# PinkNotes

# Quick tips to help users new to PinkNotes 5

PinkNotes is instant messaging designed uniquely for a business environment. It allows you to easily communicate with anyone in your account, and keeps all communication private to your organization. Only the users in your account can message each other and it does not allow all the distractions in, like you get with other IM networks and email services.

PinkNotes is a cloud hosted service. Basically what that means is, you can use PinkNotes from any location you have internet access. You can use PinkNotes from your office PC, plus you can easily access your PinkNotes when working outside your office, from your home, and even from your smart phones and tablets.

**There are a number of different ways you can access PinkNotes:**

- You can use PinkNotes from any Windows based PC with our Windows version of PinkNotes.
- You can use PinkNotes from a web browser. From the PinkNotes.com website just click on the "User Login" link in the upper right corner of the site.
- You can use PinkNotes from a Mac with our OS X version of PinkNotes.
- You can use PinkNotes from an iPhone/iPad or Android phone with our mobile apps.

It does not matter which one of these ways you use PinkNotes. All of your data will be automatically synced and **all of your communication is fully encrypted**. With your username you can login from as many locations as you would like. You can use your login from your office workstation, your home PC, and your smart phone. To get any versions of PinkNotes just go to: **PinkNotes.com/get**

**PinkNotes Login**

No matter what location you are logging in from, you will be asked for three pieces of information; a username, password, and account. You will be provided with the login information by your PinkNotes administrator. The account name is the same for all of your users. The account name is what links your users together.
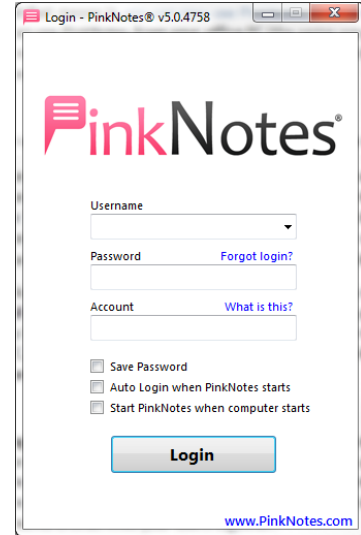
# PinkNotes for Windows

### PinkNotes Notification Icon

After you have logged into PinkNotes you will see the PinkNotes icon in the Windows Notification Area (near the Windows Clock). On some PC's this icon may be hidden. If it is hidden you will see an up arrow to the left of the notification area. Clicking that up arrow will display any hidden icons.

If you click the left mouse button on the PinkNotes icon in the notification area it will open up the screen to send a new PinkNote. You can also click the right mouse button on the PinkNotes icon and it will display a menu with the rest of the options you have. In the menu you can select "Send a New PinkNote".

### Sending a New PinkNote

When sending a new PinkNote you will see all your users in the left column and a status colors next to each user. You will also see photos for each user (if they have uploaded a picture for themselves) and you will see a relative date under the status circle indicating when the status last changed. For example, a green circle indicates a user is logged in and active and the relative date shown under that green circle is when they last logged in. Plus, above the user list there is a filter box to easily find a user.
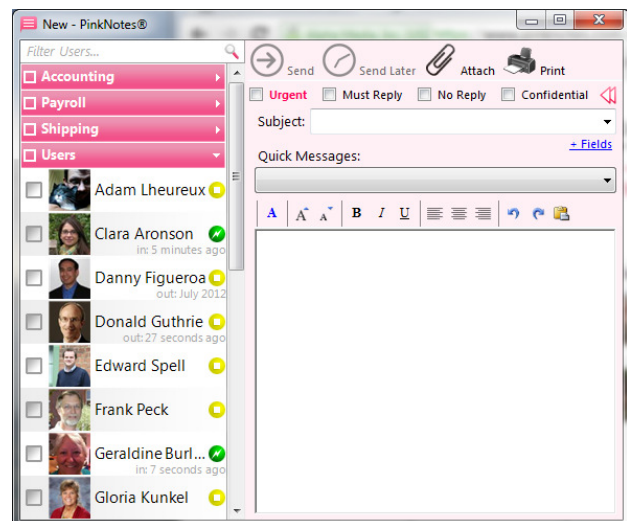
The status color next to each user is indicated as follows:

- Green – The user is logged in.
- Yellow – The user is not logged in.
- Orange – Also indicates the user is logged in but there has been no activity on the PC.
- Red – The user has the Do Not Disturb option enabled.
- Blue – The user has the Auto Response option enabled.

Place a check-mark next to any user(s) you would like to send the PinkNote to. You can send a PinkNote to just one user or as many as you would like. If you place a check-mark next to where it says "Users", all the users will be selected at once. You can also send a PinkNote to a specific group of users by placing a checkmark next to a group name. Groups can be configured in the Settings screen.

There are four check-box options to flag a PinkNote. Urgent, Must Reply, No Reply, and Confidential. When an urgent PinkNote is received it will be displayed with a red background and play an urgent sound. Must Reply means that the recipient cannot Trash or Save the PinkNote until they reply to it. No Reply means that the recipient does not have the option to reply to the PinkNote.

Subject and Quick Messages have down arrows next to them to select from a list of commonly used phrases. These can be setup in the Settings screen.

There are also additional fields (name, company, phone, ext., etc.) that are hidden by default and can be used by clicking on the blue "+ Fields" text link.

