning Launch.....	3
SUPERVALU Support	3
Getting Started.....	4
Background Information.....	4
User Roles.....	5
Permissions.....	5
Logging in to SVHarbor.....	5
Navigating	7
Downloading any Additional Files.....	8
Printing the Reference Guide.....	8
Logging out of SVHarbor	8
Using SVHarbor.....	10
Viewing SVHarbor Headlines.....	12
Viewing SVHarbor Alerts	14
Viewing Industry News.....	16
Viewing My Weather Forecasts	17
Adding/Changing/Removing Weather Locations	17
Viewing Forecasts	18
Working with My Favorites	20
Adding/Changing/Removing Favorites.....	20
Searching for an eMail Address.....	22
Using SVHarbor eMail and Directories	24
Working with eMail.....	24
Accessing the eMail Application.....	25
Reading Messages.....	27
Organizing eMail	29
Creating a New Folder.....	29
Moving/Copying Messages to a Folder	30
Removing a Folder	31
Creating or Editing a Message	32
Selecting from the Address Book.....	34
Formatting eMail Text.....	34
Sending or Saving a Message	37
Setting Delivery Options.....	38
Deleting a Message.....	39
Setting Mail Preferences	39
Using the Address book.....	43
Adding Contacts	44
Adding Groups	45
Editing Contacts or Groups	47
Deleting Contacts or Groups	48

Importing from Directories	49
Working with Calendar (Events)	50
Scheduling a Meeting.....	52
Working with To Do's	53
Adding a To Do	55
Deleting a To Do	57
Editing a To Do.....	58
Appendices	59
Appendix A – Changing Your Password.....	59
Index	61

Overview

Objectives

This guide describes the **SVHarbor** portal features and explains how to use them.

The **SVHarbor** portal provides web-based access, or entry point, to business applications, industry news and headlines, alerts, weather, and, if authorized, a personal organizer with email, calendar, and to do list.

Depending on the options the administrator assigned to you, you may or may not have access to all of the features discussed in the guide. For example, if you haven't been assigned an **SVHarbor** email account and an email role, the **eMail**, **Calendar**, **To Do's**, and **My Organizer** options are not available.

SVHarbor requirements

To use **SVHarbor**, you need a Web browser. Internet Explorer, version 5.5 or higher is recommended. You also need a username and password (your **SVHarbor** Administrator can provide these) for logging in to **SVHarbor**.

Audience

This manual is written for the following types of users:

- **SVHarbor** Users

Organization Description

This guide is organized into the following sections:

Overview – provides information about the purpose, audience and content of this guide. It also includes the document conventions within this guide, ways of getting additional support, and information about using the online Help.

Getting Started – provides background information to help you understand how the **SVHarbor** application functions, how to login and logout as well as how to navigate through the application pages. You will also find information for printing this guide.

Using SVHarbor – provides details for:

- Logging in / Logging out
- Changing Password
- Viewing SVHarbor Headlines
- Viewing SVHarbor Alerts
- Viewing Industry News
- Working with My Weather Forecasts
- Working with My Favorites

- Using SVHarbor eMail and Directories
 - eMail
 - Directories
 - Address Book
 - Calendar
 - To Do List

Appendix – provides additional details that may be helpful in understanding or using the SVHarbor.

Index – provides a listing of topics found in this guide and the page(s) where information about the topic can be found.

Document Conventions

Words in Bold

Words appearing in **bold text** indicate menu names, menu options, buttons, links or field names appearing on a page of the application. For example: **File** menu, **Print** option, **Close** button, **My Organizer** page, or **Logout** link.

Notes, Warnings, and Tips

If you see “**NOTE:**” at the beginning of a line of text, it calls your attention to important details about the topic immediately preceding it.

If you see “**WARNING:**” at the beginning of a line of text, it calls your attention to important details about conditions or outcomes that might happen.

If you see “**TIP:**” at the beginning of a line of text, it calls your attention to a timesaving or processing shortcut.

Where to get Additional Help

If you cannot locate the information you seek in this reference guide, you do have other sources. Those sources are:

Online Help

The online help (specifically Quick Help and What’s New) will always contain information about the current released version of **SVHarbor**. This guide may not be updated for every release. Online for the **My Organizer** options (eMail, Address Book, Calendar, To Do’s) is available from the **Tools** option on any **My Organizer** page.

Learning Launch

If an online training course has been developed for the **SVHarbor** portal, you may be able to access it via Learning Launch, SUPERVALU's learning management repository. Confer with your manager about availability and access.

SUPERVALU Support

SUPERVALU's central support team is available at 1-800-426-8845 (952-828-4600 in the Minneapolis area). Contact them for all hardware and connectivity issues as well as questions related to the **SVHarbor** application. If they cannot answer your questions, they will forward them to the appropriate resources to assist you.

Getting Started

Background Information

Users can access the **SVHarbor** portal in two ways.

From the SUPERVALU web site

1. Log onto the WWW (web) using Internet Explorer.
If the SUPERVALU.com Home page is not your default browser Home page, enter www.SUPERVALU.com on the location bar and click **Go** (or press the ENTER key).



SUPERVALU.com Home page

2. From the SUPERVALU.com Home page, click the **Related Web Sites** dropdown and select the **SVHarbor** link .

Directly by entering www.svharbor.com in the address bar and pressing the Enter key.)



SVHarbor.com Main page

User Roles

There are several **SVHarbor** roles to which users can be assigned:

- Employee – This role is assigned to all SUPERVALU employees.
- Vendor/Broker – This role is assigned to vendor/manufacturer/broker users.
- Retailer – This role is assigned to individual retail (store) users.

Permissions

Users are also assigned access and permission levels to **SVHarbor** features and business applications. Each application also provides roles and permission levels. Your role and permission level will determine not only which **SVHarbor** features are available to you, but also which applications are listed in the menu.

Logging in to SVHarbor

To log in to **SVHarbor** for the first time you need a username and temporary password from your administrator. When you first log in, you are prompted to choose your own password to use each time you log in.

Follow these steps to log in to **SVHarbor**.

1. Access the **SVHarbor** Main page (<http://www.svharbor.com>).



SVHarbor Main page

2. Click **Login** to access the **Login** page.

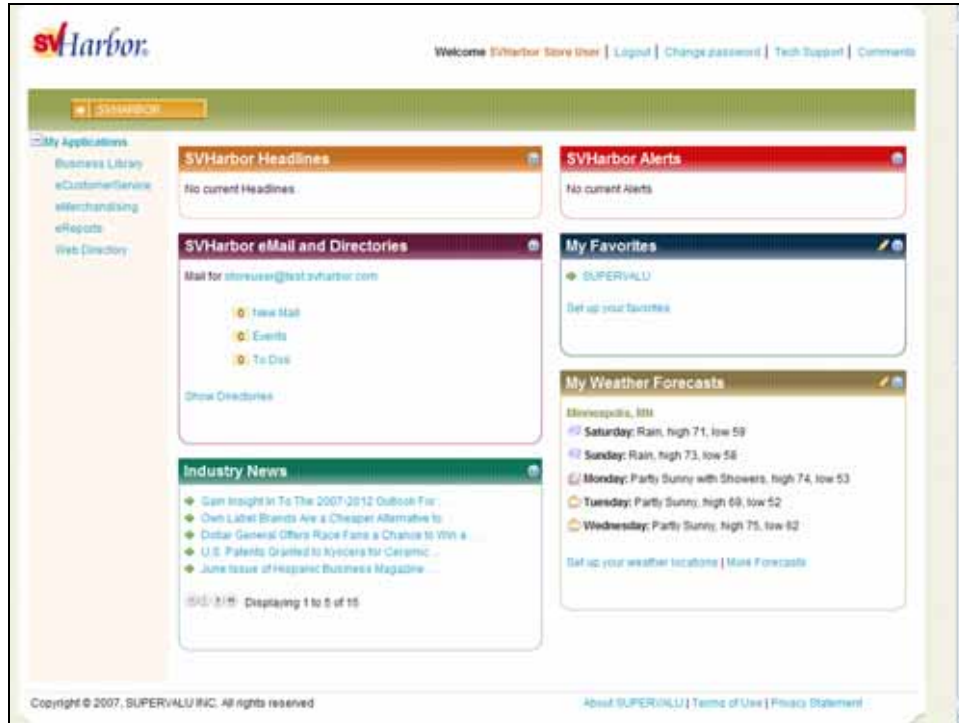


SVHarbor Login page

3. Enter your **User Name** and **Password** in the prompts. The first time you login, you will be forced to change your password. See *Appendix A – Changing Your*

Password for details. If you forget your password, you must contact your administrator to receive a new one.

4. You must accept or decline the **License Agreement** for using the **SVHarbor** Web Site. You will need to click **Accept License Agreement and Login** in order to access and use the **SVHarbor** Home page.



SVHarbor Home page

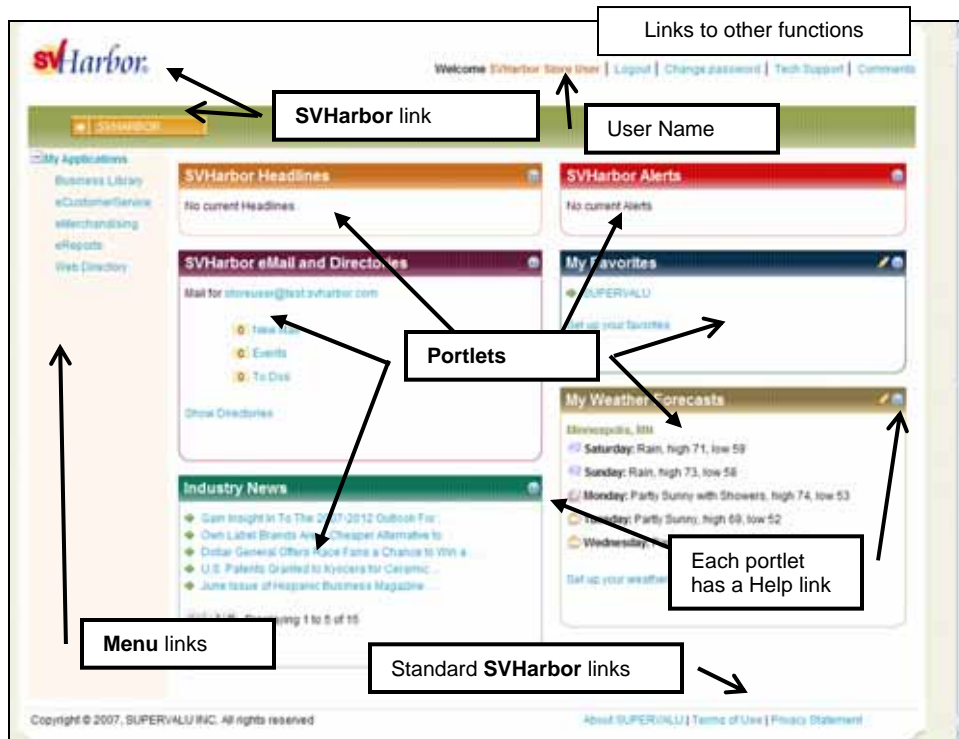
The page you see may be different, depending on your role and permissions.

Navigating

SVHarbor and its related applications use several standard methods for navigating within the application pages. Applications open within the **SVHarbor** “shell” which provides links for returning to the **SVHarbor** Home page (will log you out of the **SVHarbor** application), accessing the application’s **Help**, and to Logout of **SVHarbor** and the **SVHarbor** application.

The “shell” also includes standard **SVHarbor** links to SUPERVALU.com, Privacy Policy, and Terms of Service information.

WARNING: The **SVHarbor** application will automatically stop communicating with your browser if there is no activity (display of new pages) for a period of forty (40) minutes or after 120 minutes with activity. If this “timeout” occurs, you will need to login to **SVHarbor** again. Any unsaved entries will be lost.



SVHarbor "Shell" Navigation Tools

Downloading any Additional Files

There are no additional files required in order to use the **SVHarbor** application. Adobe Acrobat Reader is required for viewing/printing the this Reference Guide.

Printing the Reference Guide

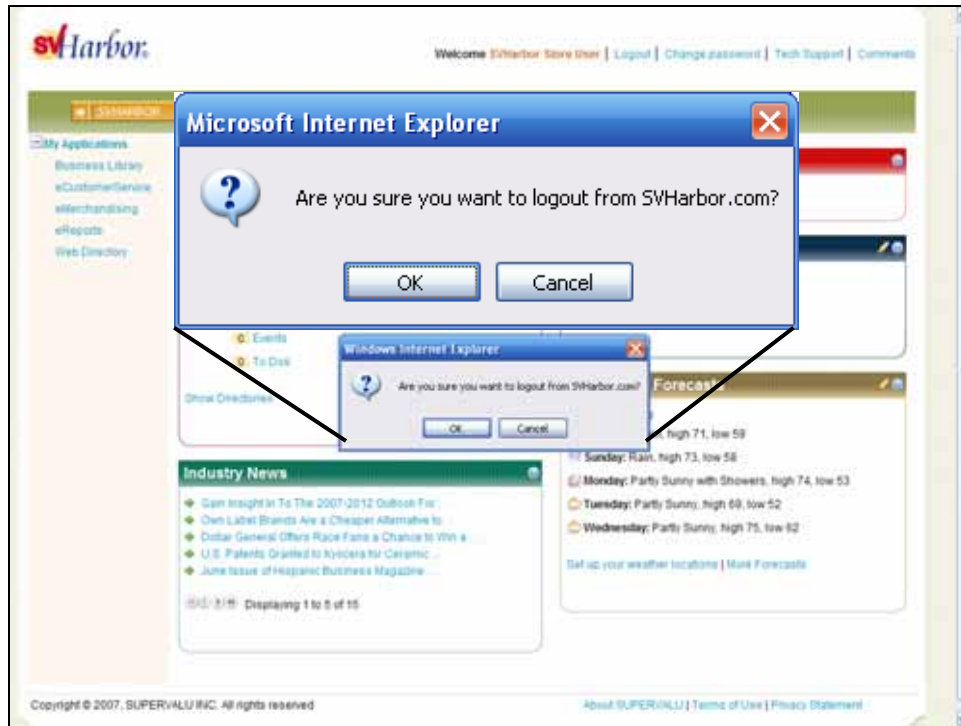
This reference guide is available as an Adobe Acrobat Reader (PDF format) file. After opening the file, you can select to print a page, section, selection, or entire document using the Adobe Acrobat Reader menu or icons. If you are not familiar with printing from Adobe Acrobat Reader, please see the Adobe Acrobat Reader help.

Logging out of SVHarbor

When you have finished working in **SVHarbor**, you need to log out for security purposes.

Click **Logout** at the top of the **SVHarbor** Home page or page within the **SVHarbor** portal or business applications.

When prompted to confirm that you want to log out. Click **OK**.



