INSIDE THIS ISSUE:

Crabby Road   6-9-07

Sure, marriage can be fun some of the time. Trouble is, you're married all of the time.
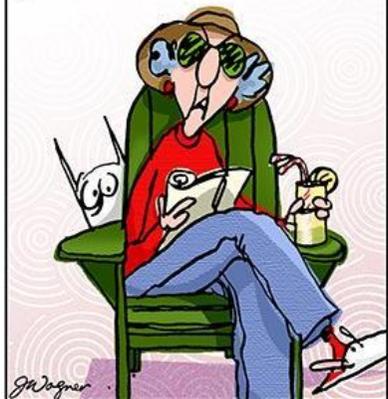
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Next Meeting
Wednesday 2nd December
7 PM
Ron Baker
Introduction to Windows 7

No Meeting in January
Subscriptions now due
AGM 3rd February 2010

LCG Committee 2009/10

President: Iris Meek

Vice President: Janet Headlam

Minutes Secretary: Larraine Rist

Treasurer: Dennis Murray

Ass. Treasurers:

MAC Librarians: Joel Harbottle

PC Librarian: Julie Hjort

Ass. PC Librarian: Judy Hall

Newstream Editor: Ron Baker

Publicity Officer: Karia Wicks

Ass. Publicity Officer: - open -

OPEN Co-ordinator: Robert Tierney

Webmaster/Content: Tom Olsen

Auditor: Ron Baker

"VICTOR" Liason: Robert Tierney

General Committee: Mike Armes, Sue Armes, Glenn Gilpin, Harvey Tavener, Reinhard von Samorzewski,

OPEN Committee 2009/10

Chairperson OPEN: Robert Tierney. *Chair all meetings of OPEN and ensure that they run smoothly*

Vice Chairperson OPEN: June Hazzlewood. *Chair meeting when the Chairperson is unavailable.*

Secretary: Margaret Carrington *Handles all incoming and outgoing communications Responsible for the documentation and distribution of all meeting minutes*

Assistant Secretary: - open -. *Help the Secretary where necessary*

Treasurer: Dennis Murray. *Responsible for all monies and banking*

Assistant Treasurer: . *Help the Treasurer where necessary.*

Publicity Officer: Karia Wicks. *Responsible for all advertising*

OPEN Co-ordinator: Robert Tierney. *Responsible for the smooth running of Centre on a daily basis*

Membership Co-ordinator: Karia Wicks.

Keep Membership database up to date.
Beginners Project Co-ordinator: Eleanor Horder.

Tutor Co-ordinator: Robert Tierney. *Keep regular contact with Tutors to bring ideas and concerns to meetings*

Assistant Tutor Co-ordinators: Eleanor Horder and Janet Headlam.

Newsletter Editors Assistant: Dennis Murray. *Collates and produces the OPEN Newsletter for inclusion in LCG monthly 'Newstream'*

Technical Co-ordinators: Dennis Murray (PC's) and Joel Harbottle (Mac). Responsible for the maintenance and repairs to all computer equipment

Co-ordinator of "VICTOR": Robert Tieney.

Webmaster/Content: Tom Olsen. OPEN Committee: Iris Meek, Harvey Tavener, Robin Walker, Barry Symons, Laraine Rist.

Note all positions become vacant at the AGM

OPEN COMPUTINGMINUTES
OF MEETING HELD
4TH NOVEMBER 2009
Meeting Opened at 1.30pm

PRESENT:
Robert Tierney (Chair) Margaret Carrington, Bert and June Hazzlewood,
Barry Symons, Julie Hjort, Jenny Napier, Robin Walker, Laraine Rist,
Tom Olsen, Iris Meek, Eleanor Horder, Janet Headlam, Harvey Tavener.

APOLOGIES:
Judy Hall, Karia Wicks

MINUTES OF PREVIOS MEETING:
Eleanor moved the minutes of previous meeting be accepted.
Seconded by June

BUSINESS ARISING:
Vet licenses.
Rob said he had been given the wrong information regarding how many of these licenses we had paid for. The matter has now been resolved and everything is now up to date.

Police checks:
Rob is to apply for Volunteer Status discount rates.

Seniors' week:
See attached.

FINANCIAL REPORT:
Iris moved the financial report be accepted, Janet seconded.

CORRESPONDENCE:

In: Tasmanian Fire Service
Tasmanian Printer Cartridge Company
Work Ventures Virginia –Piccone
Out: Take the Teacher Home Order

GENERAL BUSINESS:
After some discussion it was decided that we should use a debit card to pay for goods and services on line:

Information obtained from Heritage Isle indicated that we could have 3 signatories. Co-ordinator, Treasurer and Assistant Treasurer were suggested, two of whom must agree to each use of the card.   The monthly balance on the card will be presented at each meeting.

