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Chapter 1:  
TRACSMAIL - An Introduction

A. What is TRACSMAIL?

TRACSMAIL E-mail has been developed to replace the SprintMail system, which is scheduled to be discontinued as of 12/31/01. TRACSMAIL has been built on iPlanet Messaging Server and associated applications. It allows for information to flow between all clients (e.g. Owner to Contract Administrator or Owner to HUD) and HUD. The servers will be using IMAP4 (Internet Message Access Protocol). IMAP allows users to store their messages on the server. Therefore, the client software will need to comply with Internet E-mail Standards, SMTP (RFC 821) or IMAP4 (RFC 2060).

TRACSMAIL will provide for a modem speed capacity of 56K, with a total of 92 incoming lines, spread over two remote access servers (RAS). The RAS servers auto-negotiate the connection speed, based on the speed of the client modem and the condition of the connection (noisy connections decrease the possible transmission speed).

The most notable differences between interfacing with SprintMail and interfacing with TRACSMAIL are:

1. In SprintMail MAT files were submitted as text in the body of a SprintMail message. In TRACSMAIL you will submit your MAT files as attachments to your TRACSMAIL message. Chapter 6 provides detailed instructions on how this is accomplished.
2. The MAT files created for submission through SprintMail were given an extension of .mat. TRACSMAIL requires that MAT files have an extension of .txt. The requirements for creating MAT files for TRACSMAIL are covered on page 4.
3. In SprintMail only vendor IDs could be used to submit data to the test system. In TRACSMAIL any TRACSMAIL ID can submit MAT files to either test or production based upon which TRACSMAIL ID the message is addressed to. This is also covered on page 4.
4. Whenever you needed a password reset in SprintMail you had to call the TRACS Help Desk to do this for you. TRACSMAIL provides the capability for you to reset your own password. Chapter 7 provides the instructions for this feature.
B. Recommended Hardware and Software Standards

Operating Systems:

The new e-mail solution requires dial-up networking and PPP capabilities. All major Operating Systems have Dial-up networking and PPP capabilities. They are as follows:

- Windows 95/98/ME/NT/2000
- Most versions of Linux
- Unix
- Macintosh

Minimum Hardware Standards:
Pentium Processor
32 MB RAM
2 Gigabyte Hard drive
Modem

**NOTE:** These specifications are for a single workstation computer. Check with your software vendor to obtain the hardware/software requirements for your operating environment.

C. E-mail Client Recommendations:

Netscape Messenger/Communicator version 4.76 is the recommended e-mail client as it is free and operates on almost all operating system platforms. E-mail Clients that are not IMAP4 enabled are not recommended. However, if necessary, they can be used via SMTP. Perl as well as SMTP commands can be used to script or automate the e-mail process. Please see the chart on the following page for a summary of the major E-mail Clients available.

E-mail Client Settings:
E-mail Address: Tracm#####@tracsmail.hud.gov
Mail Server name (incoming and outgoing): tracsmail.hud.gov
News (NNTP) Server: NONE

Dial-up Networking Settings:
Phone Number: 1-800-862-1874
Dial-up Server Type: PPP; Windows NT, Windows 95 Plus, Internet
Network Protocols: TCP/IP, IP information will be provided via DHCP
E-mail Client Comparison Table:

<table>
<thead>
<tr>
<th>E-mail Client</th>
<th>Manufacturer</th>
<th>Cost</th>
<th>Programming Languages</th>
<th>Internet Standards Enabled</th>
<th>Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Netscape Messenger and Communicator</td>
<td>Netscape</td>
<td>Free</td>
<td>Java, API plug-ins</td>
<td>SMTP, POP3, <strong>IMAP4</strong></td>
<td>Unix, Linux, MacIntosh, Windows 3.x/95/98/ME/2000/NT</td>
</tr>
<tr>
<td>Outlook 98/2000</td>
<td>Microsoft</td>
<td>$109.00</td>
<td>Visual Basic</td>
<td>SMTP, POP3, <strong>IMAP4, MAPI</strong></td>
<td>Windows 98/ME/2000/NT</td>
</tr>
<tr>
<td>Outlook Express</td>
<td>Microsoft</td>
<td>Free with IE 5.5</td>
<td>Visual Basic</td>
<td>SMTP, POP3, <strong>IMAP4</strong></td>
<td>Windows 95/98/ME, Windows NT/2000, Windows 3.x, Unix</td>
</tr>
<tr>
<td>Eudora</td>
<td>Qualcomm</td>
<td>$39.95</td>
<td>EMS API plug-ins</td>
<td>SMTP, POP3, <strong>IMAP4</strong></td>
<td>Windows 3.x/95/98/ME, Windows NT/2000, Macintosh</td>
</tr>
<tr>
<td>Pegasus 3.12c</td>
<td>David Harris</td>
<td>Free</td>
<td>API plug-ins</td>
<td>SMTP, POP3, <strong>IMAP4</strong></td>
<td>Windows 95/98/ME, Windows NT/2000, Windows 3.x, Macintosh</td>
</tr>
<tr>
<td>Sendmail</td>
<td>UNIX platform</td>
<td>Free</td>
<td>C</td>
<td>SMTP</td>
<td>UNIX, not recommended</td>
</tr>
<tr>
<td>Althea</td>
<td>Ethan Sommer</td>
<td>Free</td>
<td>Perl</td>
<td><strong>IMAP4</strong></td>
<td>IMAP GUI solution for X Windows (Unix, Linux)</td>
</tr>
</tbody>
</table>