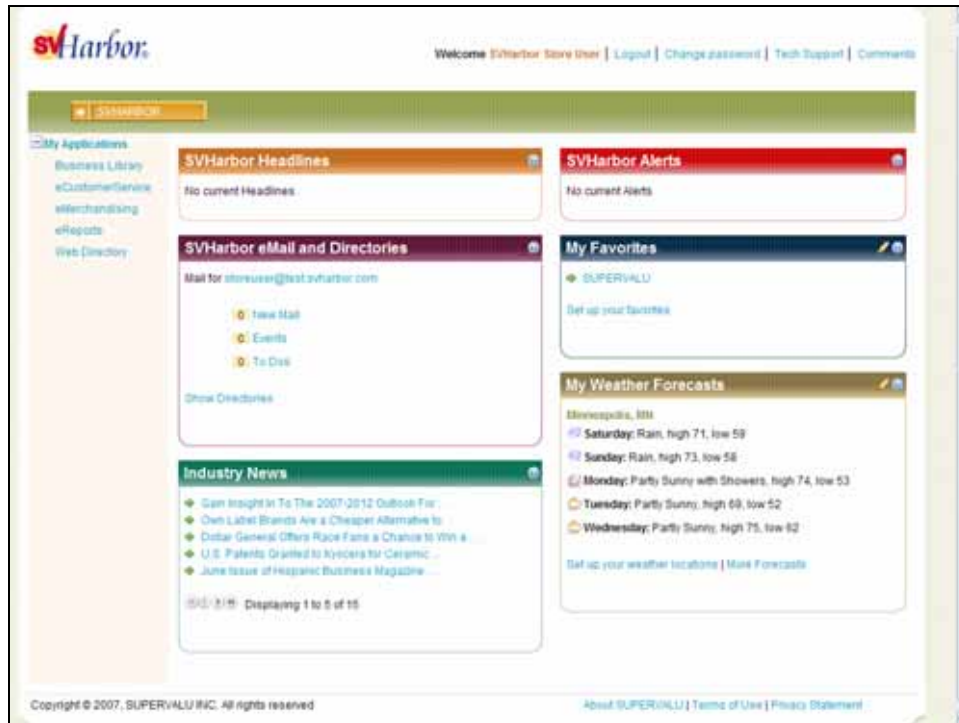
Logout Confirmation dialog

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

Using SVHarbor

All the features of **SVHarbor** are accessed from the **SVHarbor** Main page. Your **SVHarbor** Main page may appear slightly different, depending on which applications and features you have been given access to by your **SVHarbor** administrator. In addition to the **My Applications** menu at the left, there are six content areas referred to as "portlets."

We will not discuss any of the business applications in this document. All business applications within **SVHarbor** are documented separately.



SVHarbor Main page

The **SVHarbor** Home page contains the following:

- Use the **SVHarbor** logo at the top of the page to return to the **SVHarbor** menu page. Use the **Help** link to display **SVHarbor** online help, or the **LogOut** link to logout of **SVHarbor**. More details of these links can be found below.
- The **My Applications** portlet contains links to all applications available to you. You may have access to applications, but a permission level assigned by your administrator may limit your access within an application. To obtain access to additional programs, contact your **SVHarbor** administrator.
- The **SVHarbor Headlines** portlet contains announcements of interest to **SVHarbor** users. Click a headline to view it. See *Viewing SVHarbor Headlines* on page 12 for details.
- The **SVHarbor eMail and Directories** portlet provides links to your eMail and Organizer, as well as to the eMail directories. **New Mail** displays the number of new email messages you have. **Events** displays the number of scheduled events you

have. **To Dos** displays the number of tasks you have. All are links. See *Using SVHarbor eMail and Directories* beginning on page 24 for additional details.

- The **Industry News** portlet contains articles related to the grocery industry. Click an article title to view it. See *Viewing Industry News* on page 16 for details.
- The **SVHarbor Alerts** portlet contains links to important information you need to read. (Some alerts contain attachments with detailed information.) Click an alert to view it. See *Viewing SVHarbor Alerts* on page 14 for details.
- The **My Favorites** portlet provides your personalized links to favorite web sites. See *Working with My Favorites* on page 20 for details.
- The **My Weather Forecasts** portlet displays the five-day weather information for your selected location. You can personalize the weather forecast displayed and assess forecasts for other locations. See *Viewing My Weather Forecasts* on page 17 for details.

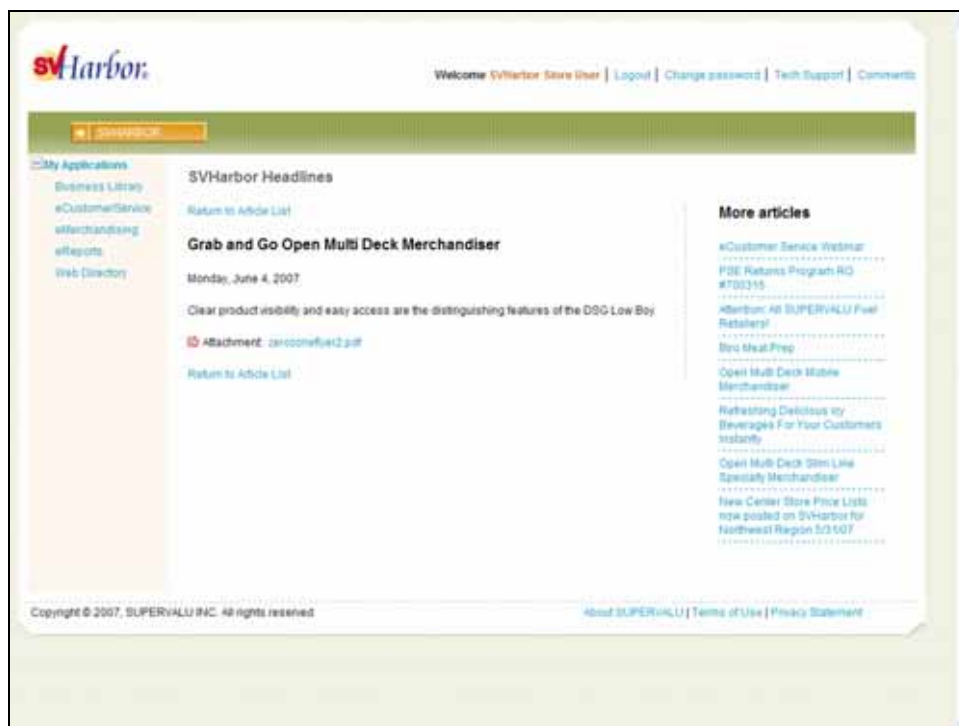
Viewing SVHarbor Headlines

The **SVHarbor Headlines** portlet on the **SVHarbor** Main page contains announcements of interest to **SVHarbor** users. A headline might include attached documents, indicated by a paper clip icon after the headline, providing detailed information or instructions in Microsoft Word, PDF, or other formats.

You must have the appropriate file viewer or application to view an attachment. For example, you need the Microsoft Word viewer or application to view an attached Word document.

If there are more than five (5) headlines in the **SVHarbor Headlines** portlet, the VCR-like controls in the **SVHarbor Headlines** portlet are available to navigate to the First, Previous, Next, or Last group of five (5) headlines. A line to the right of the controls displays the current range of headlines in view and the total available. Navigation buttons are not active if you cannot navigate to that choice.

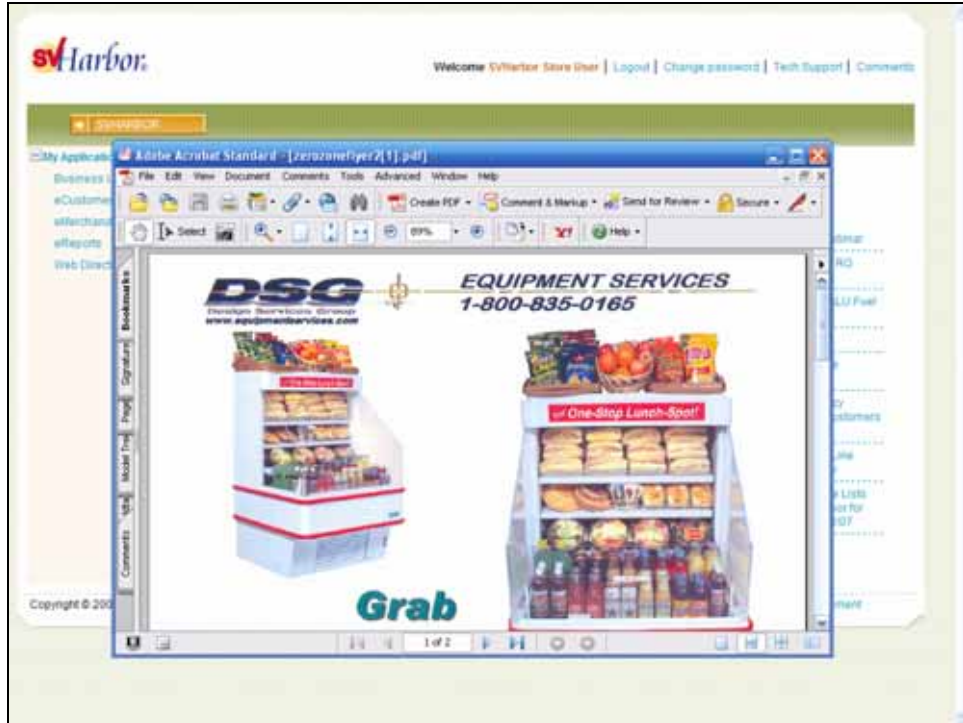
To view an item in the **SVHarbor Headlines** portlet, click it. The details of the headline will be displayed in a new page, leaving the **SVHarbor My Applications** menu visible and ready for easy access.



SVHarbor Headlines detail

In addition to the poster, posting date, and the detail for the selected Headline, the **SVHarbor Headline detail** page provides headline links before and after the detail that you can use to navigate to the previous/next headline detail. There is also a **Return to List** link you can click to return to the **SVHarbor Portal** Home page.

If the headline includes an attachment, the attachment is shown as a link after the detail. Click the attachment name to display it in its application or viewer.



Headline Attachment detail

Close the application or viewer to return to **Harbor Headlines detail** page.

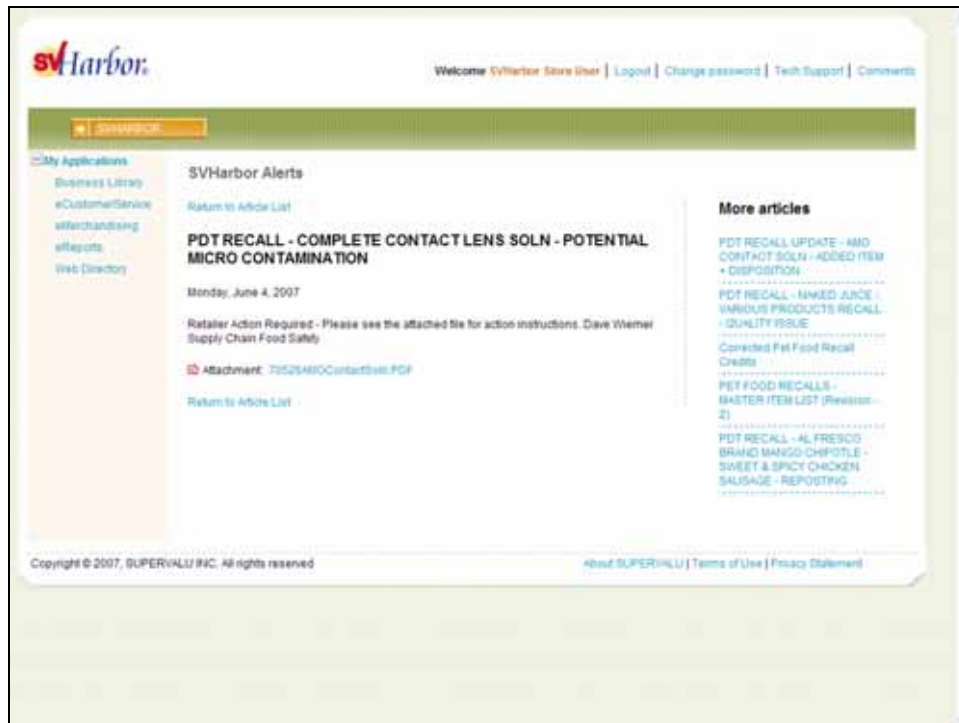
Viewing SVHarbor Alerts

The **SVHarbor Alerts** portlet on the **SVHarbor** main page displays important announcements. For example, an alert might contain product recall information. Alerts can include attached documents providing detailed information or instructions in Microsoft Word, PDF, or other formats.

You must have the appropriate file viewer or application to view an attachment. For example, you need the Microsoft Word viewer or application to view an attached Word document.

If there are more than five (5) alerts in the **SVHarbor Alerts** portlet, the VCR-like controls in the **SVHarbor Alerts** portlet are available to navigate to the First, Previous, Next, or Last group of five (5) alerts. A line to the right of the controls displays the current range of headlines in view and the total available. Navigation buttons are not active if you cannot navigate to that choice.

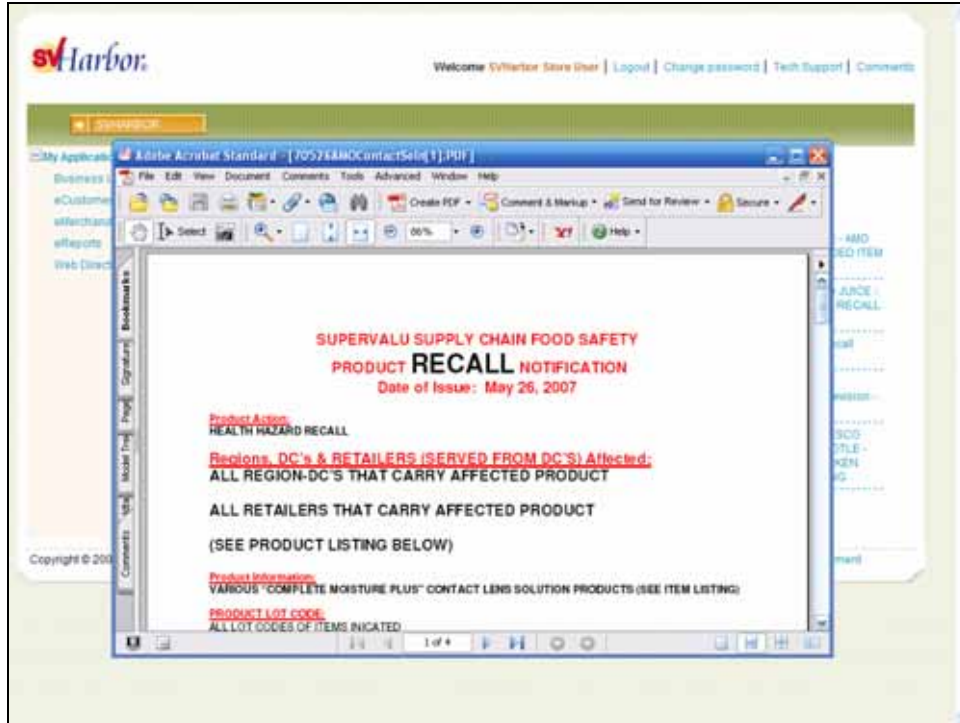
To view an alert message, click on it. The details of the alert message will be displayed in a new page, leaving the **SVHarbor My Applications** menu visible and ready for easy access.



