

Eudora Mailbox - infosys@library.sdsu.edu

Library Unit personnel and ACS customers can send their InfoSys Service Requests via Email to **infosys@library.sdsu.edu**. NOTE: This email is received by Carol Phillips, Sandy Neer, Lisa Elkins, and the Service Desk.

InfoSys Service Desk personnel can receive this Email via the **IDTdesk** computer by launching Eudora. To do this, double-click on the Eudora icon on the desktop.

Receiving Eudora Messages:

If there is mail waiting to be read, it will list the new Email messages. You can check for new mail messages, by selecting the **Check Mail** option in the **File** menu. To retrieve a new message, double click on the row containing the new message. If the message is for an SR, transfer the relevant information to appropriate fields in a new Service Request record in the REQUEST.FP5 database (should be open on **IDTdesk**).

This can be done via **COPY** and **PASTE** options in both Eudora and FileMaker Pro for those fields that DO NOT have selection menus (I.E. **PROBLEM** and **BARCODE**).

On IDTdesk:

COPY -- After selecting the item, pick the option from a menu or press CTRL-C.

PASTE -- After establishing a new Service Request record in the REQUEST.FP5 database and activating the cursor in the appropriate field, pick the option from a menu or press CTRL-V.

On a Macintosh:

COPY -- After selecting the item, pick the option from a menu or press Command-C.

PASTE -- After establishing a new Service Request record in the REQUEST.FP5 database and activating the cursor in the appropriate field, pick the option from a menu or press Command-V.

FONT on REQUEST.FP5:

ARIAL is the PC font and HELVETICA is the MAC font. For easier reading, be sure the **PROBLEM** information is also set at **12 Point** after pasting the information into REQUEST.FP5.

Other REQUEST.FP5 Fields:

When you are finished copying and pasting, fill in the additional information required for a new Service Request.

Reply to Eudora Messages for SRs:

When the new Service Request has been filled out, switch back to the Email message from the Requester. Select the **Reply with** from the **Message** menu and then choose the priority of the SR to create the correct reply message. (The choices are **SR-crisis**, **SR-maj**, **SR-reg**.) This will present a new message window that includes a copy of the Requester's Email message and a reply message back to the Requester. This allows the Requester the ability to match the SR # with their request(s). A message similar to the one below will be displayed. Type in the requestor's name and the SR# in the appropriate places where the xxxxx's appear.

xxxxxx,

Your service request has been received and entered into the database.

Your SR # is xxxxxxxx

Your Priority is Regular - 24 hrs +

If you have any questions about your SR, please call the InfoSys Service Desk at 46753.


Thank you.

InfoSys Service Desk

When finished, click the **Send** Button in the top middle of the window. Then with the original Email message still on the screen, delete the Email message. Select the **Delete** option for the **Message** menu. When all new Email messages have been taken care of, minimize Eudora Pro (see below).

Remember:

DO NOT CLOSE EUDORA once it is opened for the day's activities.

Instead, MINIMIZE it by clicking the  icon in the upper right hand corner of the EUDORA window. This will put a Eudora item into the Windows Taskbar at the bottom of the screen.

If more mail arrives during the day, Clicking on this Eudora item will MAXIMIZE the window.

At the end of the day, MAXIMIZE the Eudora item, go to the **File** menu and select the **Exit** option.