

# Kroll Mail Module

---



---

# Contents

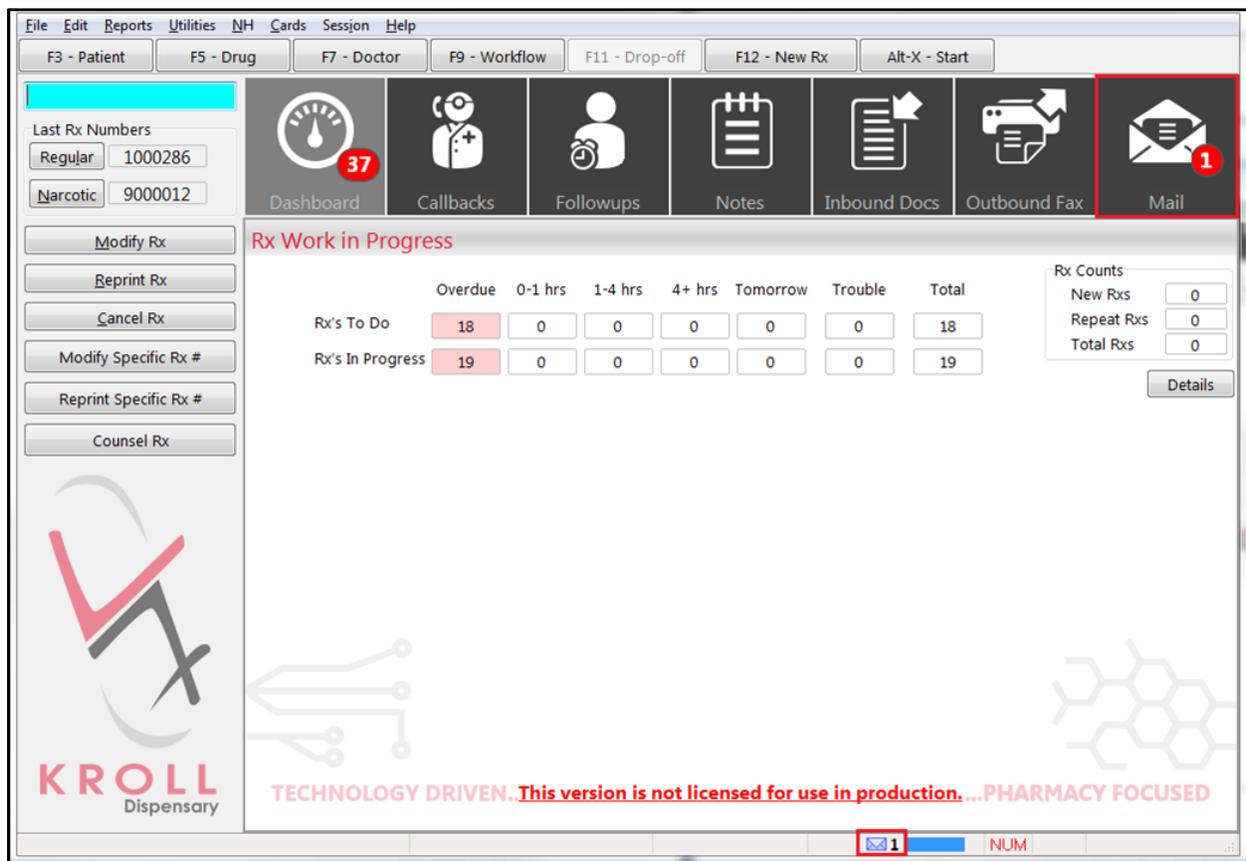
<b>Accessing the Mail Module .....</b>	<b>1</b>
<b>Mail Screen Explained.....</b>	<b>2</b>
<b>Creating a Distribution List.....</b>	<b>3</b>
<b>Composing a Message.....</b>	<b>6</b>
<b>Sending Broadcast Messages from Central Maintenance .....</b>	<b>8</b>
Composing a New Message .....	8
Copying a Message .....	10
<b>Error Reporting Configuration.....</b>	<b>12</b>

# Kroll Mail Module

The Mail module is an internal email system within the Kroll Pharmacy Software. The Mail module is the tool Head Office will use to send 'fan out' messages to pharmacy users for various communications including, but not limited to, provincial network broadcasts. As long as a user is set up in the Kroll Pharmacy Software, they will have the ability to send a message to another local system user.

## Accessing the Mail Module

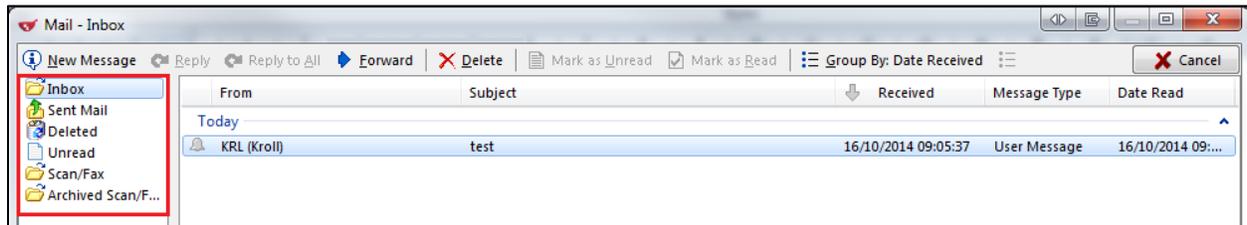
The Mail module is accessed from the default Start screen. The red number beside the mail icon indicates the number of unread messages.



