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http://support.asapconnected.com/

FAQ

Here are some tips to get you started using this guide.

Are there any special web addresses I should keep handy?
The URL for your admin site is https://app.asapconnected.com/
The ASAP help website can be found at http://support.asapconnected.com/

Are there any specific Tips or Best Practices I should be looking out for?
These instructions include sections that we like to call our TIP! and Best Practice sections. Tips are nuggets of advice that will help you use this system efficiently. Best Practices are standards that you should always use.

They will be easy for you to find, because they will look like this:

TIP! *Here's the information!*	BEST PRACTICE! *Here's the information!*

What's the panel on the left for? (using the navigation panel)

On ASAP, as well as on most websites, there is a consistent panel that you can refer back to in order to move around the site. This is called the Navigation (Nav) Panel. On ASAP, it's the panel that you see on the left edge of the screen.

What you see on your screen may differ from what you see in this manual because your company may have different ASAP modules enabled. More instructions about using other modules can be found on the ASAP support site (http://support.asapconnected.com/)
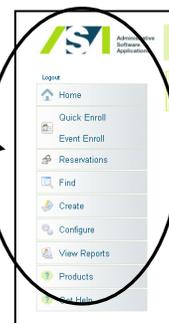
How are my organization's offerings organized in ASAP?

This map of Course/Class hierarchy will help you understand how your offerings appear in ASAP.

Program (optional)—an extra level / optional level of organization, on top of course group
Course Group—the large umbrella that contains many courses. This is comparable to a department or category. English or Teens might be Course Groups.
Course—a smaller umbrella than the Course Group, the Course is the thing that is being taught. Journalism might be a specific Course within the English Course Group.
Class—is the most specific of all. If English is the Course Group and Journalism is the Course, the Class would be each individual session Journalism is taught.
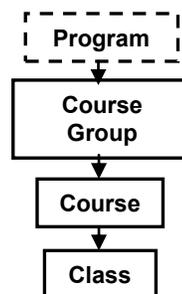
What time period are we in?
A time period is just that: a period of time. You might have several different time periods existing simultaneously—maybe you have an annual time period for some classes and events, as well as quarterly time periods for other groups of classes and events.

When classes are created, they are placed into a specific time period. When enrolling students, you are searching for a specific class that exists within a specific time period. The Time Period is visible in the Time Period pull down in the upper right corner of the screen

http://support.asapconnected.com/

Extra Terminology

Admin Site—the site you are working on when you register students—https://app.asapconnected.com This is an internal administrative site, also referred to as the "backend engine" site. You can only access this if you have:

- An account with ASAP
- A valid login and password

> For your organization you will use:
> Org ID_____
> User Name_____
> Password _____

Apply: make use of something i.e. a credit or a discount. Note: "Apply Credit to this Account" means the Customer or the Service Provider (this is dependent on who is processing the payment) applies (makes use of) credit toward the invoice balance.

Credit: a spending entitlement which the customer can redeem from the service provider Note: "Give Credit to Student" means the Service Provider gives a credit (a spending entitlement) to the customer (in the family account) for future use.

Credit Applied: Utilization of a spending entitlement to pay a balance due

Credit Cashout: Removing a spending entitlement from the customer account in order to return it (usually in the form of cash or a check)

Credit Given: A spending entitlement placed in the customer's/family's account . It is available to be applied to a balance due or to be cashed out.

Customer: refers to the end user, the person who is using the system to make an enrollment. The customer uses the Public Page.

Discount: reduction in price i.e. a promotional discount or a discount due to a proration or a coupon

Enrollment: the official act or process of entering your own name on a register

Enrollment Status: Condition or state of entering a name on the class roster Enrolled, Waitlist, Pending

Family Account: A Family is a related set of people. There will be one primary family member and one or more other people in the same family. Family members can generate multiple purchases for different people in the same family on the same invoice.

Invoice: the paid or unpaid record of payment for an enrollment
> Note: The primary means of tracking payment [an enrollment transaction] in ASAP is the invoice number. The invoice number is used first for the request for payment (unpaid invoice) and continues to be used for the receipt for payment (paid invoice).

Invoice Status: State of the payment record: Paid, Unpaid, Partial, Void

Payment: an amount of money transferred, or due to be transferred, from the customer to the service provider

>**On-line payment:** credit card payment made by the customer over the internet

>**Off-line payment:** cash, check or off-line credit card payment made by the customer directly with the service provider in office

>**Credit payment:** utilization of a credit balance to make a payment. This term shows up in Invoice Transaction Details if a credit is available in the account or has been used in the account.

