Association of Irish Riding Clubs
Club Mail User Guide

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Section One

Logging In

To access your clubs new A.I.R.C. Club Mail account, you must contact Head Office to receive your log in details. Once you have received your username and password, you will be able to access your account.

Please note this service is only available to club and regional secretaries.

If you know your account details you can access the log in page by clicking on the "Club Mail" icon on the right hand side of the index page (www.airc.ie).

This will bring you to the log in page where you input your username and password:

If you experience any difficulty logging in, contact **support@airc.ie** to help you access your username or reset your password.

Getting Started

Mail Calendar Documents

Association of Irish Riding Clubs Club Mail

Compose Mail

Inbox (3)
Starred ☆
Sent Mail
Drafts
All Mail
Spam
Bin

Follow up
Misc
Priority
1 more ▾

Contacts
Tasks

First, you may want to take a minute to familiarise yourself with the navigation links on the left hand side of the screen:

- **Compose Mail** allows you to write or compose a new email.

- **Inbox** shows you your emails and how many emails are unread in your inbox.

- **Starred** shows emails you have marked with a star.

- **Sent Mail** shows messages you have sent

- **Drafts** store messages you have started but not finished.

- **All Mail** shows all mail in your - Inbox, Starred, Chats, Sent, Drafts

- **Spam** is where we send the messages we think are suspicious.

- **Bin** is where messages you delete end up; you can empty the trash whenever you feel like it.
- **Contacts** lists the email addresses of people you've corresponded with & included in your contacts.

Composing and Sending

-
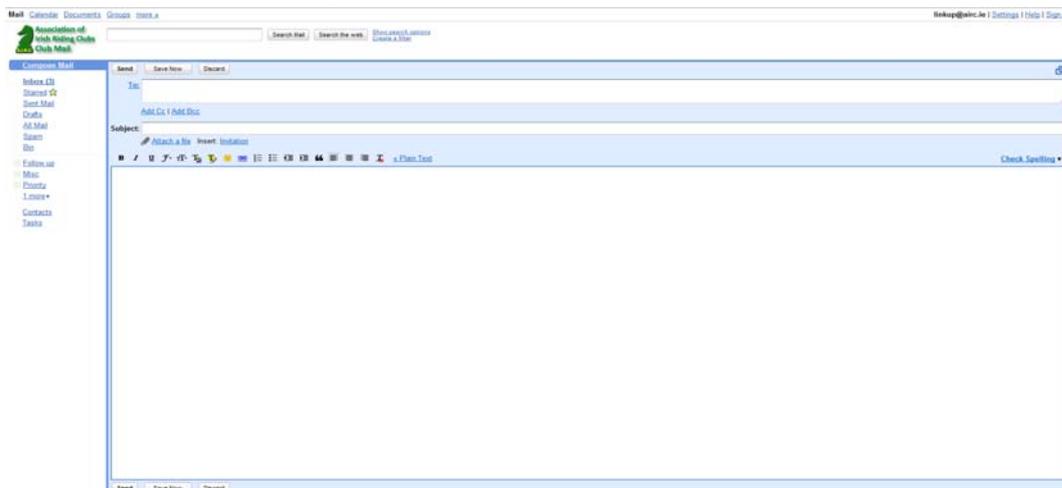
- Click **Compose Mail** on the top left hand side of your email screen just under the A.I.R.C. logo.

- Enter your recipient's email address in the To: "field".

- You can enter a **Subject** for your message in the next field. So for example if you wish to send a show schedule you can title the email **Show Schedule**.

- You can also add an attachment to your email simply by clicking on the **Attach a file** icon, then click on the **Choose File** icon and search for the file that you wish to send.

- Once you have found the file you wish to send just click open this will add your file to the email.

- You can add more than one attachment by clicking the **Attach another File** icon.

- When you finish composing your email click **Send**. Once the message has been sent you will see a confirmation at the top of the window.

- All mail sent by you will be saved automatically in the "Sent Mail" folder.

- You can also format your email through the following toolbar which is located above the field where you enter your text.
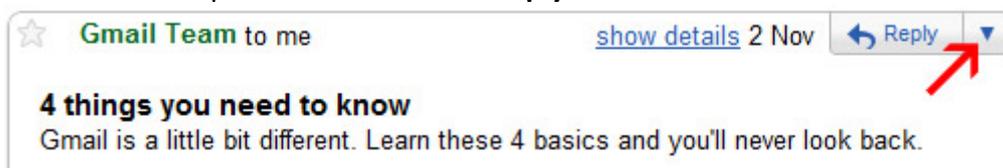

- If you do not see this toolbar simply click **Rich Formatting >>** and the toolbar will appear

Forwarding an Email

If you wish to forward an email:

- Open the email you wish to forward.

