Cover page mostly blank

Table of Contents

Navigation

The page displayed below is the page upon entry to the Pear system. Each tab includes the number of messages per its category.

If there are more messages than will fit on one page, then migrate to the next page using arrows in the "Showing page…" box. The number of messages to display per page can also be defined. In the example above, 10 messages are displayed per page. Options are 5, 10, 50, and 100 messages per page.

The tabs "Inbox/Archived" tab and "Sent/Archived" contain messages that are split between active messages and archived messages. Both active and archived messages will be removed from the system permanently after approximately 60 days.

"Inbox/Archived" tab:
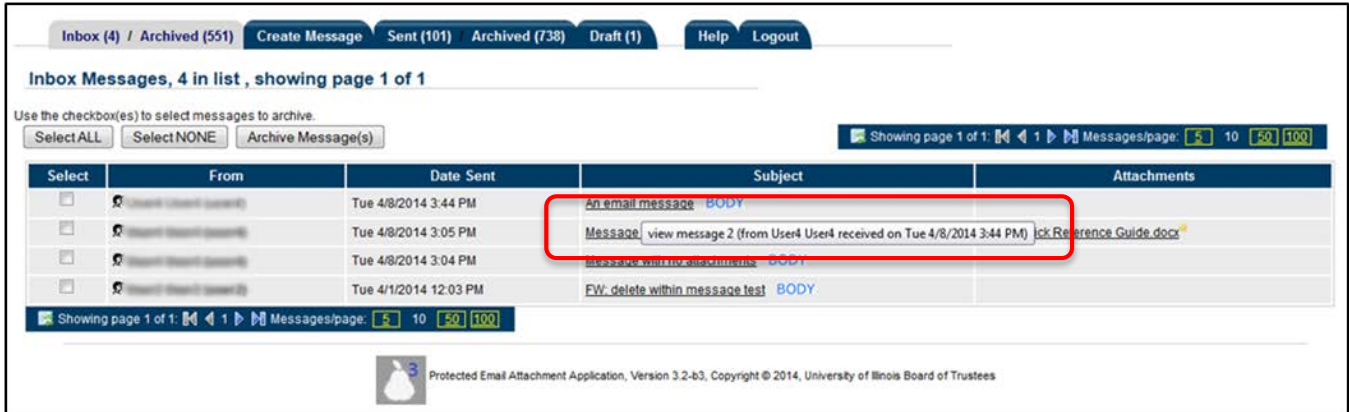
"Sent/Archived" tab:

Quick Message View

On the Inbox, Sent, Archived, and Draft tabs, hovering over a message gives a quick view of the message without opening it.

Hovering over the word "BODY" will show the body text. Also, clicking on the word "BODY" will open a message box that displays the body of the message.

Inbox/Archived Tab

The Inbox/ArchivedTab, also the landing page for this system, is where the list of PEAR messages received can be viewed. The messages are displayed in a table that is sorted chronologically, most recent first. Like conventional mail, unread messages are bold.

In the example below, only the top message has been read.

Removing Messages from the Inbox Messages View

Messages cannot be deleted from the Inbox view. Instead, move a message from the Inbox to the Archive view. To move one or more messages from your Inbox List to the Archive List, click the message's checkbox under the '**Select'** Column (first column) of the table, then click the **'Archive n selected message(s)'** button:

To select all message checkboxes, click the '**Select ALL"** button. To clear all selections, click the **'Select NONE'** button.

Once the message(s) have been selected and the **'Archive n selected message(s)'** button clicked, the message(s) will move to the Archived List. Messages are kept for approximately 60 days after being sent or saved. After that, the message(s) is removed permanently from PEAR.