Alert detail

In addition to the poster, posting date, and the detail for the selected alert, the **SVHarbor Alert detail** page provides alert links before and after the detail that you can use to navigate to the previous/next alert detail. There is also a **Return to List** link you can click to return to the **SVHarbor Portal** Home page.

If the headline includes an attachment, the attachment is shown as a link after the detail. Click the attachment name to display it in its application or viewer.



Alert Attachment detail

When you finish viewing the attachment, close the application or view used to view it to return to the **Alert detail** page.

Viewing Industry News

The **Industry News** area on the **SVHarbor** Home page contains stories of interest to those in the grocery industry.

If there are more than five (5) articles in the **Industry News** portlet, the VCR-like controls in the **SVHarbor Alerts** portlet are available to navigate to the First, Previous, Next, or Last group of five (5) articles. A line to the right of the controls displays the current range of headlines in view and the total available. Navigation buttons are not active if you cannot navigate to that choice.

To view an item in the **Industry News** area, click it. The details of the news item will be displayed in a new page, leaving the **SVHarbor My Applications** menu visible and ready for easy access.



Industry News detail

In addition to the posting date and the detail for the selected news item, the **SVHarbor Alert detail** page provides alert links before and after the detail that you can use to navigate to the previous/next alert detail. There is also a **Return to List** link you can click to return to the **SVHarbor Portal** Home page.

Viewing My Weather Forecasts

Use the **My Weather Forecasts** portlet on the **SVHarbor Portal** Home page to view a five-day weather forecast for a selected location.

You can set up three locations for quick viewing, but the five-day forecast for only one is displayed on the **My Weather Forecasts** portlet. You can also view forecasts for states and cities other than those selected for quick viewing. (See below for details.)

Click the **Pencil** icon in the **My Weather Forecasts** title heading to display the **My Weather Forecasts** page where you can add, change, or remove the weather locations selected for quick viewing.

You can also click the **Setup your Weather Locations** link in the **My Weather Forecasts** portlet to add, change, or remove the weather locations selected for quick viewing within the portlet.

In both cases, the process is much the same and the **SVHarbor My Applications** menu remains visible and ready for easy access.

Adding/Changing/Removing Weather Locations

To add or edit weather locations for quick viewing, select a **State** and **City** from the dropdown listings for each of up to three locations. The **Primary Weather Location** State and City location is the one displayed in the **My Weather Forecasts** portlet. To remove a location, select “none” from the **State** dropdown listing.

The screenshot shows the 'My Weather Forecasts' configuration page in the SVHarbor portal. The page has a green header with the SVHarbor logo and a navigation bar with links for 'Welcome SVHarbor Store User', 'Logout', 'Change password', 'Tech Support', and 'Comments'. A left sidebar contains a 'My Applications' menu with links for 'Business Library', 'CustomerService', 'eProcurement', 'eReports', and 'Web Directory'. The main content area is titled 'My Weather Forecasts' and contains three location configuration sections. The first section is labeled 'Primary Weather Location' and has 'State' and 'City' dropdown menus, both currently set to 'none'. The second section is labeled 'Additional Location' and also has 'State' and 'City' dropdown menus set to 'none'. The third section is also labeled 'Additional Location' and has 'State' and 'City' dropdown menus set to 'none'. At the bottom of the configuration area are 'Save' and 'Cancel' buttons. The footer of the page contains copyright information: 'Copyright © 2007, SUPERVALU INC. All rights reserved.' and links for 'About SUPERVALU', 'Terms of Use', and 'Privacy Statement'.

Weather page – No Locations

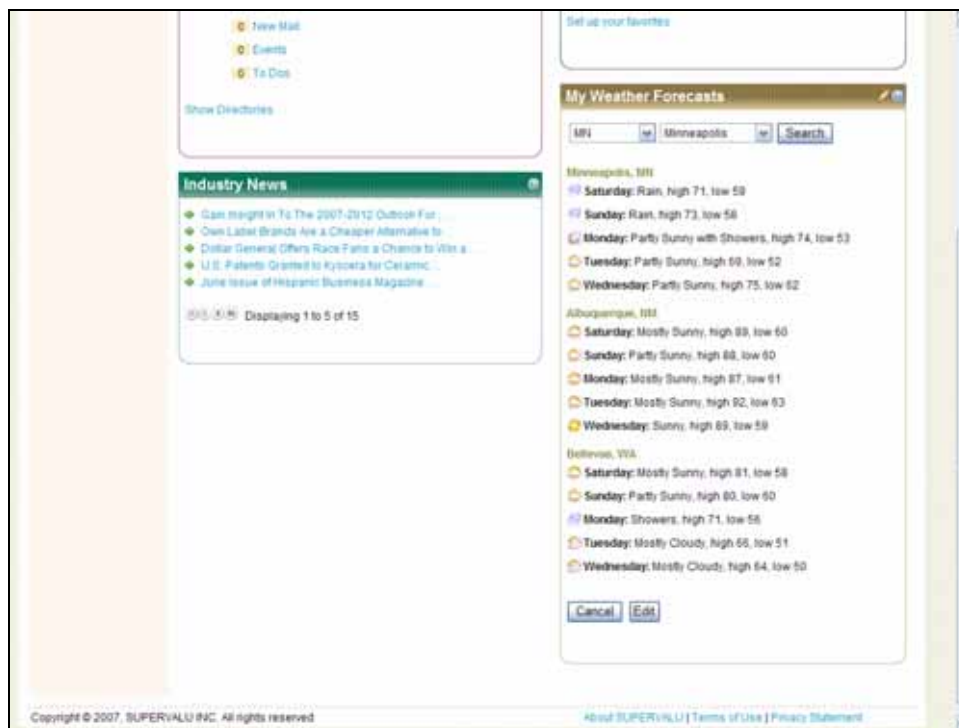
To return to the **SVHarbor Portal** Home page from either the **My Weather Forecasts** page or the expanded **My Weather Forecasts** portlet without adding, editing, or removing, click **Cancel**.

To save your changes and return to the **SVHarbor Portal** Home page, click **Save**.

You can select up to three locations for quick viewing. Your selections will be listed here, but only the **Primary Weather Location** will be displayed on the **SVHarbor** Home page. The second and third locations you select are displayed when you click the **More Forecasts** link in the **My Weather Forecasts** portal.

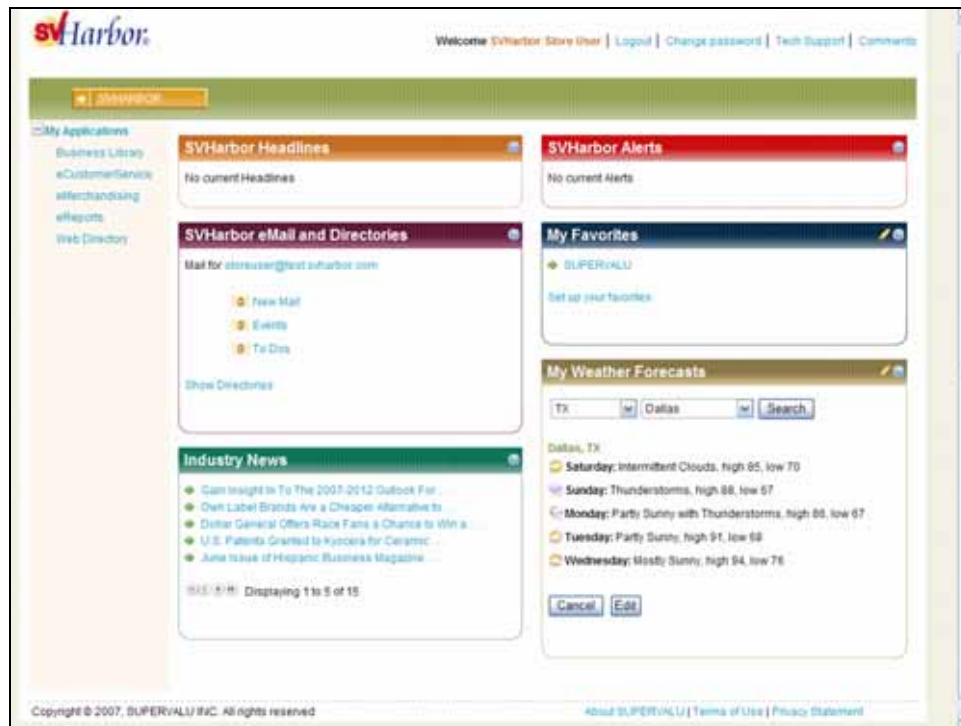
Viewing Forecasts

To view the forecasts for all locations selected for quick viewing, click the **More Forecasts** link in the **My Weather Forecasts** portlet. The portlet resizes to display five-day forecasts for up to three locations.



Viewing More Weather Forecasts

To view the forecasts for other Cities, select the State and City from the dropdown listings and click **Search**. The page refreshes and displays the five-day forecasts for your selection.



Viewing Other Location Forecasts

To return to view the **Primary Weather Location** five-day forecast, click **Cancel**.

To edit the selections you have made, click **Edit**. The portlet expands for editing.

When you are finished viewing forecasts for other locations click **Cancel** to display the **SVHarbor Portal** Home page with the **My Weather Forecasts** portlet displaying your selected **Primary Weather Location**.

Working with My Favorites

Use the **My Favorites** portlet to list your favorite Web sites on a menu, which allows you to quickly access them from any computer you use to access **SVHarbor**.

You may want to create favorites for SUPERVALU sites that aren't directly linked into **SVHarbor**.

To go to a favorite site, click it in the **My Favorites** portlet. The site will open in a new browser window.

Click the **Pencil** icon in the **My Favorites** title heading to display the **Add New Favorites** page where you can add, change, or remove selected sites and/or URL's.

You can also click the **Set up your Favorites** link in the **My Favorites** portlet to add, change, or remove selected sites and/or URL's.

In both cases, the process is much the same and the **SVHarbor My Applications** menu remains visible and ready for easy access.

Adding/Changing/Removing Favorites

To return to the **SVHarbor Portal** Home page without adding, editing, or removing, click **Cancel**.

The screenshot displays the 'My Favorites' page in the SVHarbor application. On the left, there is a sidebar with 'My Applications' and a list of links: Business Library, eCustomerService, eMerchandising, eReports, and Web Directory. The main content area is titled 'My Favorites' and contains two sections. The first section, 'Add New Favorites', features a table with two columns: 'Title' and 'URL'. Below this is the 'Edit/Delete Existing Favorites' section, which includes a table with three columns: a checkbox, 'Delete Title', and 'URL'. One entry is visible in this table: a checked checkbox, 'SUPERVALU', and 'http://supervalu.com'. At the bottom of the form are 'Save' and 'Cancel' buttons. The footer of the page contains copyright information: 'Copyright © 2007, SUPERVALU INC. All rights reserved.' and links for 'About SUPERVALU', 'Terms of Use', and 'Privacy Statement'.

My Favorites page

To add favorites, enter a **Title** and the **URL** for the site in corresponding fields in the **Add New Favorites** section on the **My Favorites** page.

To edit favorites, make any necessary change to the **Title** or **URL** in the **Existing Favorites** listing.

To remove a site, select (click) the checkbox to its left in the **Delete** column on the **Existing Favorites** section before selecting **Save**.

To save and return to the **SVHarbor Portal** Home page after entering or editing **My Favorites**, click **Save**.

Searching for an eMail Address

Use the **SVHarbor eMail and Directories** portlet to search directories for a person's location (city and state), store, and email address.

NOTE: Users subscribing to **SVHarbor eMail** may need to select (click) the **Show Directories** link in the **SVHarbor eMail and Directories** portlet to access the Directories.



Select a directory from those listed in the **SVHarbor eMail and Directories** portlet to open that Directory.



Directory page

The first page of the Directory listing is displayed.

Entries (individuals, stores, and generic titles for store personnel) are listed in ASCII (number / UPPERCASE letters A – Z / lowercase letters a - z) sequence. The listing may also include additional detail columns (such as region), depending on the Directory selected.

To view additional entries, you have three choices:

- Navigating forward and backward through the Directory using the <<**Previous Set of Entries** or **Next Set of Entries** >> links at the end of the page
- Navigating to an Alphabetical position (first letter of last name) by clicking the letter at the top of the Directory listing. (You can then use Previous/Next navigation to locate the entry you want.) Click "All" to return to the first page of the listing.
- Entering partial name (first or last) text or location numbers followed by an asterisk (*) in the **Enter search Text** field and clicking **Go** to locate matching entries. (If there are more than 14 matches, you can use Previous/Next navigation.) Click **Clear Search** to return to the first page of the listing.

To select an entry, click the name in the **Name** column.



eMail Address popup

After you select a name, the entry's email address is displayed in a popup.

TIP: If you want to copy the email address to paste elsewhere, highlight it, position the mouse pointer over the highlight and right click, then choose **Copy** from the dropdown menu.

To close the popup, click **Close**.

You can continue searching using these techniques until you have located the email address you want.

When you have finished searching, select **Home** or the **SVHarbor** logo/icon to return to the **SVHarbor** Home page.

Using SVHarbor eMail and Directories

The **My Organizer** option, which includes eMail, Address Book, Calendar, and To Do functions, from the previous version of **SVHarbor** have been incorporated into the **SVHarbor eMail and Directories** portlet.



eMail displays the number of unread emails in your Inbox. **Events** displays calendar events you have scheduled. **To Dos** displays current to do items.

You can access the **eMail**, **Calendar** (Events), and **To Do** functions right from the **SVHarbor eMail and Directories** portlet links. Once you have accessed a function, you can work within **My Organizer**.

The functions you can select are discussed below.

Working with eMail

SVHarbor provides an easy-to-use email application that lets you send messages to both other **SVHarbor** users and other email accounts.

If your administrator has set up an **SVHarbor** email account for you, your **SVHarbor eMail Address** and the **eMail**, **Events**, and **To Dos** links are displayed in the **SVHarbor eMail and Directories** portlet.

If your administrator did not assign you an **SVHarbor** email account, none of these features are available. (For example, you might not have been assigned an **SVHarbor** email address if you regularly use another email account for your communications.)

Your **SVHarbor** email address is your **SVHarbor** username followed by “SVHarbor.com” (as in new.user@SVHarbor.com). This address is listed for you in the **SVHarbor** directory, and you can give it to anyone who needs to email you.

When your administrator creates your account, he or she can also select one or more email roles for you. For example, if you are assigned the **Store Manager** role, you will automatically receive all **SVHarbor** email intended for store managers.

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

- Starting the email application
- Reading messages
- Organizing your email
- Creating/Editing a message
- Selecting from the Address Book
- Formatting email text
- Sending and/or saving a message
- Setting delivery options
- Deleting a message
- Setting mail preferences

Because the **Address Book** is also a part of the email feature you can also perform these tasks:

- Using the Address Book
- Adding contacts
- Adding groups
- Editing contacts or groups
- Deleting contacts or groups

The file attachment size limit is 10 MB per incoming or outgoing message. This includes both attachments if there are two for a message. Refer to *Creating or Editing a Message* on page 32 for information on file attachments.