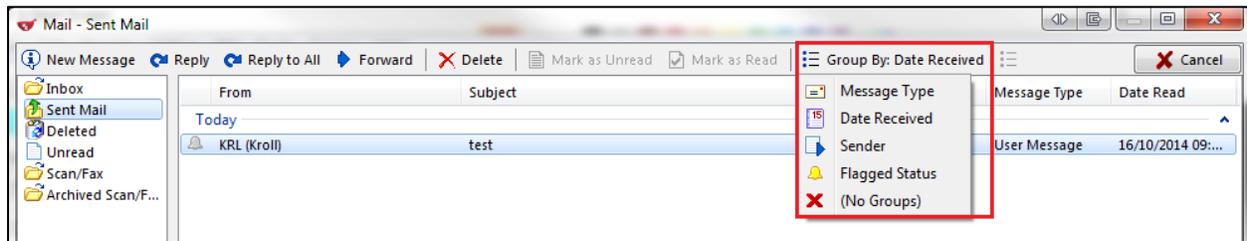
Click the **Mail** icon or the envelope at the bottom of the screen to access your inbox.

## Mail Screen Explained

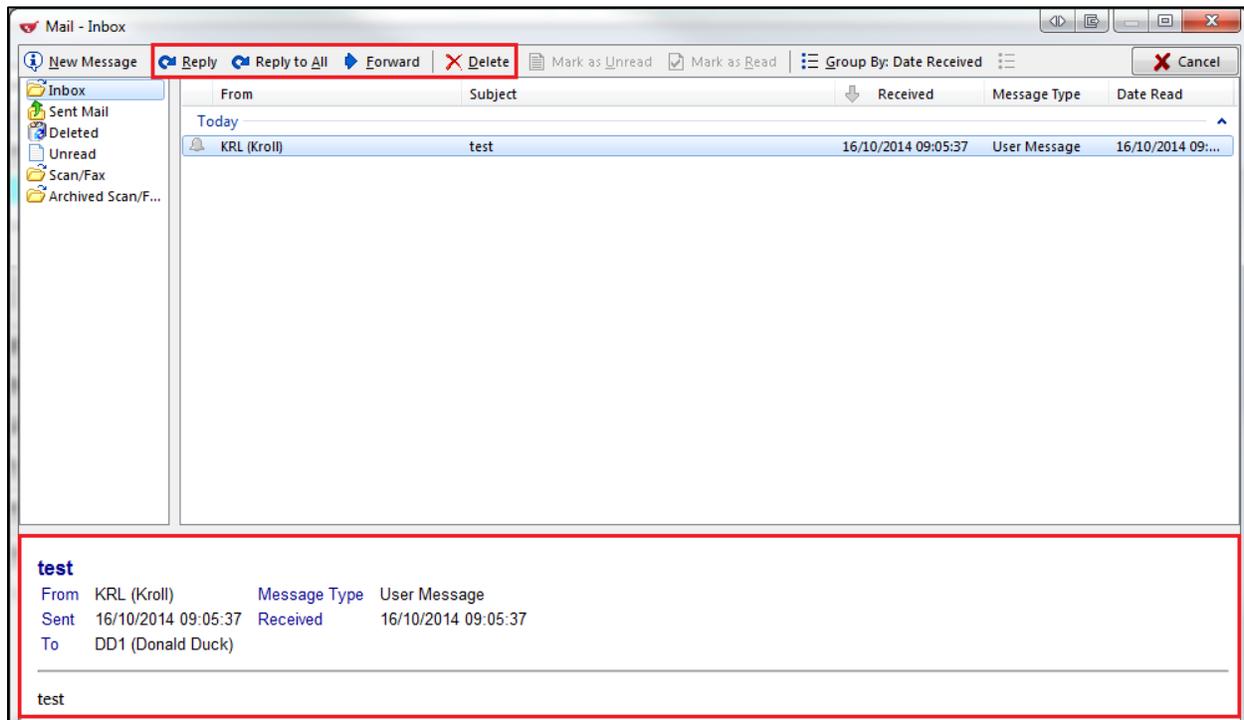
The inbox is displayed by default when the Mail module is accessed. Other mail folders can be accessed from the left navigation pane.



By default, messages in the inbox are grouped by date received. Click **Group By** to group the mail messages by other criteria.



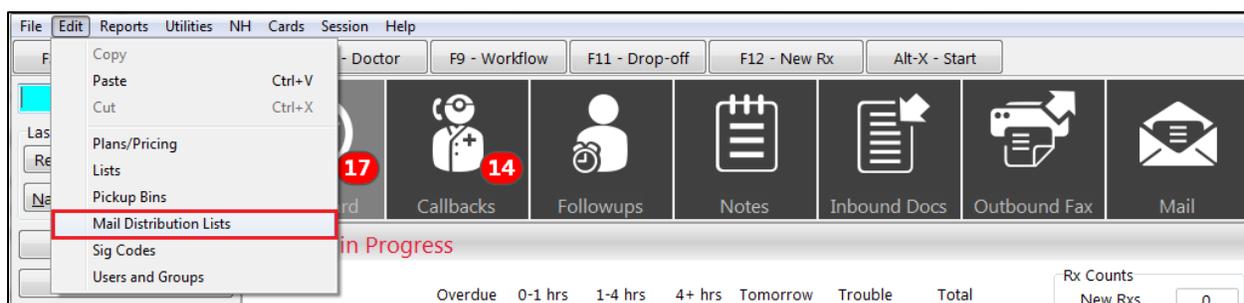
Mail messages are displayed in the message pane on the lower half of the screen. Use the controls at the top of the screen to reply, reply to all, forward, or delete the message.



