



Mail Module

January 2020

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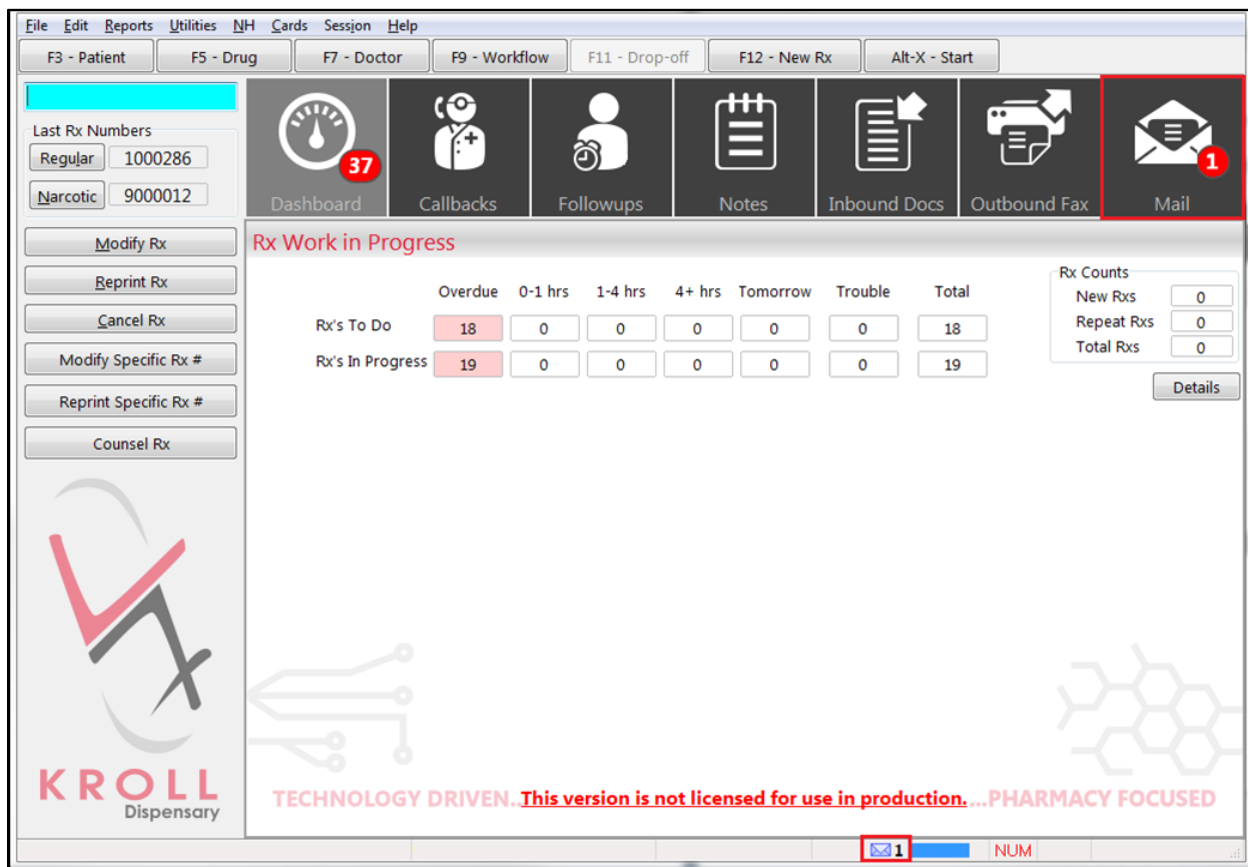
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Kroll Mail Module

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.



The screenshot shows the Kroll Pharmacy Software interface. At the top, there is a menu bar with options: File, Edit, Reports, Utilities, NH, Cards, Session, Help. Below the menu bar are function key shortcuts: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt-X - Start. The main interface features a dashboard with several icons: Dashboard (with a red '37' badge), Callbacks, Followups, Notes, Inbound Docs, Outbound Fax, and Mail (with a red '1' badge). The Mail icon is highlighted with a red box. Below the dashboard is a section titled 'Rx Work in Progress' with a table showing the status of prescriptions. To the right of the table is a 'Rx Counts' section with fields for New Rxs, Repeat Rxs, and Total Rxs. At the bottom of the screen, there is a status bar with an envelope icon and a red '1' next to it, indicating one unread message. The Kroll Dispensary logo is visible in the bottom left corner, and a disclaimer is at the bottom center: 'TECHNOLOGY DRIVEN. This version is not licensed for use in production. ...PHARMACY FOCUSED'.

	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
Rx's To Do	18	0	0	0	0	0	18
Rx's In Progress	19	0	0	0	0	0	19

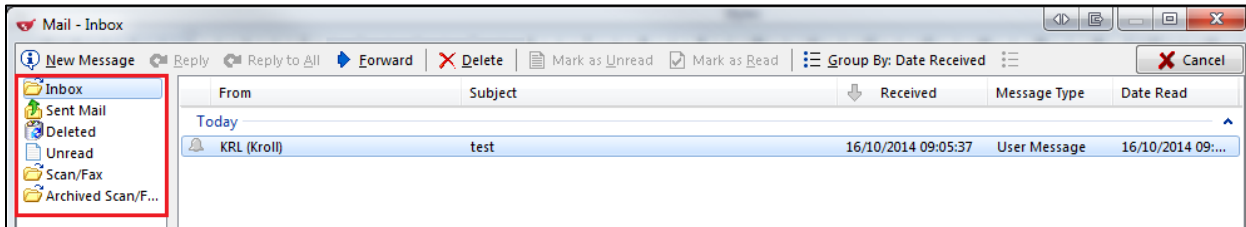
Rx Counts	
New Rxs	0
Repeat Rxs	0
Total Rxs	0

An envelope icon always appears at the bottom of the screen, regardless of the current module. The number next to the icon indicates the number of unread messages.