Message View

To open a message, click on the link (underlined text) in the Subject column. The '**Message View'** will appear. The 'Message View' is used to view messages for inbox, sent, and archived messages. Message Actions change depending on the tab.
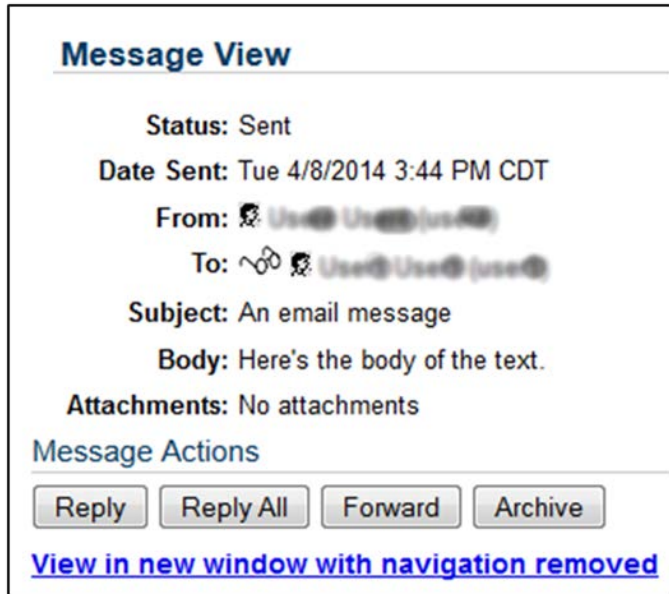
The following actions can be performed with the buttons on the Inbox and/or Inbox's Archived tab:

Tab	Button Label	Button Action
Both	Reply	A new draft message is created and the '**Edit Message'** page is displayed. The message will have one recipient – the sender of the original message. The message subject will be 'RE: ' plus the original subject. The original message will be appended to the body. If the original message contains attachments, they ARE NOT copied and attached. Instead, the body of the message will contain the name and size of the original messages attachment.
Both	Reply All	Same as 'Reply' except that the new draft message will contain each recipient of the original message plus the sender.
Both	Forward	A new draft message is created and the '**Edit Message'** page is displayed. There are no default recipients. The subject will be 'FW: ' plus the original subject. The original message will be appended to the body.

Tab	Button Label	Button Action
		If the original message contains attachments, they can be copied and attached. There is a checkbox to stop the attachment from being forwarded, if desired.
Inbox	Archive	Moves the message to the 'from the 'Inbox' view to the Archive' view.
Archived	Restore	Moves the message to the 'Archive' view from the 'Inbox'.

Clicking on 'View in new window with navigation removed' does just like it says. It will open the email in a new browser window. No action can be taken on the email in the new window.

Create Message Tab

Create Message

The **'Create Message'** tab is where you create a new message and either send it or save it to the **'Draft'** tab.

The process to compose a message in PEAR is similar to composing a conventional email message:

- First, look up and choose one or more recipients for the message.
- Next, add '**Subject**' and '**Body**' content and attachments if desired.
- Finally, click the 'Send Message' button to send the message.

Refer to the Addressing Recipients section for additional information on identifying eligible recipients.

Adding attachments

Attachments are added by browsing and selecting a file from a specified location. The look of this control depends the browser. For instance, it looks like this with Internet Explorer (IE):

In Chrome, it looks like this:

To **add** an attachment, click the button on the line associated with the attachment to search for the file to attach.

To **change** an attachment, click the button on the line associated with the attachment, then search for the file to attach.

To **delete** an attachment, delete the attachment line.

To add a new attachment line, click on any of the '+' buttons on any existing attachment line. To delete an attachment line, click on the '**-**'button on the line.

Message View

Click the 'Send Message' button to send the message. After the message is sent, the '**Message View'** page will display the sent message and four buttons will be available.

The following actions can be performed with the buttons:

Button Label	Button Action
Forward	A new draft message is created and the '**Edit Message'** page is displayed. There are no default recipients. The subject will be 'FW: ' plus the original subject. The original message will be appended to the body. If the original message contains attachments, they can be copied and attached. There is a checkbox to stop the attachment from being forwarded, if desired.
Notification	This is a method to send an email to the recipient outside of Pear, such as Outlook. A new draft message is created and the '**Message Notification'** page is displayed. Refer to Message Notification View for further information.
Archive	Removes the message from the 'Inbox' view for the recipient. It is moved to the 'Archive' view.
Recall	Recalls the message. This will move the message from the Sent tab to the draft tab and remove the message from the recipient's inbox.