This chart compares the commercial e-mail client’s capabilities, and cost. The iPlanet Messenging Server will be **IMAP4**, therefore if planning on using a commercial client, please make sure that it is capable of supporting **IMAP4**.

Althea - [http://althea.sourceforge.net/#download](http://althea.sourceforge.net/#download)
D. Before you Begin

Verify that you have the following information:

- Your new TRACSMAIL ID and password.
- Your computer meets the minimum hardware and software requirements to support TRACSMAIL in your operating environment.
- If you already use an e-mail client and you want to continue to use it, verify that it is IMAP4 compliant (see previous page or your software vendor’s information).

NOTE: If you currently use SprintMail to transmit your MAT files to TRACS, your new TRACSMAIL ID and password will automatically be sent to your current SprintMail mailbox. If you are not a current SprintMail user you must call the TRACs Help Desk at 800-767-7588 to obtain a TRACSMAIL ID and password.

E. MAT File Information

Requirements for Creating MAT Files

As previously stated, TRACSMAIL is replacing SprintMail as the E-mail Solution for submitting Monthly Activity Transmission (MAT) data to HUD’s TRACS system. The requirements for creating MAT files are provided in the MAT User’s Guide. The formatting of MAT files for transmission through TRACSMAIL differ slightly from how they are formatted for SprintMail. The MAT file requirements for TRACSMAIL are:

1. MAT files must be ASCII text files with an extension of .txt.
2. MAT files with an extension of .mat run the risk of not being correctly processed by TRACSMAIL.
3. MAT files should not be created in Word or any other Windows application.
4. MAT files should not be submitted as zipped files.

MAT files must be submitted as attachments to the appropriate HUD address listed below.

TRACMPROD@tracsmail.hud.gov – TRACSMAIL address for submitting MAT productions data to TRACS.
TRACMTEST@tracsmail.hud.gov – TRACSMAIL address for submitting MAT test data to TRACS.
TRACMXXXXX@tracsmail.hud.gov - Address of TRACSMail destination other than TRACS such as a service bureau or contract administrator.

Page 45 of chapter 6 has instructions on sending messages with MAT file attachments.
F. Processing MAT files

**IMPORTANT:** Do not save MAT files with the file extension .mat (i.e. 123456.mat). This may cause problems in processing your data because the “mat” file extension is a registered Microsoft Access file extension and the extension may be recognized by your e-mail client or the server as a Microsoft Access Template, compromising the file’s integrity. Therefore we are recommending that all MAT file submissions be given .txt (stands for text) file extensions.

MAT files will be attachments, as you would view them in Outlook or Netscape Messenger. **The attachments will need to be saved to disk before opening or processing.** Software vendors may choose to automate the process of saving the attachment.

The following are examples of how the current MAT file headers appear transmitting to and from HUD: (The bolded text is what will be generated by scripts to emulate the Sprint Mail headers).

This is an example of a MAT file as it is received by HUD:

**Posted:** Thu, Mar 15, 2001 5:28 AM EST **Msg:** SMAB-4180-3765  
**From:** TRACM99999 **To:** TRACMPROD  
**Text:**

MATHR2.0.1.A0000103132001052737MPW3.2 NCR 1234 North DriveSomeplace  
AZ432200000010000000000000000000000  
00000000000000000000000000000000000000000007TRACM#####  
MAT102.0.1.A0000210001000100##00010000 200000 3 031320010313200005000000000####03132001  
045EH100WV1S9010011 7N  
1234 0100000070500000##20000000000000000000007956000000000000079561220012200  
00000002370023900000000000000  
4700000000040000400075##023700420279000030018901470000009003000N0301200201  
04 000000 03132000313200  
001NA00000000000000420001  
30000401LastName FirstName LHF04011916E #######  
400005##SS 07956  
500006Daily C00070500000  
MATND2.0.1.A00007
Below is an example of a TRACS message that is returned to a users’ TRACSMail inbox after the TRACS nightly batch processing.