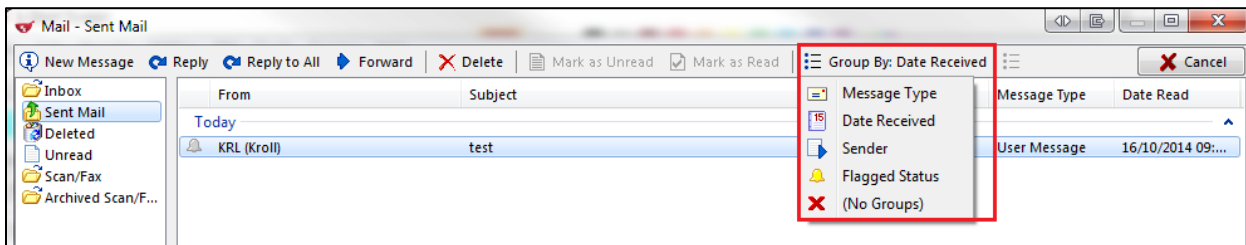
Click the **Mail** icon or the envelope at the bottom of the screen to access your inbox.

Mail Screen Explained

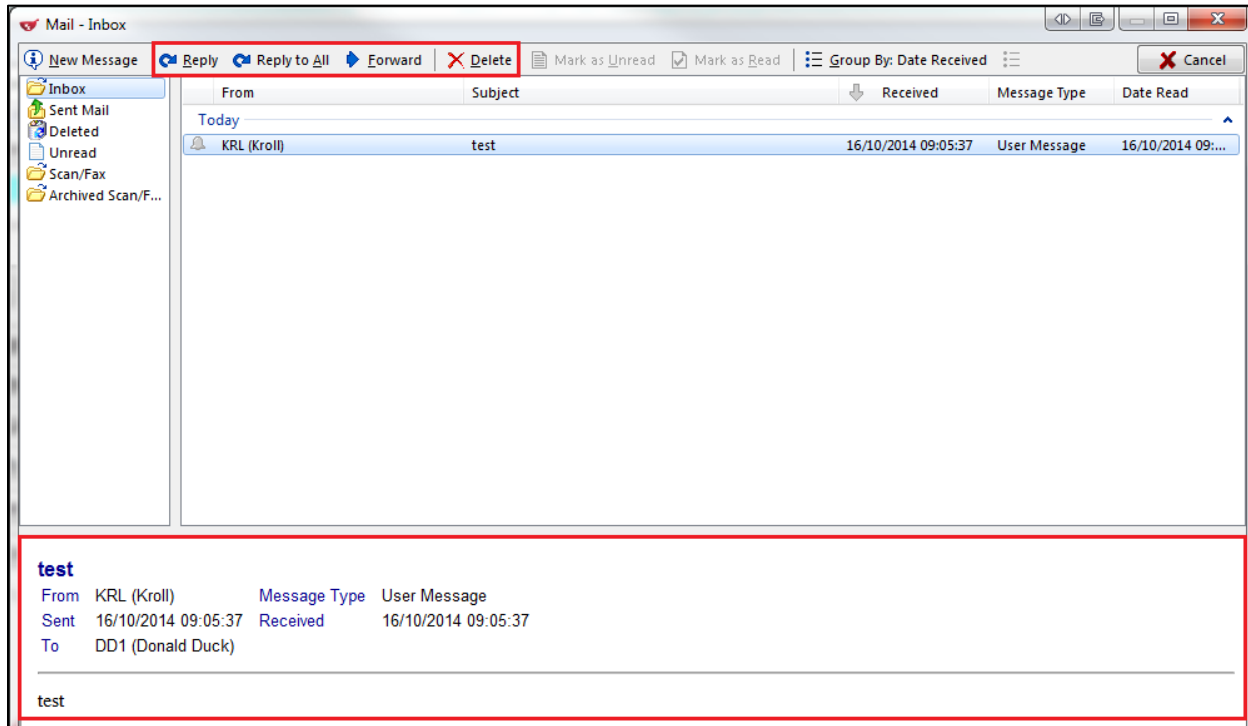
The inbox is displayed by default when the Mail module is accessed. Other mail folders can be accessed from the left navigation pane.



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



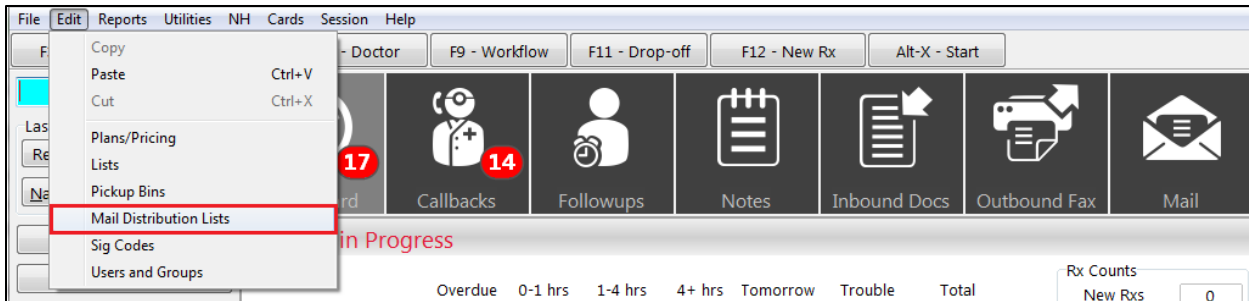
Mail messages are displayed in the message pane on the lower half of the screen. Use the controls at the top of the screen to reply, reply to all, forward, or delete the message.



