



MARK5 | *Quick guide*

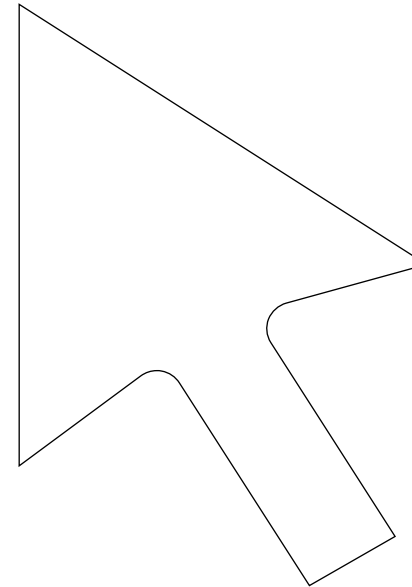
0.0 | *Welcome*

In this quick guide we will cover the basics of MARK5. The guide will teach you about the work area, how to compose, reply and forward emails.

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1.0 | *Basic navigation*

The following chapter will help you understand the MARK5 work area. You will also find a guide to the keyboard shortcuts in MARK5. The guide will increase your ability to use MARK5 as a work tool. MARK5 is highly adjustable. Settings allows you to change size, font and templates, whereas dividers can be dragged.



1.1 | Short-keys

Combine with nothing

Combine with Alt

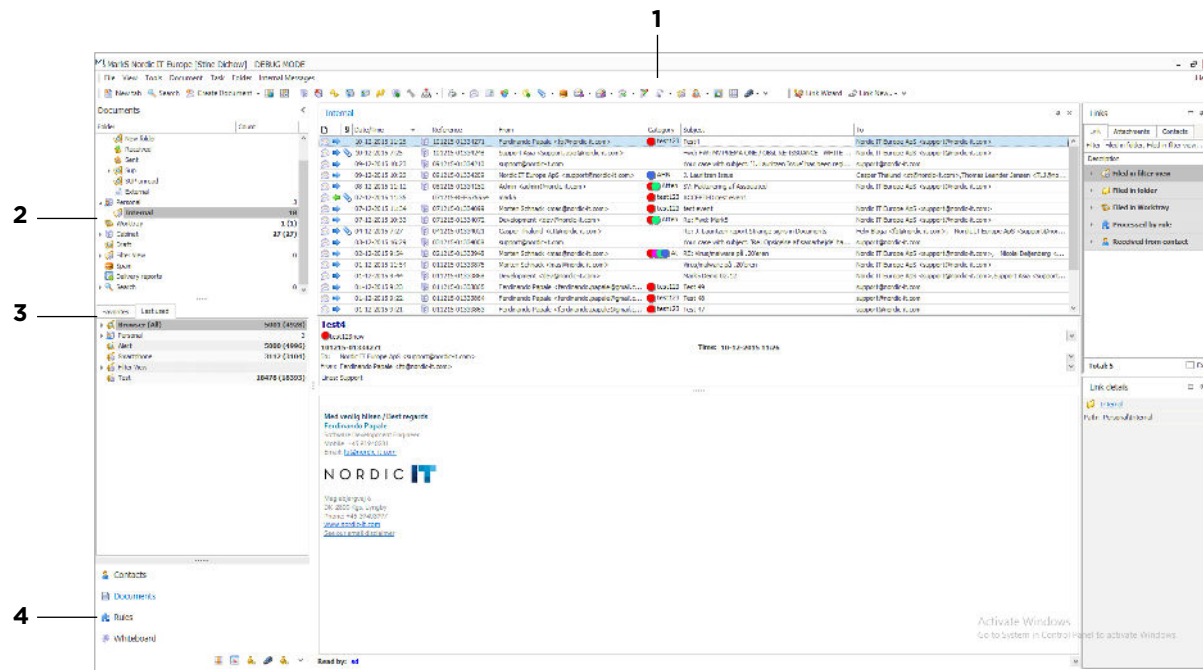
EDITOR SHORT KEYS: Combine with Ctrl

Combine with Ctrl

Combine with Ctrl + Shift

Esc	F1	F2 ADD EXTERNAL DOCUMENT CREATE NEW EMAIL	F3 SCROLL BETWEEN EMAILS	F4 SCROLL BETWEEN EMAILS	F5 EDIT/SEND DOCUMENT	F6 REPLY ALL REPLY EMAIL	F7 FORWARD EMAIL	F8 SEARCH	F9 SHOW ACTIONS	F10	F11	F12	Print Screen	Scroll Lock	Pause Break