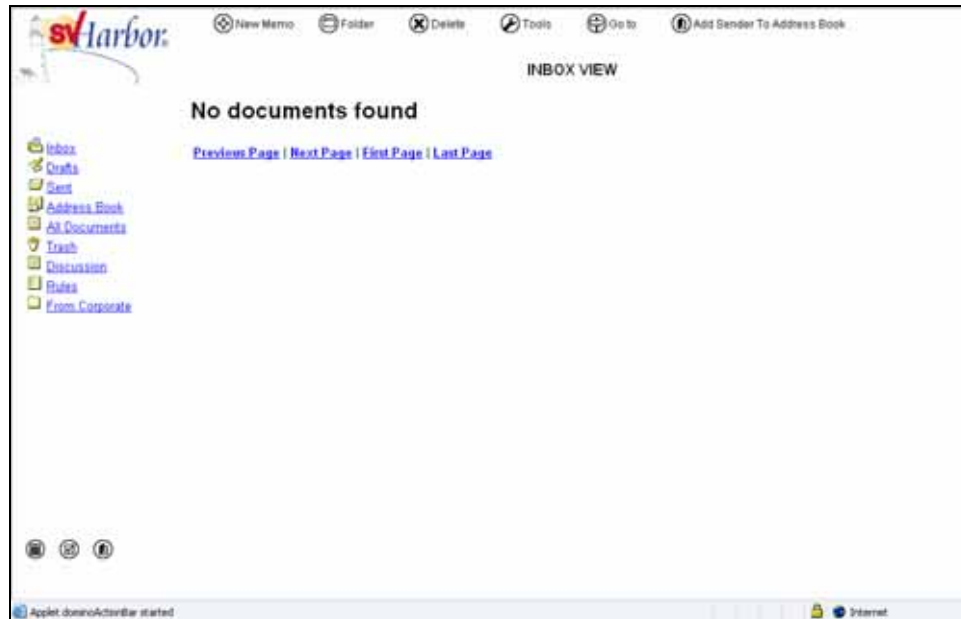
Messages in your Inbox are automatically removed after 60 days. If you want to save messages for a longer period of time, you need to move them into other folders as described in *Organizing eMail* on page 29.

The total amount of space you have (for email messages, attachments, To Do's and your calendar) is 50 MB. If your space gets full, you will still be able to receive messages but you will not be able to send messages, add To Do's or add calendar events. It's a good idea to delete old messages that you do not need anymore. Refer to *Deleting a Message* on page 39 for more information.

Accessing the eMail Application

You can access the **SVHarbor** email application by clicking the **e Mail** link or your **eMail Address** in the **SVHarbor eMail and Directories** portlet.

The **eMail Inbox View** page is displayed.



eMail page

Use the button links at the top of this page to perform email tasks.

New Memo – Click this to create an email message.

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

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

Tools – Displays the **Preferences** button, which allows you to set email options, the **Search** button, which allows you to search your eMail messages, and **Help** button, which accesses the Lotus Domino WebMail help files.

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

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

Use the icons in the lower portion of the menu area to perform these tasks:

Open Calendar – Displays the **Calendar** page.

Open To Do – Displays the **To Do** page.

Open Address Book – Displays the **Address Book** page.

Use the menu options to access folders (**Inbox**, **Drafts**, **Sent**, and **Trash** folders as well as folders you create), the **Address Book**, **All Documents**, **Discussions**, and set up **Rules**.

Reading Messages

To read an email message, locate the message in the inbox listing. Messages in your Inbox are displayed when you open the main email page. To display messages within other folders, select the folder you want menu at the left. The folder name of the folder for the messages being displayed appears in all capital letters.

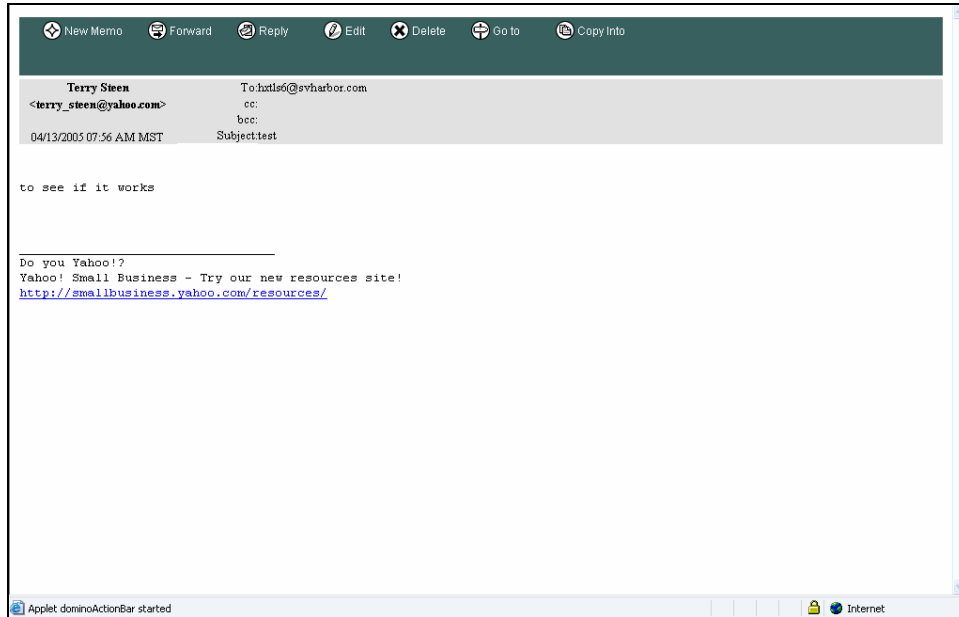


eMail page – Inbox

Use the **Previous Page**, **Next Page**, **First Page**, and **Last Page** buttons to move between pages of the list of messages.

Click the small arrows (▼ or ▲) next to **Who**, **Date**, or **Size** to sort the messages in ascending or descending order by that attribute.

When you have located the message to read, click the name of the sender to display the message.



eMail Message detail

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

- If the email application can display the attachment, it inserts it right in the message. For example, an attachment such as a graphic in .GIF format is displayed in the message. The filename is also displayed in the page.
- If the email application cannot display the attachment, only the filename appears in the page. For example, an attachment such as a .ZIP file cannot be directly displayed. In either case, you can save the attachment to your computer's hard drive just by clicking the filename. After clicking the filename, the **File Download** popup is displayed. Select **Save** to save the file to disk (if it is not already selected) and click **OK**. You will need to specify a location and, if you want, a different filename and click **Save**. Click **Close** when the file has completed downloading.

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

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

New Memo – Opens a blank **New Memo** page for creating a new message.

Forward – Opens the **New Memo** page with the subject line and the contents of the sender's email message included, allowing you forward the message to one or more people.

Reply – Displays four additional buttons.

Reply opens the **New Memo** page pre-addressed to the sender.

Reply to All opens the **New Memo** page preaddressed to the sender and everyone else who received the email.

Reply with History opens the **New Memo** page pre-addressed to the sender, with the contents of the sender's email message included.

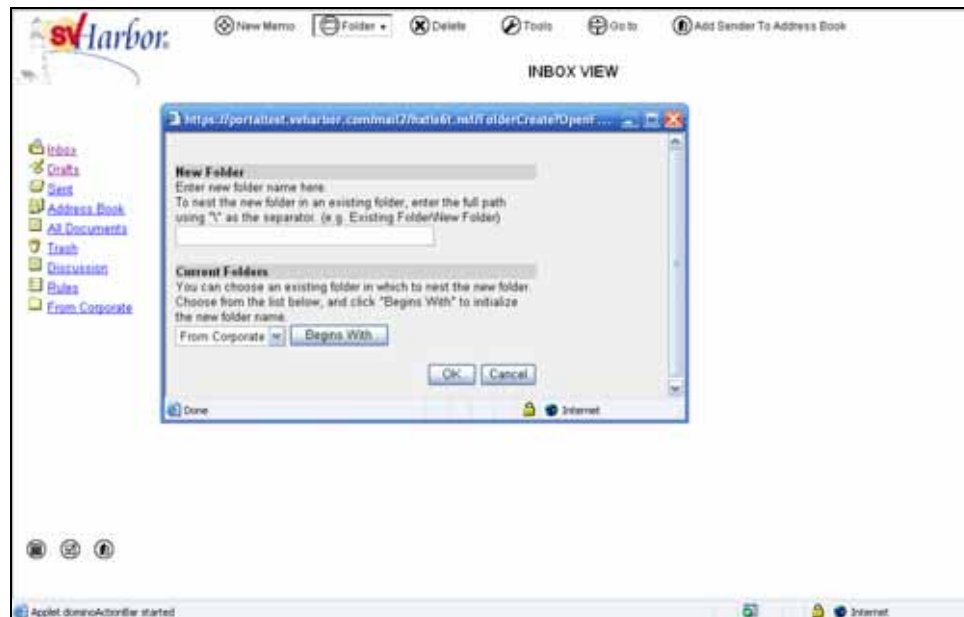
- Reply to All with History** opens a **New Memo** page pre-addressed to the sender and everyone else who received the email, with the contents of the sender's email message included.
- Edit** – Displays the selected message in editable form.
- Delete** – Places the displayed message in the trash, where it will remain until you click Empty Trash.
- Go to** – Displays five additional buttons.
 - Inbox** – displays the messages in the Inbox.
 - Calendar** – displays the Calendar page.
 - To do** – displays the To do page.
 - Next** – displays the next message in the list.
 - Previous** – displays the previous message in the list.
- Copy Into** – Displays the **New Task** and the **New Calendar Entry** buttons.
 - Click **New Task** to copy information from the message into a **To Do** task.
 - Click **New Calendar Entry** to copy information from the message into a **Calendar** entry.

Organizing eMail

Organize the messages you send and receive into folders makes it easy to quickly find a particular message, especially if you receive a lot of email.

Creating a New Folder

To create a new folder, select **Folder** from the main email page and, from the three options displayed, select **Create Folder**.



New Folder popup

The **New Folder** popup is displayed.

Type a name for the new folder.

NOTE: To put this new folder inside an existing folder, click the arrow next to the **Begins With** button and choose a folder from the list. Then click **Begins With**. The folder name is inserted in the **New Folder** field.

Click **OK** to save the new folder. It will be listed in the menu.



New Folder added

Moving/Copying Messages to a Folder

You can move or copy messages to or from any folder.

Begin by selecting the checkbox next to each message you want to move. (You may need to select a folder and navigate to display the messages you want to move.)

A checkmark in the checkbox indicates that a message is selected for moving/copying. (Click the checkbox again to remove the checkmark if you decide not to move/copy a message.)



Moving/Copying Selected Messages

Select the folder you want to move/copy the email message to from the dropdown list at the upper right of the page.

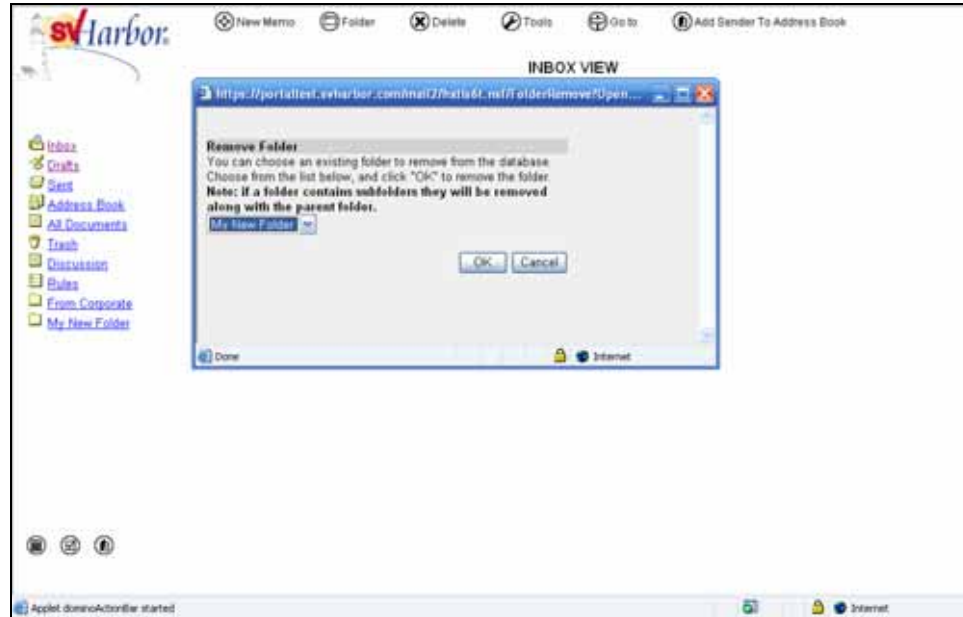
Click **Move to Folder** or **Copy to Folder**. (**Move to Folder** moves the selected message to the folder you choose and deletes it from the current folder. **Copy to Folder** moves the selected message to the folder you choose and also leaves a copy of the message in the current folder.)

Removing a Folder

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

To remove a folder, select **Folder** from the main email page and, from the three options displayed, select **Remove Folder**.

The **Remove Folder** page is displayed.



Remove Folder popup

Click the list, choose the folder you want to remove (you can only remove folders you have created), and click **OK**.

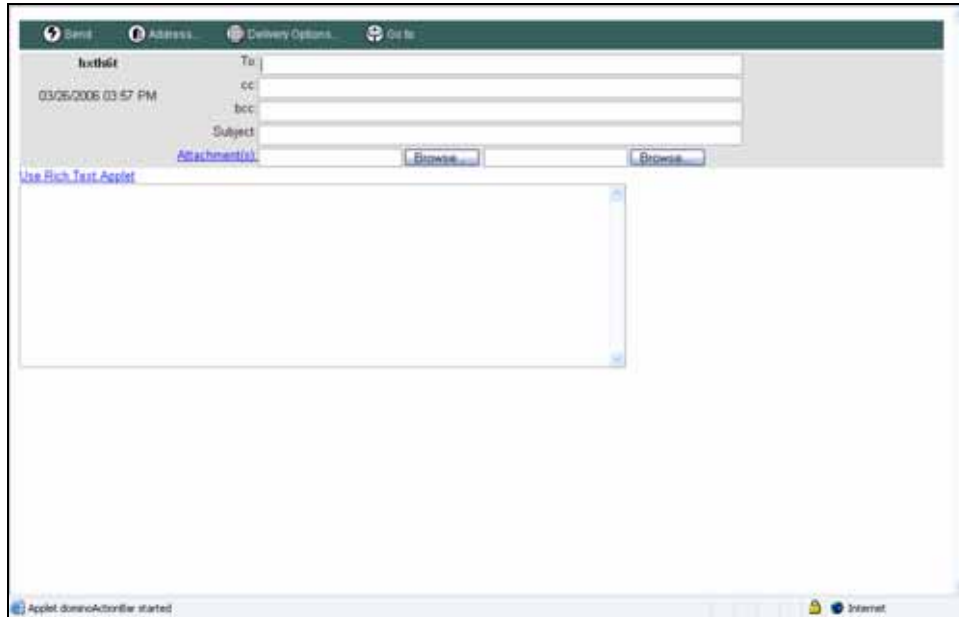
The folder and its contents, including sub folders, are removed from the menu at the left.