Payment Type: Means of payment

Public Page—the page your customer can look at, also referred to as the "frontend" page. As the name implies, this is open to the public. Anyone can see this. Customers can register online from by logging in here. Your public URL is https://register.asapconnected.com/default.aspx?org=xxxx (xxx=your Org ID).

Refund: returned money

>Note: the term "process refund" refers to the act of returning money. The associated steps define the means you will use to return the money (check or credit card)

Registration: creating a customer/student account within the ASAP system

Selected Item: an item you have left-clicked and is now highlighted.

Status: a condition or state that is subject to change

System time out: the ASAP system will time out and require users to login again after approximately 15 minutes of idle time. Simply logout and login again. This is a security feature.

Transaction: exchange of money or credit

Transaction Type: Kind of money or credit exchange

User Levels: these are the standard user levels. Your organization might have added extra user access levels and may have given/taken away specific rights based on user level. Contact your organization's ASAP administrator if you are unable to accomplish the tasks described in this guide.

>**Administrator (Admin):** management personnel who have full access to administrative functions within the system

>**Registrar:** the Office staff personnel who will be registering customers for classes through the ASAP system. The registrar has access to enrolling students.

>**Teacher:** instructor/personnel who will have access to their own class rosters and their respective email addresses

Register an existing student using Quick Enroll

Quick Enroll is a simple process. First, check the time period, second, find the student, third, find the class, and fourth register the student! When you log in, you will automatically see the QuickReg screen. If you need to find QuickReg again, select Quick Enroll from the Left Nav Panel.

Select appropriate Time Period

1. *Check* to see that the **Time Period** is set to "All Active" or to a specific Time Period if you know which one the class is scheduled in.
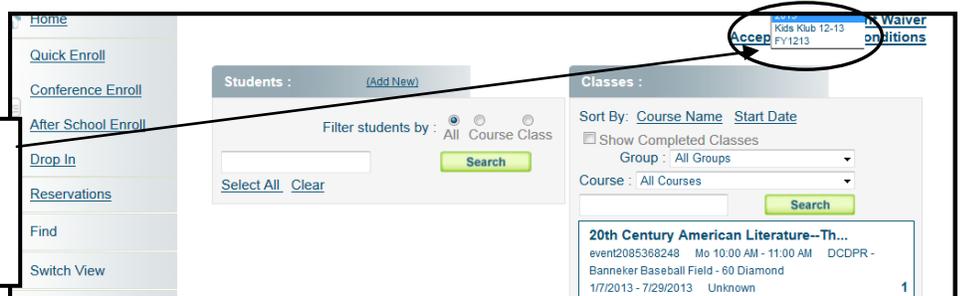
Find Student

2. *Type* the **name** (or a portion of a name) of the student you are looking for in the search box

3. *Click* the **Search** button

4. When you find the student you are looking for, *select* **the student** that student will appear in the Register Student(s) area and will appear in the list of students in green (you may also add new students here by selecting (Add New) see page **8** for instructions about creating new student accounts)

NOTE: if you want to register students in a family account on an invoice, create the family account before using quick enroll (see page 13 for instructions about creating family accounts and page 17 for instructions for adding more items to an invoice).
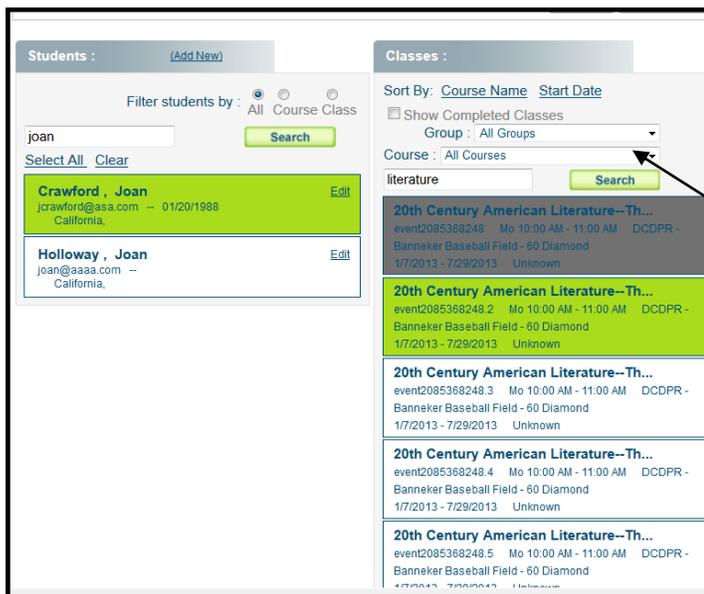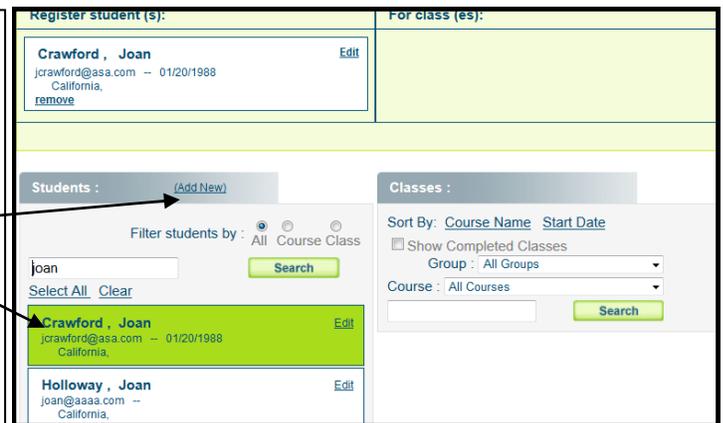
TIP! *Selected names and classes will appear shaded green. Classes that are full to capacity will appear shaded grey*