- Click on the drop down menu beside **Reply**.

- Select **Forward** from this menu.

- Now you can send the email to the desired email address by following the steps from "Composing and Sending".

Receiving Emails

You're A.I.R.C. Club Mail displays the total number of new messages in your inbox next to the "**Inbox"** link, as well as in your browser's title bar.

Deleting Emails

If you want to delete one message in a conversation:
- Click the down arrow next to **Reply**, at the top-right of the message pane.
- Click **Delete this message**.
- The individual message is sent to Trash, and the rest of the conversation stays in your inbox.

You can easily delete messages and conversations in one step:
- Select an email by checking the box next to the senders name.
- Click the **Delete** button to move mail to Trash. (After a message or conversation has been in Trash for 30 days, it will be permanently deleted from your account.)

If you'd like to permanently delete a message yourself, follow these steps:
- Click **Trash** along the left side of the screen
- Check the box next to the message you'd like to permanently delete.
- Click **Delete Forever**.

If you delete a message and then *immediately* decide you'd like to keep it, do one of the following:
- Click Undo in the yellow bar along the top of the page. (Your message will be removed from Trash and returned to its original location.)
- Click on trash, you will see emails you have deleted in the last 30 days. Select the email you wish to move to your inbox by checking the box next to the senders name. Click on the **Move To** drop down menu. From this menu you will see **Inbox**, if you select this option your email will be moved back straight away

Note: If you later decide that you need mail you've deleted, make sure to move it out of Trash before 30 days have passed. This way, the message won't be permanently deleted.

Viewing images within Emails

When you open new messages, some images may not appear immediately. Sometimes A.I.R.C. Club Mail disables images to protect you from unknown senders, like spammers.

Here's how to view those images:
- Log into your account.

- Open the message.
- Click **Display images below** in the box above your message. Or, if you'd like to always view images from a particular sender, click **Always Display Images From the sender such as info@airc.ie.**

If you choose to always display images from a particular sender, you can disable this functionality at any time by following these steps:
- Log into your email account.
- Open the message.
- Click **Show Details** at the top of the message pane.
- Click **Don't Display From Now On**.

Conversations

A.I.R.C. Club Mail will group all replies with their original message, creating a single conversation or thread in your inbox. In other email systems, responses appear as separate messages in your inbox, forcing you to search through all your mail to follow the conversation.   In A.I.R.C. Club Mail, replies to replies (and replies to those replies) are displayed in one place, in order, making it easier to understand the context of a message or to follow the conversation.

When you open one message in a conversation, all of your related messages will be stacked neatly on top of each other. This is called **Conversation View** (an example of this can be seen above). In **Conversation View**, each new message is stacked on top of the ones that arrived before it, so that the newest message is always the one you see first.

To see all the messages in a conversation, just click **Expand all** which is located on the right hand side of the screen beside where your emails appear.
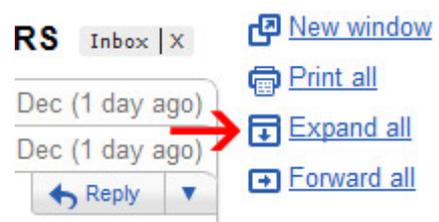

Spam
If you get an unwanted email into your inbox simply select the email and click the **Report Spam** button located beside the delete button above your emails.
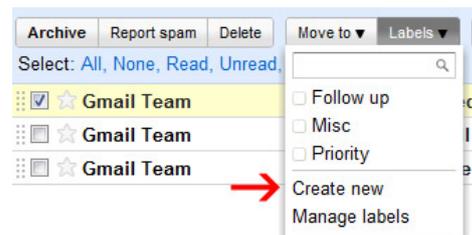
Labels

You're A.I.R.C. Club Mail account does not use folders. To help you organise your mail more effectively, it uses labels instead. Labels do the same work that folders do. To create a label:

- Select an email by checking the box next to the senders name in your inbox.
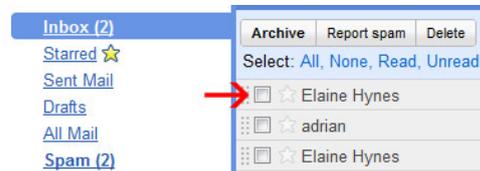
- Next click on the **Labels** drop down menu which is located above your inbox and select **Create New.**
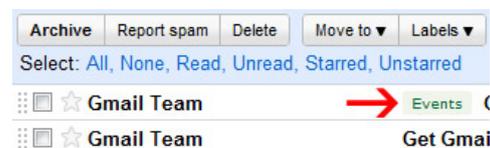
- In the text box enter the name of the new label for example, **Events** and click **OK.**

- The email you have selected will now be categorised under this new label, much like a folder would do.