Posted: Thu, Sep 28, 2000 5:55 AM EDT
From: TRACMPROD
To: TRACM99999
Sub: HUD CFS TRACS DATA 000908 102725

Text:
@*TRACM99999TRACM99999
User Defined:
Project Name: MAKANMAKANA HALE COOPERATIVE
Project No.: 14044021
Contract No.: HI10M000011
Unit No.: 1-13
SSN: 123803515
Name: DOE, JACKI L
Tenant No.:
Effective Date: 2000-08-01
Fatal Error: F0146
HOUSEHOLD MUST BE TERMINATED BEFORE AN INITIAL CERT CAN BE PROCESSED
Occupied Unit Number: 1-13
Occupied Project Number: 14044021
Occupied Contract Number:

@*TRACM99999TRACM99999
User Defined:
Project Name: MANNER YALE COOPERATIVE
Project No.: 14044021
Contract No.: HI10M000011
Unit No.: 1-31
SSN: 123132940
Name: JONES, JESSICA E
Tenant No.:
Effective Date: 2000-08-15
Fatal Error: F0146
HOUSEHOLD MUST BE TERMINATED BEFORE AN INITIAL CERT CAN BE PROCESSED
Occupied Unit Number: 1-31
Occupied Project Number: 14044021
Occupied Contract Number
Chapter 2:

Dial-up Networking Setup

TRACSMAIL Dial-up Networking Setup

Dial-up Networking is included in Windows 95, 98, NT, Me, and 2000 installations. This document will demonstrate how to setup Dial-up Networking for TRACSMAIL.

☐ Open My Computer to find the Dial-up Networking Icon – you may have to scroll down or over to find it. Double Click on the Dial-up Networking Icon.

☐ Depending on the Windows version and type of installation, a window identical or similar to the one shown below will appear. In this window will be the “Make a New Connection” icon that allows you to create a new dial-up connection profile. Double-click on this icon to proceed to the next step.
If this is the first time Dial-up networking has been used this window will appear. To continue click next.

The following window also appears the first time Dial-up Networking is used. Enter your local area code and the outside line access number (if necessary). Make sure Tone Dialing is selected, then click close.
Replace “My Connection” with “TRACSMAIL” as shown in the “Make New Connection” window shown below. Click Next to continue.

Enter 800 for the area code and 862-1874 for the telephone number. Make sure that the Country selected is United States, then click Next.
When the following window appears, the TRACSMAIL dial-up profile has been created. Click Finish.

The new TRACSMAIL dial-up profile (or connection) should now be seen in the Dial-up Networking window.
Next, **RIGHT-click** on the TRACSMAIL connection icon. This will cause a menu to pop-up. **LEFT-click** on the Properties item on the menu.

This window will appear after selecting Properties from the previous step. This window does not need to be modified. Continue to the next step.
Click on the Server Types Tab. Make sure that the type of Dial-up Server specified is “PPP: Internet, Windows NT Server, Windows 98”.
- Under advanced options, “Log on to Network” and “Enable Software Compression” should be selected. NONE of the other boxes should be selected.
- Under Allowed network Protocols only TCP/IP should be selected. Deselect all others.
- Proceed to the next step.
Click on TCP/IP Settings
In TCP/IP Settings verify that “Server assigned IP address” and “Server assigned name server addresses” are selected. Also verify that Use IP header compression and Use default gateway on remote network are checked. Click OK to close this window.

Click OK to close TRACSMAIL Connection properties window.

The last step is to create a TRACSMAIL Dial-up shortcut on your desktop. Right click on the TRACSMAIL connection icon to access the menu shown below. Select Create Shortcut.
A popup window will appear asking you if you want to place the shortcut on the desktop. Click Yes to continue.

Now there is an icon on your desktop for connecting to TRACSMAIL. You can double click on this icon whenever you need to Dial-up to TRACSMAIL. You are now finished setting up Dial-up Networking for TRACSMAIL.
Chapter 3:
Netscape Communicator/Messenger Installation and Profile Setup

If you already have Netscape Communicator installed Skip to page 23 to create a Netscape Messenger Icon on your desktop and then continue to Creating a Netscape Profile on page 26.