Saving a message as a draft

Click the 'Save Message to Drafts' button to save it to the draft messages page for future use. The following will then appear:
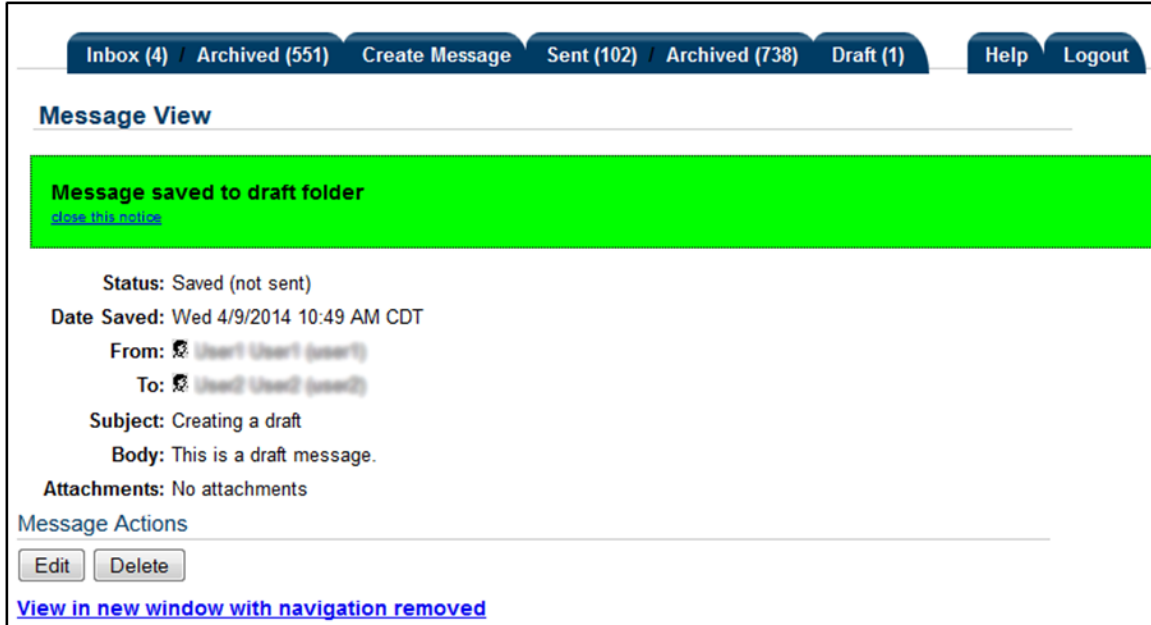
The following actions can be performed with the buttons:

Button Label	Button Action
Edit	This opens the message in the 'Edit Message' window.
Delete	This will delete this message permanently from PEAR. Only draft messages can be deleted.

Sent/Archived Tab

This is the page that lists PEAR messages that have been sent. The messages are displayed in a table that is sorted chronologically, most recent first.
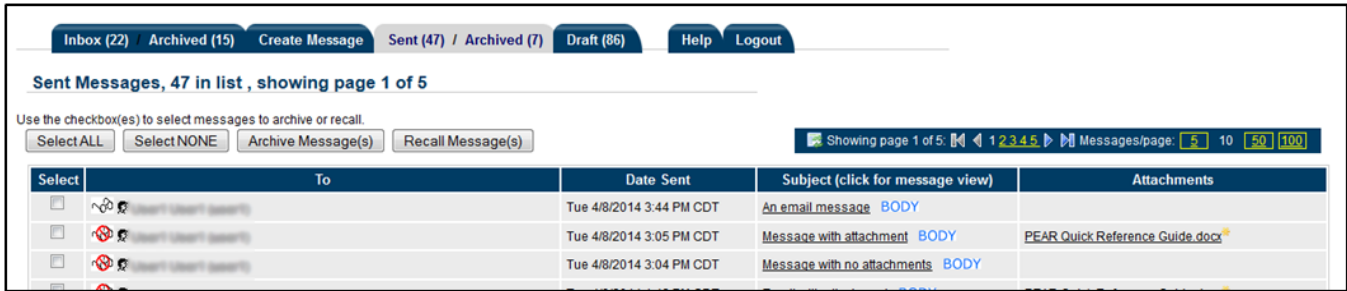
View Status Indicator

A message is not considered to be 'viewed' until it has been opened in 'Message View' by the recipient. This behavior is similar to the 'read receipt' of conventional email. The View Status indicators are as follows:

View Status Indicator	Meaning
	The recipient has NOT viewed the message.
	The recipient has viewed the message.

When read, the sender will receive an email indicating the message has been viewed. This can be turned off per message.

Removing Messages from the Sent Messages View

From the Sent link, messages can be either archived or recalled. From the Archive link, messages can be either restored or recalled. These processes are similar to the Inbox tab processes.

First, either click the 'Select ALL" button or click specific messages' checkbox under the 'Select' Column (first column) of the table. Then, depending on the desired action, click the 'Archive n selected message(s)' or 'Recall n selected message(s)' button.