Creating or Editing a Message

To create a new message, click **New Memo** in the **eMail** page.

To edit a message you've already started, click the **Drafts** folder in the menu and then click the message you want to edit.

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



Creating Message page

TIP: If you want to format your text, click **Use Rich Text Applet**. This creates a new memo page and deletes all information you may have already entered in the message. Refer to *Formatting eMail Text* on page 34 for details.

Enter the recipient's email addresses in the **To**, **cc** (carbon copy) and **bcc** (blind carbon copy) fields. You can either type the names or click **Address** to select a previously saved contact or group name from the address book. (Refer to *Selecting from the Address Book* on page 34 for more information.) You can enter multiple names by separating the email addresses with commas.

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

In the **Subject** field, type a title for the message. For example, you might type "Tuesday meeting delayed."

To attach a file to your message, click one of the **Browse...** buttons, select the file you want to attach from the **Choose File** page, and click **Open**. SVHarbor allows you to attach two files to the messages you send.

This attaches the file to your message. To attach a second file to your message, click the other **Browse...** button and repeat this process. The file attachment size limit (for all attachments) is 10 MB per incoming or outgoing message.

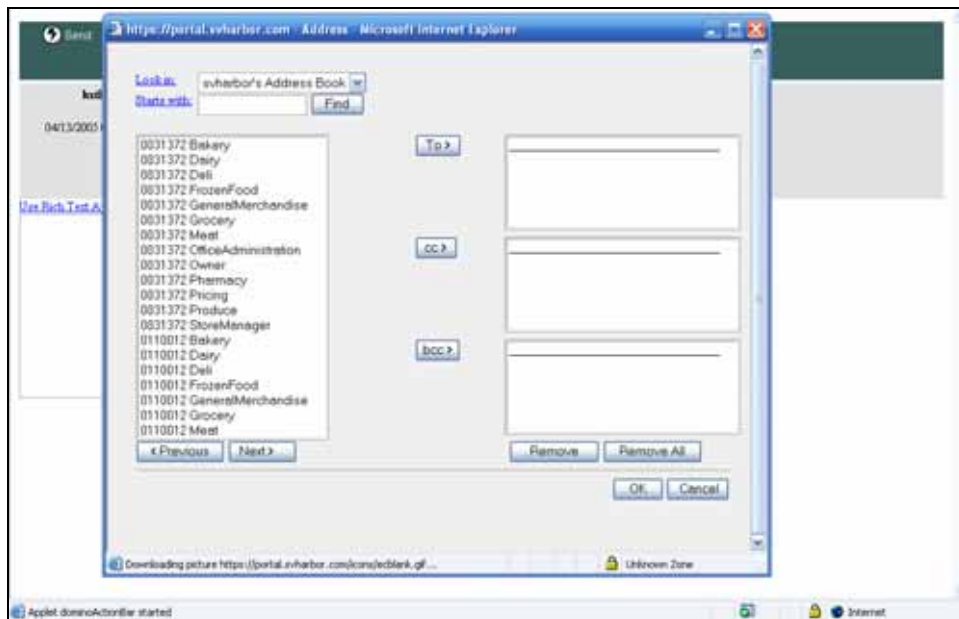
In the white box in the center of the page, type the message text. If you are using the rich text option, refer to *Formatting eMail Text* on page 34 for information.

Click **Delivery Options** to select options for this message. Refer to *Setting Delivery Options* on page 38 for details.

Click **Send** to send your message. Refer to *Sending or Saving a Message* on page 37 for details.

Selecting from the Address Book

While you are working on a message, you can quickly enter the recipients' names by clicking **Address** to display the **Address** popup.



Address popup

From the **Address** popup

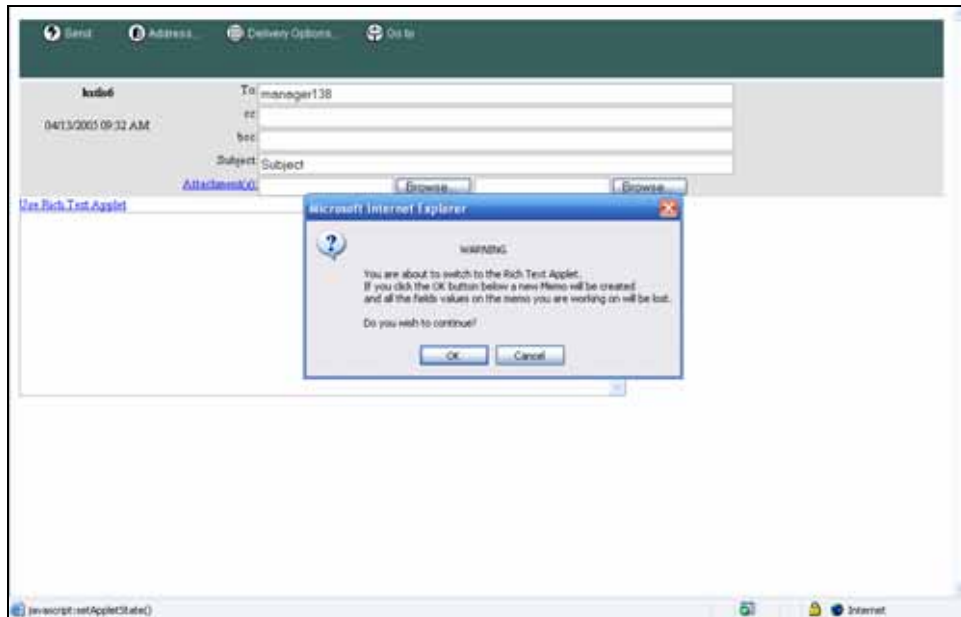
- Click the **Look In** list and choose an address book.
- Names from the address book you select are displayed in the list on the left side.
- Select name(s) from the list and enter them into the **To**, **cc**, and **bcc** fields. To enter a name in a field, click a name on the left, then click the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

Formatting eMail Text

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

When creating a New Memo, click **Use Rich Text Applet**.

The following warning message appears:

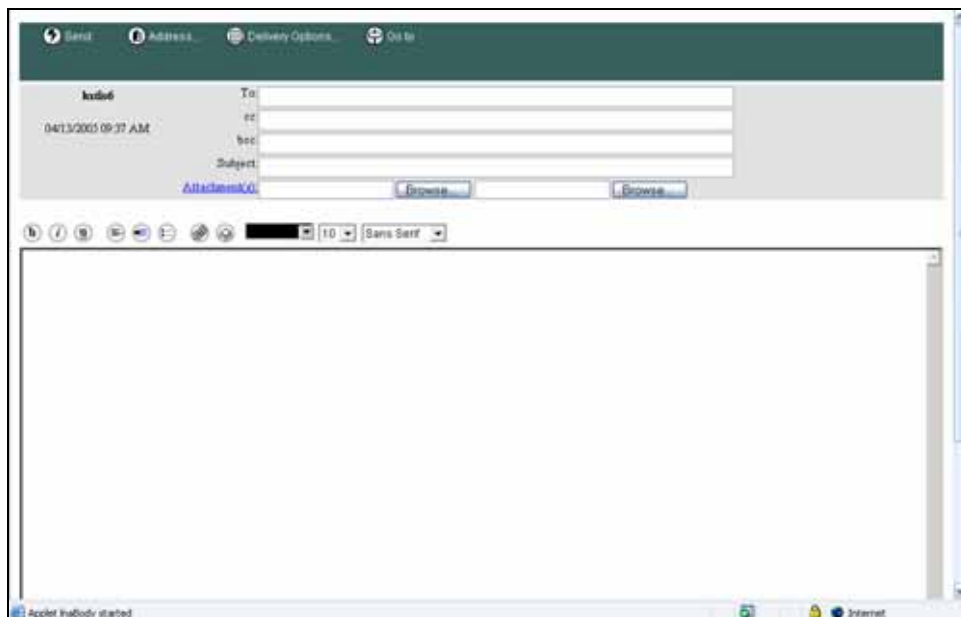


Rich Text Applet warning

Click **OK**.

If the rich text option has not been installed, you're asked if you want to install and run the rich text software. Click **Yes**.

The **Rich Text Applet** page is displayed



Rich Text Applet page

A new row of buttons and options is displayed above the email message area. From left to right, they are:

Bold – Turns bolding on and off.

Italic – Turns italics on and off.

Underline – Turns underlining on and off.

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

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

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

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

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

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

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

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

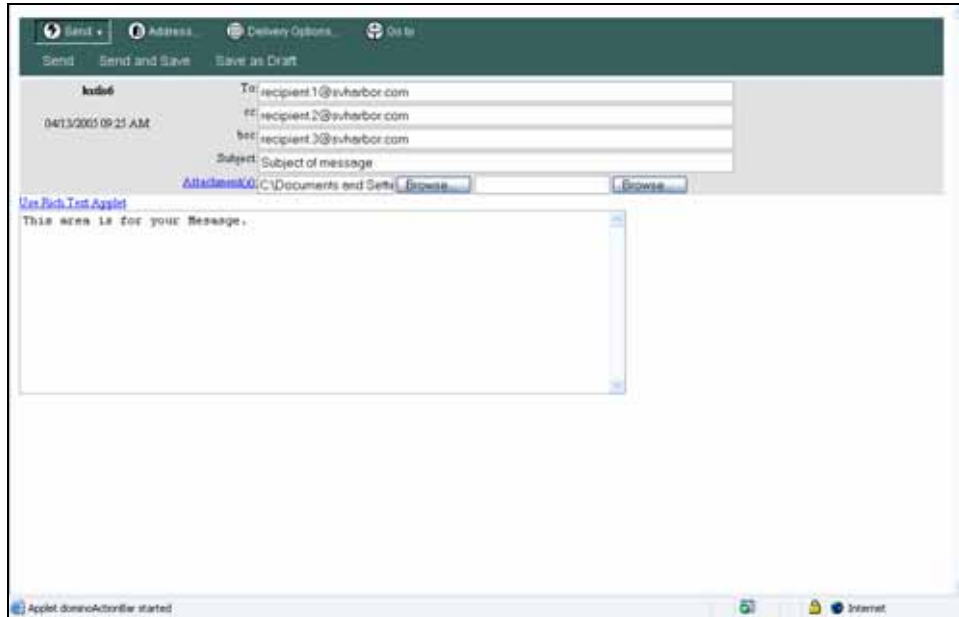
In the white box in the center of the page, type and format the email message.

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

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

Sending or Saving a Message

After you create or edit a message, click **Send** to display the following options.



New Memo – Send Options

Click the one you want to use.

Send – Sends the message but does not save a copy of it.

Send and Save – Sends the message and also saves a copy of it for you to view later.

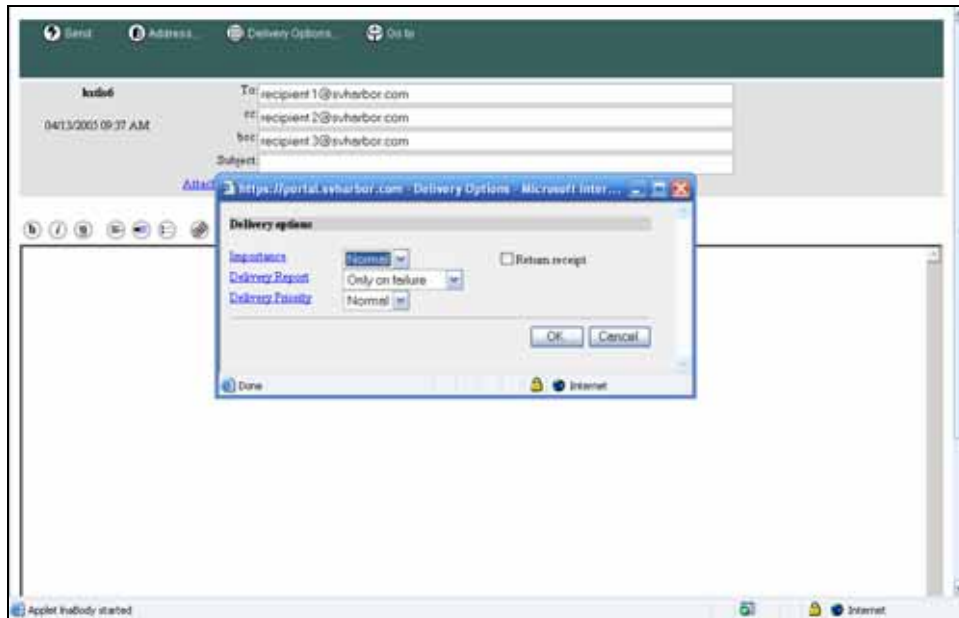
Save as Draft – Does not send the message but saves a copy of it for you to view and edit later.

If you chose **Send and Save**, the message is stored in the **Sent** folder on the **eMail** page. If you choose **Save as Draft**, the message is stored in the **Drafts** folder. Refer to *Reading Messages* on page 27 for information on reading the message.

Setting Delivery Options

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

When you click the button, the **Delivery Options** dialog is displayed.



New Memo – Delivery Options

Select from the options described below, and then click **OK**.

Importance – Click the list and select **Normal**, **High**, or **Low**. If you choose **High** and are emailing another **SVHarbor** user, that user will see an icon next to the message indicating that it is important.

Delivery Report – Click the list and choose one of the following options:

Only on failure – Notifies you if your message could not be delivered.

Confirm delivery – Notifies you when your message has been successfully delivered.

Trace entire path – Sends you a message containing the path of the message from sender to recipient.

None – Does not notify you concerning the delivery of your message.

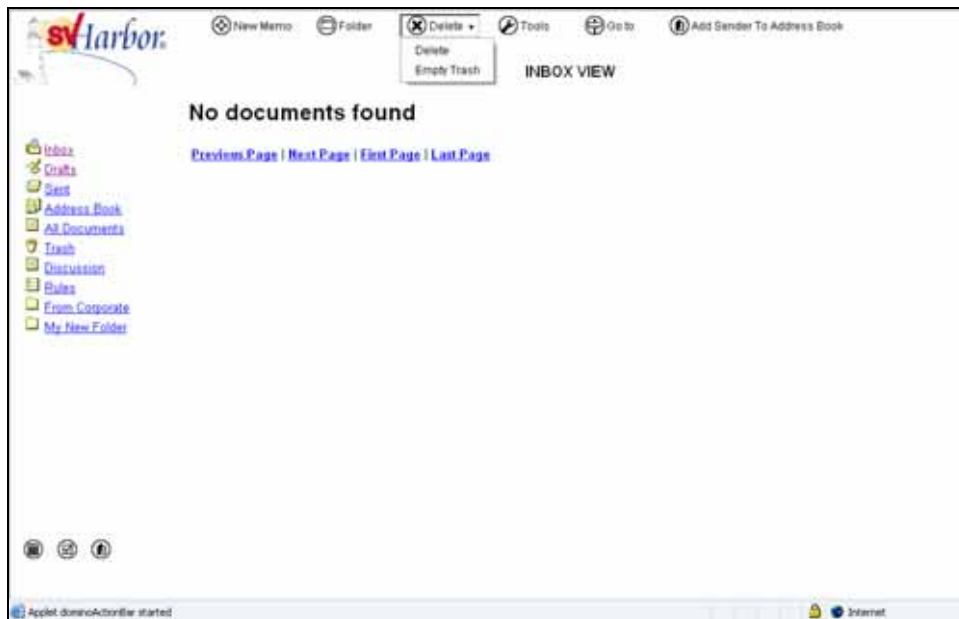
Delivery Priority – Click the list and select **Normal**, **High**, or **Low**. This affects how the message is placed in the mail delivery queue.