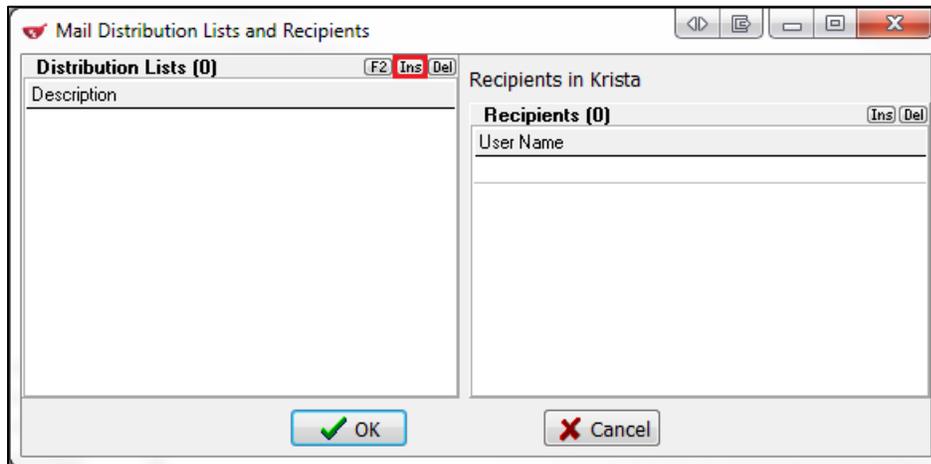
## Creating a Distribution List

Distribution lists are used to send email to a selected group of Kroll users in your local system.

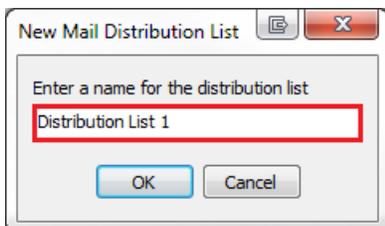
1. From the **Alt-X Start** screen, select **Edit > Mail Distribution Lists**.



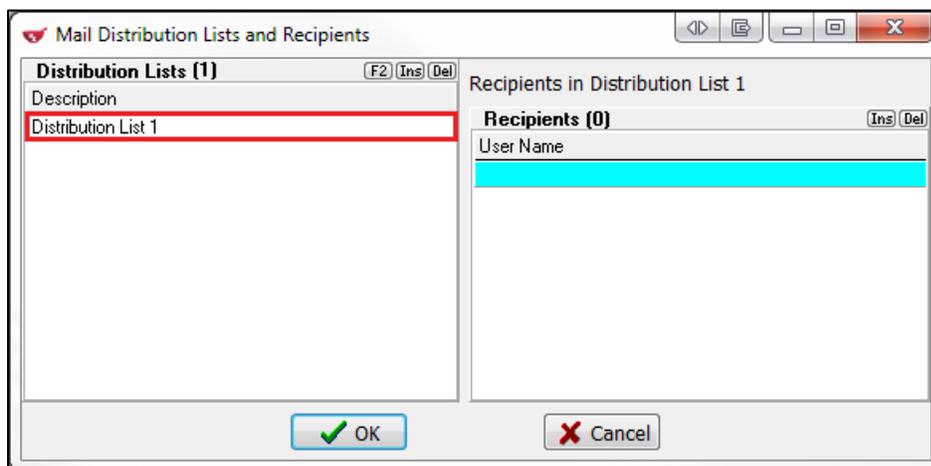
2. The **Mail Distribution Lists and Recipients** screen will appear. Click **Ins** from the **Distribution Lists** section or press the **Insert** key on your keyboard.



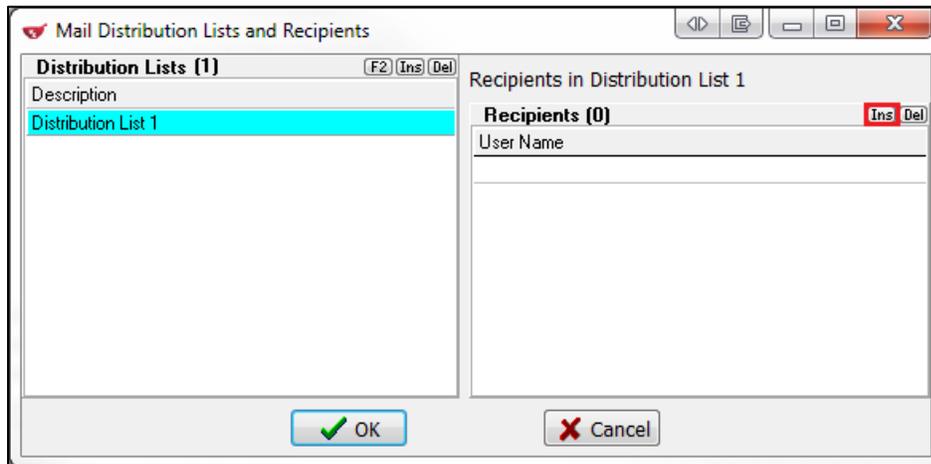
3. Enter a name for the distribution list and click **OK**.