;	1 ASSIGN TO CATEGORY	2 ASSIGN TO CATEGORY	3 ASSIGN TO CATEGORY	4 ASSIGN TO CATEGORY	5 ASSIGN TO CATEGORY	6 ASSIGN TO CATEGORY	7 ASSIGN TO CATEGORY	8 ASSIGN TO CATEGORY	9 ASSIGN TO CATEGORY	0 QUICK EDIT FILTER	-	=	Insert	Home VIEW LATEST RECEIVED DOCUMENT	Page Up JUMP BETWEEN DOCUMENTS
Tab	Q FILE TO FOLDER	W COPY TO PERSONAL WORKTRAY	E CENTER	R ACCESS RIGHTS ALIGN LEFT	T EDIT TEMPLATE INSERT TEMPLATE	Y COPY TO USER WORKTRAY	U UNDERLINE	I INTERNAL MESSAGE ITALIC	O ADD COMMENT OPEN FILE	P PRINT	{	}	Delete	End VIEW FIRST RECEIVED DOCUMENT	Page Down JUMP BETWEEN DOCUMENTS
Caps Lock	A SELECT ALL	S SEARCH FOR FOLDER DOCUMENT TRANSMIT STATUS SAVE	D	F FIND WORD	G	H REPLACE	J	K	L ALIGN LEFT	:	"	Enter			
Shift	Z UNDO	X CUT	C OPEN CATEGORY WINDOW COPY	V PASTE	B BOLD	N	M NEW INTERNAL MESSAGE	<	>	?	Shift	Turbo		↑ SCROLL WITHIN EMAIL MOVE FOLDER UP	
Ctrl		Alt	MARK DOCUMENT AS READ			Alt			Ctrl				←	↓ SCROLL WITHIN EMAIL MOVE FOLDER DOWN	→

1.2 | Work area



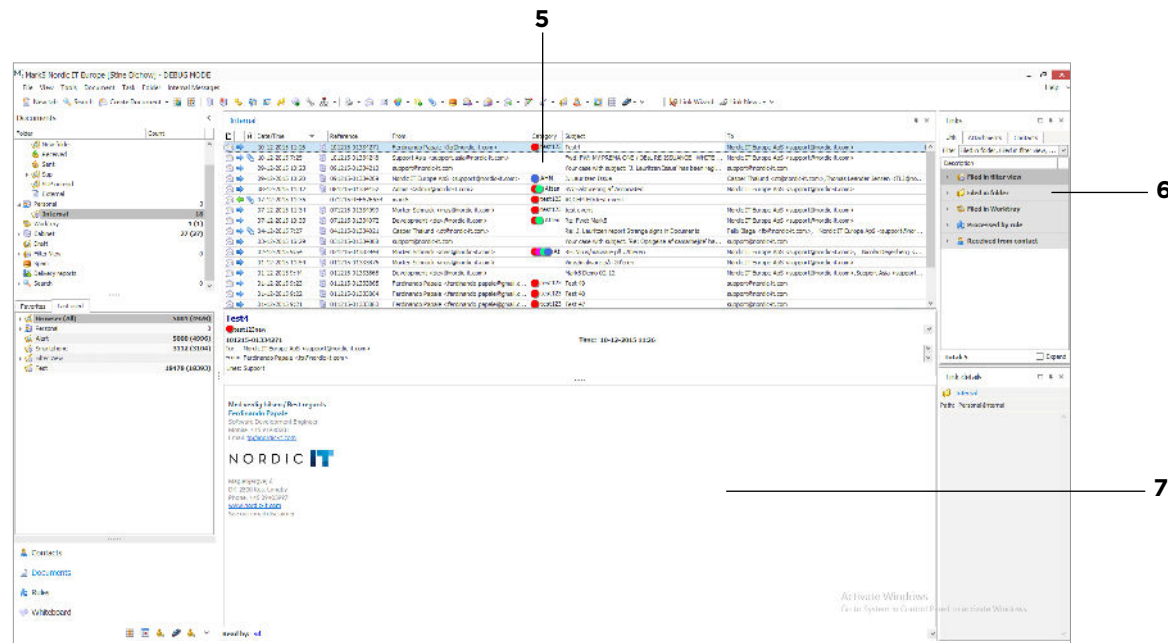
1 | The **main menu** and **icon-bar** is where you choose specific functions in MARK5. Most functions are accessible through both the **menu**, through **icons** and by using short-keys. Scroll over the icons and you will find, a description pops up as you pass over.