Return receipt – Click the check box if you want to receive a message when the recipient opens your email.

Deleting a Message

To maintain your eMail folders, you will want to delete messages. (Messages are automatically deleted after 60 days.)

To delete messages click the checkbox next to one or more messages you want to delete in the **eMail** page. Click **Delete** to display two options.



Delete Message

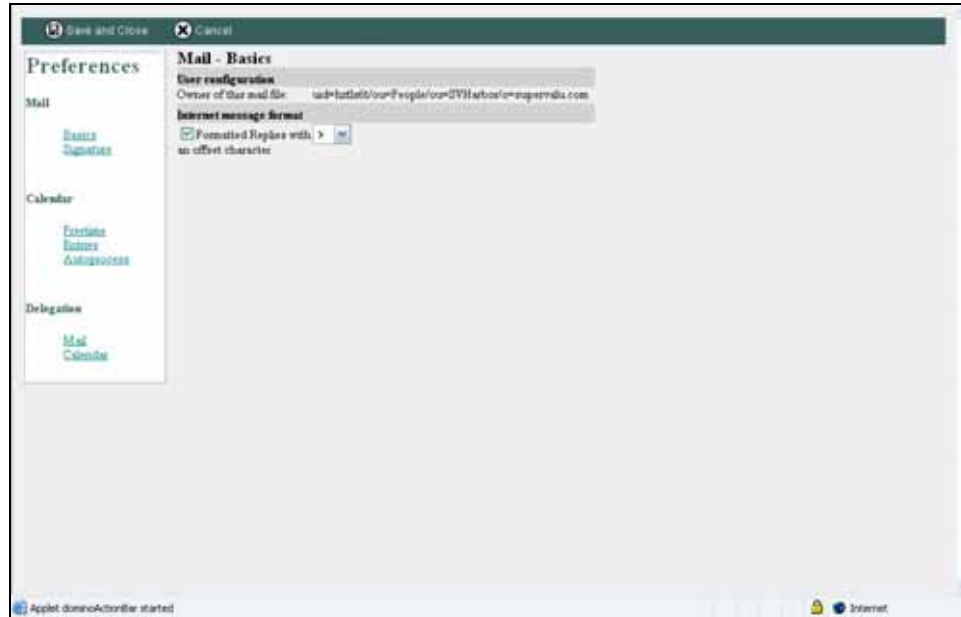
Click **Delete** to place the selected message into the trash. Documents placed in the trash remain there until you click **Empty Trash**.

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

Setting Mail Preferences

Your email message preferences are set up for you by the system administrator.

To access mail preferences, click **Tools** and select **Preferences**. (Or click **Setup** in the email area of the **My Organizer** page.) The **Preferences Mail Basics** page is displayed.



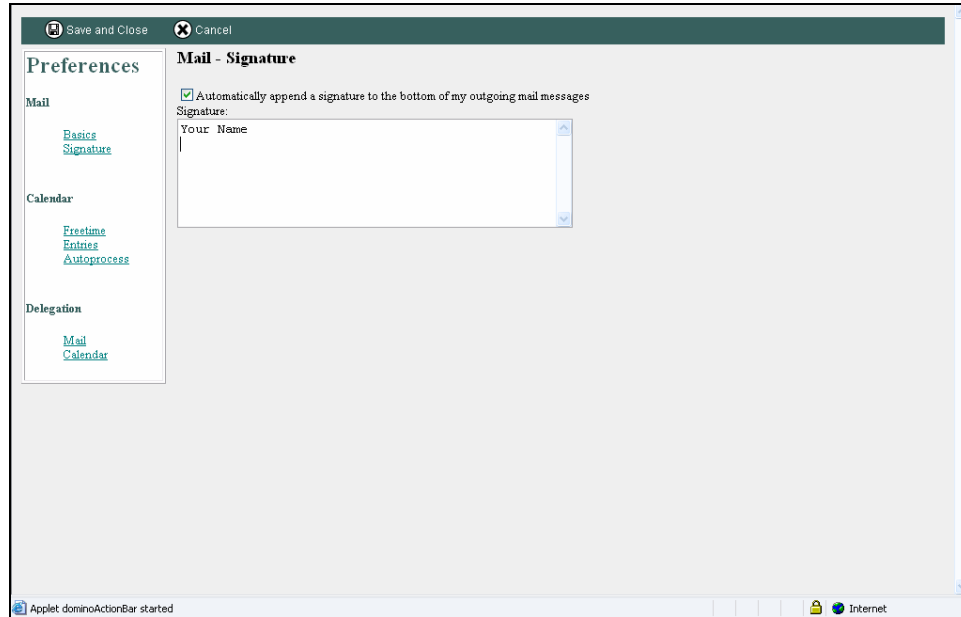
Mail – Basics page

Under **User Configuration** you will find the User Id assigned to you by your system administrator.

Click to uncheck/check the checkbox listed under **Internet message format** to include a reply separator in the messages you send. (A reply separator defines how your reply text appears to your message recipients and helps your text stand out from other text within the message body). Select **>** or **>>** from the dropdown listing.

To change other mail preferences, select from the options at the left and then set your preferences. Other **Mail** preferences include **Signature** (for automatically adding a signature to messages) and, under **Delegation, Mail**, for setting individuals or groups who can work with your mail.

To add signature text to the bottom of messages you send, click **Signature** in the **Preferences Mail Basics** page. The **Preferences Mail – Signature** page is displayed.



Preferences Mail – Signature page

Click **Cancel** to exit the page without making any changes.

Type the signature text in the **Signature** box. Click the checkbox if you want this signature text included at the bottom of all your outgoing messages, and then click **Save and Close**.

To add signature text to the bottom of messages you send, click **Mail** in the **Delegation** group on the **Preferences Mail – Basics** page. The **Preferences Delegation – Mail** page is displayed.



Preferences Delegation – Mail page

Click **Cancel** to exit the page without making any changes.

Enter the User Id(s) or Groups you want to delegate to:

read

read and send

read, send, and edit, or

delete

mail on your behalf.

Click **Save and Close** to save your changes.

Using the Address book

To view and access eMail, Address Book, Calendar and To Do functions, you must be assigned the email application AND an email role. Contact your administrator for more information.

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

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

To display the **Address Book** page, select **Address Book** in the **eMail** page menu or the **Address Book** icon from the **eMail** pages, the **Calendar** page, or **To Dos** page.



Address Book page

The **Address Book** provides the following options:

- New** – Lets you create a new contact or group in the address book.
- Import From Directories** – Lets you select addresses from available directories and place them in your **Address Book**.
- Tools** – Accesses the **Preferences** options (same as in Mail) and the online help files.
- Delete** – Displays the **Delete** and **Empty Trash** buttons, used to delete contacts and groups from your address book.
- Go To** – Displays the **My Organizer** button, which will access the **My Organizer** page.

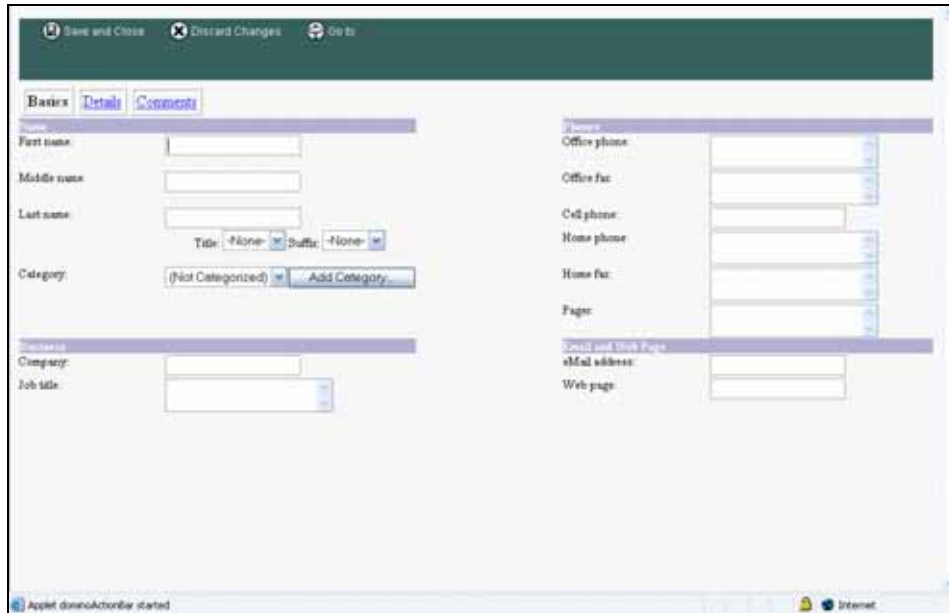
Use the icons in the lower portion of the menu area to perform these tasks:

- Open Mail** – Displays the **eMail** page.
- Open Calendar** – Displays the **Calendar** page.
- Open To Do** – Displays the **To Do** page.

Adding Contacts

To add a new contact, select **New** on the **Address Book** page and click **Contact**.

The **New Contact Basics** page is displayed.

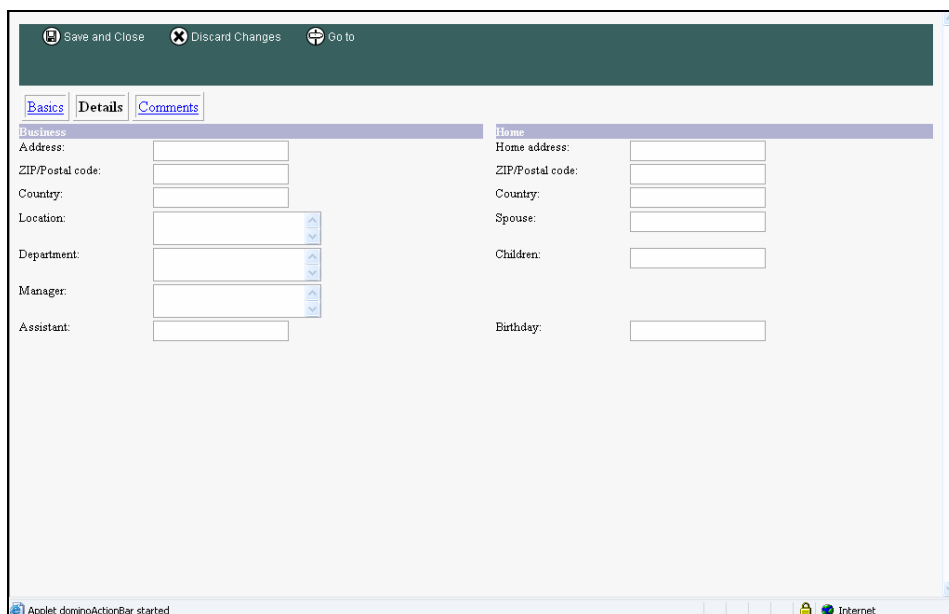


The screenshot shows a web application window titled "Address Book - Add Contact Basic page". At the top, there are three buttons: "Save and Close", "Discard Changes", and "Go to". Below these are three tabs: "Basics", "Details", and "Comments", with "Basics" selected. The form is divided into two main sections. The left section, under a "Name" header, includes fields for "First name", "Middle name", and "Last name", followed by "Title" (with a dropdown menu set to "None") and "Suffix" (also set to "None"). Below this is a "Category" dropdown menu currently set to "(Not Categorized)" and an "Add Category..." button. The right section, under a "Phone" header, includes fields for "Office phone", "Office fax", "Cell phone", "Home phone", and "Home fax". Below these is a "Page" field. At the bottom of the form, under a "Business" header, are fields for "Company" and "Job title". To the right of these, under a "Social and Web Page" header, are fields for "Email address" and "Web page". The window's status bar at the bottom indicates "Applet dominoActionBar started" and "Internet".

Address Book – Add Contact Basic page

Enter the contact's name and business information, as well as phone numbers and email and Web page information.

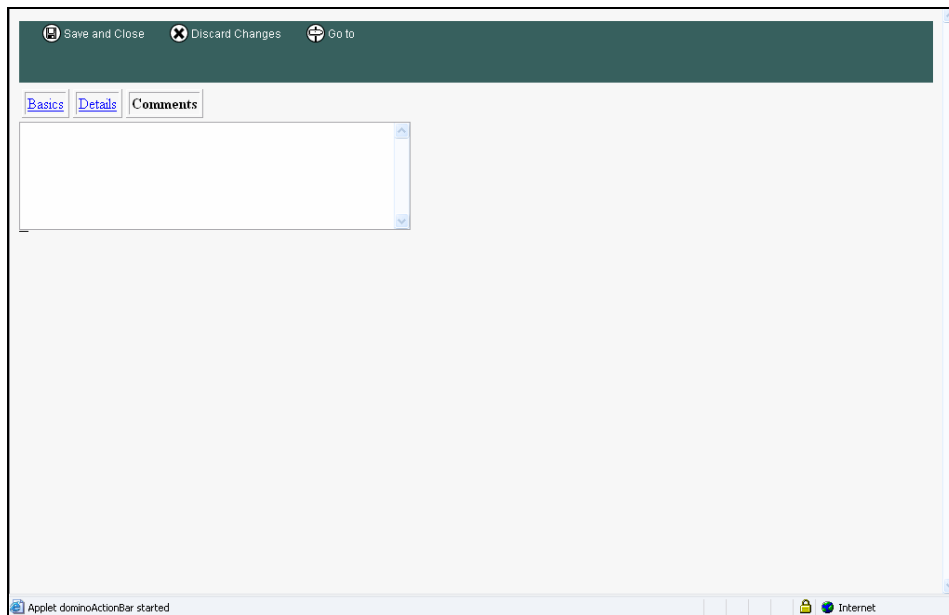
To enter additional information, click **Details** and **Comments**, to display those pages.



The screenshot shows the same web application window, but now the "Details" tab is selected. The "Basics" tab is still visible but not active. The form is divided into two main sections. The left section, under a "Business" header, includes fields for "Address", "ZIP/Postal code", "Country", "Location" (with a dropdown menu), "Department" (with a dropdown menu), "Manager" (with a dropdown menu), and "Assistant". The right section, under a "Home" header, includes fields for "Home address", "ZIP/Postal code", "Country", "Spouse", "Children", and "Birthday". The window's status bar at the bottom indicates "Applet dominoActionBar started" and "Internet".

Address Book – Add Contact Details page

Enter address and personal details.



Address Book – Add Contact Comments page

Enter other comments.

Click **Save and Close** when you have finished entering information about the new contact.