- You can see that your labels are added to the emails in your inbox and they are easy to identify.

- To view all your emails contained under one label simply click on the desired label, in the labels box which is located on the left hand side of the screen under your contacts.
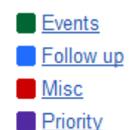
- To add one of your labels already created to an email simply check the box to the left of the recipient's name and click on the **Labels** drop down menu, from this menu you will see there is a list of the labels you have created previously, simply choose which label you want and your email will be categorised under the specified label. You can also add more than one label to an email.

- To edit labels, click edit labels at the bottom of your Labels list, form here you can rename or remove your labels.

- To change the colour of a label click the square to the right of a label in the labels list, here you can see the selection of colours available to you.

- Deleting a label does not delete the emails contained within that label.

Filters

You can filter your incoming emails, this means you can automatically label emails before they arrive in your inbox, which will help you keep track of your inbox more effectively.

To create a filter:

- Click **Create a filter** next to the search **Search the Web** button.

- Next you must enter the filter criteria. So for example if you wish to create a filter for emails that contain results, simply enter this in either the **Subject** field or the **Has the words** field. If you wish to filter emails that you receive from certain people you can enter their username or email address in the **From** field.


- You can run a **Test Search** to check the emails that match your filter terms. Once happy with this you can click **Next step.**

- Now select one or more of the actions form the list. These actions will be applied to messages matching your filter criteria for example, you can choose to apply the label results to the emails you have chosen.

- Click **Create Filter,** now all emails that arrive in your inbox and that match the filter criteria will have the label Results added to it.

Archiving

Archiving your emails allows you to move emails out of your inbox without actually deleting them, which leads to you having a less cluttered inbox but allows you to still find those old emails when you need to.

To archive an email:

- Select an email by checking the box next to the senders name.
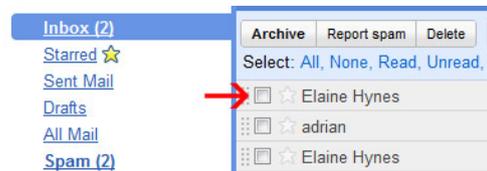
- Next, click **Archive.**

- The email you selected will be removed from your inbox and a message will appear over your inbox to tell you this. If at this stage you want to undo the last action simply click on **Undo.**

- Emails that are archived can be found in **All Mail** which is one of your navigation links.

- You can also use **Labels** and **Archiving** together, which means you can move an email out of your inbox and into a **Label** rather than just **Archive** it.

- To do this select the email you wish to move by selecting the box next to the senders name.

- Next, click on the drop down menu **Move to.**
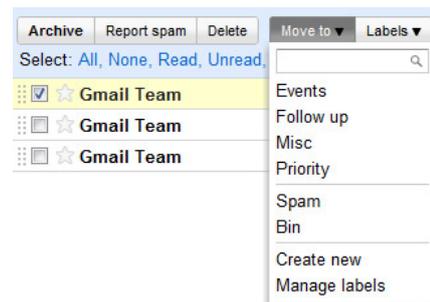
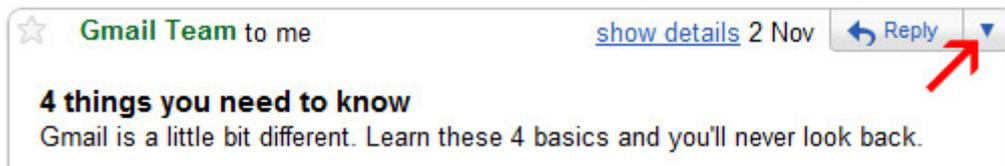- Select the **Label** you wish to move your email to.