The Archive action will move the messages to the Archived Link on the Sent tab. The Recall Messages will recall the message from all recipients, regardless of whether they have viewed it or not. Recalled messages are stored on the sender's Draft tab.

Recalling Messages

If a single message is recalled, the message is migrated to the Draft tab and the "Message View" is displayed:

Message View

Message 22194 recalled to draft.
close this notice

Status: Saved (not sent)
Date Saved: Wed 4/16/2014 10:05 AM CDT
From: User1 User1 (user1)
To: User4 User4 (user4)
Subject: Testing notifications
Body: This is the body of the message.
Attachments: PEAR Quick Reference Guide.docx*

Message Actions

[Edit] [Delete]

View in new window with navigation removed

Recalled messages can be edited or deleted. If the message is edited, the message can be resent. If the message is deleted, it is permanently deleted from Pear. This is the only to permanently delete a message that has already been sent (without waiting for it to be automatically deleted after about 60 days).

Message Notification View

This view is available only for messages in the Sent/Archived tab. It allows a sender to:
- Send a notification to the recipient's email service that they have a PEAR message. Email services are defined as Outlook, Gmail, etc.
- Execute one of the "Message Actions" displayed below.

The sender can do either of these activities – they do not need to do both. They can send a notification, then return to execute one of the Message Actions. However, if they execute a Message Action, they will leave the page and be unable to send a notification in the same flow. They will need to re-enter this view to execute a notification.

Inbox (4) / Archived (551)   Create Message   Sent (102) / Archived (738)   Draft (1)   Help   Logout

Message Notification

Date Sent: Wed 4/9/2014 9:35 AM CDT

From: User1 User1 (user1)

To: User2 User2 (user2)

◉ Notification to default email addresses: user@uillinois.edu

◯ Notification to these emails addresses: user@uillinois.edu

◯ Do not send email notification to this recipient

Email Subject: PEAR Notification

Email Body: Please view the pear message that I've sent to you.

Confirm: [Create Notification Email]

Pear Subject: Sending an email

Pear Body: Creating an email and sending it immediately.

Attachments: No attachments

Message Actions

[Forward] [Archive] [Recall]

To send a notification, the sender has three choices:
- Send the message notification to the recipient's default email address – the one used for this email.
- Send the message notification to another email address, such as Gmail address.
- Prepare an email notification with a blank recipient.

To execute one of the above actions, click on the 'Create Notification Email' button. Two types of email can be seen:

If you clicked on one of the first two bullets and clicked on "Create Notification Email", you will see this:
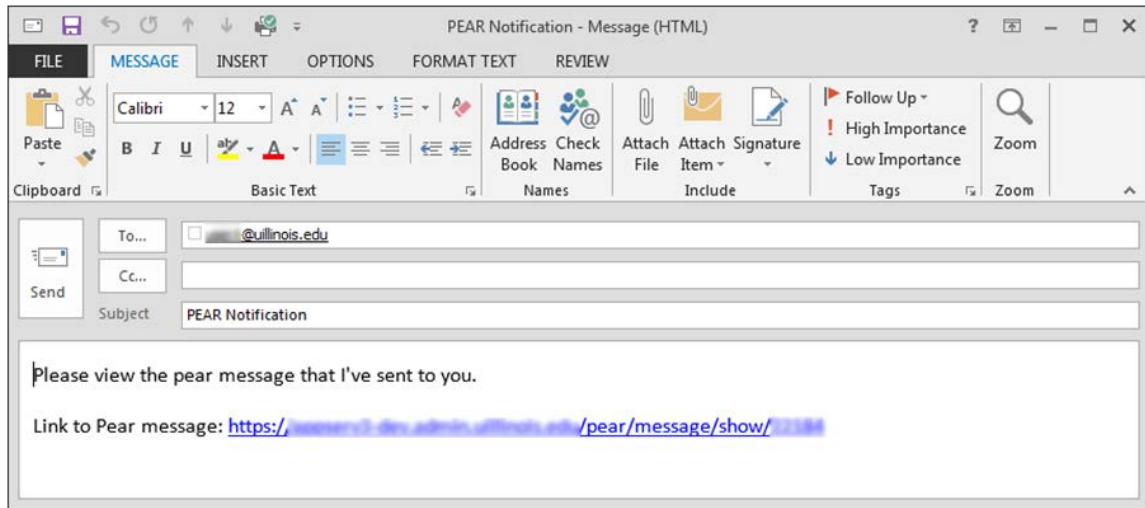
If you clicked on the "Do not send email notification" and the "Create Notification Email" button, you will see this:
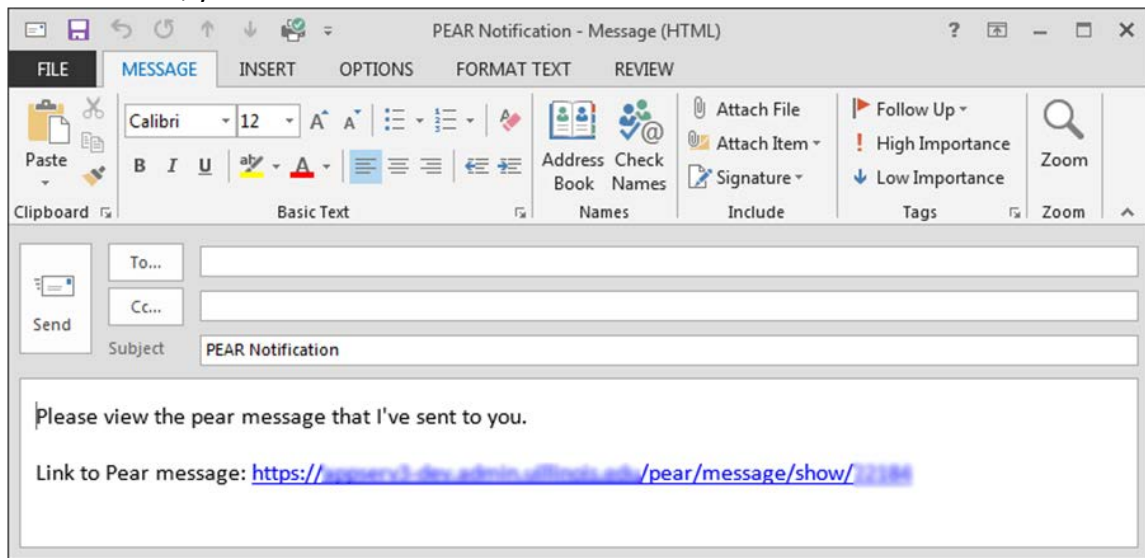
This will allow you to enter a "To" email address and modify the email's subject and body text.

For both examples above, the "From" email will use your computer or device's email client account as the sender, just like any other email you create. This is unlike other email notifications sent by Pear.

Draft Tab

This is the page where the list of PEAR messages saved for editing can be viewed. The messages are displayed in a table that is sorted chronologically, most recently saved. The message can be edited by clicking on the link under the "Subject" column.

Deleting Messages from the Draft Messages Page

To delete one or more messages, check the message's checkbox in the first column of the table, then trigger the 'Delete Selected Messages' button in the upper right, above Attachments. To select all message checkboxes, trigger the 'Select ALL Messages' button. To clear all selections, trigger the 'Clear ALL Messages' button.

Edit Message

This page contains a form to edit a message and then re-save or send a PEAR message. The process is similar to composing a PEAR message. To select a message for editing, click on the subject of the message you wish to edit on the '**Draft'** tab.

Editing a PEAR message is similar to composing a PEAR message. The difference is that you can remove attachments if desired.

When editing of the message is complete, click one of the following buttons:

Button Label	Button Action
Resave Message to Drafts	This will re-save the message to the Drafts tab.
Send Message	This will send the message. The message will be moved to the Sent tab.
Delete Message	This will delete this message permanently from PEAR. Only draft messages can be deleted.

Edit Message

Addressing

Type ID, UIN or at least the first 2 letters of the last name

To:

Subject: FW: Testing notifications

Body:

```
-----Original Message-----
From:
Sent: Mon 4/14/2014 3:29 PM CDT
  To:
Subject: Testing notifications

This is the body of the message.
```

Saved Attachments: check to remove ☐ **PEAR Quick Reference Guide.docx**

Add Attachments: Browse… No file selected.   [+] [-]

Message Actions

[Resave Message To Drafts]   [Send Message]

[Delete Message]