2 | **Folder** is your navigation tool between different folders. Choose which documents you want systemized or archived and create personal and shared folders for a better overview and archiving. If you click on the arrows on the left side of the folder-pane you can expand and collapse how detailed you want your overview of folders to be. You can always right-click on folders to edit.

3 | **Favourites** is where folders added to favourites are located. Commonly used **folders** can be added to favourites for faster navigation. Right-click on the folder in question and choose **add to favourites**. In this area you can also tab to **recently used**. Here you can see folders recently used for faster access. This section is best used by adding popular folders so you can locate them quickly.

4 | **Navigation of modules** is where you navigate in MARK5 between **Contacts** (address book), **documents** (emails, messages and documents), **Rules** (creating automatic guidelines), **shortcode** (create and edit distribution lists), **whiteboard** (shared board for text, mails and information) and **tasks** (calendar). Depending on what you choose in this section, the content on your screen will change accordingly.

1.2 | Work area



5 | The Object List views emails. Note that the object list only views the content of the folder you have chosen and will change accordingly. Use the arrows on your keyboard to navigate through emails or click directly to select the email you want to see. Emails can be **outgoing** (green arrow) or **incoming** (blue arrow). Red cross means that the mail has **not been sent or received**. To learn more of the error, enter **Ctrl+S** or go to the iconbar and press transmit status. You can personalise by maximising and minimising the windows according to your need - just drag the dividing lines.

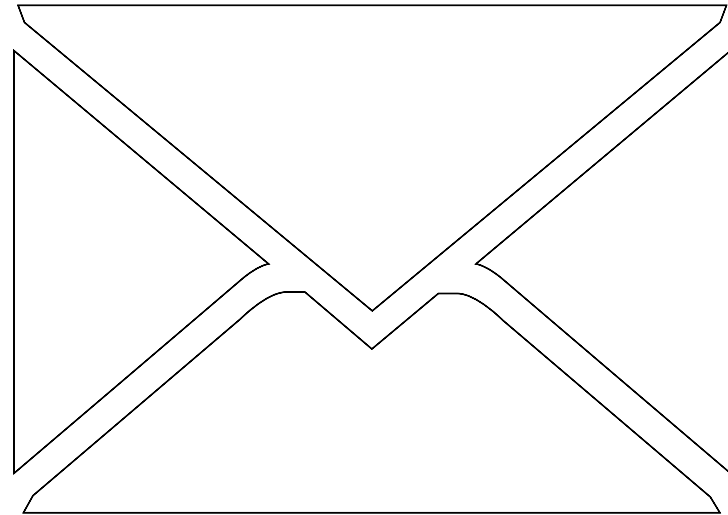
6 | Links shows how the objects in MARK5 are linked together. You can link everything across modules as you please. In the bottom of the link area you have the specified link details. Click on the link in question, and the details will show.