Tom said that the password would have to change when positions alter.
It was agreed that $500 should be transferred into a special account from Open A/C.
Iris moved that we go ahead and arrange to do this with Heritage Isle. It was seconded by Robin.

Sue Miceli asked us for information on OPEN for The Senior Tasmania newsletter. If we want to have an article in the Senior Tasmania Newsletter she has encouraged us to do so.
There was discussion regarding the possibly having a guest speaker at our next Seniors Week.

June read part of a news letter from A.S.C.C.A. regarding OPEN'S most successful Seniors Week. They were most impressed with what the saw and heard and what we were offering our members in the way of tutoring and support.

Summer School commences Monday 4th January 2010, no

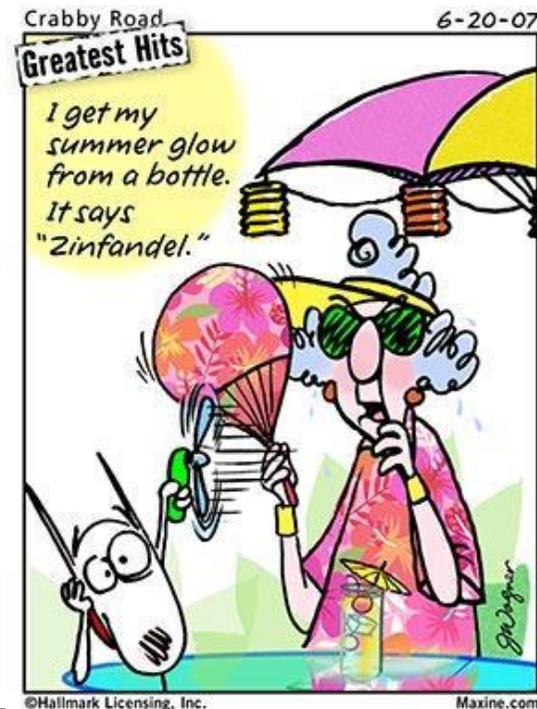Wednesdays, Friday afternoons or Beginners Classes.

Tuesday nights- Key being passed to non authorized person was bought up. The discussion became somewhat heated, no formal action was taken.

NEW YEAR COMMENCES:
Monday 25th January 2010

Next Meeting December 2nd 2009
MEETING CLOSED 2.45PM

LAUNCESTON COMPUTER GROUP, Inc

Meeting held at 1/1 Pipeworks Road
Wednesday November 4 2009

Meeting Opened at 7.05

All present were welcomed for a short meeting preceding a presentation by Guest Speaker, Marine Biologist Dr. Rick Butler.

Present

Iris Meek, Janet Headlam, Ron Baker, Harvey Tavener, Glenn Gilpin, Reinhard von Samorzewski, Eleanor Horder, Lou Horder, Barry Symons, Mike Armes, Sue Armes, Ivan Turmine and Laraine Rist (acting Minute secretary).

Apologies

Dennis Murray, June Hazzlewood, Judy Hall, Julie Hjort, Tom Olsen

Minutes of Previous Meeting

The minutes of the October meeting were taken as read. Moved: Glenn Gilpin   Seconded: Ron Baker   Car.

Business arising from the Minutes

No business arising:

Correspondence

In:

Elwin Harrison has contacted the Group by phone re computer motherboards, RAM etc...which he was selling for $100: Referred to Dennis who will email him re suitability.

ASCCA newsletter-LGC and Open given a good coverage that will be read Australia wide.

Out: nil

Moved Glenn Gilpin, Seconded Harvey Tavener inward be received.

Financial report

Accounts to be paid:

Rent to Paid-up till End of October		$1,000
Tas Printer Cartridge ink refills		69
Corporate Express	copy paper	44.69
State Fire Commission	check hydrant	8.80
Another Computer Store	Computer set-up	68.00
Petty Cash top-up		195.05
		$1,385.54
Bank Balance		$18.934.13
Includes Victor		5989.79

Moved: Iris Meek/Janet Headlam amounts are ratified for payment, adding that Insurance payments are due this month.

General Business:

Ron Baker will need all paperwork almost immediately after the December meeting for audit purposes.

Market mid November. Stall needs to be booked.