Addressing Recipients
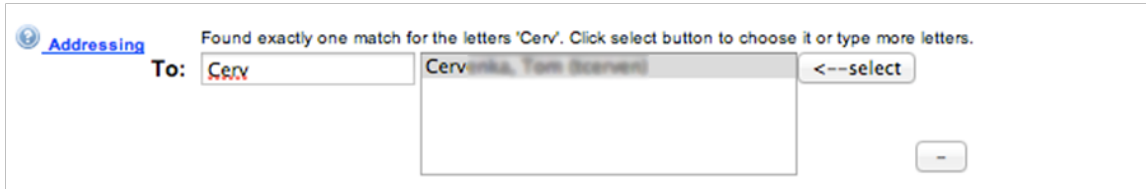
PEAR only allows users to send messages to recipients who have enterprise IDs. Adding a recipient to a PEAR message is accomplished most commonly as follows. First, search for the recipient by typing in the recipient's last name into the search field. The case of the letters is not important.

About a second after a key(s) have stopped being pressed, PEAR will search for matches to the letters that are in the search field. The progress and number of results of the search are displayed above the '**To**' search field in which you are typing.

The matches are displayed in a list box next to the search field. When the correct person is displayed in the list box, click the name to highlight it and then click the '**select**' button.

Once selected, the recipient's full name, enterprise ID and other information will replace the list box. A green check mark will indicate that the system has validated the recipient. Verify that this is the correct recipient.

To add additional recipients to the messages, click the '**+**' button.
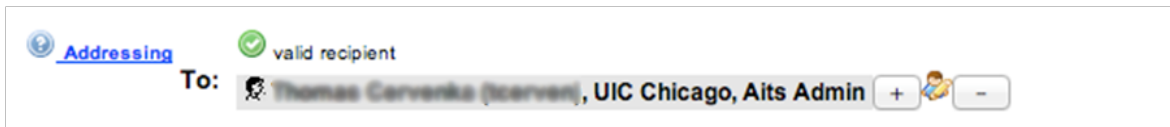
Wildcards are allowed in searches. The wildcard character is '*****'. If a wildcard is keyed into the search edit, the lookup behaves differently than if the wildcard is not present.

Using Wildcards

The wildcard character, '*', can be used to match any number of letters in a name.

Table 1 - Example of using wildcards in default searches

Search string	Description	Matches
pear*	All last names that begin with the letters, 'pear'	Pearman Pear Pearry Pearmen Pearman-Peachwoman Pearmandy Woolworth
pearm*n	All last names that begin with the letters, 'pearm', then any number of characters, then ending with 'n'	Pearman Pearmen Pearman-Peachwoman Permn
p*rm*n	All last names that begin with the letter, 'p', then any number of characters, then the characters 'rm' , then any number of characters, then editing with the character 'n'	<all from above, plus> Prmn Prmyn Pittermin Purmitten

If the wildcard search on last name produces no results, PEAR will try it out on full name.

Table 2 - Examples of full name searches with wildcards

Search string	Description	Matches
Sam* Pearman	First name starts with 'sam' and last name is exact match	Sam Pearman Sam E. Pearman Samantha Pearman Samuel Pearman
Sam* Pearm*n	First name starts with 'sam' and last name starts with 'pearm' and ends with 'n'	<all from above, plus> Sam Pearmen Sammy Pearmoon

If the wildcard search on full name produces no results, PEAR will search for an enterprise group with a name that matches the search string.

Specific Addressing

If a recipient can't be found by searching on just last name and then the full name, then enterprise ID or UIN may be used. Search for recipients by any of these methods.

Searching for recipients by full name

Type ':' then the full name. Wildcards are allowed. Case does not matter. When done, type ':' to initiate a full name search.

Examples of searching for recipients by full name

Search string	Description	Matches
:Sam Pearman:	Exact match on full name	Sam Pearman
:Sam* Pearman:	First name starts with 'sam' and last name is exact match	Sam Pearman Sam E. Pearman Samantha Pearman Samuel Pearman
:Sam* Pearm*n:	First name starts with 'sam' and last name starts with 'pearm' and ends with 'n'	<all from above, plus> Sam Pearmen Sammy Pearmoon

Searching for recipients by enterprise ID

Type '@' then the enterprise ID. Wildcards are not allowed. Case does not matter. When done, type '@' to initiate an enterprise ID search.

> *For example, to search for the enterprise ID, 'spearman', type*
>
> *@spearman@*

Searching for recipients by UIN

Type '#' then the 9 digit UIN. Wildcards are not allowed. When done, type '#' to initiate an UIN search.

> *For example, to search for the UIN, '123456789', type*
>
> *#123456789#*