5. Sort classes by Course Name or Start Date or search for a specific class by *typing* the class title (or key words from the class title) in the **search box** and *clicking* the **Search** button.

6. You may also narrow your choices by *selecting* a **course group** from the or a course from the dropdown lists. A list of classes within the course group/course will appear. Select the class from the list.

Select a class

Register student (s):	For class (es):
Crawford , Joan Edit jcrawford@asa.com -- 01/20/1988 California, remove	20th Century American Literature--Th... event2085368248.2 Mo 10:00 AM - 11:00 AM DCDPR - Banneker Baseball Field - 60 Diamond 1/7/2013 - 7/29/2013 Unknown 9 view detail remove

Subtotal:	$5.00
Total:	$5.00

Cancel | Enroll Student

7. Once you've found the class you want to register the student for, *select* **The Class** from the list on the right.

--you'll know you've selected the class because that class will appear in the **For Class(es)** area

8. *Click* **Enroll Student**

The Registration Process/Invoice options

The enrollment is complete—the student and class information is already in the system. Now it's just a matter of processing the payment for the class. More on that beginning on the next page. First, here are some other things you might want to do with an unpaid invoice.

Western Media Arts Center and Museum

Invoice | Details

Time Period: All Active

Registrant Name:	Joan Crawford	Email This Invoice To Customer
Phone Number:	--	
Confirmation Code:		Mark invoice as VOID and Unenroll
Invoice #:	946451	
Invoice Date:	Apr 15 2013	
Invoice Status:	UNPAID - Change Status	Printer-friendly invoice
		Thermal Receipt
Available Credit:	$0.00	Materials List

1. To send an email invoice to the customer, *click* **this link**
2. To cancel the enrollment, *click* **Mark Invoice as VOID and unenroll.** More on this at the bottom of this page. This is only available to you if the invoice hasn't yet been processed/paid for yet.

3. To print the invoice, *select* one of these **links**

Mark an invoice as Void and Unenroll

Western Media Arts Center and Museum

Invoice | Details

Time Period: All Active

Registrant Name:	Joan Crawford	Email This Invoice To Customer
Phone Number:	--	
Confirmation Code:		Mark invoice as VOID and Unenroll
Invoice #:	946451	
Invoice Date:	Apr 15 2013	
Invoice Status:	UNPAID - Change Status	Printer-friendly invoice
		Thermal Receipt
Available Credit:	$0.00	Materials List

1. To unenroll someone from a class that he/she hasn't paid for yet, *select* **Mark Invoice as Void and Unenroll**. The student will automatically be dropped from the class and the Mark Invoice as Void and Unenroll link will no longer be available to you.

Registrant Name:	Joan Crawford	
Phone Number:	--	
Confirmation Code:		
Invoice #:	946451	Printer-friendly invoice
Invoice Date:	Apr 15 2013	Thermal Receipt
Invoice Status:	VOID - Change Status	Materials List
		Delete This Invoice
Available Credit:	$0.00	

Item Name						Registrant	Amount
20th Century American Literature--The South - event2085368248.2 Dropped							
Teacher	Start	End	Start - End Days Time	Location	Room	Joan	$5.00
Unknown - Unknown	1/7/2013	7/29/2013	Mo 10:00 AM - 11:00 AM	Banneker Recreation Center	Banneker Baseball Field - 60 Diamond		
					Subtotal:		$5.00
					Total:		$5.00
					Amount Paid:		
					Total Due:		$5.00

Now scroll to the bottom of the invoice to see your options

1. Make Online Payment—*clicking* this **link** will bring you the billing information screen. It must be the address associated with the credit card account for it to work. Enter all information and select Process Payment to, you guessed it, process the payment!