A. Netscape Communicator/Messenger Installation

- Open My Computer
- Complete one of the following:
  - Select the CD ROM drive or the downloaded file location of Netscape Communicator 4.76. (the TRACS Mail Netscape CD ROM should be in the CDROM Drive). To obtain the TRACS Mail Netscape CD ROM please call the TRACS Help Desk at 1-800-767-7588 and they will have one mailed to you.
    - Select the folder labeled for your Operating System
      - Windows - If your Operating System is Windows 95, 98, Me, NT, or 2000 use the Windows directory.
      - Solaris - If you are using a Sun/Solaris system select Solaris.

Windows Installation:

- Double click on the cc32d476.exe file. This will start the Installation wizard.

  You will see this popup window below appear.
Once the installation application is extracted, the installation prompts will begin with the window below:

- Click Next to continue.

The next popup window will be the license agreement:

- Select Yes to continue.
Next you will be asked to select the type of installation you would like as well as the installation location.

- Select Typical and unless otherwise instructed use the default destination directory.

- Select Next to continue.

The next window prompts for Desktop/Netscape browser preferences. If you normally use a different browser deselect all of the options in this window.

- Select or Deselect your desktop preferences.

- Click next to continue.
You will then be prompted to select the Name of the Start Menu Folder. Use the default.

Click next to continue.

The following screen lists a summary of what is to be installed.

Click Install to begin the file copy and installation process.
Once the installation process is running you will see the following status window and screen. You do not need to click or select anything.

When the installation file copy is complete, the following screen will appear:

- You can select Yes if you are interested in reading the README file or you can select no and complete the installation process. No matter which you select (yes or no) the following window will appear:

- Click OK to continue.
- A Window with Netscape associated application icons will appear on the desktop.

- Select the Netscape Messenger Icon

- With the Netscape Messenger Icon highlighted, select File > Create Shortcut
A second Netscape Messenger Icon will appear in the Netscape Communicator Window. Select the second Netscape Messenger Icon and drag it to the desktop.

You should now have a Netscape Messenger Icon on your desktop.
You will be prompted to Restart your system. If you have files or applications open in the background do not select “Yes, I want to restart my computer now”. Select “No, I will restart my computer later” save and close all files and applications, then restart your computer.

Restarting Windows

Setup has finished copying files to your computer. Before you can use the program, you must restart Windows on your computer.

☐ Yes, I want to restart my computer now.
☐ No, I will restart my computer later.

OK

☐ The installation process is complete, select “Yes, I want to restart my computer” and click OK.

In order to successfully receive your TRACSMAIL e-mail you must now create a Netscape Profile. Please continue to the next page for those instructions (page 23).
B. Creating a Netscape Profile

Netscape Communicator allows separate User Profiles. A Profile is a set of preferences specified for a certain user or situation. For example, some users may find it useful to set up two different profiles: one for regular Netscape mail received from an ISP (Internet Service Provider), and one for receiving TRACS Mail in Netscape. What these profiles actually do is allow you to quickly choose a set of preferences depending on what you (or someone else) want to do with Netscape. In the simplest scenario, you may want to specify two profiles so that two different people with different email addresses can use the same mail program.

To setup a User Profile in Windows (95/98/NT/Me):

1. Click on the Start menu and go to Programs, Netscape Communicator, Utilities, User Profile Manager. Click on User Profile Manager.

2. You should now see the following screen:

3. Click on the New button to create a new User Profile.

4. Click on the New button to create a new User Profile.
Enter the name you wish to associate with the TRACSMAIL Account in the “Full Name” box and your assigned TRACSMAIL e-mail address (tracm#####@tracsmail.hud.gov) in the “Email Address” box.

Enter a meaningful name (e.g. TRACSMail or your TRACSMail ID) in the “Profile Name.” Keep the default file location unless otherwise instructed. Click Next to continue.
Enter tracsmail.hud.gov as your SMTP server. Click Next to continue.

Enter your assigned TRACSMail ID (tracm#####) as your server user name.
Enter tracsmail.hud.gov as your incoming mail server.
Select IMAP as your Mail Server type. Click Finish.
You have now successfully set up a Netscape profile for viewing and modifying your TRACSMAIL Account. Each time you open the Netscape application, you will now be prompted to select a profile. The window will look like this:

![Profile Manager Window]

- Since you are not dialed-up to TRACSMAIL yet, click **Exit** and continue to Chapter 5.
Chapter 4

Setting up your Mail Profile for Outlook 98/2000

While Netscape is the official recommended and supported e-mail client for use with the TRACSMAIL system, the following are instructions for creating an Outlook e-mail profile. These instructions only apply if you choose to use Outlook 98/2000 or Outlook Express as your TRACSMAIL e-mail client.