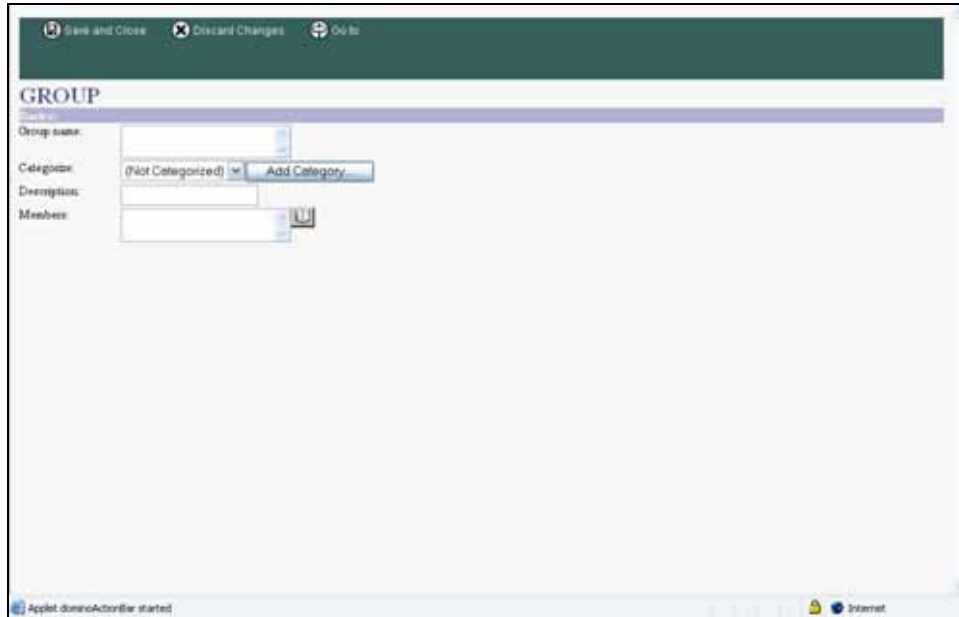
To start over, click **Discard Changes**.

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

Adding Groups

To add a new group, select **New** on the **Address Book** page and click **Group**.

The **New Group** page is displayed.



Address Book – Add Group page

Complete the following:

Type the group's name in the **Group name** field.

Click the arrow in the **Categorize** field and select a categorization from the list. Or, click **Add Category** and type a new category name at the prompt.

Type the group's description in the **Description** field.

Enter the members of the group in the **Members** field. To select the member names from the **Address Book**, click the book icon next to the **Members** field.

Click **Save and Close** when you have finished entering information about the new group.

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

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

Editing Contacts or Groups

To edit contacts or groups, click the name of the group or contact you want to edit on the **Address Book** page.

New Entry SUPERVALU	
Basics Details Comments	
Name	
First name:	New
Middle name:	Contact
Last name:	Entry
Title:	None
Suffix:	None
Category:	
Business	
Company:	SUPERVALU
Job title:	
Phones	
Office phone:	
Office fax:	
Cell phone:	
Home phone:	
Home fax:	
Pager:	
Email and Web Page	
eMail address:	new.entry@svharbor.com
Web page:	

Address Book – Edit Contact page

Information is displayed for this individual or group.

Click **Edit Contact** or **Edit Group** to redisplay the information in editable form.

Change or add information as necessary. Refer to the *Adding Contacts* and *Adding Groups* above for more information.

To leave the information unchanged, click **Discard Changes**.

When you have finished editing, click **Save and Close**.

Deleting Contacts or Groups

To delete a contact or group, click the checkbox next to each contact name or group you want to delete on the **Address Book** page.

Click **Delete** to display two options.



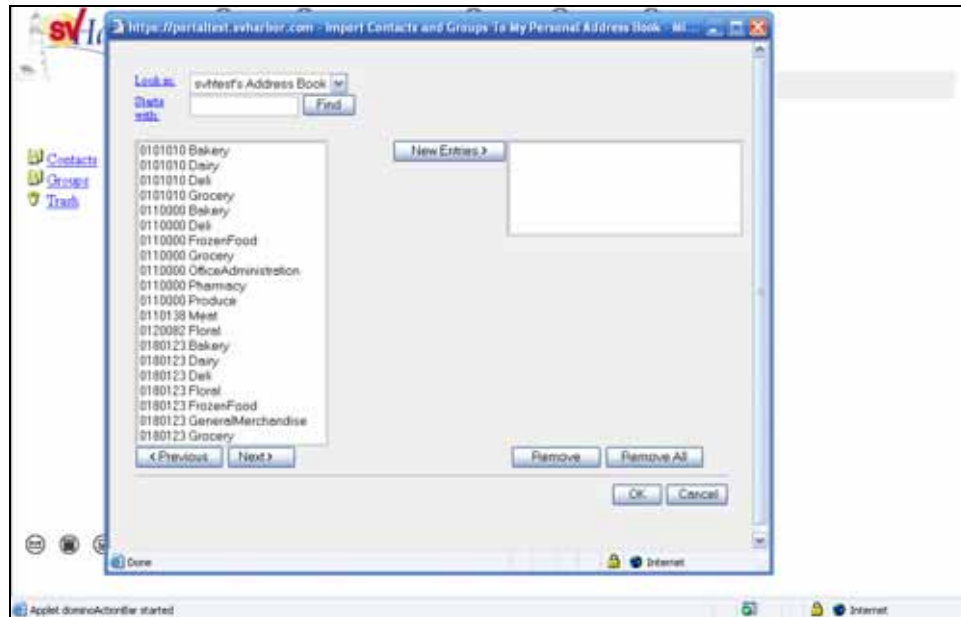
Address Book – Delete Contact

Select **Delete** to place the selected items in the trash for later disposal. The item will remain in the trash until you empty it.

Select **Empty Trash** to permanently delete the items in the trash.

Importing from Directories

To import addresses from the directories to which you have access, click **Import from Directories**. The **Import Contacts and Groups** popup is displayed.



Import Contacts and Groups popup

Use the **Look In** dropdown listing to select the Directory. You can then use **< Previous** and **Next >** to scroll through the directory or use the **Starts with** field to find the desired contacts/groups. When using the **Starts with** field, enter as many characters as you want followed by an asterisk (*) and click **Find**. The directory listing will display at the first match to your entry.

To import an address from the directory, select it (you can hold down the CTRL key and click several) in the directory listing and click **New Entries >** to identify those you want to import.

If you select an address for importing in error, select it in the **New Entries >** area and click **Remove**. To remove all selections, click **Remove All**.

To return to the **Address Book** page without importing any selections, click **Cancel**.

When you have made all your importing selections, click **OK** to import them.

Working with Calendar (Events)

To view and access eMail, Address Book, Calendar and To Do functions, you must be assigned the email application AND an email role. Contact your administrator for more information.

You can use the **SVHarbor** calendar to organize your time, schedule meetings, and handle other events. You can access your calendar at anytime by clicking **Calendar** on the menu to display the **Calendar** page.

The menu gives you a list of other **Calendar** related items to select. As you create new entries, your calendar view will expand to show the relevant information for each entry.

SVHarbor offers you powerful scheduling capabilities as well, allowing you to schedule meetings. Create a meeting by clicking **Schedule a Meeting** to display a page where you can enter information about the meeting you wish to schedule. You enter meeting times, the subject, location, and detailed description in the **Basics** tab. Use the **Meeting Invitations and Reservations** tab to select the names of those you would like to attend your meeting.

After you have selected a list of invitees, click **Scheduler** and **Check All Schedules** to see if they are available at the proposed time. A page displays the availability of your invitees and offers you choices if not everyone is available.

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

To access the **Calendar**, select **Events** from the **SVHarbor eMail and Directories** portlet or the **Calendar** icon from the **eMail** pages, the **Calendar** page, or **To Dos** page.

The **Calendar** page is displayed with the current day highlighted.



Calendar page

You can then select from the following options at the top of the page:

- Schedule a Meeting** – Click to create a new calendar entry for a meeting.
- New** – Displays four new buttons: **Appointment**, **Anniversary**, **Reminder**, and **Event**. Select one of these to create a new calendar entry of one of these types.
- Calendar Format** – Click to choose a different format for displaying the calendar. Choose from **One Day**, **Two Days**, **One Week**, **Two Weeks**, or **One Month**.
- Tools** – Displays a **Preferences** button which will let you set preferences for freetime, calendar entries, and auto processing related to meetings, and a **Help** button.
- Go To** – Displays the **My Organizer** button to access **My Organizer**.

Or select from the following icons in the lower portion of the menu:

- Open Mail** – Displays the **eMail** page.
- Open To Do** – Displays the **To Do** page.
- Open Address Book** – Displays the **Address Book** page.

Scheduling a Meeting

To schedule a meeting, select **Schedule a Meeting** on the **Calendar** page and click **Contact**.

The **New Meetings – Basics** page is displayed.

Calendar Entry:
Meeting

Basics Meeting Invitations & Reservations Options

Subject: _____ Location: _____

Begins: Start Date: Wed 04/13/2005 Start Time: 11:15 AM Entry type: Meeting

Ends: End Date: Wed 04/13/2005 End Time: 12:15 PM Repeats

Chair: _____

Description:

Schedule New Meeting – Basics page

Enter the details for the meeting.

To enter invitations and reserve rooms and resources, click the **Meeting Invitations & Resources** tab.

Calendar Entry:
Meeting

Basics Meeting Invitations & Reservations Options

Invite: _____

cc (optional): _____

bcc (FYI only): _____

Reserve rooms: _____

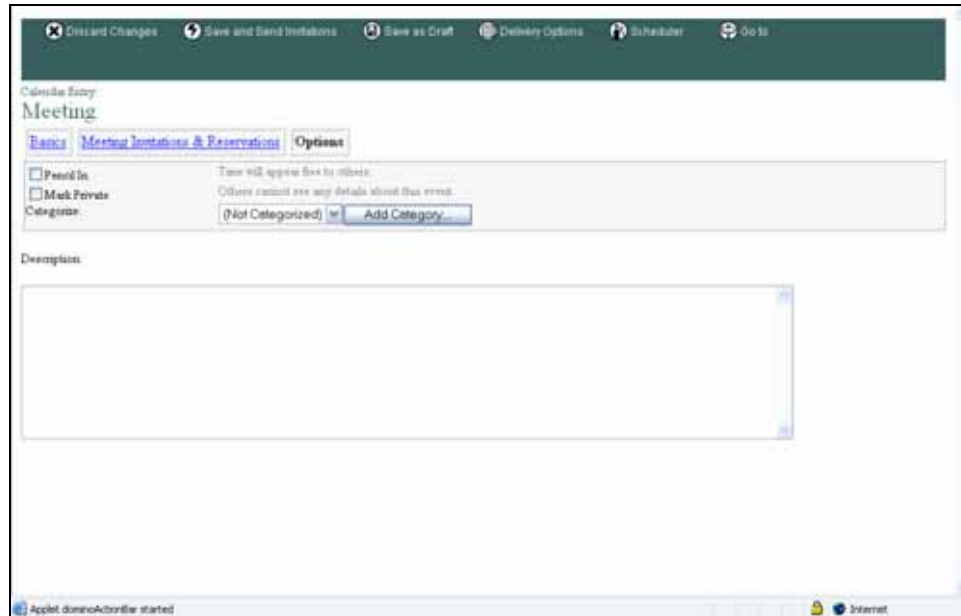
Reserve resources: _____

Description:

Schedule New Meeting – Invitations and Reservations page

Use the Address Book icons to select individuals or groups to invite. Use the Resource icons to select rooms and resources to be reserved.

To enter additional details of the meeting, click the **Options** tab.



Schedule New Meeting – Options page

You can select to **Pencil In**, **Mark Private** and **Categorize** the meeting, adding a new category if necessary. There is also a **Description** text box in which to add more details, such as an agenda, of the meeting.

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

To check schedules, find rooms or find resources, click **Scheduler**.

To save the new meeting information as a draft you can send later, click **Save as Draft**.

To set delivery options for the eMail invitations, click **Delivery Options**.

To save and send new meeting invitations and reservations, click **Save and Send Invitations**.

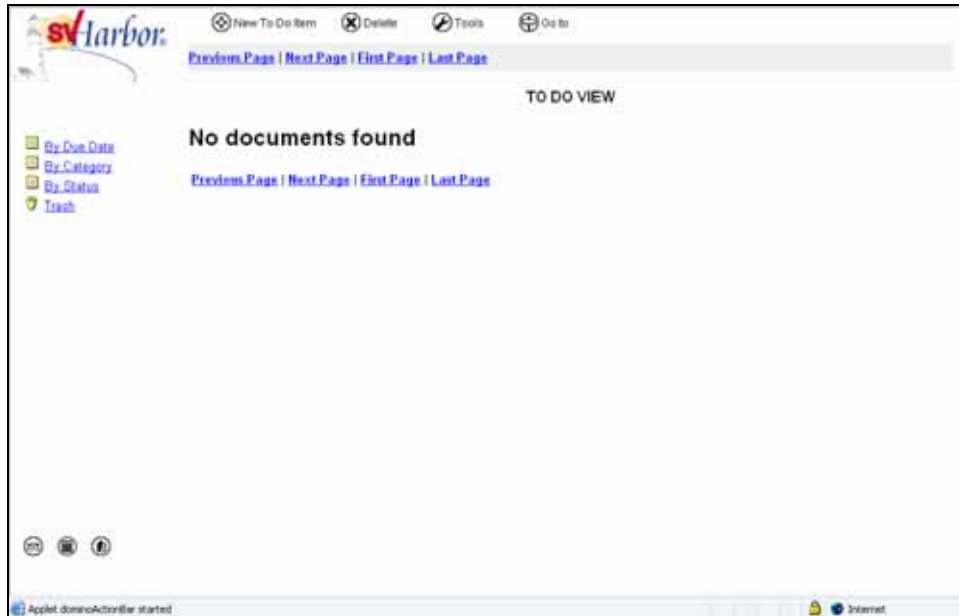
Working with To Do's

To view and access eMail, Address Book, Calendar and To Do functions, you must be assigned the email application AND an email role. Contact your administrator for more information.

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

To access the **To Do** list, select **To Do's** from the **SVHarbor eMail and Directories** portlet or the **To Do** icon from the **eMail** pages, the **Calendar** page, or **To Dos** page.

The **To Do** page is displayed.



To Do page

You can then select from the following options at the top of the page:

- New To Do Item** – Click this to create a new to do entry in your to do list.
- Delete** – Displays the **Delete** and **Empty Trash** buttons.
 - Select **Delete** to place the selected items in the trash for later disposal. The item will remain in the trash until you empty it.
 - Select **Empty Trash** to permanently delete the items in the trash.
- Tools** – Displays links to **Preferences**, **Search**, and online **Help**.
- Go To** – Displays the **My Organizer** button to access **My Organizer**.

Or select from the following icons in the lower portion of the menu:

- Open Mail** – Displays the **eMail** page.
- Open Calendar** – Displays the **Calendar** page.
- Open Address Book** – Displays the **Address Book** page.

Adding a To Do

To add a To Do, select **New To Do Item** on the **To Do** page.

The **New To Do** page is displayed.