Amount Paid:	
Total Due:	$5.00

Make Online Payment...
Record Offline Payment...
Add Manual Fee...

2. Record Offline Payment—this is typically when someone pays you with a check or cash. Indicate the type of payment, the amount of payment, any additional notes and *click* **Save**. If you are processing a check, note the check number. Your organization may also have payment methods that are specific to your organization that are not listed here.

Make sure to follow your organization's policies.

Make Online Payment...
Record Offline Payment...
Add Manual Fee...
Give Credit to Student...
Apply Discount...

Record Offline Payment
$5.00   --Select One--
--Select One--
Cash
Check
Offline Credit Card
Other
Gift Certificate
Museum Money
Referral Gift Certificate
Notes *(optional):*
Save

3**.** To apply an additional/ manual/ processing fee, *click* **Add Manual Fee**, *type* the **Fee Item Name, Fee Description,** and **Fee Amount.** *Click* **Save**

4. To apply a credit to the account, *click* **Give Credit to Student**, *type* the **Credit Amount**, *type* any **Notes**, and *click* **Give Credit**

TIP! *Credit in this context is credit to the ASA account, not credit to a credit card.*

5. To apply a discount (with a discount code) to the invoice, *click* **Apply Discount**, *type* the **Discount Code** and *click* **Apply to Total**

View paid invoice
This is an example of a paid invoice.

Registrant Name: Joan Crawford
Phone Number: --
Confirmation Code: 1018095-0
Invoice #: 946454
Invoice Date: Apr 15 2013
Invoice Status: PAID - Change Status
Available Credit: $0.00

Email This Invoice To Customer
Printer-friendly invoice
Thermal Receipt
Materials List

1. You can *click* this **link** to see a printer-friendly version of the invoice

Item Name						Registrant	Amount
20th Century American Literature--The South - event2085368248.2							
Teacher	Start	End	Days	Start - End Time	Location	Room	Joan	$5.00
Unknown - Unknown	1/7/2013	7/29/2013	Mo	10:00 AM - 11:00 AM	Banneker Recreation Center	Banneker Baseball Field - 60 Diamond		

Subtotal:	$5.00
Total:	$5.00
Amount Paid:	$5.00
Total Due:	$0.00

Invoice Transaction Details   Edit transaction records

Date	Type	Amount	Payment Type	Notes	Paid By
4/15/2013 12:02 PM	Paid	$5.00	CC	Add New	Joan Crawford 123 Pacific Coast Highway Malibu, CA 90212

Give Credit to Student...
Process Refund...

2. On the invoice details screen of a paid invoice, you can *add* **notes**

3. You can Give Credit to Student (if your organization allows this) or Process a Refund (more on refunds on page 11)

ASA   Administrative Software Applications   http://support.asapconnected.com/

Register a New Student Using "Add New"

When a customer steps up to register for a class, you can either find the existing student name by searching the student list, or add the new student's name to the database. If the student is not found in the database, they must be added as a new student.

This assumes that you have the access to be able to create new students. If you do not see the Add New link, ask a user with administrative rights on ASAP to allow you to have access to create new student records.

> **BEST PRACTICE!** *Before you create a new student, be sure you always perform a thorough search by name first, to see if the name is already in the system, so that you aren't creating duplicate records.*

1. From the QuickReg screen, *Click* **Add New**
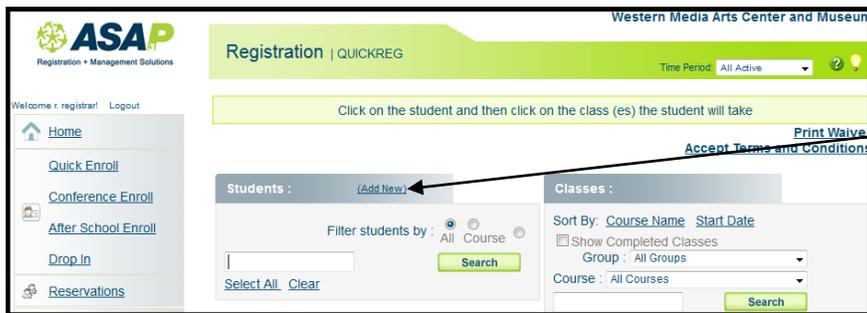
> **TIP!** *Throughout ASAP, all fields with a red asterisk require data to be filled in. Other fields are optional.*

2. T*ype/select* the **information** for your student—the fields might differ from the ones listed here.

3. When finished, *click* **Save**
4. Now you are ready to register your new student for a

Find a specific class or student

This example shows you how to find a specific class. The process for finding a specific student is a very similar process.