A. Creating A Mail Profile

- Click Start > Settings > Control Panel

- Double click on the “Mail” icon.
If you have already used Outlook or Outlook Express to receive e-mail you will have a different setup process – follow Setup B. If you have never used or setup Outlook or Outlook Express before follow Setup A.

**Setup A**
- Click “Add” to create a new e-mail profile. A Mail pop-up window will appear. In the middle of the window there will be an “Add” button.

**Setup B**
- Click Show Profiles towards the bottom of the window to get to the window shown in Setup A. Follow Setup A instructions.

This begins the Outlook Setup Wizard.
- Select “Use the following information services” near the top of the window. Then click on the checkbox next to Internet E-mail to select it. **Deselect all other options.** Click “Next” to continue.
Setup A (cont.)

- You will be prompted to Name the mail profile that is being created. Enter the name you want this E-mail Profile to be known by; we recommend TRACSMail or your TRACM#### ID. When finished click NEXT.

![Profile Name](image)

Profile Name: TRACSMail

The next window is for adding E-mail Services to the Profile being created. Click “Setup Mail Account” to continue.

![Internet E-mail](image)

To setup an Internet E-mail account, click on the button below.
The Mail Account Properties window will appear – fill-in your account information as follows:

- Name the Mail Account Servers TRACSMAIL SERVER as shown.
- Enter your name and Organization as you see fit. We have used the TRACSMAIL ID as the Name and TRACSMAIL as the organization. You can enter your name and your own organization if you wish.
- Use your E-mail address in the “E-mail address” and “Reply address” fields.
- See the graphic below for clarification. **DO NOT CLICK OK YET.** When the five fields are complete, click on the “Servers” tab next to the General Tab.
- Click the “Servers” tab and enter the information as shown.
  - In the “Account Name” box, enter your username. This is our standard username and is the same as the first part of your E-mail address.
  - Enter your password (provided by HUD in the e-mail with your account name).
  - See the graphic below for clarification. **DO NOT CLICK OK YET.** When all steps for this window are complete, click on the “Connection” tab next to the Servers Tab.
Click on the "Connection" tab and complete the following:

- Select "I use a modem to access my e-mail"
- If not already selected, choose TRACSMAIL as your Dial-up Networking Connection
- See graphic below for clarification. **DO NOT CLICK OK YET.** When all steps for this window are complete, click on the "Advanced" tab next to the Connection Tab.
- Click the "Advanced" tab and confirm the settings are as displayed below then click "OK".

![Advanced Settings]

- You are now returned to the window with the Setup Mail Account Button – Click **Next** to continue.

![Setup Mail Account]
The next window prompts you to select the file location of your Personal Address book.

- As this is your first mail profile you can accept the default and click or you may want to change the file name from mailbox.pab to tracm#####.pab. Whichever option you choose, click NEXT to continue.
- If you already have another mail profile you may want to name this file something other than the default, such as tracm#####.pab. Click NEXT to continue.

Next you must specify the file name of your Personal Folder file (.pst file). Accept the default or you can change it to your TRACSMAIL ID. Click NEXT to continue.

Next you must specify the file name of your Personal Folder file (.pst file). Since you already have another e-mail profile change the .pst file name to your TRACSMAIL ID. Click NEXT to continue.
Done! The next window lists the information services installed for your TRACSMAIL E-mail profile. Click FINISH to continue.

- You are now returned to the Profile window, which should now show the TRACSMAIL profile just created. At the bottom of the window, verify that “When Starting Microsoft Windows Messaging” your TRACSMAIL profile will be used. Click CLOSE to finish.

- You are now returned to the Profile window, which should now show the TRACSMAIL profile in addition to your other profiles. At the bottom of the window, verify that “When Starting Microsoft Windows Messaging” your TRACSMAIL profile will be used. Click CLOSE to finish.

- Close the Control Panel, your Outlook profile is now created – proceed to Chapter 5.
Chapter 5

Putting it all Together – Connecting to TRACSMAIL

Now that your dial-up networking is set up and your mail client is installed and configured, you are ready to connect to TRACSMAIL for the first time.

A. Dialing Up

- Earlier we created a TRACSMAIL connection icon on your desktop. Double-click on that icon to start the dial-up process.

- A windows labeled Connect to will appear prompting you for your password. Enter your password, check to make sure your User Name, and the TRACSMAIL phone number are correct, then click Connect.

- The Connecting to TRACSMAIL window will appear showing the connection status:

![Connecting to TRACSMAIL window](image)

- The Connecting to TRACSMAIL window will appear showing the connection status:
Once you are connected the Status will change to “Verifying user name and password…”

If your password is correct the Status will change to “Logging on to network…”

When the logon process is complete the following window or a similar connection window may appear and a connection icon will show up in your system tray.