Report from Open meeting: A debit card with "Heritage Isle" will facilitate easier payment of Internet purchases. Said card will have 3 signatories i.e. Co-ordinator, Treasurer, Assistant Treasurer. Two of the three must O.K. each use of the card. The monthly balance of the card must be presented at each meeting. The password will change when positions alter. A $500 transfer from Open A/C to start the account.

Sue Machelli, editor for Tas. Section of "Seniors" magazine gave a glowing report on our activities in the Jan-Feb edition.

Application for Grants: a special meeting will be held on Saturday 14th November to make application.

Summer School: Will be held in January. No classes Wednesdays.

Club re-opens Monday 25th January 2010 for normal classes.

Christmas Dinner: Centennial 18th December. Very few places remain on the sheets. There will be a standby list for those running late with bookings.

Nomination forms for 2010 committee are tabled. Iris indicated unavailability for President but will assist others.

Robert Tierney explained where the problems with Anti virus had arisen. These are now attended to.

Dennis Murray came in and cleaned up some of the computers which were switching off mid-lesson and causing students some distress.

Ron Baker informed us that he is now assisting the Ravenswood Online Centre

OPEN has applied for Police checks for all Volunteers

Ron Baker told us that as Volunteers we do not pay to have these checks. There being no further business the president thanked all for all for their presence and closed the meeting at 7.30pm.

Guest Speaker:

Glenn Gilpin then welcomed Dr Rick Butler who entertained us with a power point presentation and often amusing talk about his research into sea lice in Atlantic Salmon. He has travelled many countries in this field. Following his talk, he answered many questions.

Next Meeting December 2. The final meeting for 2009. Supper follows.

Speaker Ron Baker. Subject Windows 7.

Signed…………………………………… Date………………………

Rural Australian Computer Terminology

A little bit of Aussie culcha.....

LOG ON: Adding wood to make the barbie hotter.

LOG OFF: Not adding any more wood to the barbie.

MONITOR: Keeping an eye on the barbie.

DOWNLOAD: Getting the firewood off the Ute.

HARD DRIVE: Making the trip back home without any cold tinnies.

KEYBOARD: Where you hang the Ute keys.

WINDOW: What you shut when the weather's cold.

SCREEN: What you shut in the mozzie season.

BYTE: What mozzies do.

MEGABYTE: What Townsville mozzies do.

CHIP: A bar snack.

MICROCHIP: What's left in the bag after you've eaten the chips.

MODEM: What you did to the lawns.

LAPTOP: Where the cat sleeps.

SOFTWARE: Plastic knives & forks you get at Red Rooster.

HARDWARE: Stainless steel knives & forks - from K-Mart.

MOUSE: The small rodent that eats the grain in the shed.

MAINFRAME: What holds the shed up.

WEB: What spiders make.

WEBSITE: Usually in the shed or under the verandah.

SEARCH ENGINE: What you do when the Ute won't go.

CURSOR: What you say when the Ute won't go.

YAHOO: What you say when the Ute does go.

UPGRADE: A steep hill

SERVER: The person at the pub who brings out the counter lunch.

MAIL SERVER: The bloke at the pub who brings out the counter lunch.

USER: The neighbour who keeps borrowing things.

NETWORK: What you do when you need to repair the fishing net

INTERNET: Where you want the fish to go.

NETSCAPE: What the fish do when they discover the hole in the net.

ONLINE: Where you hang the washing. OFFLINE: Where the washing ends up when the pegs aren't strong enough.

Co-ordinators Corner

Hello everyone and Seasons Greetings to everyone. Another year has come and gone it has been another very busy year at the centre. There has been a continued interest in our classes and at the time of writing this we have welcomed 102 new members with our regulars we have had 237 financial members this year.

The beginner's classes have continued to be very popular and a big thank you to Eleanor Horder who has been kept on her toes with printing and new editions of Olearn. This year three new books have been added open office, word 2007 and most recently Microsoft Works. With approx. 20 people at the time of this article had received their certificate of completion.

Another subject that has become very popular this year has been Picasa a beginner's lesson for Picasa was started and taught by Margaret Carrington thinking that it would be only a one of class, the demand was such that the same group have had follow up classes periodically during the year.

If you missed out this year we are hoping to have a new round of beginner's Picasa next year.

We mourned the passing of Don Cooper who had been a member for a number of years, who became a tutor and who last year went to represent OPEN at the ASSCA conference, and had been assistant treasurer this year. He is greatly missed.

Iris Meek went to represent OPEN this year at the ASCCA conference and gave a wonderful report on the conference when Iris had returned.