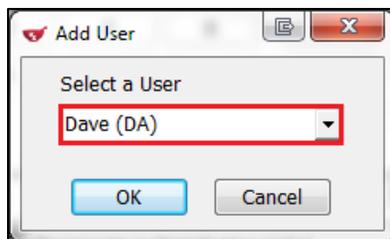
4. The distribution list will be added to the **Mail Distribution Lists and Recipients** screen.



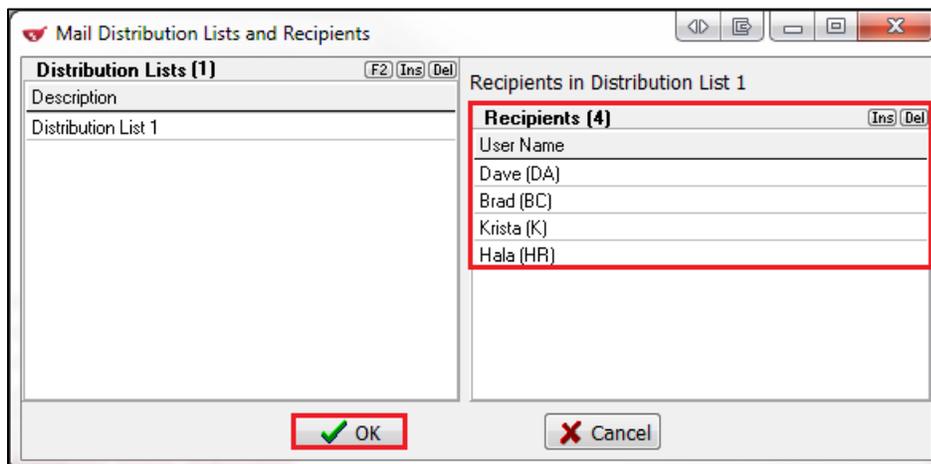
- Highlight the distribution list you just created and click **Ins** from the **Recipients** section or press the **Insert** key on your keyboard.



- Select a user from the menu and click **OK**.

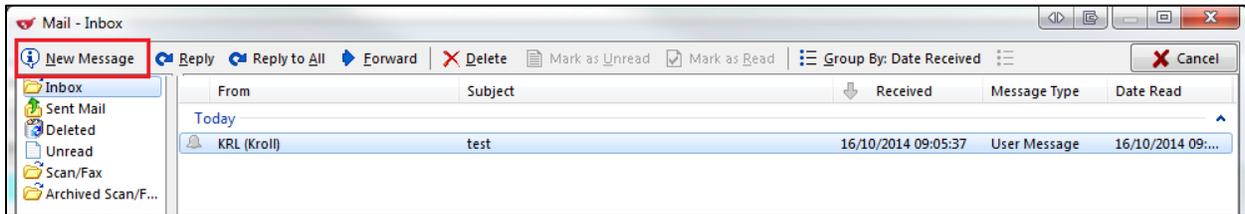


- Repeat steps 4-5 for each user you want included in the distribution list. When you are finished, click **OK**.

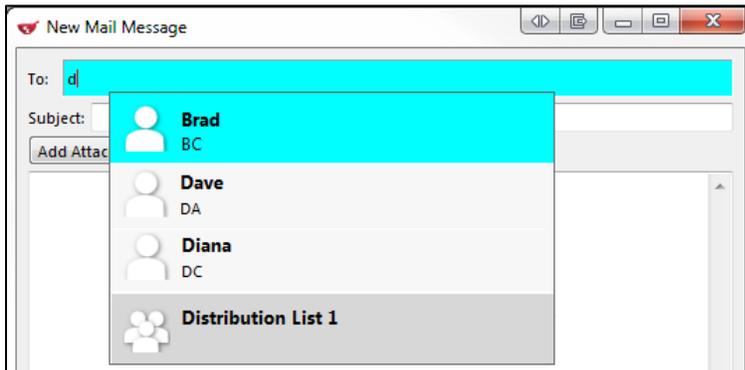


## Composing a Message

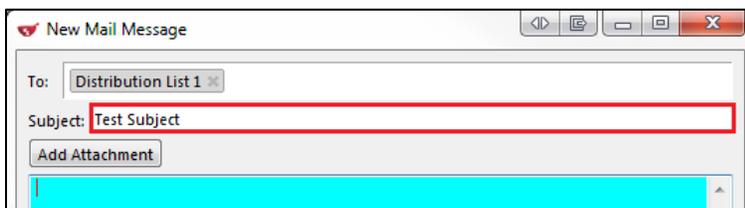
1. Click **New Message**, located in the top left corner of the Mail screen.



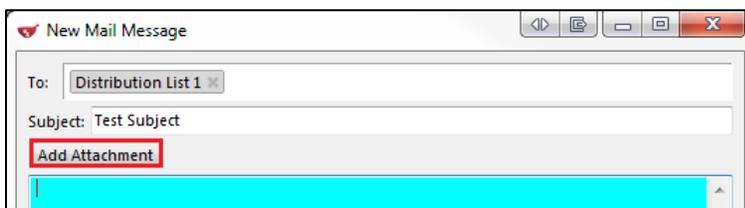
2. The **New Mail Message** window will open. Begin typing recipient's name in the **To** field. The system will auto-populate all users that match your search. If you are sending the message to all members of a distribution list, enter the name of the distribution list in the **To** field.