1. *Click* **Find Classes**

2. To enable filters, *click* **Show Filters**

http://support.asapconnected.com/
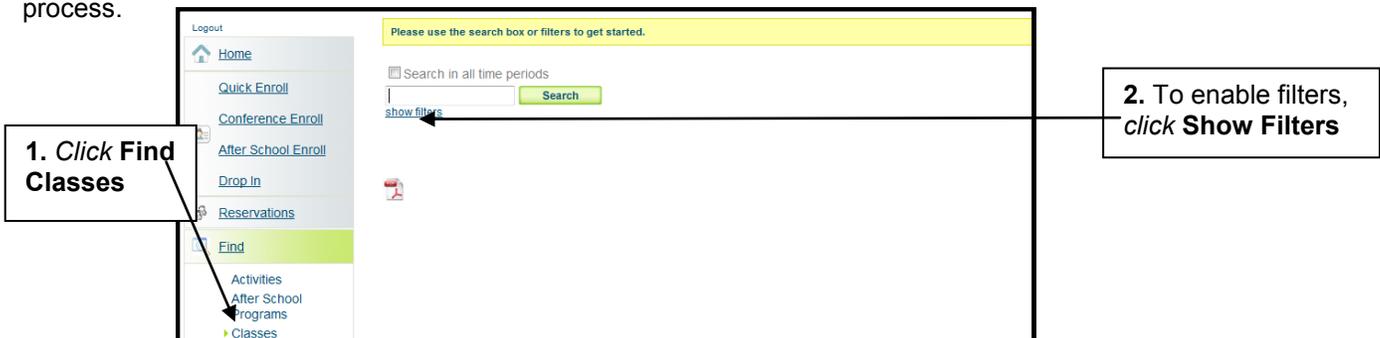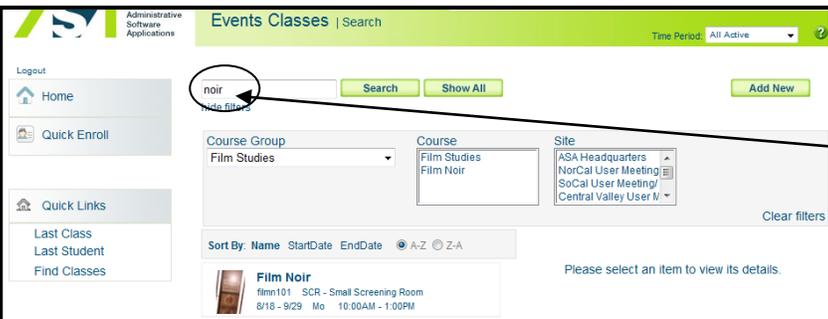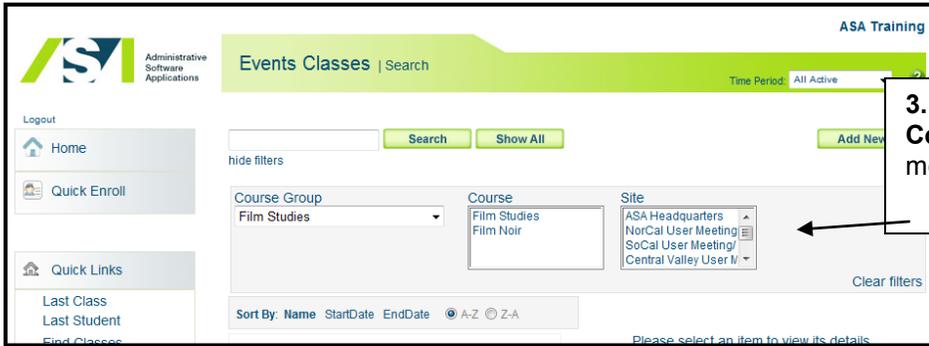
3. With filters enabled, you can *select* a **Course Group, Course** or **Site** to get more specific results.

4. With or without filters, you can *type* a **key word** and *click* the **Search** button to find a specific class

5. You can also *click* the **Sort By** criteria to see your results based on Start Date, End Date, or alphabetically (A-Z or Z-A)

6. When you find the class you are looking for, *click* on the **Class**

Waitlists: **Enrolling students when class has full capacity**

Registrars can add names to the waitlist or override the waitlist and add students directly to a filled class.