Seniors Week was a wonderful success this year, with Nan

Bosler the president of ASCCA coming down and making seniors week such a wonderful time. We had visitors from other organizations come to an open day to hear Nan speak.

OPEN celebrated its 8th Birthday during senior's week with a party which was enjoyed by those that attended.

As we get close to our closing date of Friday 18th December we will be again having our Christmas break up at the Centennial Hotel and it look's as though we will be eating them out of house and home with nearly 80 people booked to come, I hope that all that attend will have a wonderful time.

Summer school will be on again from Monday the 5th of January to our recommencement of normal classes on Monday the 26th January. During summer school we will be opened 10-3 Monday, Tuesday, and Thursday with no Wednesday classes or beginner's classes until normal classes resume. And we will be opened Friday mornings 10-12pm only.

During January there will be no V.I.C.T.O.R callouts to give the volunteers a much deserved break the service will be available again about mid February.

Our annual General meeting will be held on Wednesday the 3rd of February 2010 at 1pm to elect new officer bearers for 2010 so I can't stress enough that this is YOUR club come along and make a difference and vote for the people you want to take you through out the year.

On the subject of V.I.C.T.O.R I would like to thank Karia, Tom, Margaret, Reinhard and Liz for their valuable help this year. On the whole for most of the year it has been quieter in the callout area, for one main reason is that the majority of members who have joined have laptops so for the most part any problems have been able to be worked on in class.

There have been a few members who have taken advantage of workventures reconditioned computer's /desktops.

One thing that we will be bracing ourselves for next year will be when people start buying windows 7 so there will be a steep learning curve for all of us.

On that note I want to wish all members, tutors and committee members a very merry Christmas and safe and prosperous new year. Happy computing and see you in 2010.

LAUNCESTON COMPUTER GROUP

MONTHLY MEETING WED December 2 at 7pm.

Hopefully we will receive enough nominations to save time at the AGM..
Ron Baker has kindly offered to bring a copy of Windows 7 along to show us through the latest software from Microsoft.
This meeting and workshop will conclude with the usual pizza supper.

All members of LCG - OPEN warmly welcome

OPEN NEWSLETTER — Nov-Dec 2009

Launceston Computer Group
November 2009

Your Library on Disk

The change from a floppy disk to a CD has enabled us to include much more in the way of games, information and utilities. Existing members can upgrade to the new CD version for just $1.50 . Ask at the club or contact Judy via the e-mail address shown below. This disk is free of charge to all new members.

AVAILABILITY OF LIBRARY

At present the Shareware Library is only available during the club's opening hours.

Speak to one of the tutors at the venue - Studioworks, 1 Pipeworks Road, South L'ton.

Email: opencomputing@bigpond.com

OTHER CLUB RESOURCES

In addition to the 'physical' library OPEN and VICTOR may be able to provide members with a variety of freeware programs as an alternative to downloading from the Internet. Free antivirus programs such as AVG can now be as large as 50 Megabytes and would take hours to download for someone who only had a dial-up Internet connection.

There are also quite a few video tutorials and ASCCA teaching material on our server and these can be quite helpful in explaining how certain programs and utilities work.

Judy Hall has been offering LCG classes to members
Wednesday afternoons 3.30-5-30
Booking essential

FAMILY HISTORY ON-LINE
November 25 — 10—noon
December 16 — 1-3.30
January 27 - Morning & Afternoon
Judy and the team will guide you through the numerous processes required to research your ancestry.

New information is being added to our resources on an on-going basis to help you trace your family's origins. Contact the club for more information
Classes are limited to 8 people.

PRINT ARTIST
DECEMBER 2

Our 'old friend' Print Artist is still one of the most used and useful programs for making greeting cards, signs, and labels.

Check it out with Judy & Karia **10 - noon**

December 2

VENUE TELEPHONE NUMBER

Remember the club telephone is available during class hours**.**

***** **6343 4928** *****

Members and tutors can be contacted at the clubrooms **during class hours** by telephoning the number shown above.

Monday to Friday 10am – 3pm

GRAPHICS

Please check the registration sheets at the club to find out if there are places available.

The dates for the next classes are :

Basic Graphics December 9.
Last class for 2009. 10—noon

LEVEL 2 & 3 GRAPHICS
With Paint Shop Pro 7 and 8

Wednesday December 9   1.– 3.30

Open to people who have completed the Basic Graphics classes.

involves more advanced features of the Paint Shop Pro graphics programs.

Please check the notice-board or contact the club for details.

Final class for 2009

PUBLIC HOLIDAYS—The club will be conducting normal classes on Australia Day January 26.