New To Do – Basics page

Enter basic information about the event.

The **Participant** tab is not used, but you can add information by clicking **Options**.

New To Do – Options page

You can select to **Mark Private** and **Categorize** the meeting, adding a new category if necessary. There is also a **Description** text box in which to add more details of the To Do.

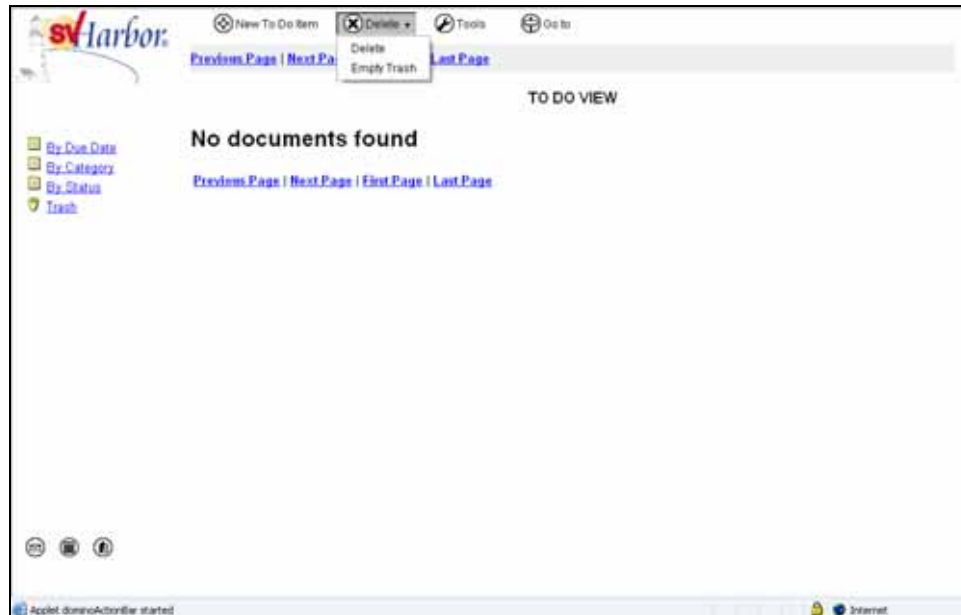
To start over, click **Discard Changes**.

To mark the event as having been completed, click **Completed**. Completed events are indicated by a checkmark and display a status of "Complete" on the **To Do** page.

Click **Save and Close** when you have finished entering information.

Deleting a To Do

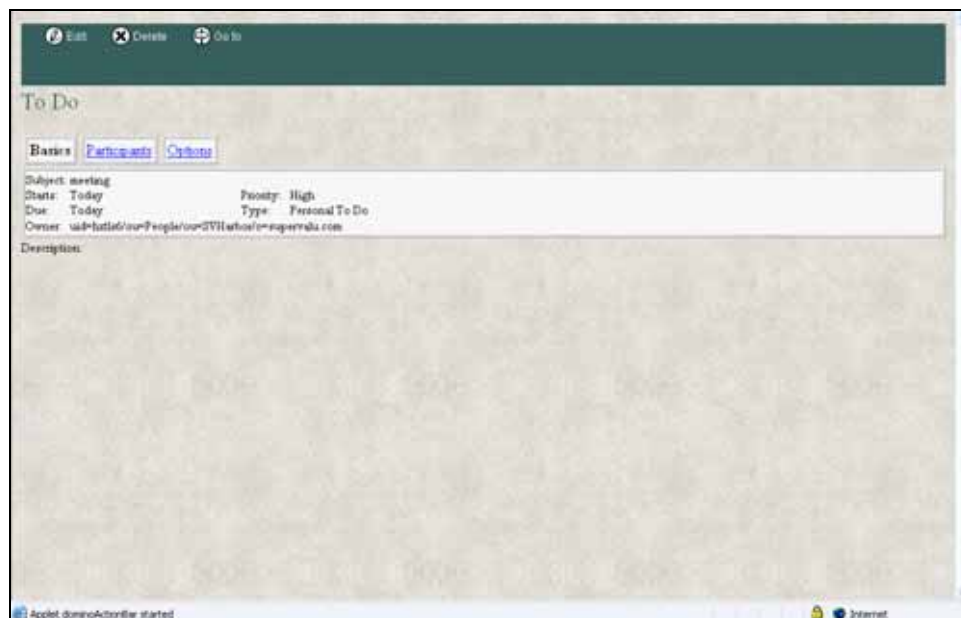
To delete a To Do, click the checkbox to its left on the **To Do** page and click the **Delete** menu to display two options.



To Do page – Delete

Click **Empty Trash** to completely remove the To Do.

You can also select the To Do to display the **To Do Details** page.

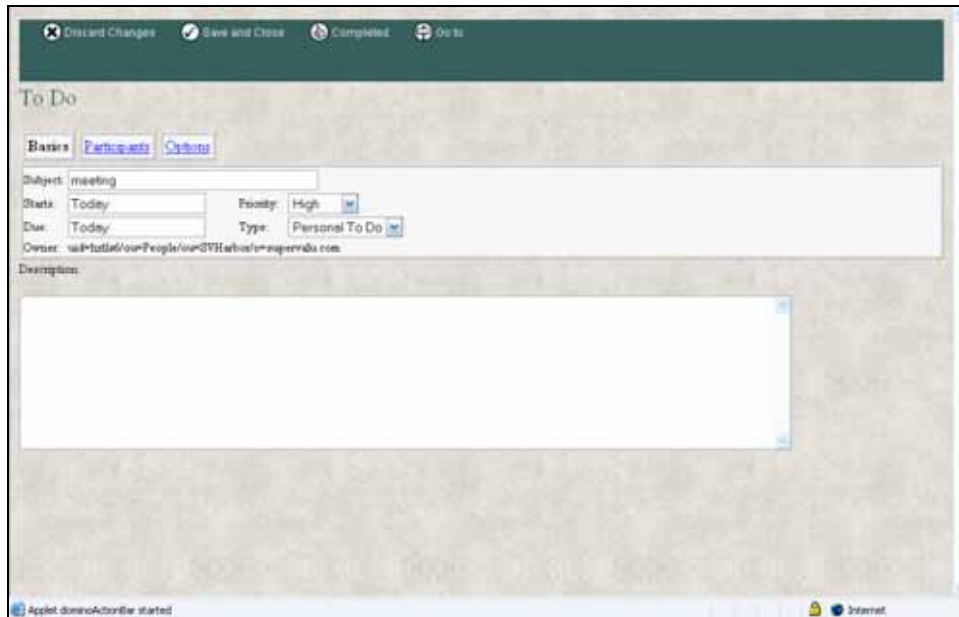


To Do Details page

To Delete the To Do, click **Delete**.

Editing a To Do

To edit the To Do, click **Edit** from the **To Do Details** page to display the **To Do Edit** page.



To Do Edit page

On the **To Do Edit** page you can make changes to the To Do as if it were a new To Do and discard the changes or save it.

You can also click **Completed** to mark it as completed and redisplay the **To Do** page.

Appendices

Appendix A – Changing Your Password

Because your password allows access into **SVHarbor** and other applications, use care in protecting it.

You need to change your password in these cases:

- The first time you login, or when using a new password given to you by the administrator.
- When your password expires. (Passwords expire every 60 days. When yours expires, a message appears when you log in, prompting you to change it.)
- If you suspect that someone else knows your password.

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

To change your password, select the **Change Password** option from the **SVHarbor** menu. A page like the graphic below is displayed.



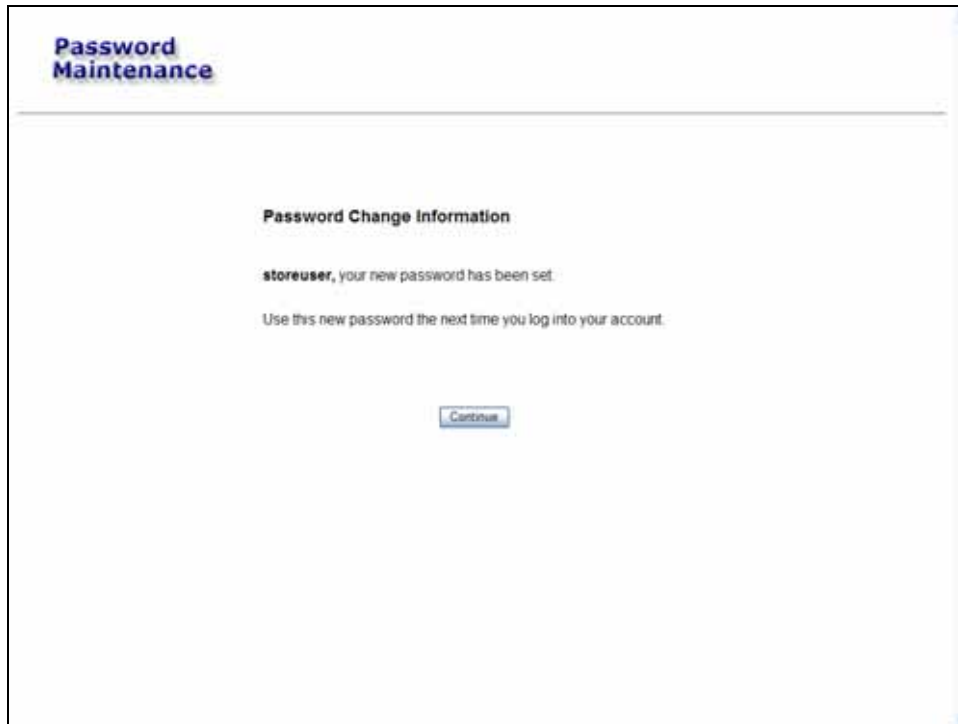
The screenshot shows a web page titled "Password Maintenance". Below the title is a section titled "Password Change Request". A message reads: "Please enter name and current password then propose new password and confirm before continuing." The form contains four input fields: "Username", "Old Password", "New Password", and "Confirm New Password". Below the fields are two buttons: "Change Password" and "Clear this form". At the bottom of the form, there is a list of password requirements in red text:

- Passwords must be 6 to 14 characters in length
- Passwords must contain at least 1 alphabetic and 1 numeric character
- Keep passwords unique. Passwords should not be words found in the English dictionary
- No repeating of previous 3 passwords
- Passwords resembling previous 3 passwords are disallowed
- Passwords must be reset every 60 days

Password Change

Complete all the information and click **Change Password**.

The system will display a page confirming the password change.



Password Change Confirmation

Click **Continue**. The new password takes effect immediately.

Password restrictions are:

- Passwords must be a minimum of 6 characters.
- Passwords must contain at least one numeric character.
- Passwords cannot be reused.
- Passwords must not consist of consecutive repeating characters. An example would be bbbbbb. Passwords must not be similar to the previous password.

KEEP YOUR PASSWORD CONFIDENTIAL. Good password management is essential to an organization's security. In addition to the restrictions above, use the guidelines below.

1. Passwords should not be the same as the user ID or user name.
2. Passwords should not be a dictionary word(s) or common name(s).

70627

Index

Accessing the eMail Application.....	25	Events	50
Adding a To Do.....	55	Favorites	20
Adding Contacts	44	Formatting eMail Text	34
Adding Favorites.....	20	Getting Started.....	4
Adding Groups.....	45	Headline Attachment detail.....	13
Adding Weather Locations	17	Import Contacts and Groups popup.....	49
Additional Help.....	2	Importing from Directories	49
Address book.....	43	Industry News detail	16
Address Book – Add Contact Basic page .	44	Learning Launch	3
Address Book – Add Contact Comments page	45	Logout Confirmation dialog.....	9
Address Book – Add Contact Details page	44	Mail – Basics page.....	40
Address Book – Add Group page.....	46	Moving Messages to a Folder.....	30
Address Book – Delete Contact	48	Moving/Copying Selected Messages	31
Address Book – Edit Contact page.....	47	My Favorites	20
Address Book page	43	My Favorites page	20
Address popup.....	34	My Weather Forecasts.....	17
Alert Attachment detail	15	Navigating	7
Alert detail.....	14	Navigation Tools	8
Appendices	59	New Folder added.....	30
Audience.....	1	New Folder popup.....	29
Background Information	4	New Memo – Delivery Options	38
Broker Role.....	5	New Memo – Send Options.....	37
Calendar	50	New To Do – Basics page	55
Calendar page	50	New To Do – Options page	55
Change Password	59	New To Do Details page.....	57
Changing Favorites	20	New To Do Edit page.....	58
Changing Weather Locations	17	Notes.....	2
Changing Your Password.....	59	Objectives	1
Copying Messages to a Folder.....	30	Online Help	2
Creating a Message	32	Organization Description	1
Creating a New Folder.....	29	Organizing eMail	29
Creating Message page	33	Overview	1
Delegation – Mail page.....	41	Password	6
Delete Message.....	39	Password Change.....	59
Deleting a Message.....	39	Password Change Confirmation	60
Deleting a To Do.....	57	Permission levels.....	5
Deleting Contacts	48	Permissions	5
Deleting Groups.....	48	Preferences Mail – Signature page	41
Directory page	22	Printing the Reference Guide	8
Document Conventions	2	Reading Messages	27
Downloading any Additional Files.....	8	Remove Folder popup	32
Editing a Message	32	Removing a Folder.....	31
Editing a To Do.....	58	Removing Favorites.....	20
Editing Contacts.....	47	Removing Weather Locations.....	17
Editing Groups	47	Retailer Role	5
eMail	24	Rich Text Applet page	35
eMail Address popup.....	23	Rich Text Applet warning.....	35
eMail Message detail.....	28	Saving a Message	37
eMail page	26	Schedule New Meeting – Basics page	52
eMail page – Inbox	27	Schedule New Meeting – Invitations and Reservations page	52
Employee Role	5	Schedule New Meeting – Options page ..	53

Scheduling a Meeting	52	User Roles	5
Searching for an eMail Address	22	Using SVHarbor	10
Selecting from the Address Book	34	Using SVHarbor eMAil and Directories.....	24
Sending a Message	37	Using the Address book.....	43
Setting Delivery Options	38	Vendor Role	5
Setting Mail Preferences	39	Viewing Forecasts.....	18
SUPERVALU.com Home page	4	Viewing Forecasts by City	18
Support	3	Viewing Forecasts by State	18
SVHarbor "Shell" Navigation Tools.....	8	Viewing Industry News	16
SVHarbor Headline detail	12	Viewing More Weather Forecasts.....	18
SVHarbor Home page	7	Viewing My Weather Forecasts	17
SVHarbor link.....	4	Viewing Other Location Forecasts.....	19
SVHarbor Login page	6	Viewing SVHarbor Alerts	14
SVHarbor Main page	6, 10	Viewing SVHarbor Headlines	12
SVHarbor.com Main page	5	Warnings.....	2
Table of Contents	i	Weather Forecasts.....	17
Tips	2	Weather page – No Locations	17
To Do page	54	Working with Calendar (Events)	50
To Do page – Delete	57	Working with eMail.....	24
To Do's	53	Working with My Favorites.....	20
User Name.....	6	Working with To Do's.....	53