Classes that are full to capacity are grayed out in the quick enroll list of classes. Registrars can add students to the waitlist for this class by clicking on the gray class title bar. This will bring up a window alerting that the class is full, and will ask you if you want to add the student to the waitlist or enroll the student directly into the class.

If a slot comes available on a waitlisted class, the public does not get access to this class, the class still says add to waitlist on the public side. This allows the admin/reg to offer the slot to the 1st person on the waitlist, and work down the line.
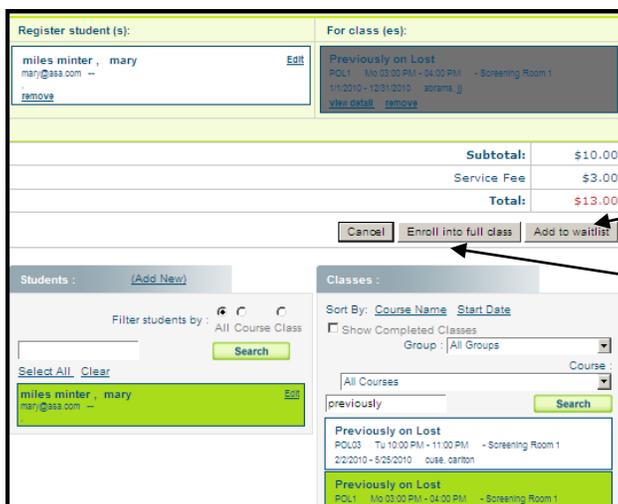
1. To add a student to the waitlist, *Click* **Add to Waitlist**

2. To enroll a student in a full class, *Click* **Enroll into full class**

Move student from waitlist

1. *Find* the **Class** you want to register the student in and remove from the waitlist.
2. *Select* **the class**

3. *Select* the **View dropdown** and *select* **Wait list**

4. *Select* the **student** you want to enroll from the waitlist

5. *Click* **Register from Waitlist**

6. *Process* the **Invoice,** collect the payment, and print or email the invoice as you normally would. Don't forget process payment or the student account will have an outstanding unpaid invoice.

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Refunds and Credits

If a student paid initially with a credit card, giving the student a credit card refund will automatically credit the card that was used to pay for the original transaction.

> **TIP!** *Even if the original transaction was made by credit card, if this invoice contains a transferred class, the refund must be made by check. This is also true if the original credit card has expired or if the billing ZIP code has changed since the original purchase was made.*
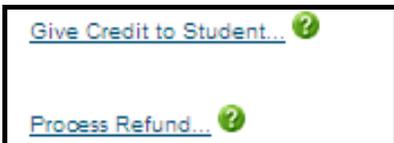
1. Begin by *selecting* **Process Refund**

2. The system allows for processing credit card refunds 24 hours after the charge was made and up to 180 after the initial charge was made. This must happen on the credit card that was used in the transaction and it must still be valid. If it is not valid, if the customer paid via a different method or if your organization has different policies, follow those rules and refund via the appropriate method.

3. To give a credit to a customer's account, *select* **Give Credit to Student**, *select* **the type of credit** you are giving to the customer, type the amount of credit and any notes you want to include and select Give Credit. This will be available for this customer to use on a future transaction.

4. Cashing out credit means removing the funds in an ASA account and giving it to the account holder. To cash out credit for an account select Cash Out Credit, *type* **the amount of credit** you want to remove from the ASA account/give to the customer, *type* any **notes** you need to include, *print* the **screen**, *select* **save** and hand the paperwork over to your accounting department, following your company procedures. Note that the option to cash out credit is only available if there is credit in the account.

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Transfer a Student

Transferring a student means you will take the student out of one class and put that student into another class.

1. *Navigate* to the **Student Details** screen for the student you want to transfer

2. *Select* the **class** you want to transfer the registrant out of

3. *Select* **Transfer Student**

4. The class you are transferring the student out of will *appear* on the **left**

5. *Find* and *select* the **class** you are transferring the student into (this class will appear on the right)

6. If there are any discounts associated with the class you are transferring the student out of and you want those to be applied to the new class, *tick* the **Carry existing discounts over to the new class** tick box

7. *Click* **Commit Student Transfer**

8. *Process* the **invoice** like you normally would

http://support.asapconnected.com/

Family Accounts

A Family is a related set of people. There will be one primary family member and one or more other people in the same family. Family members can generate multiple purchases for different people in the same family on the same invoice.

1. Find the *student* you want to create a family account for and **navigate** to *student details* for that student.

2. Click *View Family Account Details*

3. The account already has a student designated as the primary student on the account. If you need to establish a new primary on the account, *click* **Change Primary Contact** and choose the student who should be the primary on the account.