OPEN Session Times

At Studioworks, 1 Pipeworks Rd, L'ton

Standard Sessions $5.00

[Some special tutorial materials may incur additional charges]

Monday	10 am –12	General & Beginners
	1 pm – 3 pm	**Basics and Beyond**
Tuesday	10 am –12	O-Learn & Beginners [all day]
	1 pm – 3 pm	**Mac [all day]**
	7 pm—9 pm	Basics (Night Class)
Wednesday		Special sessions or Meetings
		As for mornings (see rosters)
Thursday	10 am –12	General & Beginners
	1 pm – 3 pm	General & Beginners
Friday	10 am –12	General &
Wed	3.30-5.30	Classes with Judy
Bookings essential for Wed 3.30—5.30		

SPECIAL WEDNESDAY SESSIONS

Please register on the sheets – numbers may be limited

Date	Time	Topic	Details
Nov 18	10 am—12 noon	Family History Software	Judy and Robin will show you how to use family History Software
	1 pm—3.30 pm	**Level 2 and 3 Graphics**	**Advanced graphics techniques using the Paint Shop Pro 7 and 8 programs.**
Nov 25	10 am—12 noon	Family History	Judy and Robin will help you with
	1 pm—3.30 pm	**Advanced Graphics**	**Graphics using Paint Shop Pro XI**
Dec 2	10 am—12 noon	Print Artist	Make your own cards this Christmas- New Year
Dec 9	**10 am—noon**	**Basic Graphics**	**Final Class for 2009**
	1 pm - 3.30	Level 2—3 Graphics	Final class for 2009
Dec 16	**10 am—12 noon**	**Animated E Mail Magic**	**A un class with Judy & her helpers**
	1.00— noon	Family History	Final Class for 2009
January 25	**All Day**	**Family History**	**Two sessions to begin the New Year**

Crabby's shorty shortcut tips for working smarter (Part I)

Crabby Office Lady

If you need to get from point A to point B quickly and someone offered a safe and easy shortcut, would you take it? Of course you would. This week I'm going to show you some tips and shortcuts for Word, Outlook, and Excel; next week I'll add PowerPoint, Publisher, and Visio to the mix.

I love finding ways to get my work done quicker so that I can push myself away from my desk, take a deep stretch, and ponder the many avenues I have taken on my way to Crabbydom.

What about you? What would YOU be doing if you weren't chained to your desk? How about you learn some new tricks first and figure that out later.

Word

Most everyone knows how to get by in Word. But is it enough to simply "get by" in a Word document? You want to soar; you want to finish up that document artfully yet painlessly. Below are three of my favorite ways to accomplish this.

So long, mousie: KeyTips and access keys

Access keys provide a way to quickly use a command by pressing a few keystrokes, no matter where you are in the program. For example, if you press the ALT, no matter where you are in your document, letters called KeyTips pop up over each feature that's available in the current view on the bar. These provide a way to access any command on any part of the Ribbon in just a few keystrokes.

For detailed information on this tip, read Use the keyboard to work with Ribbon programs

I did it my way: Create your own keyboard shortcuts

Note This works with Word and any other Office program that uses keyboard shortcuts (which is, I believe...all of them).

If a command you use frequently doesn't have a built-in keyboard shortcut, you can create one:

> Click the Office button and then click Word Options.

> Click Customize on the left, and then click Customize next to Keyboard Shortcuts.

> > This opens the Customize Keyboard dialog box, where you can choose the categories and commands you want and assign keyboard shortcuts.

So cute you'll want to dunk it in your coffee: The Mini toolbar

When you're doing a lot of formatting, jumping back and forth between your document and the Font group on the Home tab can be positively exhausting. If you right-click the text that you want to format, the Mini toolbar pops up along with the shortcut menu, allowing you to do a variety of tasks without ever leaving the comfort of your text.

Note If for some reason your Mini toolbar does not appear, it may be turned off. Click the Office button, click Word Options, click Popular, and then clear the Show Mini Toolbar on selection check box.

Outlook

Love it or hate it, ya gotta have Outlook for mail, for your calendar, for your contacts. The following tips will definitely make you and Outlook feel

a little closer.

What? You can't meet at 3 a.m.?: Viewing multiple time zones

When you're working with someone across the world (or even just a couple of states away), setting up meetings when everyone can attend can be a chore. Enter the Time Zone feature in Outlook.

Create a new appointment, click the Time Zone icon on the toolbar and, from the time zone list, choose the other person's time zone. Now you can see both.

