

MEMORANDUM

DATE: November 7, 2011
TO: Leonard Schwartz
FROM: Cathy Vir
SUBJECT: New E-mail System

States purpose clearly.

Yesterday I met with Jane Ansel, the installation manager at BHG Electronics, about our new e-mail system. She explained the process by which the system will be installed. As you requested, this memo summarizes what I learned about the setup process.

BHG technicians will be at our offices on November 18 to complete the following tasks:

Describes five main tasks, using parallel grammatical form.

1. Removing old cable from the building conduits
2. Laying cable to link the remaining unconnected terminals with the central processing unit in the main frame
3. Installing software in the system that gives each terminal the capacity to operate the new e-mail system
4. Testing each terminal to make sure the system can operate from that location
5. Instructing selected managers on the use of the system

Confirms the follow-up activities they have already discussed.

As you and I have agreed, when the installation is complete, I will send a memo to all office employees who will have access to e-mail. That memo will discuss setup procedures that each employee must complete before they are able to use their new e-mail accounts.

Gives reader opportunity to respond.

Please let me know if you have further suggestions about how I can help make our transition to the new e-mail system as smooth as possible.

■ Figure 6-1 ■ Process explanation: electronic mail

MEMORANDUM

DATE: November 20, 2011
 TO: All Employees with Access to New E-mail System
 FROM: Cathy Vir
 SUBJECT: Instructions for Setting Up New E-mail Account

Earlier this month, we had a new e-mail system installed that will be used beginning December 1, 2011. This memo provides instructions on how to set up your new e-mail account and how to migrate all of your archived e-mail so that it will be ready for use when the new system goes into effect.

Gives clear purpose.

Please follow the step-by-step instructions below for proper setup of your e-mail and migration of your saved e-mail to the new system.

Identifies result of steps.

1. Double-click the **E-mail** icon.
2. Use the same **Username** and **Password** that you have used most recently with the old e-mail system.
3. Select the **Accounts** menu.
4. Select the **Account Options** sub-menu.

Limits each step to one action.

RESULT: A window will open that prompts an **Account Name** and **Account Type**.

Separates results from actions.

5. Enter a name (i.e., "Mail").
6. Use the drop-down menu to select **IMAP4** as the Account Type.
7. Click *Next*.

RESULT: You will be prompted to enter an **Incoming** and **Outgoing Mail Server**.

8. Enter as follows:
Incoming: www.imap.mglobal.com
Outgoing: www.smtp.mglobal.com
9. Click *Next*.

RESULT: You will be asked for your **e-mail address**.

10. Use: *yourlastname@mglobal.com*
11. Click *Next*.
12. Click the radio button that reads: **Connect through my Local Area Network (LAN)**.
13. Click *Next*.
14. Name your "New Folder" (i.e., "Old Mail")
15. Click the **Finish** button.

Your new account access should now be available, and your old e-mails will move to the new folder that you just named.

Results if instructions have been followed correctly.

If you encounter any problems while performing the steps listed above, please contact a member of our IT staff for assistance.

Shows reader how to get more information.

Figure 6-2 ■ Instructions: electronic mail