

EREF

- 1) Access FOG just as you would for your own e-mail account
- 2) Enter for the USERNAME: eref
- 3) Enter the PASSWORD (ask a librarian if you do not know)
- 4) Open PINE as you normally would for your own e-mail account
- 5) Read any new messages
- 6) Respond as you would for messages in your e-mail account with one big exception:

Sometimes students send their ERef questions when they are in the library
When this happens you will see the following in the FROM field:

From: Reference Dept at City College of San Francisco
<reference@ccsf.org>

Look for their e-mail address in the body of their message. Example:

E-Mail=yadira123@aol.com

You have to type this manually into the TO field.

- 7) When you reply it will say **REPLY TO ALL RECIPIENTS? Type Y for yes.**
- 8) **SAVE** the question in the month's question folder. Example:

aug2002questions

and a copy of your reply in the month's answer folder:

aug2002answers

- 9) Check it once in the morning and once in the afternnon.

Questions: e-mail James at: jlim@ccsf.org