7 | Preview Pane displays a preview of the chosen object from the **Object List**. The preview pane can be customized and designed as you wish.

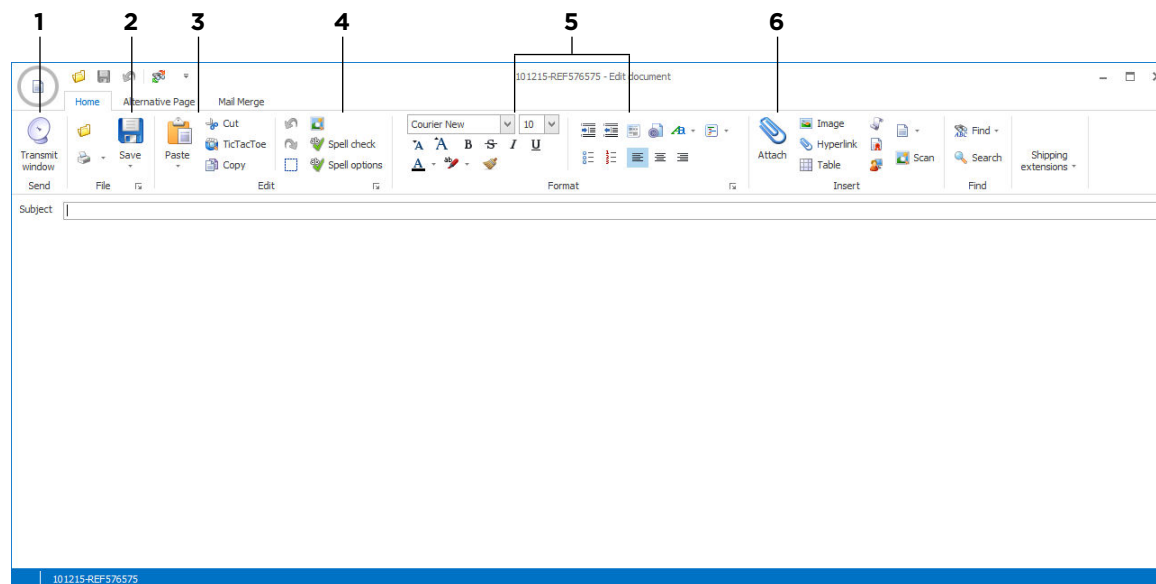
NOTE | As you move across the **icons**, text appears with a description of the icon in question. By right-clicking on most objects, a **context menu** of available functions will appear. The menu is sensitive to changes between modules, and some icons will change as you navigate between modules in MARK5.

2.0 | *Email operations*

In the following chapter you learn how to **send**, **reply** and **forward emails**.



2.1 | Compose email



First, we will dig into [creating an email](#). To create a new mail in MARK5 you have three options: Press **F2**, click the [Create document icon](#) in the [toolbar](#), or choose [document](#) in the menu and then choose: [create document](#). Either way a new window, similar to the screenshot above, will appear.

In the picture, you see your [workspace](#) when composing and designing mails. In the upper part of the window, we have our [options](#). Below you find the [writing panel](#). Here your [editing options](#) are divided into different sections as shown in the image above.

1 | This is where you click to [send](#) the document.

2 | Here you can [save](#) your message into your [draft](#) section.

3 | This is where you [insert](#) and [edit in and out from other programs](#).