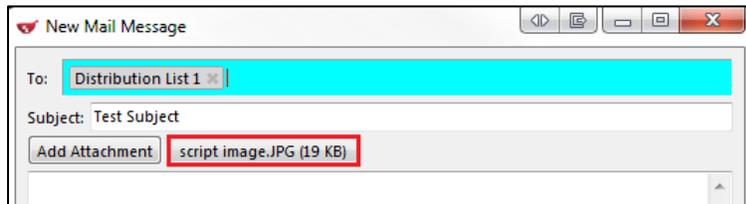
3. Enter a subject in the **Subject** field.



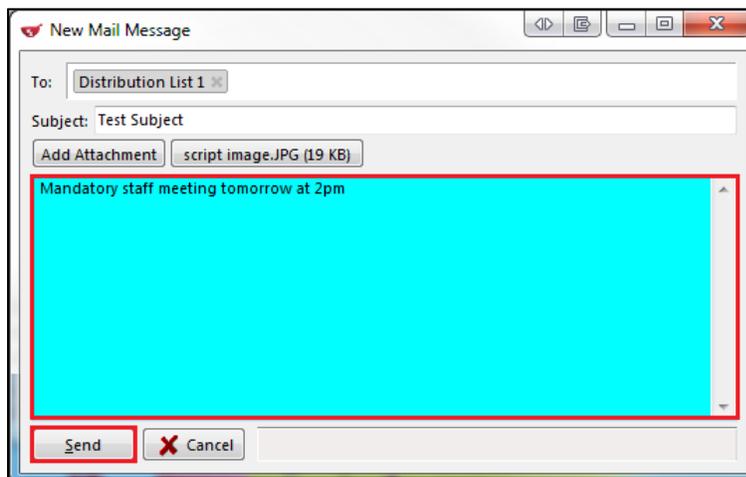
4. If you want to attach an image or document to the message, click **Add Attachment**.



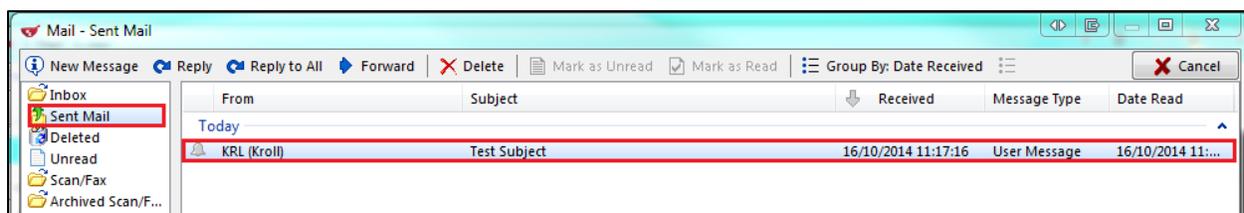
- Locate the image or document in your local directory and click **Open**. The file will be added to the mail message.



5. Enter the mail message in the space provided and click **Send**.



6. The mail message will appear in the Send Mail folder.

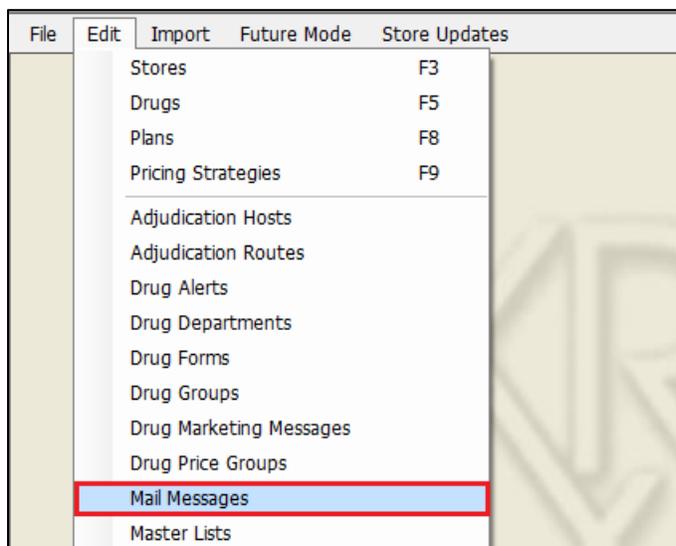


# Sending Broadcast Messages from Central Maintenance

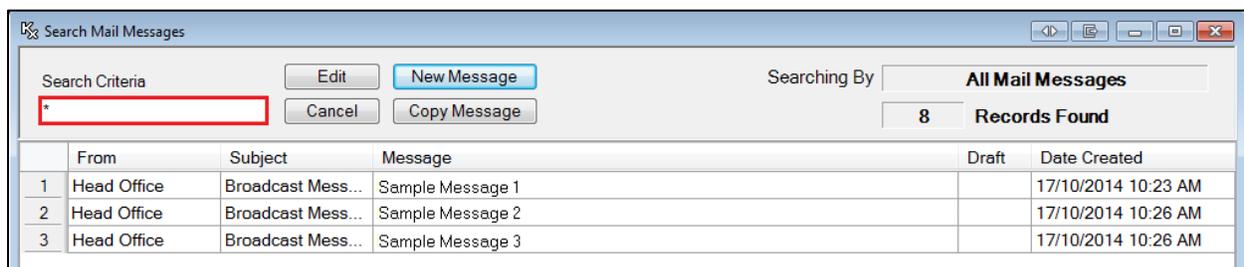
The Central Maintenance (CM) module is available to head office only. Occasionally, head office will send broadcast messages to inform pharmacy users of important changes and notifications. Broadcast messages are composed in the CM application and appear in the Mail module inbox.