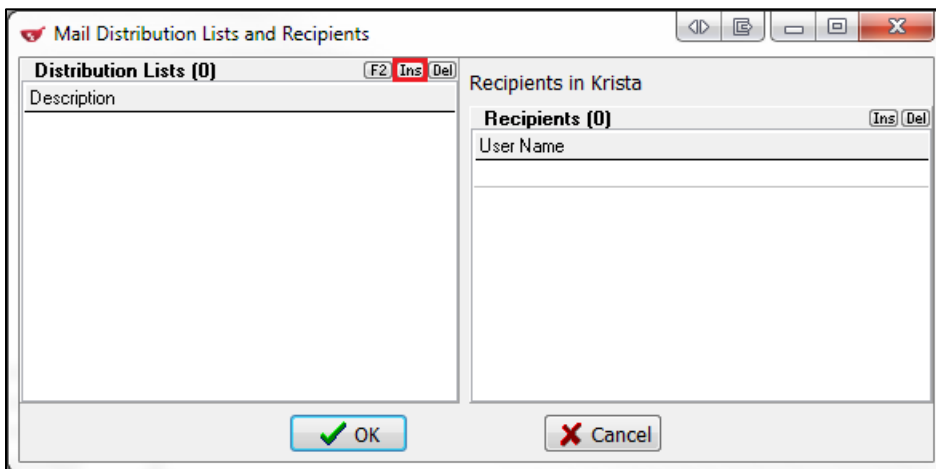
Creating a Distribution List

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

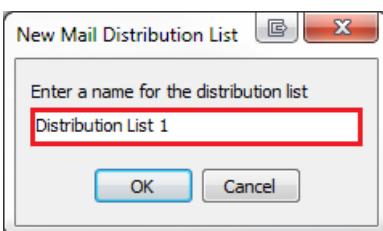
1. From the **Alt-X Start** screen, select **Edit > Mail Distribution Lists**.



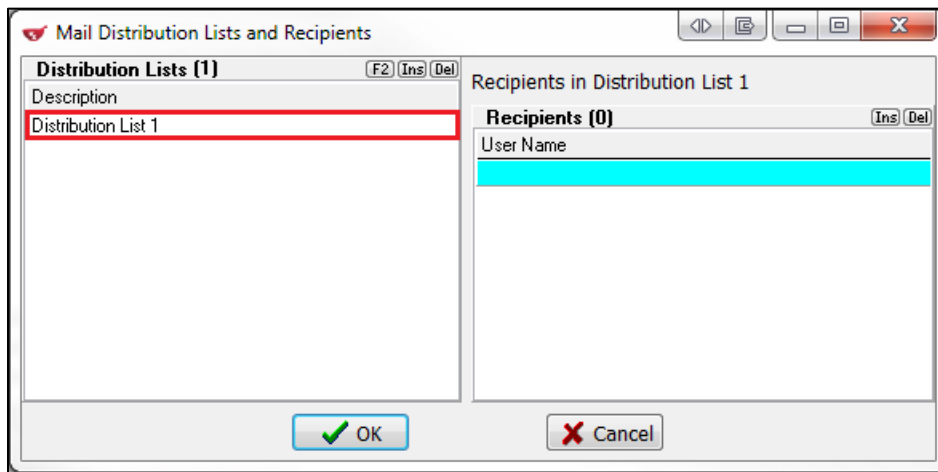
2. The **Mail Distribution Lists and Recipients** screen will appear. Click **Ins** from the **Distribution Lists** section or press the **Insert** key on your keyboard.



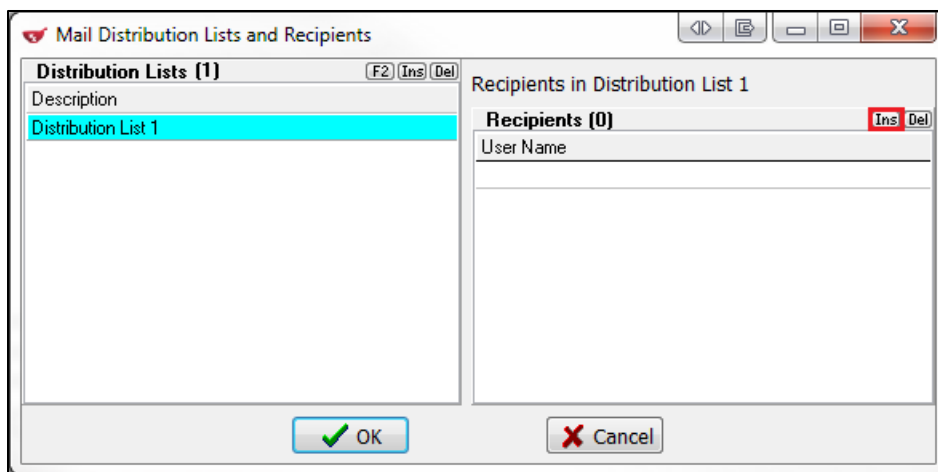
3. Enter a name for the distribution list and click **OK**.



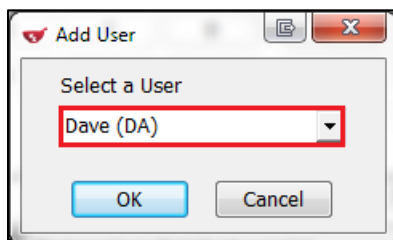
The distribution list will be added to the **Mail Distribution Lists and Recipients** screen.



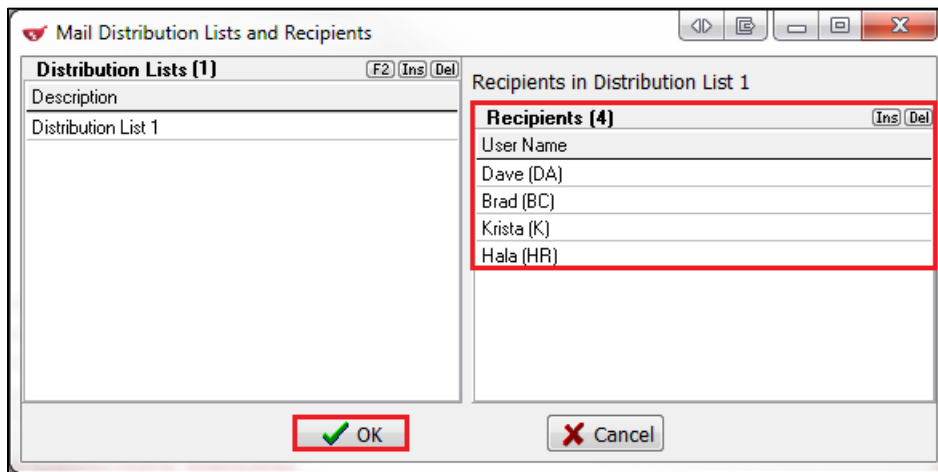
4. Highlight the distribution list you just created and click **Ins** from the **Recipients** section or press the **Insert** key on your keyboard.