When they didn't get it the first time: Resend a message

Did someone lose the message you sent? Did it get directly sent to their junk mail folder and then deleted? Or did that crotchety coworker who has a beef with you *insist* you never sent it to begin with?

You can resend that very mail it very quickly: Open up the message, click Other Actions, and then click Resend This Message.

My favorite days: View same time period each month

You can set up your calendar so that it shows as many weeks as you want to see in a given time period. For example, you may want this when you're traveling and you just want to be able to see that time period. Or, perhaps you only want to view your non-workdays. And when you go to the next month, it shows the same period.

Select the days (or weeks) you want to show on the navigation pane of the calendar (the one on the left that shows the entire month). If you want to see that time period for the next month, click the arrow next to the month's name on the navigation calendar.

Excel

Excel is a very Type A sort of program. It is exacting and precise and rarely makes mistakes. (And if it does, it doesn't admit it — it simply gives you a cryptic error message.) To use Excel well, you must *think* like Excel, be Excel...

Pick a worksheet, any worksheet: Switching between worksheets

Toggling between multiple worksheets in a notebook you can always use your mouse or even the keyboard shortcuts. (For example, CTRL+PageUp activates the previous sheet in your workbook, while CTRL+PageDown activates the next one.)

But what if you aren't sure of the one you want to look at? What if you want to see a list of all the worksheets in that particular workbook? It's simple: right-click the tab navigation buttons

…
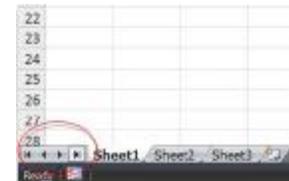
and a floating list of all the worksheets in the workbook will appear, as pictured below. Just click the one you want. (This is especially useful when sheet names are long.)
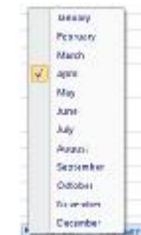
(Continued from page 11)

Note Thanks to Jean Philippe Bagel for this great tip.

When ENTER isn't working: Insert a line break within a cell

Note This is a basic tip that many of you already know. However, I still get messages from your feedback asking me how to do this.

In most other Office programs, to move the cursor to the next line, you press the ENTER key. Excel, however, doesn't give a whit about lines or paragraphs (or frankly, how OTHER programs are doing it). If you press ENTER, you end up in the cell below.

Solution: Press ALT + ENTER to start a new line while you're typing or editing data.

Pick me! Pick me!: Quick ways to select rows or columns

Okay, this last one (actually two) is a real keyboard shortcut — maybe one you didn't know:

To select an entire column: Press CTRL +Spacebar. How about rows?: SHIFT +Spacebar.

Well, kids, there you have them — three tips each for three popular Office programs. Of course there hundreds, if not thousands more; these are just some of the ones I personally use the most.

Next week I'll do the same for PowerPoint, Visio, and Publisher, so get your presentations, drawings, and brochures all ready.

"By the time we've made it, we've had it." — Malcolm Forbes

Look at these three pictures
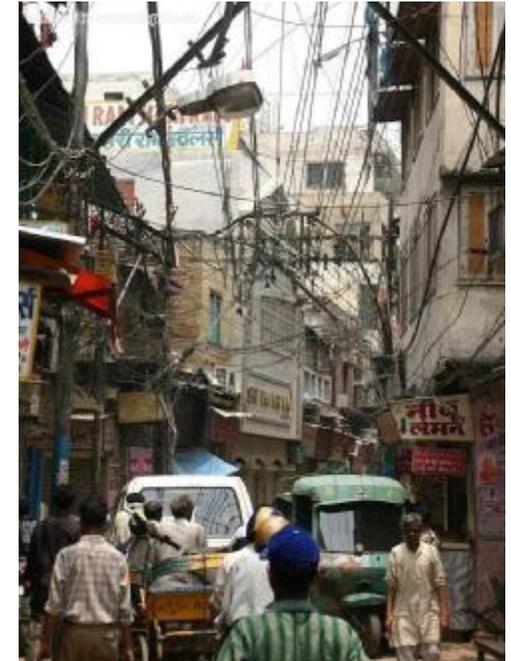
THIS IS INDIA. IT'S WHERE YOU CALL WHEN YOU HAVE A TECHNICAL PROBLEM WITH YOUR COMPUTER

Crabby's top 15 e-mail crabs

For many of us, sending and receiving e-mail is the way we begin and end our days at work; it just makes sense to have some ground rules to follow so that we can at least attempt to treat each other with a modicum of civility. I'm going to run through this list quickly, so please try and keep up. In fact, why don't you print this list, frame it nicely, and hang it next to your computer.

