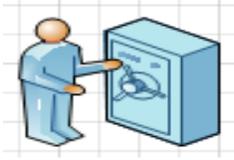


## HOW TO CONNECT to and RETRIEVE MESSAGES from the VAULT.

The BEAM Vault is an archive storage area.



If you need to retrieve an email older than 3 years ago you can access it from the VAULT.

Figure 1



### CONNECT To The Vault:

1. Login to Beam (called your active BEAM) like you normally do e.g. smitbob
2. Go To: **ICT Self-Help** from your Beam Desktop
3. double-click on the icon called **BEAM Vault Login** LOGIN (red V-Figure 1 above)
4. A login window will open:

Vault User id: enter your usual Beam login ID BUT **PRECEDED WITH a V**  
e.g. Vsmitbob (the V can be upper or lower case)  
(see Figure 2 below)

Password: enter the password you use for your active BEAM.

Figure 2:



Figure 3

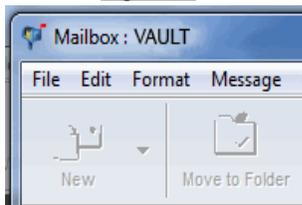


Figure 4



### INSIDE the “:VAULT”

Your desktop in the Vault will look the same as your active BEAM desktop.

However, you will know you're in the VAULT because the word **:VAULT** will appear in the top left corner or the top middle of every screen you open (Figure 3 above) Further, if you use the default beam desktop you will notice the L-shaped bar is Green in colour instead of your Active Beam which is blue in colour (Figure 4 above).

### **OTHER INFO:**

- Your ACTIVE 'BEAM' account will always contain ALL items going back 3 years from today.
- Shaving is the daily process that removes any items in your Active Beam mailbox and folders, older than 3 years old.
- You can Open, Search, Read and navigate through your vault mailbox like you normally would do
- Mail cannot be sent From or Received To the vault
- It will not work to drag 'n drop an email from the Vault into your live BEAM mailbox

### **OPTIONS FOR RETREIVING A MESSAGE FROM THE VAULT:**

There are different ways of saving the contents of an email to your computer. Pick the option that works best for you.

Remember, you cannot send email from the Vault or receive email to the Vault but you can 'Save' or 'Export' email and attachments to your computer.

#### **Option 1: Save the mail as a text file**

This option will save an entire email as a text file (txt). The subject line of the email will be the default name of the text file.

**TIP:** If there are attachments with the mail message you will need to download the attachment or use Option 2.

- Open an email
- From the Menu Bar choose **File** and then **Save As**
- Save the email file to your computer

#### **Option 2: PRINT the email or an attachment**

Printing an email or attachment from the VAULT is the same as printing from your active BEAM to your default printer:

- Open an email or an attachment
- From the menu bar choose File and then Print

#### **Option 3: Save an attachment**

Saving an attachment from the VAULT is the same steps as saving an attachment in your active BEAM:

- Click on an attachment
- From the menu bar choose File and then Save Attachment
- Save to your computer

#### **Option 4: Copy & Paste the contents of an email into a document (example: into Word)**

- Open an Email
- Click inside the body of the email
- CTRL-A to select the contents of the email then
- CTRL-C
- Open the application on your computer, example Word
- CTRL-V to copy into the Word document

### **Option 5: Summarize emails and Copy/Paste into a document (example: into Word)**

This is a handy tip option to try if you have several related email to save into one document.

- Open your Mailbox
- Use Ctrl-click to select the email you would like to summarize
- right-click and choose 'Summarize Selected'

Result: a summary window will pop-up- similar with the contents of all the mail you selected

- Click inside the summary window
- CTRL-A to select the contents then
- CTRL-C
- Open the application on your computer, example Word
- CTRL-V to copy into the Word document

### **Option 6: Export from BEAM as a set of files**

Similar to option 1 above, however, this option will save an email into a folder on your computer in 3 formats (as a text file (txt), as a spreadsheet file (xls) and as a xml file).

- Right click on an email listed in your mailbox
- choose EXPORT, follow the prompts to save to your computer
- Follow the prompts to save as a folder to your computer

### **\*\*\* IMPORTANT \*\*\* PROPER EXIT out of the Vault**

It is important to completely EXIT OUT OF THE VAULT

**by choosing FILE > EXIT (not FILE >CLOSE).**

**\*TIP- Did you EXIT the Vault and cannot get logged into your Active BEAM?**

**Getting a message 'not valid user ID or password' ? (Figure 4 below)**

i) look below your Password for the word **Address**

ii)next to the word **Address** it should show **home.fc** in the white box

iii) If it does not, then choose home.fc from the drop-down (circled in white in Figure 4 below).

Figure 4:



### **If you need assistance:**

Please contact the [ICT Service Centre](#) by logging a heat ticket thru Heat Self Serve or calling 519-370-2550 or 1-866-538-0575.