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



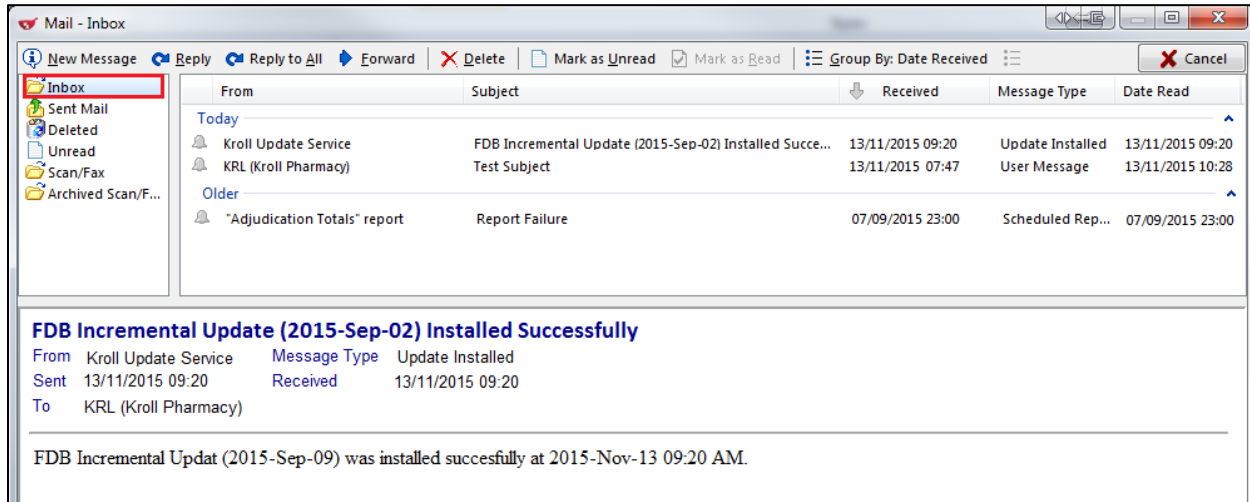
6. Repeat steps 4-5 for each user you want included in the distribution list. When you are finished, click **OK**.



Mail Folders

Inbox

The **Inbox** folder contains all inbound mail messages that have been received by the currently-logged in user. This includes mail messages sent from other Kroll users, auto update messages, and report failure notifications. An example of each message type is shown below.



The screenshot shows the 'Mail - Inbox' window. The left sidebar lists folders: Inbox (selected), Sent Mail, Deleted, Unread, Scan/Fax, and Archived Scan/F... The main pane shows a list of messages:

From	Subject	Received	Message Type	Date Read
Today				
Kroll Update Service	FDB Incremental Update (2015-Sep-02) Installed Succe...	13/11/2015 09:20	Update Installed	13/11/2015 09:20
KRL (Kroll Pharmacy)	Test Subject	13/11/2015 07:47	User Message	13/11/2015 10:28
Older				
"Adjudication Totals" report	Report Failure	07/09/2015 23:00	Scheduled Rep...	07/09/2015 23:00

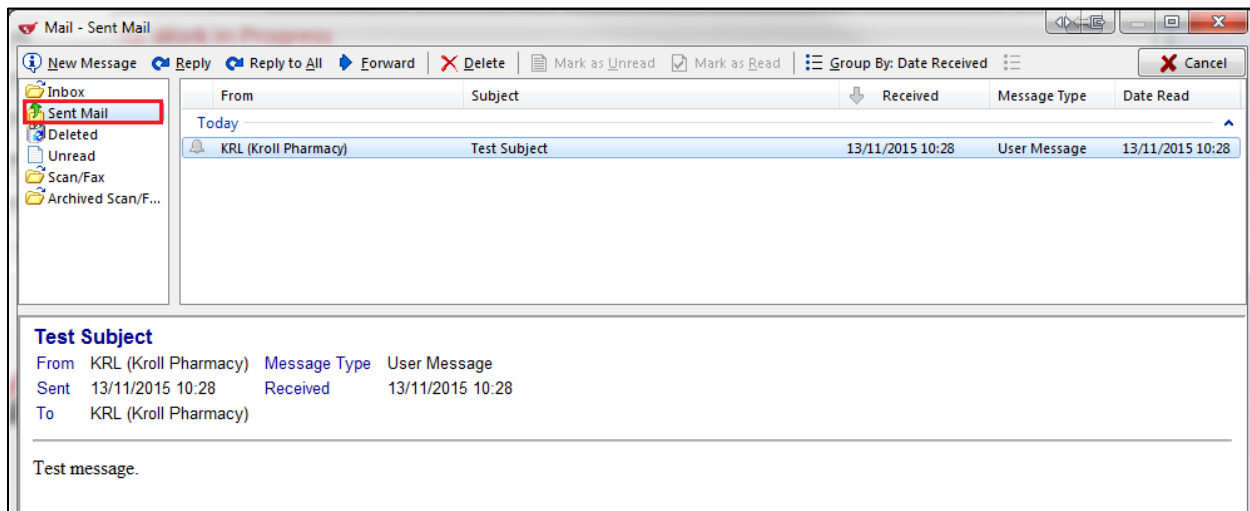
The detailed view of the selected message is:

FDB Incremental Update (2015-Sep-02) Installed Successfully
 From: Kroll Update Service Message Type: Update Installed
 Sent: 13/11/2015 09:20 Received: 13/11/2015 09:20
 To: KRL (Kroll Pharmacy)

FDB Incremental Updat (2015-Sep-09) was installed successfully at 2015-Nov-13 09:20 AM.