If you do not get this window do not worry. It is possible to stop this window from appearing by checking “Do not show this dialog box in the future”.

Your system tray is in the bottom right corner of your screen and the icon with the two monitors represents your dialup connection monitor.

Your system tray is in the bottom right corner of your screen and the icon with the two monitors represents your dialup connection monitor:
If you double click on the Connection Monitor icon (монитор соединения) at status window will appear listing your connection speed, time connected, etc. Most important is the Disconnect option. When you are finished using TRACSMAIL remember to disconnect.

![Connected to TRACSMAIL](image)

**B. Opening Your Mail Client**

Once a connection is made to the TRACSMAIL system open the Mail Client of your choice.

**Opening Netscape Messenger**

- Double click on the Netscape Messenger icon created in Chapter 3. This will bring up the following Profile Manager window.

![Profile Manager](image)

- In the middle of the window is your profile name. If your profile name is not showing select your TRACSMAIL Profile from pull down menu and click Start Communicator to open the application.
The first time you open Netscape you may be prompted with the following windows:

1. This is an informative notice about Netscape folders, read it and click Ok.

2. This prompt is asking you whether or not you would like Netscape to be your default browser. If you have no other browser say yes. If you use Internet Explorer you may want to say no. Make a selection and continue.

3. Netscape now opens with floating menu bar on the right side of your screen.
Depending upon your preference you may want to minimize the floating menu bar. If you would like to minimize this menu click on the x in the top right corner of the menu. This will place this menu in the bottom bar of the Netscape window as seen below.

To get your e-mail click on the Get Msg Icon in the Top Left of the browser window. You will be prompted for your User password. Enter your password and click Ok.

Your e-mail will begin to download and you are now ready to begin sending and receiving mail. See the Netscape Basics in chapter 6 if you are unfamiliar with how to use Netscape.
Opening Outlook

- Locate the Outlook icon on your desktop or on your start menu. Open Outlook.

When Outlook opens for the first time you will be prompted with the following popup window:

This information is especially useful for new users as it has special options such as “See key information for upgraders and new users” and “Find out about the Office Assistant” which provide useful tips about how to use Outlook.

If you do not want to see this popup window when you open Outlook uncheck “Show these choices at startup” near the bottom of the window and click OK.

It is generally recommended that one un-check the checkbox labeled “Show these choices at startup” to stop the “Welcome to Microsoft Outlook” dialog from appearing every time you check your e-mail.

After clicking OK, you are ready to begin using Outlook 98. You will have a welcome message from Microsoft and from TRACSMAIL.

Read the WELCOME TO TRACSMAIL e-mail and complete the instructions within it before you log out of TRACSMAIL.
Welcome to Microsoft Outlook! One Window to Your World of Information.
Microsoft Outlook is a desktop information management program that helps you organize and share information on your desktop and communicate with others.
Chapter 6

Netscape Communicator Basics

Netscape Communicator 4.76, the recommended version to use with TRACSMAIL, is actually three applications – Navigator (an Internet Browser), Messenger (an e-mail client), and Composer (an HTML editor). To interface with TRACSMAIL you will need to use Netscape Navigator and Messenger. This document has been developed to provide an introduction into using Netscape Messenger.

Earlier in this manual Netscape Communicator was installed and an icon for Netscape Messenger was created on your desktop. Then in Chapter 5 you dialed up to the TRACSMAIL system and opened Netscape Messenger to receive your TRACSMAIL messages. Now we will show you how use Netscape Messenger to send and receive messages between Netscape Messenger and the TRACSMAIL system.

Using Messenger

Below is the primary view of Netscape Messenger. From this window you can retrieve, create and send messages.

![Netscape Messenger View](image-url)
Getting Your Messages

- To retrieve your messages from the server you only need to click on the Get Msg icon at the top right side of the Messenger window. Click on the Get Msg icon.

- This will result in a popup window appearing prompting you to enter your password. Enter your password and press enter.

- This verifies your password and begins to download your e-mail into the “Inbox”. Your Inbox is a folder that holds your incoming mail. All of your folders are going to be to the left of the message viewing area. You will see the titles of your messages in the top right viewing area, and in the bottom right viewing area you will see the content of the message. Click on a message to view it. In the example below the “Just testing” message is being viewed.
Sending Messages with Attachments

- To create a new message click on the New Msg Icon located next to the Get Msg Icon.

- A new window appears, it is an empty message window.