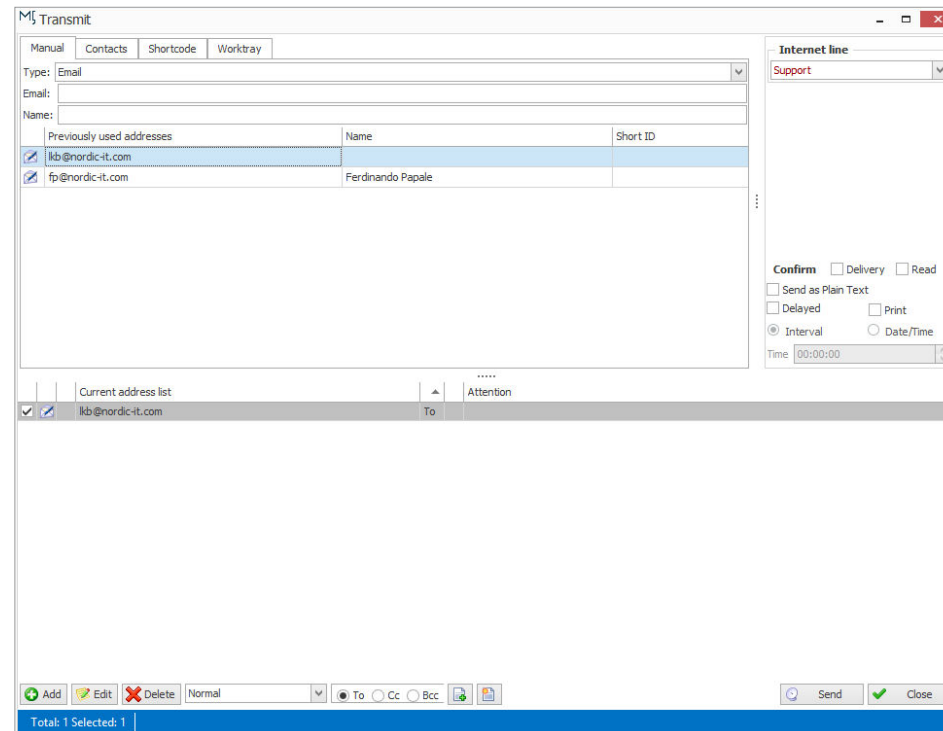
4 | This is your [spell check](#) option. MARK5 provides Danish, English UK, English US, German, Norwegian and Russian spell check.

5 | The 2 next sections provide you with your standard [editing](#) and [layout options](#).

6 | This is your [attachment](#) option. The [paperclip](#) allows you to attach any kind of standard attachment, whereas the rest of the icons allow you to attach more specified files. You can also use drag and drop as you know it from Outlook to drag files to MARK5. The same applies with Tramos: You can drag and drop to and from MARK5 and Tramos as you wish.

When your message is done press [send](#).

2.1 | Compose email



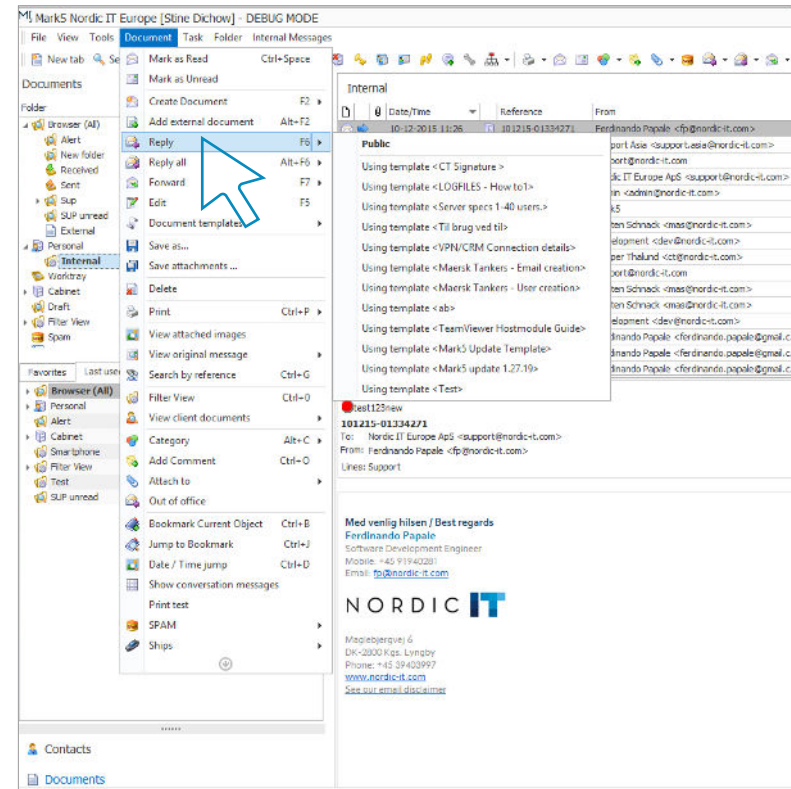
The picture above shows you the [send panel](#). Here you type in receiver details. Start by choosing whether you want to send the mail either [to](#), [cc](#) or [bcc](#). You can modify this in the middle of the bottom panel. Here you can see the specifications of the address in question: Is it set to cc, bcc or to? If you want to add more addresses with various receiver specifications (e.g. 1: [to](#), 4: [cc](#) and 4: [bcc](#)), set the specifications first, then add all the addresses and switch to another specification before adding again. If you want to change specifications after adding the addresses, just right-click on the address in question and choose [edit](#). Now you can modify the specifications of the specific address.