Crab #1: Discretion is the greater part of replying Imagine that you've received a piece of company-wide e-mail from someone in your very large organization. If you feel the need to respond to the sender, rest assured that every member of your very large organization does not want to have to read your reply, no matter how witty or urbane you may think it is. This goes the same for personal e-mail (especially if it's an Internet joke or rumor).

For example, I'm fairly certain that Bill Gates doesn't need to know if I'll be attending the annual Microsoft picnic with one child or twelve. Not that he doesn't care, mind you; he just has other types of e-mail that may be more pressing. Shocking but true. So please, don't hit that Reply to All button.

Crab #2: Stop yelling at me USING ALL CAPITAL LETTERS IS NOT ONLY RUDE AND IRRITATING; IT'S ALSO HARD TO READ. Save your caps for special occasions, such as those times when you want your recipient to know you're shouting. GOT IT? Gentle reader, if you use all caps (and prefer that your senders use all caps, too) because you have limited eyesight, note that you can adjust various settings for your entire computer to help with that. See Help in Windows for more information.

Crab #3: Save the stationery for snail mail (For all of you who love to use background color and stationery for your personal e-mail, please disregard this crab. This one is for you people at the office.)

I know it's important to you that everyone knows you're creative, arty, and colorful. Your cubicle fairly screams kitsch; how could we not know? But we're at work here, and I don't want to have to hippity-hop through your "bunnies 'n love" stationery just to figure out what your message is.

Crab #4: This is not a chain letter If I send you a nice note and then get a response from you that, at first glance, appears to have only what I wrote to you at the top of it, I'm going to assume you have nothing to say to me (and sent me an empty e-mail message to tell me as much).

Let's put this another way: when you're replying to an e-mail message and you want to include what the sender wrote, add your comments at the top of the mail, not the bottom. I know what I wrote — why would I want to reread it?

That being said, I do see the logic in keeping all the notes and replies in order (my original message on top, followed by your reply, followed by my reply to your reply, and so on). Well, it may be like that in the snail mail world, but we're not in Kansas anymore, Toto. Adapt. Your reply on top, please — this isn't a chain letter. (And if it is, don't send it to me. But that's a crab of a different color.)

Crab #5: Too many forwards is one step backward Speaking of chain letters, if you're like me (and I know you are), you are fed up with receiving the same jokes, Internet rumors, and chain letters promising free cases of champagne, $1000 from Bill Gates, and miracle cream that erases all your fine lines and bad memories.

While you can cut some slack for those in your life who have just discovered that Great Oracle of Misinformation we call the Internet, it's just not appropriate, considerate, professional, or even cool to forward these useless things to coworkers. (And by the way: Mikey, the kid from a 1970s-era cereal commercial, did not explode after drinking a popular cola laced with fizzy candy. I don't know where he is, but he's probably going through a midlife crisis right about now.) Ever hear of snopes.com? That site will set you straight on what's real and what's not.

- **Crab #6: Don't be a cyber-coward If you've got something to say**

to me that is:

Highly personal

Scary Sad Angry Tragic Vicious Shocking Any combination of the above… … please do it in person. (Actually, I prefer you don't do it at all.) Sentient beings are filled with emotions (and NOT emoticons). E-mail programs aren't the best translators of this.

Crab #7: I love you but not your 500 KB image file As I see it, there are three main reasons why you should refrain from sending really large files via e-mail:

It takes a long time to download a large file.

This is particularly true if you are on a dial-up connection. When your recipient is checking e-mail because she's waiting for an important message from the President of the United States (POTUS), it's just plain rude to make her sit there for 10 minutes to download the photo of your dog's birthday party.

E-mail servers are like studio apartments: there's only so much space to keep everything.

If your huge file is taking up 3 megabytes (MB) of space on your recipient's 4 MB e-mail server, he might ask you to move out, take your stuff, and never come back.

Sometimes you're at the mercy of the ISP Some Internet service providers (ISPs) or free e-mail providers limit the size of a single piece of mail coming through their servers. This might be because of security issues, or it might be that these companies just want to annoy you. Whatever the reason, your recipient may never even know you sent him something. So please consider the size the file you're sending. If it's a large image, make it smaller. If it's large document, zip it up using a file compression program.

Crab #8: The subject "Re: [blank]" means nothing to me In other words, fill out the Subject line. I get hundreds of e-mail messages each day, and when I get one without anything in the Subject line, I tend to skip over it. If the subject of the message wasn't important enough for the sender to fill out the Subject line, then it's not important to me. Be gone!