- Enter the following information:
  1. In the To: section type the e-mail address to which you are sending your message. (this is where you enter either tracmtest@tracsmail.hud.gov or tracmprod@tracsmail.hud.gov)
  2. Enter a Subject (not required)
The next step is to include your MAT file attachment. Click on the Attach Icon (looks like a paper clip) to do this.

Clicking on the Attach Icon brings up a menu. Select file. A browse window appears to allow you to select a file to attach.
To locate your file, click on the pull-down menu to locate the directory to which you saved your file. Once you find your file, click on it and its name will appear in the “File Name” text box. Then click “Open” to attach the file to your e-mail.

Once you complete the file-attach process the attached file’s name appears in the e-mail window.

Finally, click on the Send Icon to send your e-mail.
When the message is finished sending the new e-mail window will close and you will be returned to the mailbox view. Your message is saved in your Sent Folder, which can be found on the left side of the mailbox window.

Note: To maintain the performance of the server, the following e-mail purge cycles have been implemented. E-mails that have been read will be deleted after 7 days and e-mails that have not been read will be deleted after 120 days. Should you want to keep a message for an extended period of time, we recommend that you save it locally on your computer.

Finally, to switch to Netscape Navigator to gain access to Delegated Administrator to administrate your account and change your password, click on the navigator icon in the status bar at the bottom of your Messenger window.
Chapter 7
Delegated Administrator

Delegated Administrator allows the user to manage his own account. This means that the user can view his account, change his own password (as long as the current password is known), and update his contact information.

Delegated Administrator is a web-browser-enabled application, which means that you need a web-browser to access it even though you are not connected to the Internet.

A. Getting to Delegated Administrator

- In order to use Delegated Administrator you must do one of two things.
  1. Read the Welcome message in your mailbox and click on the link to Delegated Administrator
  2. Open your preferred web browser and type the following URL into the web site location bar:

- You will now see a login prompt like the one below. Enter your TRACSMAIL ID and password and click LOGIN.

![Login Prompt]

**NOTE:** By default, your Delegated Administrator session will time out after thirty minutes of inactivity. A session begins when you successfully log into your Delegated Administrator Account.
If this is your first time logging in you will be prompted to change your password. Click on the underlined “here” to continue.

Before proceeding to the next step make sure that your password meets the following password requirements:

1. A password must be at least 6 characters in length.
2. Do not use the same password twice, previous passwords are remembered.
3. Password is a case sensitive field, this means that if your password is set to “PASSWORD” and you type in “password” when you attempt to login, an invalid credentials error message will appear.

To change your password enter your User ID, current password and new password information and click Login to continue.

If you entered any of the information wrong in the above window, you will get the following error and have to re-enter your account information.
Invalid Credentials

Click here to go back to the login page.

- Click on the underlined “here” to return to the previous window to re-enter your information.
- If you entered all of your information correctly and the password met the password requirements you will be logged into Delegated Administrator and viewing your account.
B. Modifying your Account with Delegated Administrator

- Delegated Administrator displays the your user account administration page. You cannot modify any items in the Account Information view, so switch to the Change Password view (located on the left side of the window).

NOTE: Depending on your video settings you may be able to view more or less information on your screen. It is always best to check for a scroll bar on the right side of the screen and scroll down if possible.
You are now viewing the Change Password information. You do not need to change your password at this point in time as you were prompted when you first logged into Delegated Administrator. However, this information is being presented so that you can use this method to change your password in the future.

- Enter your current password (that was assigned by HUD) and then enter your new password two times. Your new password must be different each time, so do not reuse your passwords or the password change will fail.

- When you are finished entering your password information click the **Apply** button at the bottom right hand corner to update your password.

- Now Click on the **Personal Information** view to update your personal information.

- You will be prompted to re-enter your account information and password because you now have a new password. Click login to continue.
Once you have re-entered your password information the Personal Information view will appear. Most of, if not all of, the fields will be empty. Please enter your contact information so we may update our contact database with your organization’s newest information.

Specifically, make sure you complete the following fields – telephone number, organization, manager, contact email address, and organization type. When entering phone numbers do not use dashes because this will cause an error when you try to save your updated account information. When you are finished click Apply to save your information.

Now you can logout of Delegated Administrator by clicking on the Logout Icon located in the top right corner of this window. You have now completed a successful Delegated Administrator session.
Glossary

Bookmark - A way for web browser users to mark a web page they want to return to later, in the same way you would put a bookmark in a book.