Afterwards, start adding addresses. You can choose to type in the email address directly, or you can use the [address book](#) by clicking on the second tab in the top called [contacts](#). Then press the [add](#) button in the bottom left corner. This will add the address to the current [address list](#). In the upper right corner you see [Internet line](#) where you choose which e-mail to send from. Below are the [time options](#): If you cross off [Delayed Transmission](#) you can set a specific time to send the email to the receiver. Once you are done, press [send](#).

2.2 | Reply

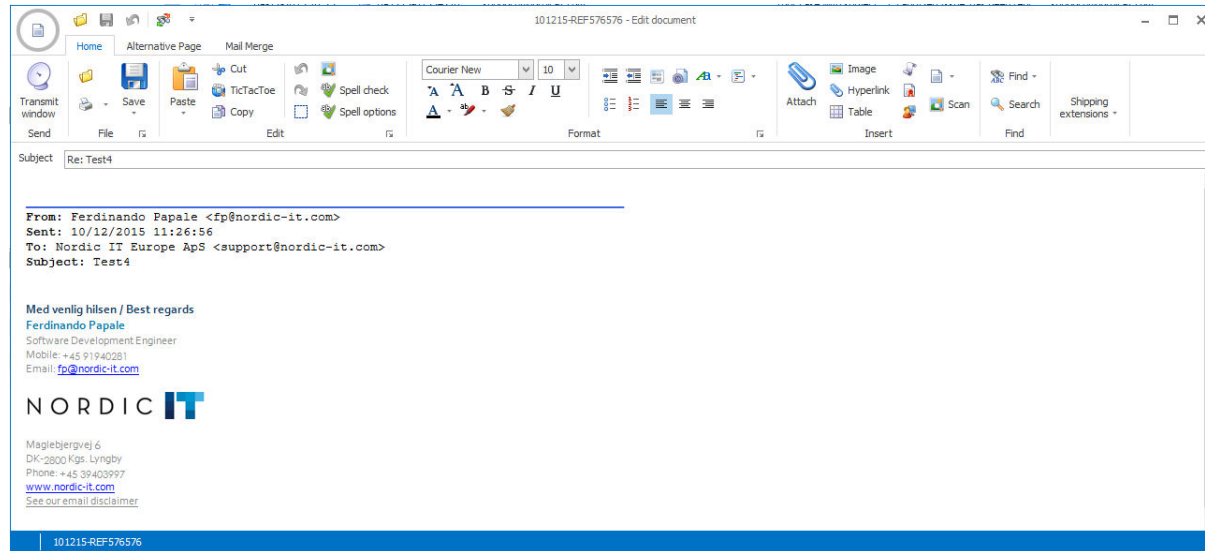
To **reply** choose the email you want to respond to and press **F6** or do as follows:

The screenshot shows how to **reply via the menu**: click on **documents**, then **reply**. When choosing reply, a window will show with **templates**. Choose the one you want.