4. To edit any members of this family account, *select* the **student** from the Edit Members dropdown. You will be brought to the reg form for that student and you can edit the record there.

5. To remove a member of this family account, *select* **Remove Members**, and *select* the **name** to remove the member who should no longer be associated with the family account.

6. To add a new student to this account, *click* **Add Members**, fill out the registration form and add that student to this account.

7. To add an existing student to the account *click* **Add Existing Members** and **click** *Search*. When you find the student, select the student and the student will be added to the family account.

Change Registrant

This allows you to change a class registration from one member of a family to another member of a family. This option will only be available to you if the students you are searching for are in the same family.

1. *Navigate* to the **Student Details** screen for the student currently enrolled in the class

2. *Select* the **section** you want to change registrants for

3. *Select* **Change Registrant**

4. *Select* the **family member** who should actually be registered in the class

5. *Click* **Save**

http://support.asapconnected.com/
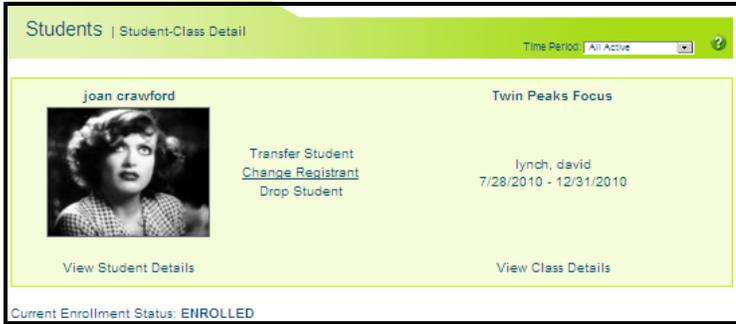
6. You will now *see* the other/different **family member** registered for/enrolled in the class

Drop Students

Dropping a student means you are removing the enrollment and doing nothing (not enrolling in a different class/ transferring, etc.)

1. *Navigate* to the **Student Details** for the student you are dropping

2. *Select* the **class** you are dropping the student from

3. *Select* **Drop Student**

4. *Click* OK

5. Select *Nothing* (you'll do the refunding from the invoice)

6. **Select** *No* to notify the student

7. **Select** *Invoice Detail* (this is where you will actually do the refunding)

8. **Select** *Drop Student*

9. Notice that the student has been *dropped* from the class

10. Notice that *no refund* has been processed yet.

11. Select *Process Refund*

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Invoice Transaction Details

Date	Type	Amount	Payment Type	Notes
4/19/2013 4:49 PM	Paid	$16.00	CASH	

Item Name	Registrant	Quantity	Actual Amount	Amount Paid	Refund
Mass Media and Pop Arts (MASCOM02)		1	$5.00	$5.00	$ 5
Service Fee		1	$11.00	$11.00	$

Refund to Check

Notes: processed by nd 4/22/13

Process Refund

12. Type the *amount* you are refunding the student for this dropped class (note that you have options for refunding any amount you want to refund as well as options for refunding specific items on the invoice

13. Select the *refund method*

14. Type any *notes* that you need to include (see your organization's policies for any specific guidelines you should follow)

15. Select *process refund*

Item Name	Registrant	Amount
Mass Media and Pop Arts - MASCOM02 Dropped		
Refunded (($5.00))		
Teacher Start End Days Start-End Time Location Room	Buffy	$5.00
warhol-andy 1/1/2013 12/31/2013 Tu 09:00 AM - 10:30 AM Western Media Arts Center and Museum Headquarters Library Conference Room 1		

16. Note that now the class has been both *dropped and refunded*

Invoice Transaction Details — Edit transaction records

Date	Type	Amount	Payment Type	Notes
4/19/2013 4:49 PM	Paid	$16.00	CASH	Add New
4/22/2013 2:04 PM	Refund	($5.00)	CHK	processed by nd 4/22/13 Add New

17. Follow your *organization's guidelines* for what happens next in terms of printing/filing a printout of this page.

Cash Out Credit
Use this feature if you need to take the credit in a customer's account and give it back to the customer as a check or cash.