Type you message text in the large text box at the bottom of the screen. Spell checking is done on the fly when you are typing a message. If an incorrect word is noticed it will be underlined in red.

Files can be attached to a PinkNote by clicking the Attach button at the top of the screen or by dragging and dropping a file into the message text area.

Once you are done composing your PinkNote click the Send button to instantly send the PinkNote. You can specify a specific date to send the PinkNote at by clicking the Send Later button. The Send Later option is useful for sending reminders to other users or yourself.

**Receiving a PinkNote**

When you receive a new PinkNote the received screen will automatically open up on your PC and play a sound to alert you of the new PinkNote. There are settings to specify how you would like to be alerted of a new PinkNote and the sound you would like to hear.

All of your newly received PinkNotes go into the "Open" folder. If you would like to view any other folders all you need to do is click the folder button at the top of that screen and then select the folder you would like to view.

The list of PinkNotes for the selected folder is displayed in the right column. This list includes who the PinkNotes is from, the last send date, the subject, and the first couple of lines of text in the message. Above this list there is a filter to easily find a PinkNote in the selected folder. The list also shows icons for indicating if you replied to that PinkNotes, an urgent flag, a must reply flag, and a paper clip icon if there are file attachments. Any unread PinkNotes will be marked in the list with a pink background. Whenever you have unread PinkNotes in the "Open" folder, the PinkNotes icon in the Windows Notification Area will flash. Once all PinkNotes have been read the icon will stop flashing.
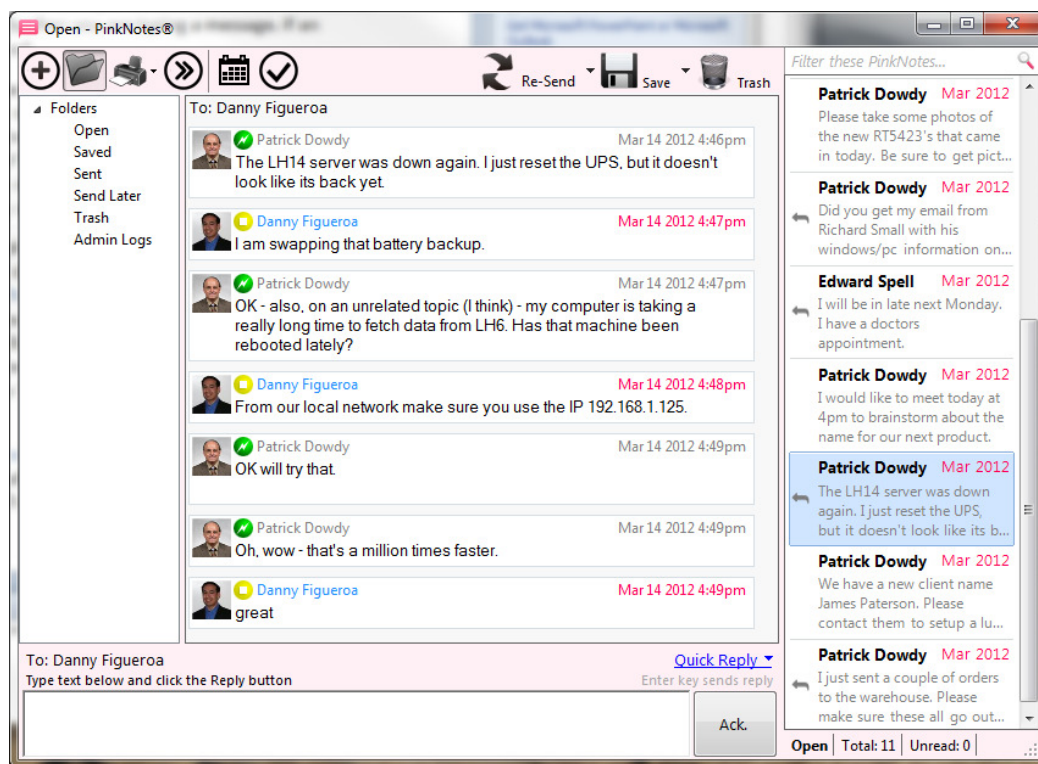


If the PinkNotes screen is not open, click the right-mouse button on the PinkNotes icon in the Windows Notification Area and select "View PinkNotes…".

When a PinkNote is selected it will show the "thread" for that PinkNote. The thread is the entire conversation shown in one PinkNote. When any replies are made to a PinkNote you will see it displayed in the same thread to easily view a whole conversation.

To reply to a PinkNote all you need to do is type in the reply box and click the Reply button. You can also either click the Enter key or Shift+Enter to send a reply (depending on how you have replies configured in your settings). If you just want to acknowledge a PinkNote all you need to do is click the "Ack." button. Once any text is typed in the reply box that buttons' caption will

change to "Reply". Just above the Reply/Ack. button is your Quick Replies. Just click the "Quick Reply" text link to select from any of your quick replies.

When replying to a PinkNote that was sent to multiple users the reply can either just go to the original sender, or you can do a reply all, or select specific users you want the reply to go to. This can be configured by clicking the text link just above the reply text box showing who the reply is going to.

These quick tips only cover the most common functions in PinkNotes. There are many more features like shared Calendars, To-Do lists, and many settings to configure PinkNotes to work the best for you and your company.

Please feel free to contact us with any questions you may have at: **PinkNotes.com/support**