  Your email will be removed from your inbox and can be found within the assigned **Label**.
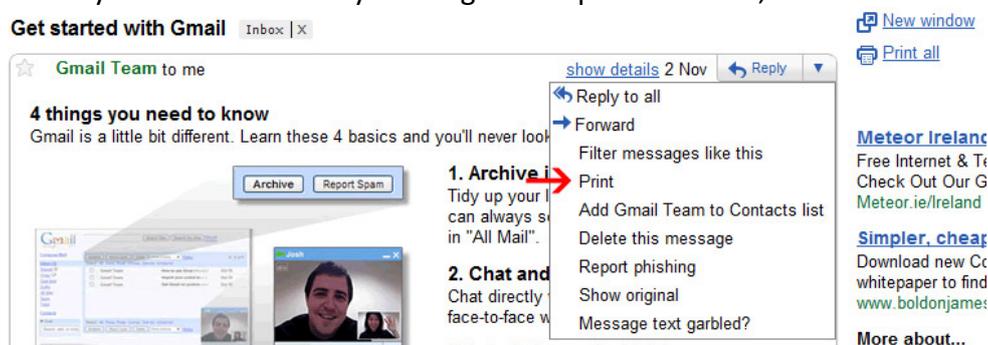
Printing

If you wish to print an email there are 2 options.

If you wish to print a single email:

- Open the email you wish to print.

- Click the down arrow next to **Reply**, at the top right of the message.

- When you click this arrow you will get a drop down menu, from this choose **Print.**

If you wish to print an entire conversation:

- Open the conversation you want to print, a conversation is when all replies are grouped with their original email.

- On the right hand side of the screen beside where your message appears you will see a **Print All** icon, click here and the entire conversation will be printed.
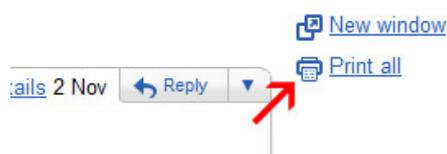
Contacts

New email addresses are added to your **Contacts** list each time you reply to somebody who is not already in your **Contacts.** However if you wish to create a new contact:

- Click **Contacts** along the left side of your page underneath your navigation links.

- Click on the **New Contacts icon** at the top left of your contact manager.
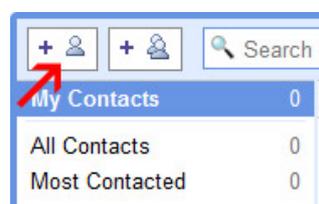
- Enter your contacts information in the fields that you are presented with, all fields are not mandatory. Once you have entered the information click **Save** to add your contact.

Searching Your Mail

Google makes the A.I.R.C. Club Mail system easy to use and easy to locate and organise your emails through **Filters,** its unique **Label** system and its **Search** option.

You can use it the same way as Google search, by entering a word or multiple words that appear anywhere within the email you want to locate, and clicking **Search Mail.**

Your search results will be displayed with your search words highlighted in yellow.

Attachments

You can view attachments in several different ways:

To view an attachment in its original format:
- Open the message containing an attachment.
- Click **Download** at the bottom of the message.
- Choose to **Open** or **Save** the file. Opening the file displays the attachment in a new window. When you're finished reading the attached file, close the new browser window to return to your email account.

If you'd like the contents of your attachment to appear in a new browser window without having to download the file, view the attachment as HTML.
Here's how:
- Open the message containing an attachment.
- Click **View as HTML** at the bottom of the message.
- When you're finished reading the attached file, close the new browser window to return to your email account.

Viewing attachments as HTML is a quick and easy alternative to downloading files.

Section Two

Google Calendar

Google Calendar is web-based calendar application that enables our staff, club secretarys and regional secretary's to work together efficiently.

Google Calendar is integrated into your Club Mail account and is interoperable with popular calendar applications.

You can view a calendar created by the office and your region to share upcoming deadlines relevant to your role as secretary.

View and edit event details, add new events, and invite guests on mobile devices like the BlackBerry and iPhone. Even receive calendar notifications via SMS.

Click here for more information on Google Docs.

Google Documents

Google Documents is a web based word processing application. All documents and spreadsheets created are stored online. You can access these documents from any internet connected PC, if you choose you can also share these documents with others within the Association of Irish Riding Clubs Club Mail system and you can allow these people to make changes to your document.

Multiple people can work on a document at one time and everyone's changes will show in real time, this can be useful when working on collaborative projects, as it cuts down on time wasted in sending a document back and forth and waiting for others to check it.

Another major advantage of using Google Docs is that you can work on a document away from your desk, all you have to do is log in to your A.I.R.C. Club Mail account and select Google Docs to access your file.

Google Docs saves all changes made and older versions of the document can be viewed easily so you will not lose your original document. To view an earlier version of your document:
- Open the required document or spreadsheet.
- Select **Tools** from the top menu.
- Now select **Revision History,** which allows you to see all the changes made to the document and the person that made the change.

Click here for more information on Google Docs.

Desktop Features

This allows you to install quick launcher desktop to access your club mail account, documents and calendar. It also allows you to set Gmail as your default email program.