Sent Mail

The **Sent Mail** folder contains all mail messages that have been sent from the currently-logged in user's account.



The screenshot shows the 'Mail - Sent Mail' window. The left sidebar lists folders: Inbox, Sent Mail (selected), Deleted, Unread, Scan/Fax, and Archived Scan/F... The main pane shows a list of messages:

From	Subject	Received	Message Type	Date Read
Today				
KRL (Kroll Pharmacy)	Test Subject	13/11/2015 10:28	User Message	13/11/2015 10:28

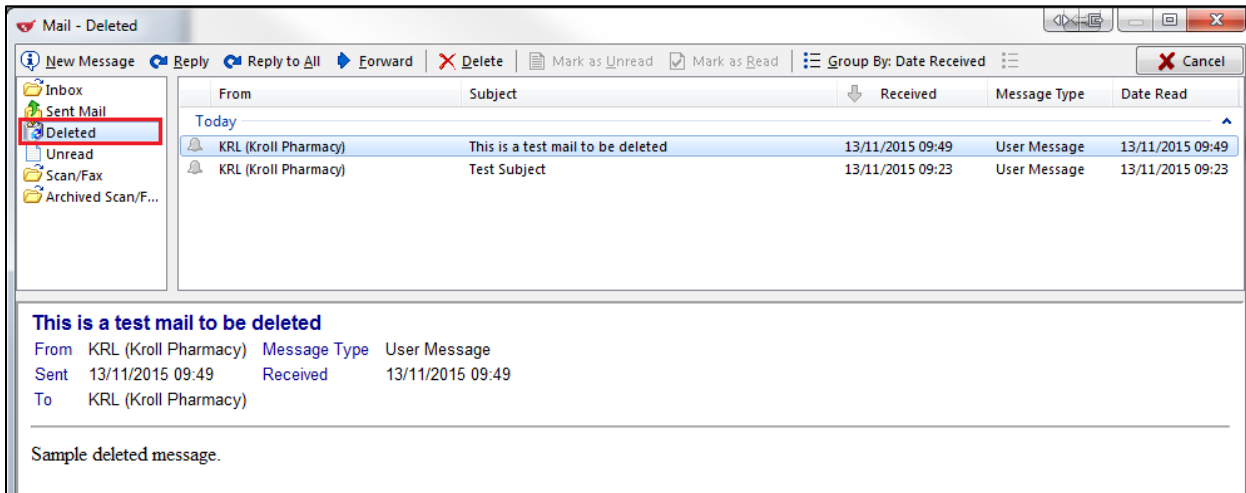
The detailed view of the selected message is:

Test Subject
 From: KRL (Kroll Pharmacy) Message Type: User Message
 Sent: 13/11/2015 10:28 Received: 13/11/2015 10:28
 To: KRL (Kroll Pharmacy)

Test message.

Deleted

The **Deleted** folder contains all mail messages that have been deleted from the **Inbox**. Messages deleted from the **Sent Mail** folder are permanently removed and are not archived in the **Deleted** folder.



The screenshot shows a 'Mail - Deleted' window. The left sidebar lists folders: Inbox, Sent Mail, Deleted (highlighted with a red box), Unread, Scan/Fax, and Archived Scan/F... The main pane shows a table of deleted messages:

From	Subject	Received	Message Type	Date Read
Today				
KRL (Kroll Pharmacy)	This is a test mail to be deleted	13/11/2015 09:49	User Message	13/11/2015 09:49
KRL (Kroll Pharmacy)	Test Subject	13/11/2015 09:23	User Message	13/11/2015 09:23

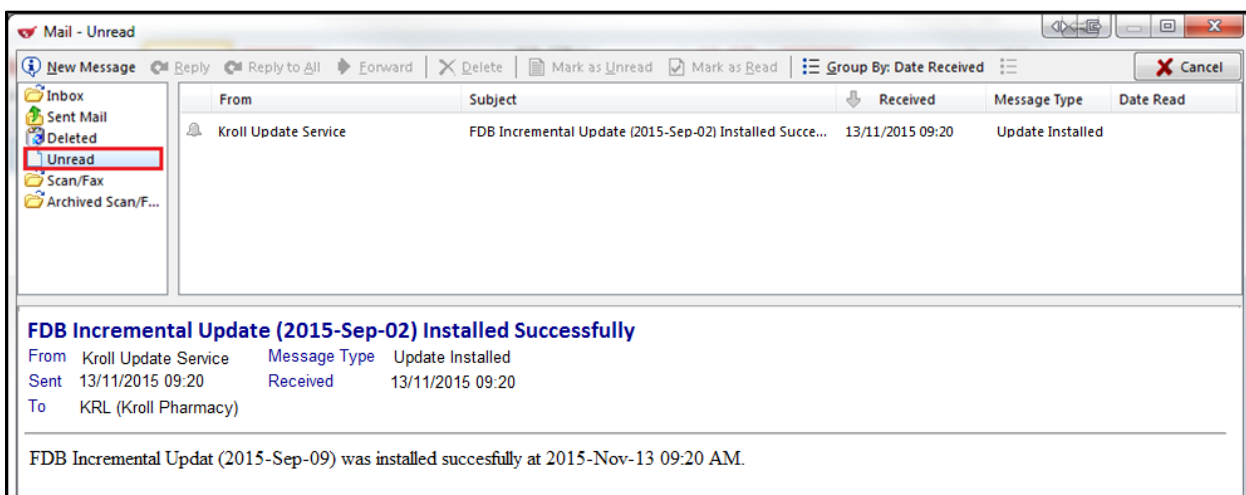
Below the table is a preview of the selected message:

This is a test mail to be deleted
 From: KRL (Kroll Pharmacy) Message Type: User Message
 Sent: 13/11/2015 09:49 Received: 13/11/2015 09:49
 To: KRL (Kroll Pharmacy)

Sample deleted message.