Students | Detail

Name: alla nazimova
Email: an@asap.com
Gender: F
BDate: 1/1/0001
Phone:
Address:

Upload Image

Regular Participant
Renewal Recurrence: Annualy
Update Membership

Available Credit: $10.00
Cashout this credit

Active Enrollments | Enrollment History | Invoices | Drops/Transfers | Reservations

Code	Event	Enrolled
LBC1	Lost Book Club	4/1/2010 10:45:32 AM
cancel002	test for cancelling	6/2/2010 4:19:14 PM

1. *Navigate* to the **Student Details** for the student want to cash out credit for

2. *Note* the **amount of credit** available and select Cash-out this credit

3. *Enter* the **amount of credit you are giving back** to the customer (via check) and any notes you need to include

4. *Click* **Save**

5. *Process* with your **accounting department** (they will need to cut a check and send it to the student).

Upload Image
Regular Participant
Renewal Recurrence: Annualy
Update Membership
Available Credit: $10.00
Cashout this credit
Cash Out Credit
Amount: 10.00
Notes: 7/12/10--give to A/P for processing.
Cancel Save

http://support.asapconnected.com/

Add more items to an invoice

From time to time you may want to add more items to an invoice. This is how to do this.

Invoice | Details

Time Period: All Active

Registrant Name: **Buffy Summers**
Phone Number: --
Confirmation Code:
Invoice #: 820443
Invoice Date: Jan 15 2013
Invoice Status: UNPAID - Change Status
Available Credit: $0.00

Email This Invoice To Customer

Mark invoice as VOID and Unenroll

Printer-friendly invoice

Thermal Receipt

Add more items to this invoice
Please select an item to add: Class [Go]
Edit Invoice Items

1. From the invoice you want to add items to, *select* **add more items to this invoice.**

2. *Select* **an item type** to add to the invoice — this example is using Class, but you have many options, including Products.

3. *Click* **Go**

4. *Select* the **student** you are adding items for (you will only see a list of choices if you are working with a family/associated students)

5. *Register* the **student** as you normally would (via QuickReg)

Register student (s):

chase , cordelia
buffy@ucsd.edu
remove

Edit

For class (es):

Twin Peaks Focus
TPF001 Tu 01:00 PM - 03:00 PM WMACM - Cinema Cafe
1/1/2013 - 12/31/2013 lynch   8
view detail remove

Subtotal: $5.00
Total: $5.00

[Cancel] [Enroll Student]

Students :   (Add New)

Select All
Clear

chase , cordelia   Edit
buffy@ucsd.edu --
,   08/19/2010

harris , xander   Edit
buffy@ucsd.edu --
,

rosenberg , willow   Edit
buffy@ucsd.edu --
,

Summers , Buffy   Edit

Classes :

Sort By: Course Name Start Date
☐ Show Completed Classes
Group : All Groups
Course : All Courses
twin   [Search]

Twin Peaks Focus
TPF Tu Th 07:00 PM - 09:00 PM WMACM - Screening
Room 1
1/1/2013 - 12/31/2013 lynch   3

Twin Peaks Focus
TPF001 Tu 01:00 PM - 03:00 PM WMACM - Cinema Cafe
1/1/2013 - 12/31/2013 lynch   8

Registrant Name: **Buffy Summers**
Phone Number: --
Confirmation Code:
Invoice #: 820443
Invoice Date: Jan 15 2013
Invoice Status: UNPAID - Change Status
Available Credit: $0.00

Email This Invoice To Customer

Mark invoice as VOID and Unenroll

Printer-friendly invoice

Thermal Receipt

Add more items to this invoice
Edit Invoice Items
Edit Invoice Item Fee

Item Name						Registrant	Amount
The Cinema of David Lynch - TCDL001							
Teacher	Start	End	Days	Start - End Time	Location	Room	
lynch - david	1/1/2013	12/31/2013	Tu	01:00 AM - 03:00 AM	Western Media Arts Center and Museum Headquarters	Cinema Cafe	Buffy	$0.00
Twin Peaks Focus - TPF001							
Teacher	Start	End	Days	Start - End Time	Location	Room	
				01:00			cordelia	$5.00

6. Now you will *see* an **invoice** with multiple items (in this case, the same class for two different students in the same family).

Email a Student

1. *Click* **Find Students**

2. *Find* the **Student** you want to email

3. *Click* **Email**

4. *See* that the **student name** is listed on the recipient list

5. *Click* **Next Step - Compose**

6. *Confirm* that **your email address** is in the From field, or if your organization uses a noreply email address, use that instead. If a student replies to the email, the email will go to the email address in the from field, not to the ASAP system.

7. *Type* a **subject and message**

8. *Click* **Next Step - Preview & Send**

9. *Review* the **email**

10. If you need to make changes, *click* **Previous Step - Compose**

11. When you are ready to send the message, *click* **Send Mail**

12. You will *see* a **screen** that confirms that the email was sent out successfully