You must install the Google Chrome browser for these to work.

Click here to download the application.

Section Three

Importing contacts

For users who have a large number of contacts outside of the A.I.R.C. you will need to copy your contacts list to your Club Mail account.

Outlook:
To do this in **Outlook** you will need to open both your Outlook and your Club Mail account:
- Go to your address book and choose the contacts you wish to export on the left hand side of Outlook.
- Click, **File** and choose **Export**, from this choose **Other Address Book**.
- In the pop up box that appears choose **Text File (Comma Separated Values)**.
- A new pop up box will appear, click browse and save your file to your Desktop so it will be easier to locate.
- You will have the option to choose the fields you wish to export, you may wish to change these if you have entered details is certain fields.
- Next click **Finish.**
- This will create a new file on your desktop, you need to delete contacts that already have an airc email account (i.e. info@airc.ie or david@airc.ie)
- Go to your Club Mail account and click **Contacts** on the left hand side of the screen.
- On the right hand side of the next screen you will see the option to **Export** or **Import**, choose **Import**.
- Now choose the file you have saved and click **Import.**
- This will Import your contacts from your Outlook, if you get a message to say that not all of your contacts have been imported it is only because you have deleted some emails from the list.

Eircom:
To do this in **Eircom** mail open your **Eircom** account and your Club Mail account:
- Go to **Options** and choose **Address Book**.
- Click **Export**. A list of your address books is displayed.
- Select the address book you wish to export.
- Click **OK**. An **Open Contacts.csv** dialog displays
- Check **Save to disk** and click **OK**. Save the file to your desktop. The default name is Contacts.csv.
- Click **Save**.
- This will create a new file on your desktop, you need to delete contacts that already have an airc email account (i.e. info@airc.ie or david@airc.ie)
- Go to your Club Mail account and click **Contacts** on the left hand side of the screen.
- On the right hand side of the next screen you will see the option to **Export** or **Import**, choose **Import**.
- Now choose the file you have saved and click **Import.**
- This will Import your contacts from your Outlook, if you get a message to say that not all of your contacts have been imported it is only because you have deleted some emails from the list.

Hotmail:

To do this in **Hotmail** open your **Hotmail** account and your your Club Mail account:

- Sign in to your Hotmail account.
- Click the **Contacts** list on the left of the page.
- Click the **Manage** drop-down menu at the top of the Contacts list and select **Export**.
- On the page that appears, click the **Export Contacts** button.
- When you're prompted to open or save the file, click **Save**.
- Save the file to your Desktop so it will be easier to locate.
- This will create a new file on your desktop, you need to delete contacts that already have an airc email account (i.e. info@airc.ie or david@airc.ie)
- Go to your Club Mail account and click **Contacts** on the left hand side of the screen.
- On the right hand side of the next screen you will see the option to **Export** or **Import**, choose **Import**.
- Now choose the file you have saved and click **Import.**
- This will Import your contacts from your Outlook, if you get a message to say that not all of your contacts have been imported it is only because you have deleted some emails from the list.

Forwarding emails to other accounts

It is possible to forward emails from your Club Mail account to your personal email account.

To do this, log into your club mail account. Then click on settings in the top right hand side. Here you will see the options below, Select 'Forwarding and POP/IMAP', look for the section 'IMAP Access:'

Select 1. 'Enable IMAP' as demonstrated above. After you do this, be sure to press 'save changes'.

You can now configure your Outlook to talk to the Google mail server. To do this, follow the link 2. 'Configuration Instructions'

Section Four

Terms of Use
- By using this service you agree to be bound by Google's terms of service and by the Association of Irish Riding Clubs (AIRC) terms of use. You are not permitted to use this service if you do not accept the terms.
- You agree to use the services only for purposes of communicating with AIRC members, clubs and staff and other stakeholders in relation to your club and its activities.
- You agree that you will not engage in any activity that interferes with or disrupts the service.
- You agree that you are solely responsible for (and that Google or the AIRC Ltd has no responsibility to you or to any third party for) any breach of your obligations under the terms and for the consequences of any such breach.
- You agree and understand that you are responsible for maintaining the confidentiality of passwords associated with any account you used to access the service.
- Accordingly, you (as club secretary) agree that you will be solely responsible for all activities that occur under your account.
- If you become aware of any unauthorised use of your password or of your account, you agree to notify AIRC Head Office immediately.
- The AIRC reserves the right to suspend accounts for clubs which do not renew their membership after 21 days of the date of the membership lapsing or for improper use.