Crab #9: Plain text and HTML are not buddies If someone sends you mail in plain text format, you can usually tell because: 1) it has no formatting, and 2) the font it appears in is Courier. If you decide to reply to a plain-text sender using HTML format with special fonts and formatting, the text that your recipient receives will look like indecipherable nonsense that needs a Cold War code breaker to untangle its message. Do your recipients a favor: send your reply in the format it came in. About message formats </search/redir.aspx?AssetID=HP052801441033&CTT=5&Origin=HA10288 0211033>

Crab #10: Itchy trigger finger? Count to 10 before hitting the Send button You're hot under the collar and everybody knows that (and sometimes loves that) about you. But before sending your clever and scathing message out there to the world (with virtually no chance of retrieving it), remember this: the pushing of the Send button lasts a moment; its effects can last a lifetime — or at least until you're back on the streets, looking for another job.

Crab #11: Utilize the spell checker I don't care if you use Outlook, Outlook Express, MSN Hotmail, or any other e-mail program (that shall not be named), because almost every program has a way to check your spelling before you hit the send button. Some programs have a setting so that it happens automatically; in others you have to manually check. In either case, please just do it. You may have a world–changing message filled with insight, courage, and incredible ideas ... but if I'm busy being distracted by your lousy spelling, I might miss it.

Crab #12: Consider face-to-face communication If more than two iterations of e-mail messages have occurred (you send to me, I reply to you, you reply to me, I reply to you), and we're still not getting our messages across to each other, then it's possible we're not going to get anywhere. So, let's walk down the hall and talk to one another. I learned this from my very first manager at Microsoft and it has served me well. If the situation prohibits a face-to-face talk (if you or the other person telecommute, or work in

buildings very far from each other), there is always the phone. Sometimes it's easier to get your point across when you actually talk to someone.

Crab #13: Don't wish Mom "Happy Mother's Day" in an e-mail Sure, we're all very busy with a lot of things to do, and, yes, there are many free online card companies out there that provide creative, artistic, and interesting e-cards. But, it's just not that hard to either buy or make a card for the one you love, or just pick up the phone. Clicking another link in another e-mail message doesn't mean half as much as getting a card that your loved one can savor and keep, and it also doesn't hold a birthday candle to hearing your voice telling her how much you love and adore her and are glad she was born. Dancing emoticons and singing guinea pigs in an e-card just can't compare to the real thing.

Case in point: Anderson Cooper's mom, the artist, actress, socialite, and early jeans designer, Gloria Vanderbilt, had a word with Anderson on his very own show Note Thanks to Shuba here in the Office group for pointing me to this video where you can almost ... almost see Anderson blush. Very satisfying.

Crab #14: Read everything before replying When you come into the office, don't start popping off answers to an e-mail conversation — or "thread" — before you've read everything there is to read. Perhaps someone started an e-mail conversation hours before you dragged yourself into the office. Perhaps there was a clarification and then even a retraction. If you only read the initial message, stop there, and then start hammering away at your response, you will look like an idiot, plain and simple (possibly with your own retraction to make). The moral of this story? Organize your Outlook Inbox so that you won't end up in a situation like this. I like to organize my Inbox by conversation; that way I can see what the last message was about a certain subject. View messages by conversation or thread .

Crab #15: Now, what were we talking about?

And finally, this last one is related to Crab #4, "This is not a chain letter," in my original e-mail manners column Please, please, please include my original message in your reply. It makes things a whole lot easier if you do, especially if some time has passed since I sent you the original message. It's possible that I've forgotten what it was that I said, and if I have to go back to my Sent Items folder

in Outlook to jog my memory, you may feel the heat of my wrath as it comes barrelling down the hallway toward your office. I do realize that some e-mail programs don't have this set up as the default, so you may have to make some adjustments. But when I took my informal poll, this e-mail crab was one of the big ones. Stripping out the original message isn't just inconsiderate and discourteous; it makes it impossible to keep track of all that's been said.

Manners: Petty sacrifices One last thing: I don't want to imply, with the above list, that you can't have fun, be light, or be creative in e-mail. Some of you have gotten to know me a bit in these several years, and I'm sure you can imagine that I've had some trouble myself with e-mail etiquette. (No! It's true!) I'm just telling you to think before sending.

"Good manners are made up of petty sacrifices." — Ralph Waldo Emerson

Only on a cruise ship will you pay hundreds of dollars a day to sleep in a closet.

Most stress is caused by three things: money, family, and family with no money.