## Composing a New Message

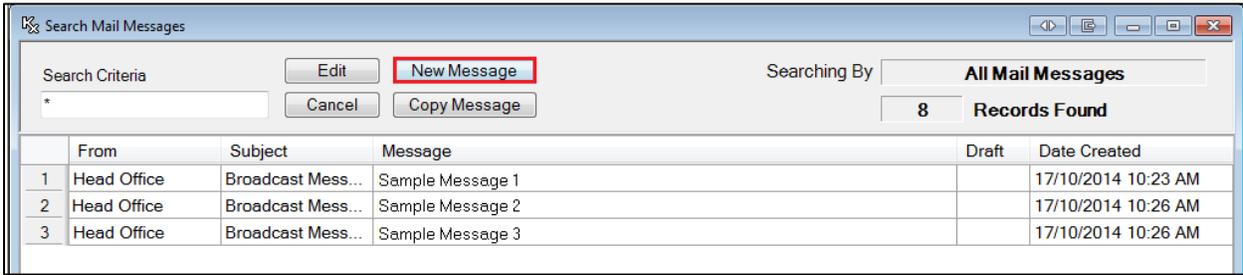
1. From the CM application, select **Edit > Mail Messages**.



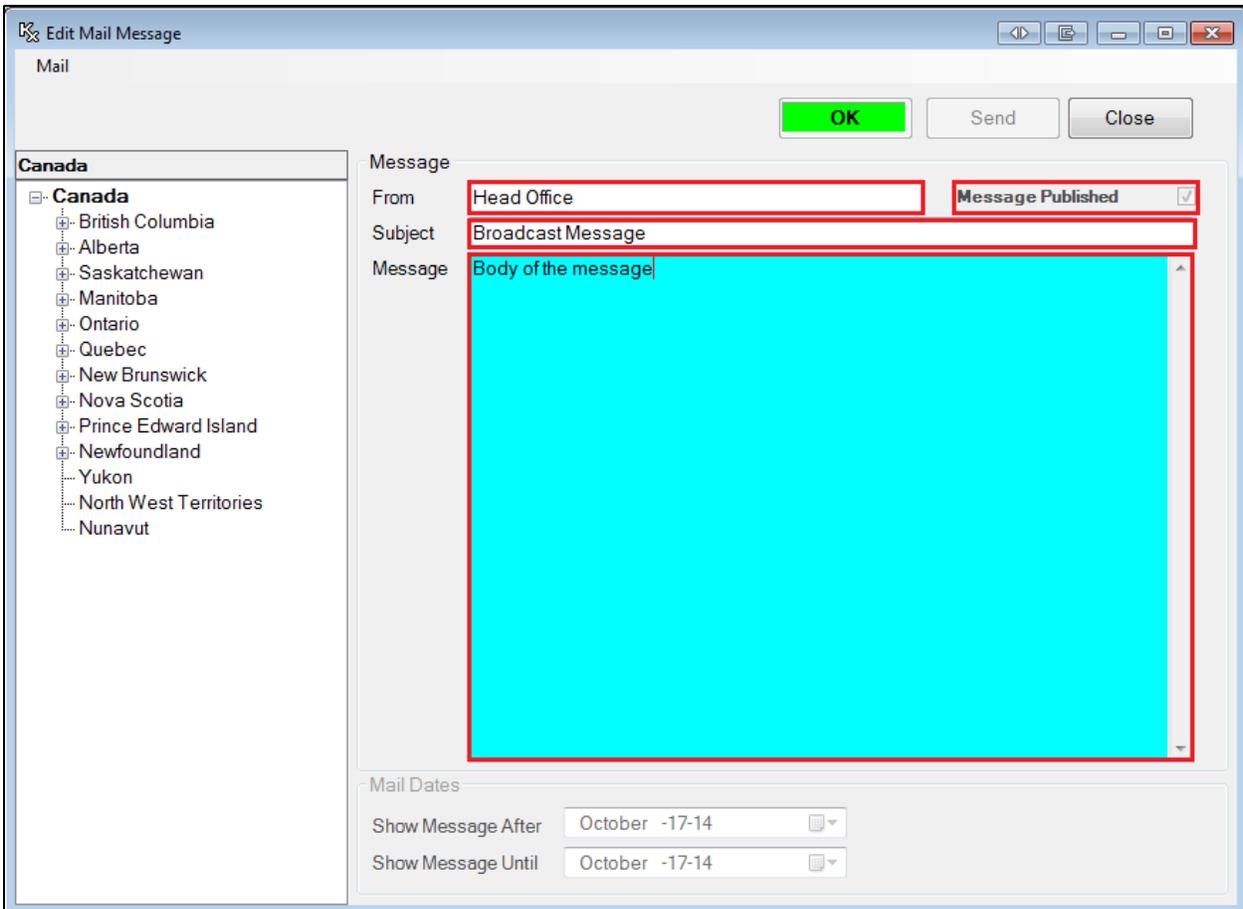
2. The **Search Mail Messages** screen will appear. You are required to perform a message search before composing a new message. Search by subject, or search '\*' to search for all messages.