Unread

The **Unread** folder contains inbound mail messages that have not yet been read by the recipient. Once a message has been read, a **Date Read** will be assigned and the message will no longer appear in the **Unread** folder.



The screenshot shows a 'Mail - Unread' window. The left sidebar lists folders: Inbox, Sent Mail, Deleted, Unread (highlighted with a red box), Scan/Fax, and Archived Scan/F... The main pane shows a table of unread messages:

From	Subject	Received	Message Type	Date Read
Kroll Update Service	FDB Incremental Update (2015-Sep-02) Installed Succe...	13/11/2015 09:20	Update Installed	

Below the table is a preview of the selected message:

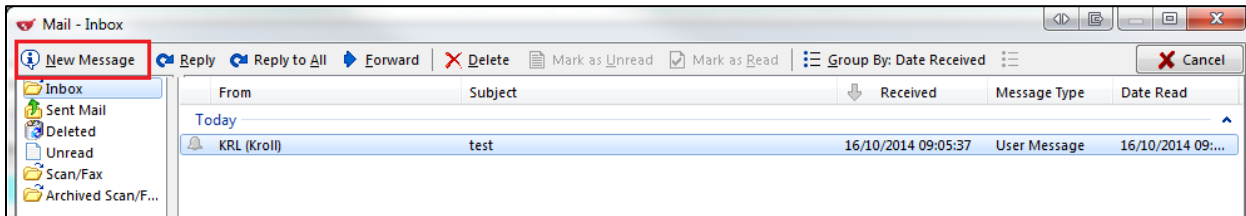
FDB Incremental Update (2015-Sep-02) Installed Successfully
 From: Kroll Update Service Message Type: Update Installed
 Sent: 13/11/2015 09:20 Received: 13/11/2015 09:20
 To: KRL (Kroll Pharmacy)

FDB Incremental Updat (2015-Sep-09) was installed successfully at 2015-Nov-13 09:20 AM.

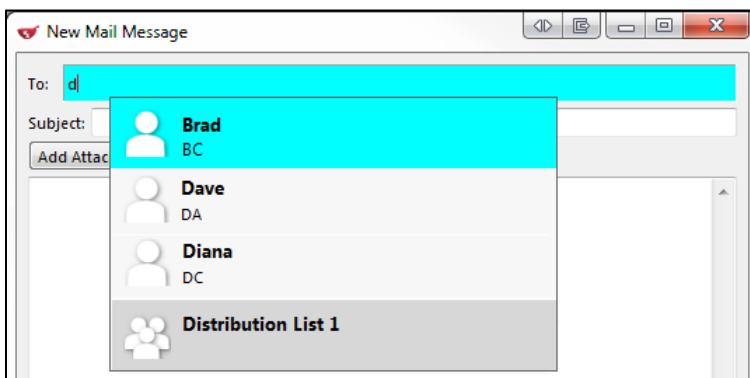
Composing a Message

New Message

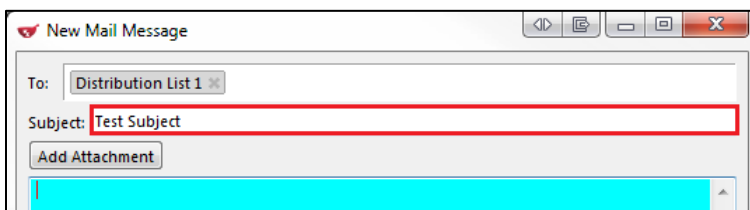
1. Click **New Message**, located in the top left corner of the Mail screen.



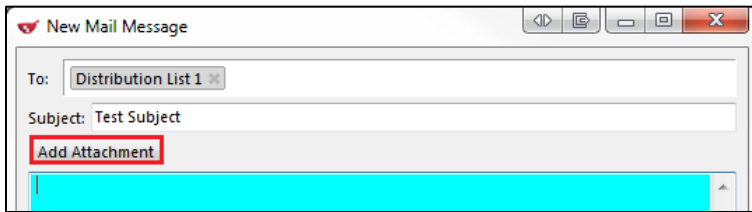
2. The **New Mail Message** window will open. Begin typing the recipient's name in the **To** field. The system will auto-populate all users that match your search. If you are sending the message to all members of a distribution list, enter the name of the distribution list in the **To** field.



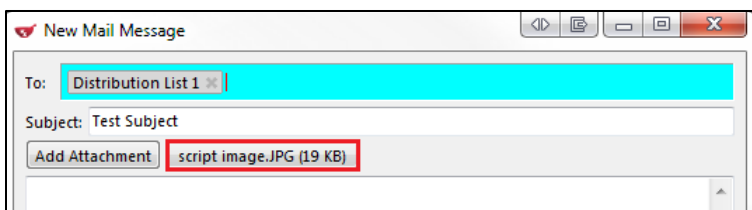
3. Enter a subject in the **Subject** field.



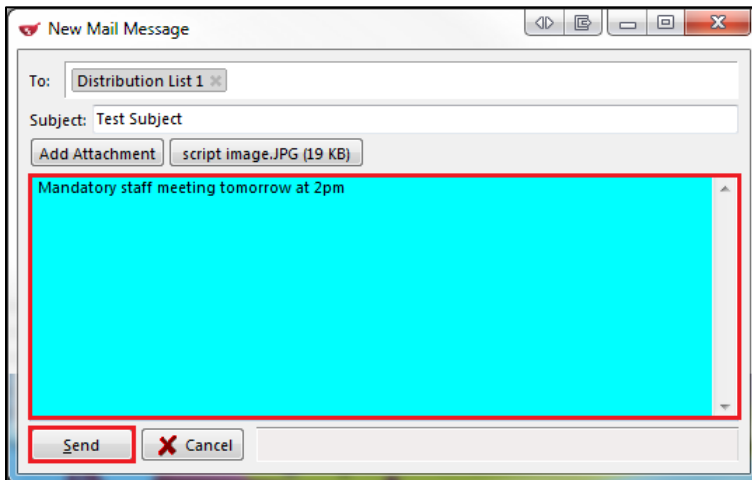
- If you want to attach an image or document to the message, click **Add Attachment**.