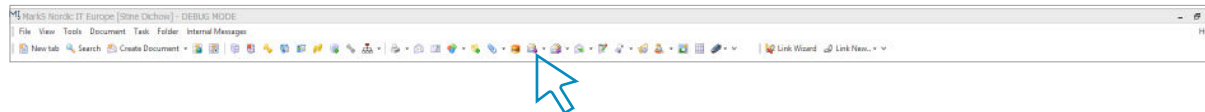


2.2 | Reply

1.



2.

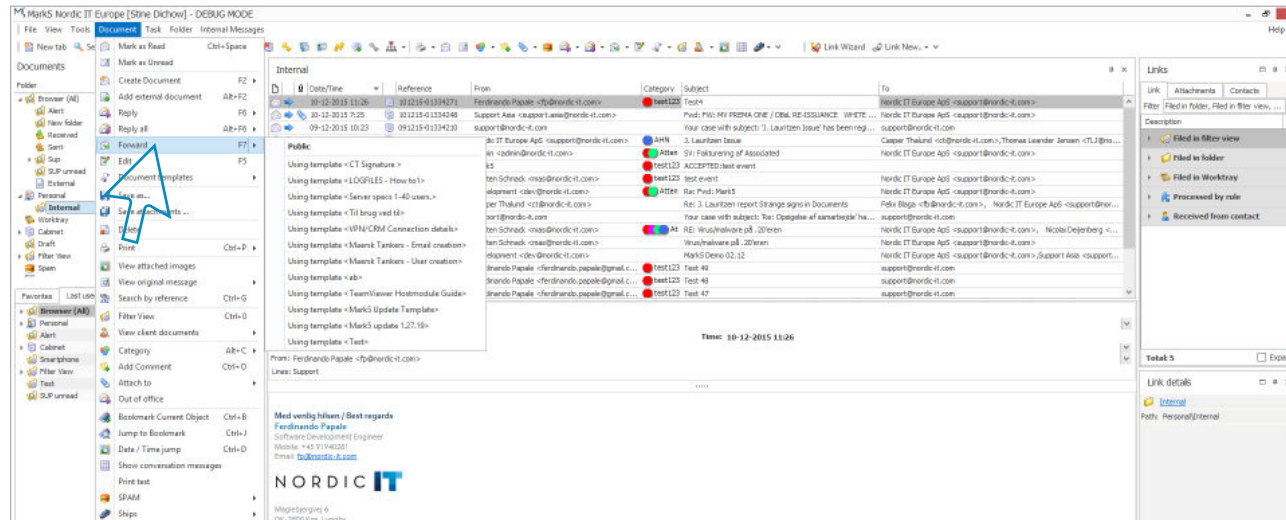


1 | Now your document panel will show, as in screenshot 1. Proceed as normal, when [creating an email](#).

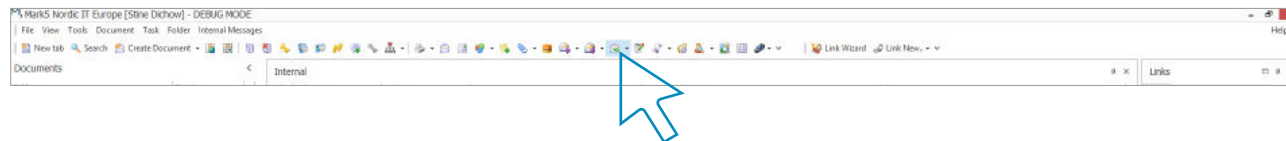
2 | You can also use the [tool-bar](#) to [reply](#). Click on the [icon](#) as shown in screenshot 2 and proceed the same way as just described.

2.3 | Forward

1.



2.



To **forward** follow the same procedure as when **replying**: Choose the email you want to forward, then either press **F7** or as follows:

1 | Choose **document** at the menu and choose **forward** and decide on a **template**. This will open the **documents panel**, where you must proceed as done when creating a document.

Again you can also use the **toolbar** to forward:
2 | Click on the **icon** as done in screenshot 2, and follow the same procedure as just described.