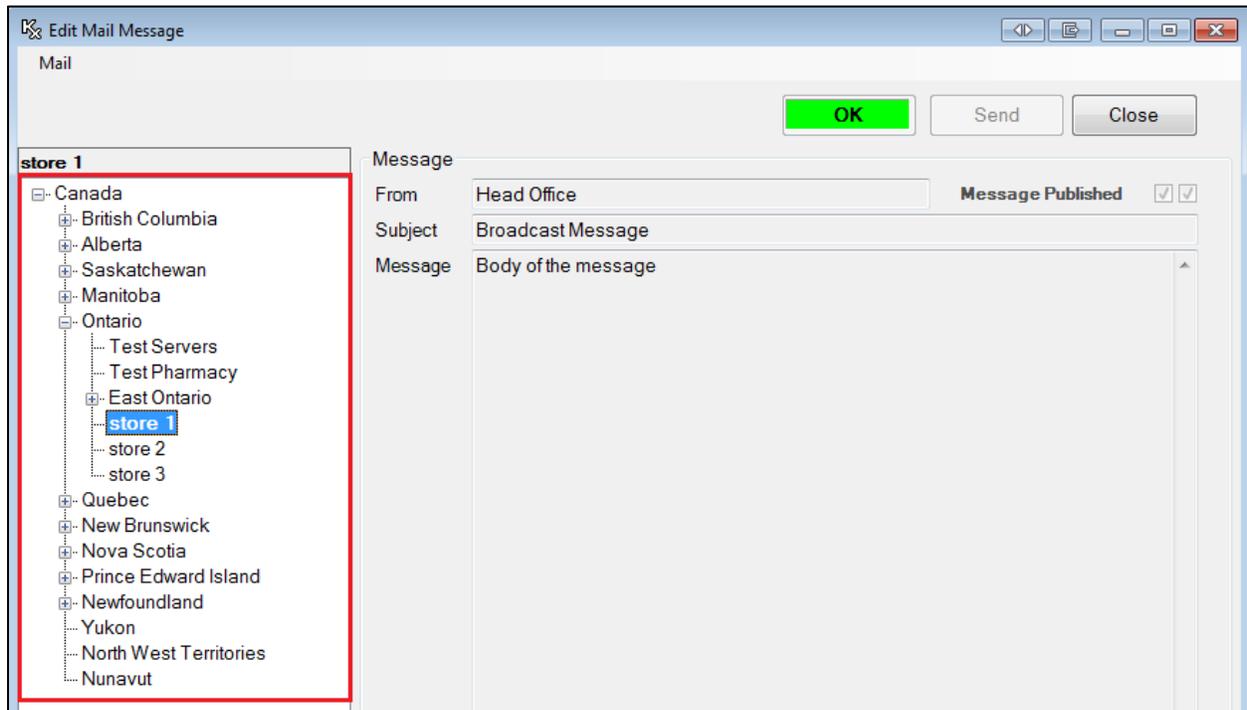
3. Click **New Message**.



4. The **Edit Mail Message** screen will appear. Complete the **From** and **Subject** fields and type the broadcast message in the **Message** space. Ensure **Message Published** is checked. If it is unchecked, the message will be saved as draft and will not be sent to the selected store(s).



5. You have the option to send the broadcast message to specific stores, to specific provinces, or to all stores across Canada. Select the province(s) or store(s) you want to send the message to from the hierarchy. If you do not specify a province or store, the message will be sent to all stores across Canada.



6. Click **Send**. The message will be transmitted to the selected pharmacies and will appear in the pharmacy user's Mail inboxes. Click **Close** to close the **Edit Mail Message** screen.

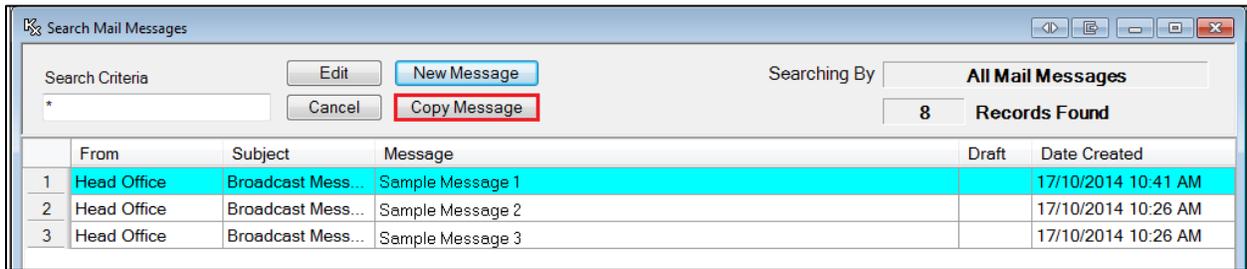
**NOTE:** Once a message has been sent it cannot be edited. The message will be stored within the CM application and can be retrieved by performing a message search.

## Copying a Message

The Copy Message function allows you to copy an already-sent message to new so it can be resent to other users. This function is useful if you want to change one part of a message to customize it for a specific province or store but you want the bulk of the message to remain the same.

1. From the CM application, select **Edit > Mail Messages**.
2. The **Search Mail Messages** screen will appear. Search for the message you want to copy by subject, or search '\*' to search for all messages.