Cache - To store on a computer user's hard disk a local copy of a web page accessed via the Internet. The web browser compares the cached copy of the page to the original, and if there have been no changes, the browser and server programs will use the cached copy rather than reloading the page onto the client, saving processing and download time. Also refers to a web site's database generating static copies of frequently requested dynamic pages, reducing processing time.

Client - Computer hardware or software used by an end user on a computer network or the Internet to query a remote server. A web browser is an example of client software. Also called a local computer.

Client-Server - A computing network in which the functions are divided between clients (or personal computers or terminals), and servers that store, process, and transmit the information. A standard language is used to define client-server interaction.

Client-Side Program - A computer program that is downloaded from a server and executed or run using the end user's computer hardware. Java and JavaScript are examples of client-side programs.

Cookie - A unique string of letters and numbers that the web server stores in a file on your hard drive. This method is used by web designers to track visitors to a web site so the visitors do not have to enter the same information every time they go to a new page or revisit a site. For example, web designers use cookies to keep track of purchases a visitor wants to make while shopping through a web catalog. Cookies may work through a single visit to a web site, such as when tracking a shopping trip, or may be set to work through multiple sessions when a visitor returns to the site.

Download - To receive a copy of a file from another computer using a modem.

Firewall - Computer hardware and/or software that limits access to a computer over a network or from an outside source. Used to prevent computer hackers from getting into a company's computer systems.

Graphical User Interface (GUI) - A user interface that displays in graphic or pictoral format rather than in text only.

Hyperlink - A connection that is found in web pages and other electronic documents that, when clicked with a mouse, automatically opens a file or web page in your web browser. A hyperlink may be a word, icon, or graphic. When a hyperlink is text, it typically displays in a different color and may also be underlined. A text hyperlink that has already been visited is usually displayed in a third color.

Hypertext Markup Language (HTML) - A language used to create web pages and other documents that can contain text, graphics, and connections called hyperlinks.

Hypertext Transfer Protocol (HTTP) - The set of standards that allows computer users to access the Internet or the World Wide Web. HTTP:// is the command that tells the browser that the document found at this address is HTTP-compatible, and to display it in HTTP format.
Internet - The “information superhighway” that is made possible by standard transmission control protocols/Internet protocols (TCP/IP). Originally developed for the U.S. military in 1969, it grew to include educational and research institutions. With the advent of Netscape Navigator, the arcane commands formerly used to access the Internet became unnecessary. The Internet includes the World Wide Web, Usenet user groups, and newsgroups.

Internet Message Access Protocol Version 4 (IMAP4) - A network standard, supported by Netscape Messenger, that allows users to manage email messages and folders from multiple locations and systems. Users can choose to store their messages on their own local computer or client, or on a server.

Internet Service Provider (ISP) - A company or organization that lets users connect to the Internet by dialing into its computers using a modem. ISPs typically charge a fee and provide in return the dial-up telephone number, an email address, and some technical assistance (usually via email), but no online content. See also online service.

Intranet - A computer network that functions like the Internet using web browser software to access and process the information that employees need, but the information and web pages are located on computers within a company.

Lightweight Directory Access Protocol (LDAP) - An open standard for programs to store and retrieve names, addresses, email, phone numbers, and other information from an online directory. LDAP is used to build online directories on intranet networks, as well as Internet-based online directories. With LDAP support, Netscape Communicator users can search for and add corporate and Internet addresses to their Personal Address Book.

Local - Computer hardware used by an end user on a computer network or the Internet to query a remote server. See also client.

Modem - A modulator demodulator, or device that allows a computer to receive and transmit data over standard telephone lines. A modem takes digital data and converts it to analog data, and the modem at the other end takes the analog data and converts it back to digital. Most computers use modems to connect to the Internet and the World Wide Web.

Multipurpose Internet Mail Extension (MIME) - The Internet standard for sending mail messages that contain images, audio, word-processing documents, and programs. Netscape Messenger can send and receive MIME-type email.

Platform - A computer operating system such as Sun, Unix, Windows, or Macintosh.

Plug-ins - Small applications that add new functionality, multimedia, or audio-video capability to a program. For example, an audio plug-in lets Netscape Navigator users listen to audio files on a web page or in an email message.

Server - Computer hardware and software that is attached to a network and which automatically stores, processes, and transmits data or information that is generally accessed by many people using client programs. A standard language is used to define this client-server interaction.

Standard Mail Transfer Protocol (SMTP) - The standard mail protocol for sending email over intranets and the Internet.
Upload - To send a copy of a file from one computer to another using a modem.

User Interface - The part of a computer program that displays on the screen for the user to see. Also used to describe how humans interact with what they see on the computer screen. A good user interface makes it easy for users to do what they want to do. See also graphical user interface.