



VO Programs

Little programs – with big impact.

VO Programs are found in the left navigation panel in Virtual Office. Under the "Programs" heading you can find powerful tools that can help you to work more efficiently, or that can just make your life a little easier.

The following is an overview of some of the most popular VO Programs. We invite you to take a look at these time-saving tools and see which ones would work for you. Turn on or set your preferences in the ones you'll use. And check this location from time to time as we like to add these features as they become available.

Sincerely,
The Virtual Office Team

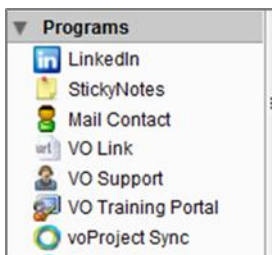
Sticky Notes

Often, when reading an email you have thoughts you want to remember like, "Oh, I need to confirm dates," or "John asked me to use his cell number to contact him while he's on vacation – 627 555 1122" or "Need to include that PPT" etc. But there's not really an easy way to capture that thought – until now.



The Sticky Notes feature allows you to make quick notes and attach them to that email. Once you attach a Sticky Notes, it will automatically pop-up that notes next time you re-open that email. Even easier, you can sort emails by sticky notes so the never get lost in your inbox.

How to use:



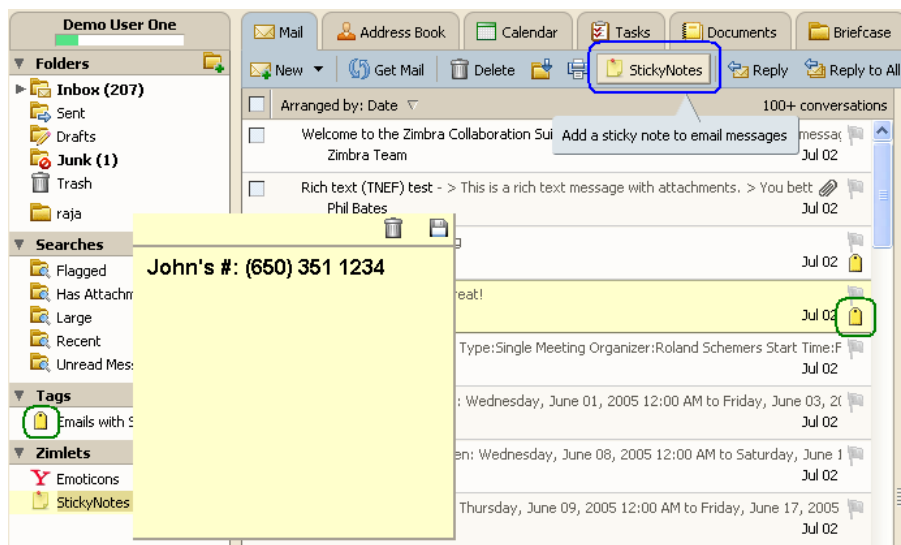
- Drag-and-drop a message onto the program button to apply a sticky note
- Click on the Sticky Notes button in a new email

Visual Indication (via Tags):

After you add your first sticky note, a yellow-colored tag called "Emails with Sticky Notes" is created. When you attach a sticky note to a message the program tags that email or conversation with this tag. The tag is removed when the sticky note is deleted.

Searching (via Tags):

Users can search and keep track of all Sticky Note emails by clicking on the tag or by searching for it in the main search bar.



