

Welcome to PawPawMail!

An Introduction to PawPawMail: Simple E-mail for Seniors

Thanks for using PawPawMail! The following document was designed to get you going *very quickly*. You'll learn some terminology, we'll answer the questions you'll have in the first few minutes of using PawPawMail, and you'll even learn what a pawpaw is (🥑). *Bear with us for five minutes or so, and it will pay off.*

I. PawPawMail's Structure

We'll use the following attractive stock photo family to illustrate. Linda, in this case, is the **User**, and Cristina is the **Manager** (ignore her lovely children, Maria and Anna, for now).



PawPawMail *requires these two people to operate*. The Manager serves two functions: *first*, to set up the User initially and provide some continuing support, and *second*, to screen e-mail from unknown sources, protecting the user from the deluge of spam and scams that the rest of us know.



Linda uses the primary e-mail interface (at <http://mail.pawpawmail.com>), and Christina uses a Manager interface (at <http://manager.pawpawmail.com>).

In addition to screening unknown mail, the Manager can add and edit the User's **address book**, upload photos to the User's **photo album**, and configure the User's interface to match his or her level of expertise. After some initial configuration, though, the Manager doesn't need to do much at all.

When you signed up, you chose a "username". The Manager and User accounts are tightly tied together, and therefore both will use this same name to log into their respective interfaces. The username is the first part of the e-mail address for the user. You may want to write this and your passwords down here (keep safe):

_____@pawpawmail.com [username]	
_____	_____
User Password	Manager Password

If you're reading this document, you're most likely the Manager, and you signed up for the account. Remember that you are the account owner, not only for billing purposes (thank you, by the way!), but for any official contact from PawPawMail. When you signed up, the existing e-mail account you used (_____) was added to the User's address book — so you can go ahead and send the User mail from that account!

We'll explore both interfaces on the next page. For now, make sure that you know the information from all the blank lines above (ideally, fill them in and keep this document in a safe place).

On to your first encounter with PawPawMail! »

II. Testing and Configuring PawPawMail

The easiest way to test PawPawMail for both users on the same machine is simply to close the browser entirely before you switch from User to Manager (or vice versa). However, if you must test both simultaneously...

Use Different Browsers for User and Manager

Since most Managers first test both the User and Manager interfaces using the same computer at the same time, we suggest that you use two different browsers to prevent confusion.

This serves two purposes: first, you'll know who you currently are (e.g., "I am mom", "Now I'm me"); second, you won't keep logging yourself out. If you use the same browser instance (even in separate tabs), logging into one interface will cause the PawPawMail system to log you out of the other. Next time you try to do something, you'll just get booted out and you'll wonder what's going wrong.

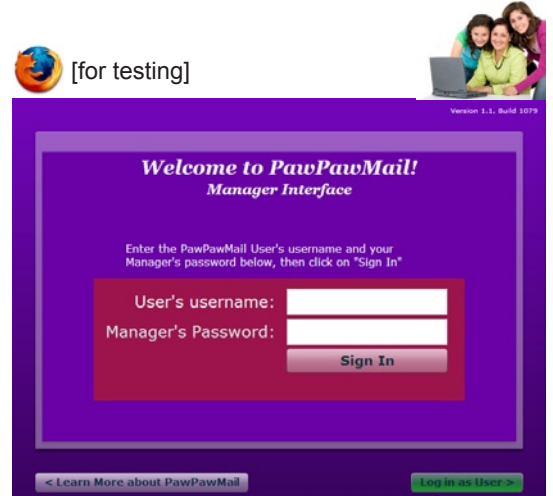
So we suggest that you "be" the User using Internet Explorer, Opera, Chrome, or Safari, and that you "be" yourself (the Manager) in Firefox. Of course, some of you won't have multiple browsers installed. In this case, it will help to start a new browser, not by using the menu within the program (e.g., "New Browser"/"New Tab"), but by launching an entirely separate instance of the same browser.

Try sending an E-mail both from the User and to the User

Your User's account will start out with two addresses in its address book: PawPawMail Support (support@pawpawmail.com) and your own (since you are "Cristina", we'll pretend that your e-mail address is christina11235813@gmail.com). Log in as the User (to <http://mail.pawpawmail.com>) (see [1]) and send yourself an e-mail (see [2], [3]). Reply to it from your regular e-mail account, and then check your mail in the User interface (see [4]) to see that it has been delivered (under anything but extremely congested Internet conditions, mail should be delivered within a minute). If you don't see it, return to the main menu and check your mail again.



<http://mail.pawpawmail.com>



<http://manager.pawpawmail.com>



[1] Main Menu



[2] Send Mail - Choose Addr.



[3] Send Mail - Type Message



[4] Check Incoming E-mail

Set up the User's account using the Manager Interface

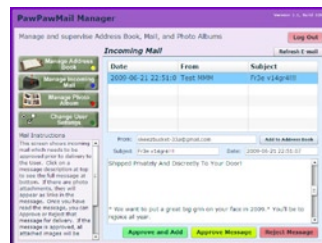
With the Manager account: [1] add addresses to the User's address book; [2] add photos to the User's album; [3] screen incoming e-mail from unknown e-mail addresses; and [4] configure the interface for your User's experience level.