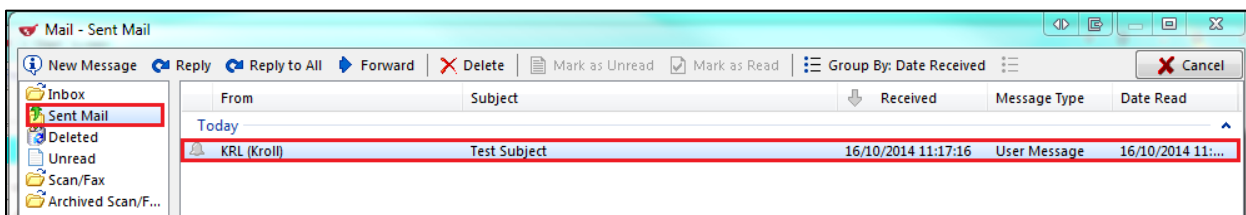
- Locate the image or document in your local directory and click **Open**. The file will be added to the mail message.



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

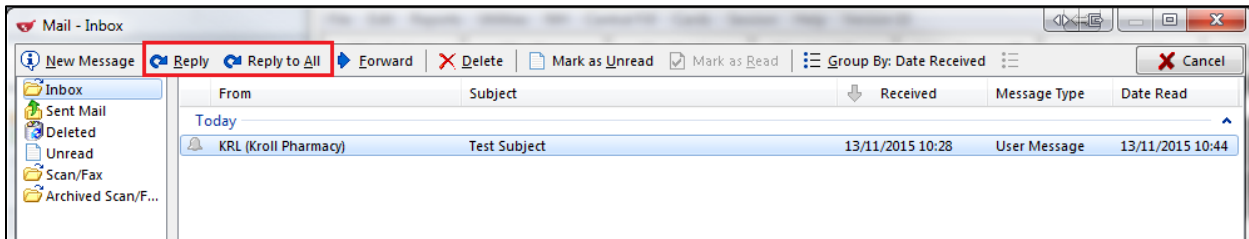


The mail message will appear in the **Send Mail** folder.



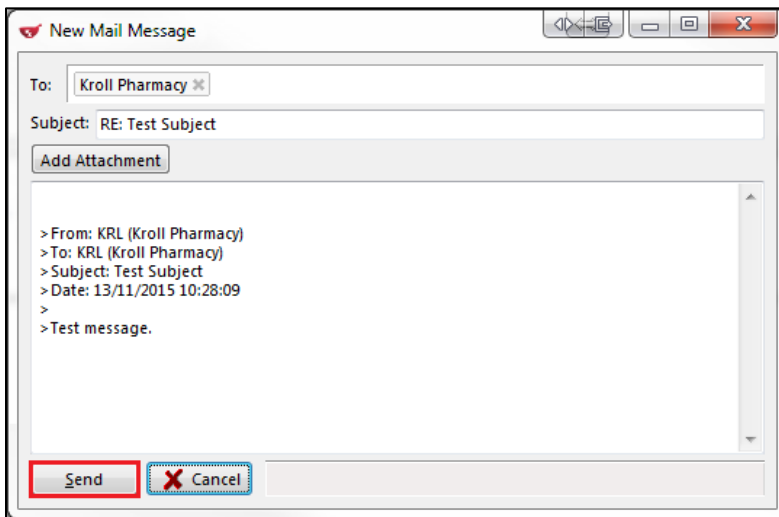
Reply

1. From the **Inbox**, select the mail message you want to reply to and click the **Reply** or **Reply to All** button at the top of the screen.

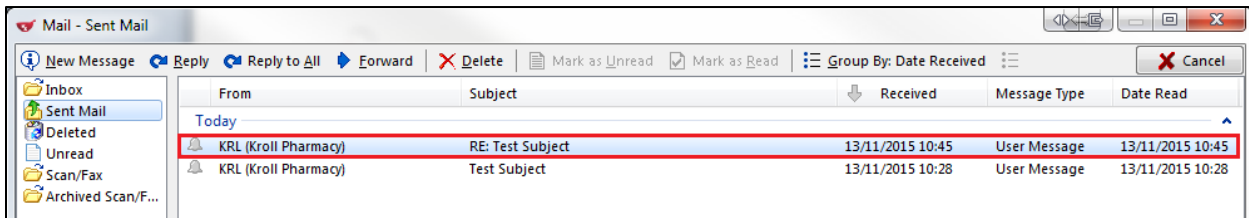


- **Reply**: Sends a reply to the person who sent the original email only.
- **Reply to All**: Sends a reply to all users who received the original email.

2. The **New Mail Message** screen will appear. Make any necessary changes to the message and click **Send**.

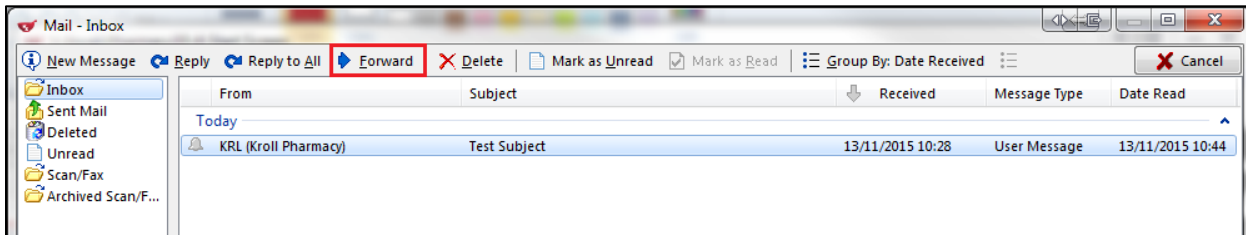


The message will appear in the **Sent Mail** folder.

