



VANUATU

ELECTRONIC SINGLE WINDOW SYSTEM PROJECT

How to Manage the Vanuatu electronic Single Window (VeSW) e-mail

1. After logging in to VeSW, you are taken to the home screen which part of it is shown below:

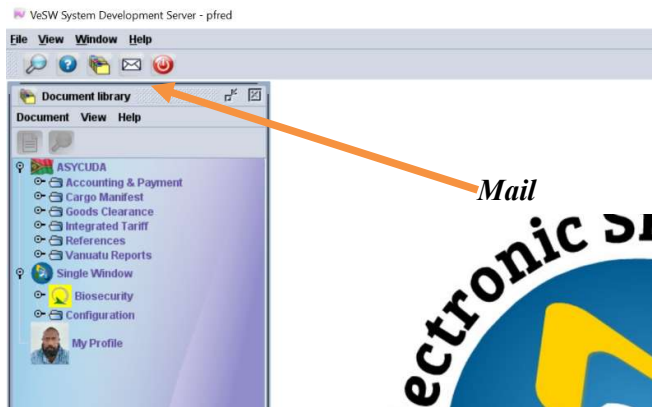



Figure 1: Single window

2. To access **emails**, click on email  which is located on the Quick Access bar.
3. Below is the VeSW email facility with an explanation of each part and functions:

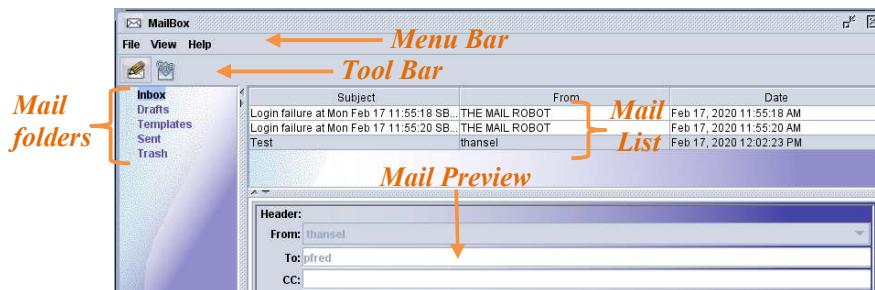


Figure 2: Single Window mailbox



- **Menu bar** – shows the three main menus
- **Tool bar** – Shows the “New message”  and the “View mail groups”. 
- **Mail Folders** – Shows the list of default folders. You can always create new subfolders by doing a right-click on a folder and click “New Subfolder” then assigning a name.
- **Mail list** – Shows all your emails, sorted by date. It is practical to delete old emails to keep email list short, making sure to empty the “Trash” folder.
- **Mail preview**– Shows the preview of a selected message on the email list.
- **Attachments** – The bottom tab of the email, contains attachments of a selected email.



Figure 3: The bottom tab of the email



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4. This facility is within the VeSW only, and users can send email to other system users only.
- **Sending an email** – is easy as any email system
 - **Receiving email notifications** – If you have new emails, you will be notified immediately or as soon as you are logged in. The notification message is show below:



Figure 4: email notification

5. You can either Click on the tick (✓) or close (X) to read the email later.
- **Requesting reports** – If you request a report from the system, the system converts the output to a pdf file and sends it to you via the email with an attachment.



Figure 5: opened report email

6. You can reply to an email by doing a *right-click* on the email and selecting “Reply”.

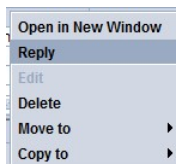


Figure 5: email reply option

7. To forward an email, you can also do a *right-click* on the email and select “Reply”, replacing the username on the “To” field with another user of your choice:



Figure 5: forwarding an email

■ End