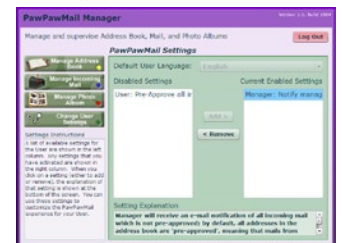
[1] Set up Address Book



[2] Upload Photos to Album



[3] Screen Unknown Mail



[4] Configure User Settings

(Manager Interface, Continued)

[1] **Address Book:** For each address you add, simply type in the name and e-mail address. You'll be given the opportunity to send a welcome e-mail note to each new recipient, explaining what he or she should know about PawPawMail. If it would be helpful to the User, add a photo or some notes - these will appear in the User's address book for reference.

[2] **Photo Album:** Add some photos for the User to see the first time he or she looks at the photo album slideshow. Anyone in the User's address book can also add photos simply by e-mailing them to the User's PawPawMail e-mail address.

[3] **Screening Mail:** PawPawMail can be set to allow all incoming mail to be delivered directly to a User (see #4), but our default setting bypasses the manager only for mail from known sources (those in the address book); other e-mail if sent first to the Manager for approval or rejection. This allows the Manager to limit the User's exposure to spam and scams that most of us experience on a daily basis. The User should still be cautioned to be alert -- no system is foolproof, even when screening incoming e-mail.

[4] **Configuring User Settings:** As more advanced features are added, we want to keep the interface as simple as possible for beginning users. So we enable certain features only when the Manager believes that the User will not be confused by them. The User Settings page allows the User's default language and time zone to be changed, and it determines how the PawPawMail system will be used -- by both Manager and User.

III. Setting up the User's Computer

We've developed an extensive document on computer configuration for seniors. It goes into detail about how to configure both Windows and Macintosh computers for easy use by users who are new to computers. For much more detail, see:

<http://pawpawmail.com/about/config/> "A Quick and Dirty Guide to Configuring Computers for Seniors"

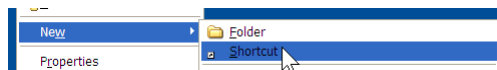
For PawPawMail use, though, the priority is in making PawPawMail itself easy to start. Following are directions for Windows and Macintosh on how to create a desktop or dock icon which directly launches PawPawMail.

Windows

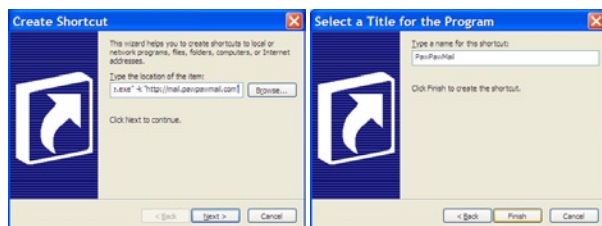
For easiest method, grab the icon from the address bar of your browser and drag it directly to the desktop.



You can also set up a shortcut the advanced way from scratch, giving you a little more control:



Right-Click on the desktop, go to "New" > "Shortcut"

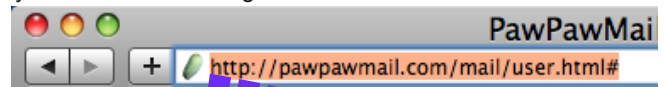


Type the shortcut as follows (including all punctuation, then press "Next"; name it "PawPawMail" and press "Finish". Include the "-k" to have PawPawMail launch in Full Screen ("kiosk") mode. You can exit kiosk mode by pressing the "exit" button on the login screen or hitting Ctrl-F4. Or, if you're comfortable with it, just turn off the computer. Placing this link in the Startup Items folder (optional) makes the computer a standalone PawPawMail appliance -- just turn it on and off! [note: many people think this is crazy; we like it]

```
"c:\Program Files\Internet Explorer\iexplore.exe" -k "http://pawpawmail.com/mail/user.html"
```

Macintosh

For easiest method, grab the icon from the address bar of your browser and drag it:



You can drop the icon either to the desktop or over to the right side of the "dock". On the desktop, it will require double-clicking. On the dock, it will become a springy icon that will launch with a single click.



IV. What Now?

Your computer is configured and your account is set up. Remember that your PawPawMail works like this:



Because of this, if you can't find an e-mail, you should always remember to check in the Manager's approval queue. New, unapproved e-mail can be set to trigger a notification to the Manager's regular e-mail address; find this setting in the Manager's interface. Also remember that all of these settings are defaults. All mail can be allowed through, or specific addresses can be screened even if they are in the address book.

PawPawMail's primary goal is to make e-mail as accessible as possible for people who might otherwise be discouraged: those with vision difficulties which prevent use of conventional e-mail, or those who are just new to computers and simply want to send and receive messages. Because of this, we keep the features to a minimum. But we're always interested in how you're using it and how it might be improved. Never hesitate to let us know what you think, by phone or by e-mail (see below).

If you have further questions about setting up a computer for use with PawPawMail, you may want to consult the following resources.

Our guide to configuring computers for Seniors:
 Apple's Accessibility Guidelines:
 Microsoft's Accessibility Guidelines:

<http://pawpawmail.com/about/config/>
<http://www.apple.com/accessibility/>
<http://www.microsoft.com/enable/>

PawPawMail, by the way, is named for a co-founder's grandfather. It's also the name of a wonderful fruit that tastes like a custardy, tropical banana, made semi-famous in the song "Way Down Yonder in the Paw Paw Patch". Pawpaws are in season in late August and most of September. Find out more at <http://pawpawmail.com/about/pawpawfruit.html>



Asimina triloba,
 "Common Pawpaw"

Print this guide and keep it handy!

It should answer the questions most frequently asked during PawPawMail setup.

Get the most recent version at <http://pawpawmail.com/about/welcome/>