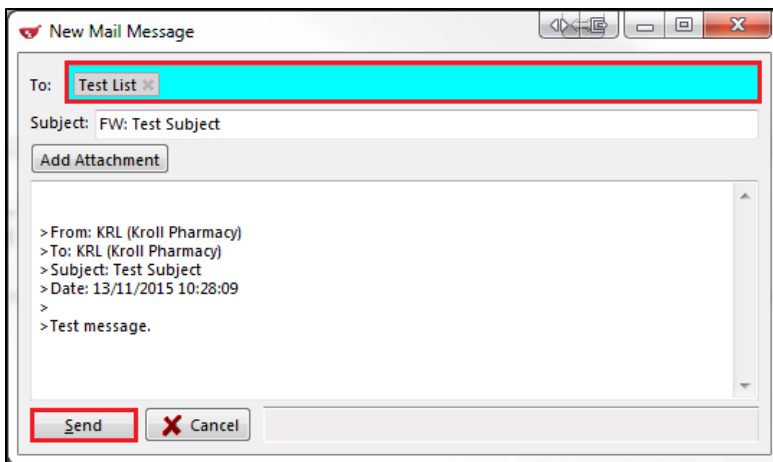


Forward

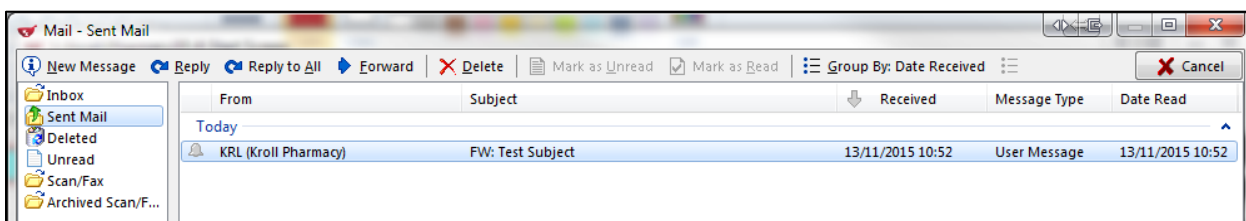
1. From the **Inbox**, select the mail message you want to forward and click the **Forward** button at the top of the screen.



2. The **New Mail Message** screen will appear. Enter one or more recipients in the **To** field. Make any necessary changes to the message and click **Send**.

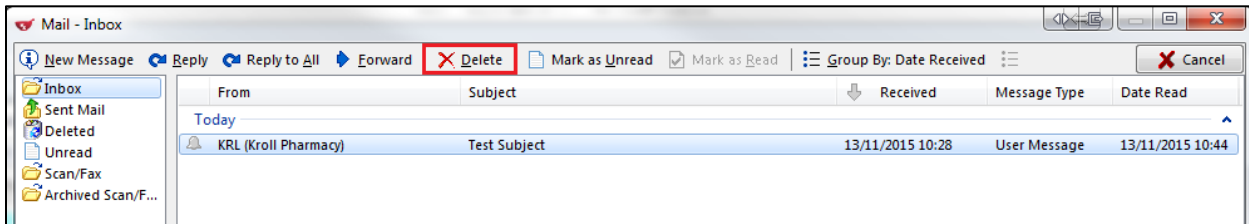


The message will appear in the **Sent Mail** folder.

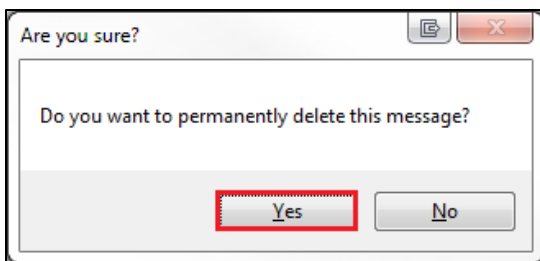


Delete

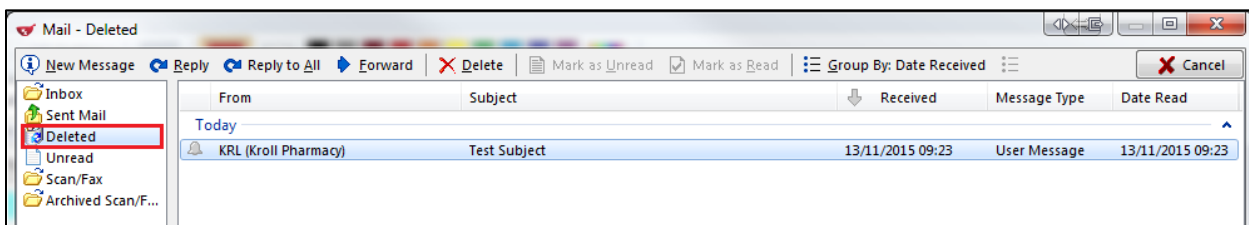
1. From the **Inbox**, select the message you want to delete and click the **Delete** button at the top of the screen.



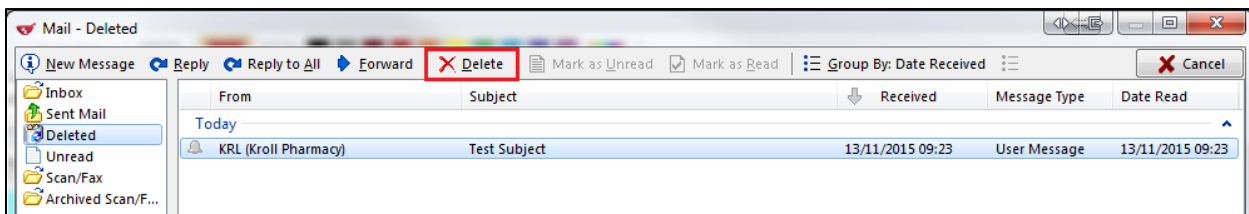
2. A prompt will appear asking if you want to permanently delete the message. Answer **Yes**.



The message will be moved to the **Deleted** folder.



3. To permanently delete the message, select it from the **Deleted** folder and click the **Delete** button at the top of the page.



The message will be permanently removed from the **Deleted** folder.