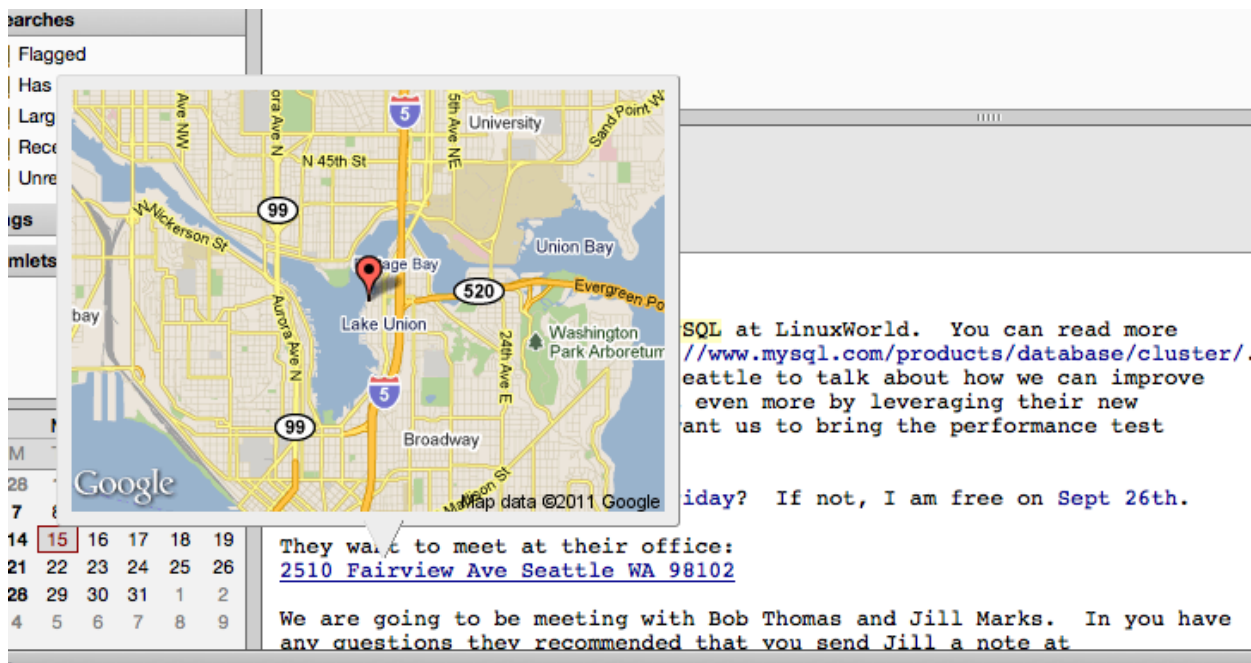
Google Maps from Virtual Office

This program analyzes email content to identify postal addresses and displays Google® Maps in the tooltip when you mouse over the highlighted address.

View Maps:

- Mouse over a highlighted address to open the tooltip pop up box.
- Click on the Google maps program button to type in an address.
- Drag a contact to the Google Maps program button to display their address in a map

This feature currently supports addresses for US, Canada & many EU countries.



The screenshot shows a web application interface. On the left, there is a calendar with dates 14, 15, 16, 17, 18, 19, 21, 22, 23, 24, 25, 26, 28, 29, 30, 31, 1, 2, 4, 5, 6, 7, 8, 9. The date 15 is highlighted. To the right of the calendar is a tooltip containing a Google Map of Seattle, WA, with a red pin marking a location near Lake Union. Below the map, the text reads: "They want to meet at their office: [2510 Fairview Ave Seattle WA 98102](#)". To the right of the tooltip, there is a text block: "SQL at LinuxWorld. You can read more [//www.mysql.com/products/database/cluster/](http://www.mysql.com/products/database/cluster/). Seattle to talk about how we can improve even more by leveraging their new ant us to bring the performance test iday? If not, I am free on Sept 26th."