3. Highlight the message you want to copy and click **Copy Message**.

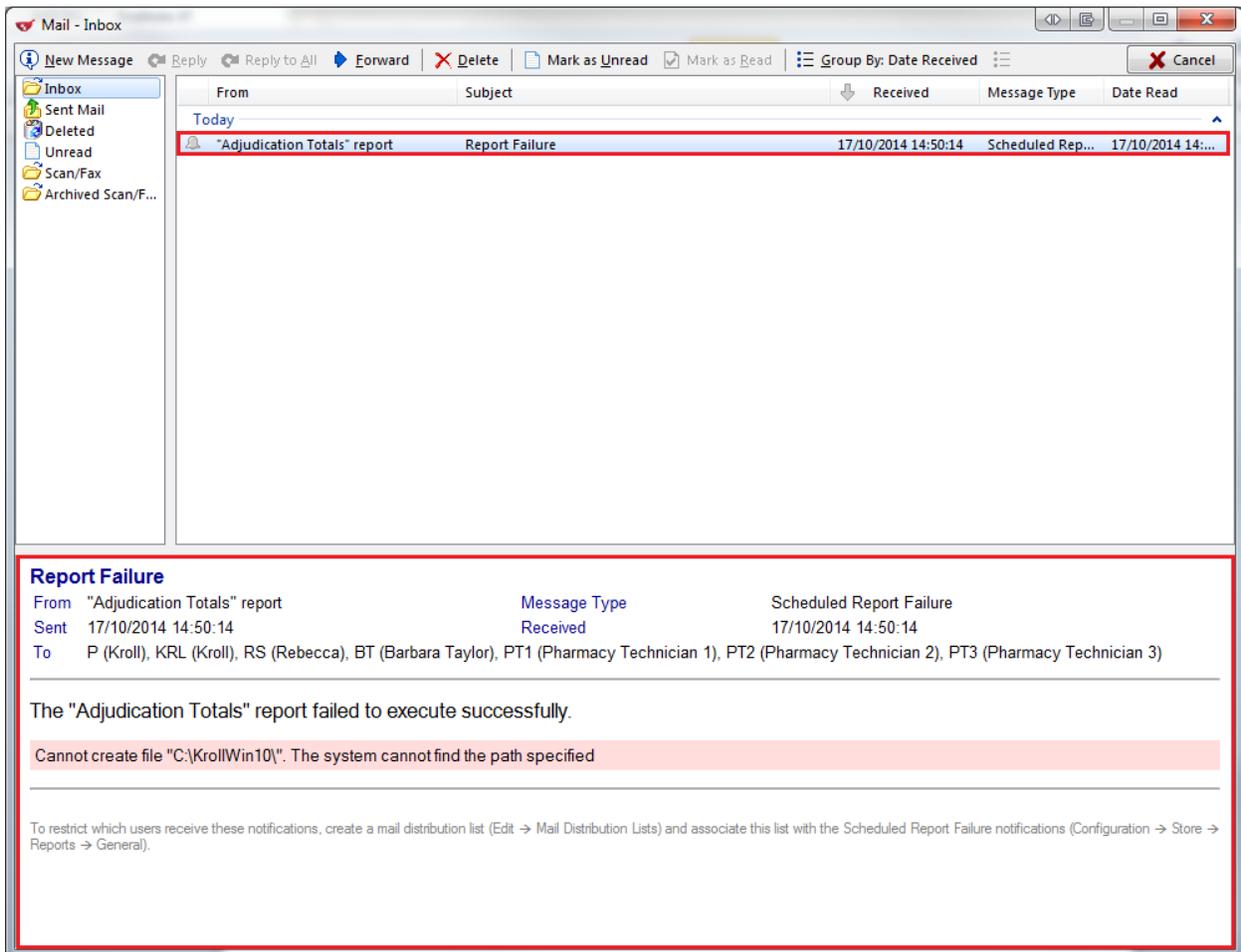


4. The **Edit Mail Message** screen will appear. Make the necessary changes to the message and select the recipient(s) from the hierarchy.
5. Click **Send**. The message will be transmitted to the selected pharmacies and will appear in the pharmacy user's Mail inboxes. Click **Close** to close the **Edit Mail Message** screen.

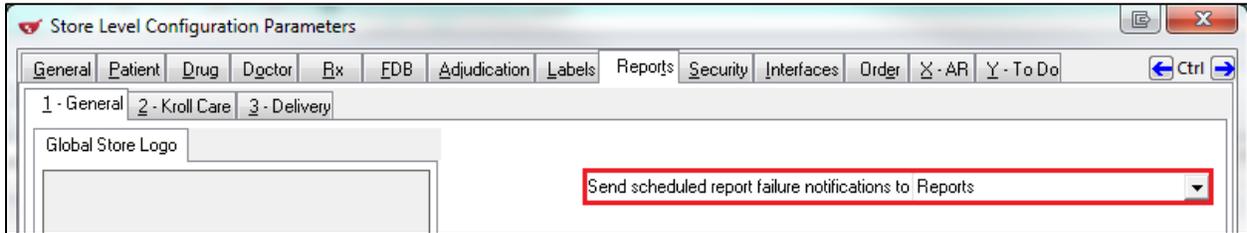
# Error Reporting Configuration

The error reporting function is used to send automatic mail notifications across the pharmacy in the event of a report failure. Users must be part of a user group in order to receive report failure notifications. (See the [Creating a Distribution List](#) section for information about how to set up user groups.)

Report failure notifications are sent as mail messages and appear in your inbox.



To configure your system to send report failure notifications to members of a user group, go to **File > Configuration > Store > Reports > General** and select the user group from the **Send scheduled report failure notifications to** menu.



Click **OK** to close the **Store Level Configuration Parameters** screen.