LinkedIn Quick Access

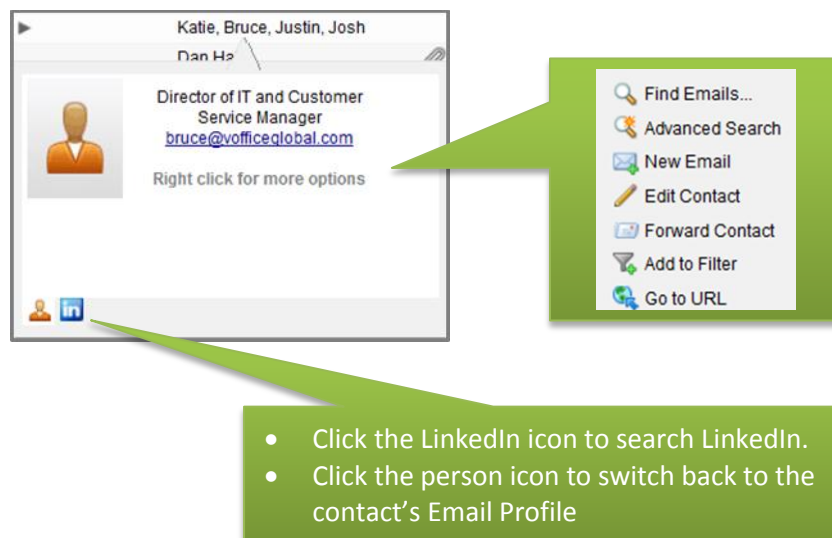
Just add your LinkedIn user information to the Program button in the left navigation panel to use this feature.

How it Works:

- Initial Set up - Add your user account
 - a. Right click on the LinkedIn program button and click on Preferences.
 - b. Click the "Add LinkedIn Account" button
 - c. Follow the instructions to add your account



- Hover over a contact in an email heading to see related information or search LinkedIn.




Email Reminder

A quick and easy way to set a reminder on emails.



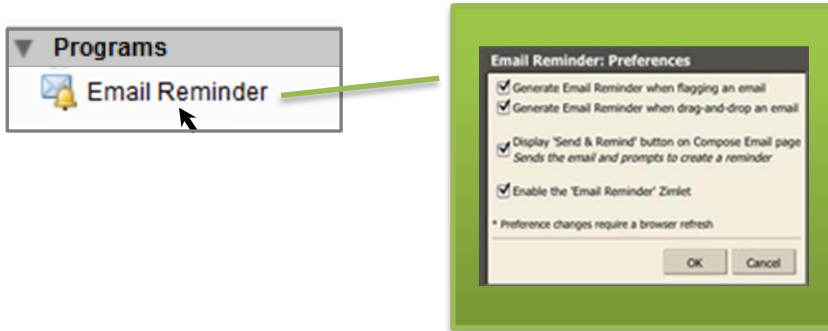
How it Works:

 The program displays an "Email Reminder Setup" dialog whenever you **flag** an email or conversation. The dialog allows you to create an email reminder in a dedicated calendar used to store and show the reminders. You can also drag-and-drop the email onto the Email Reminder program button to create a reminder.

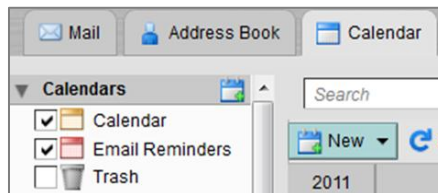
Details:

To set up Email Reminders simply:

- Click on the Email Reminder program under the Programs heading in the left navigation pane and set your preferences.

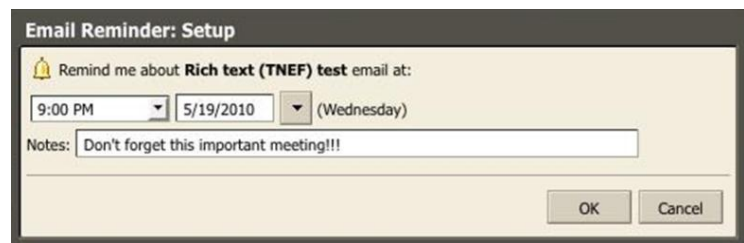
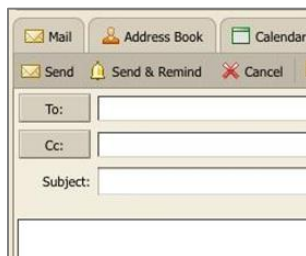


- A separate calendar called "Email Reminders" is created under your calendar tab.



To set a New Reminder choose one of the following methods:

- Flag an email in your inbox
- Drag and drop an email onto the Email Reminder program button
- Check the "Send and Remind" button in a new email.

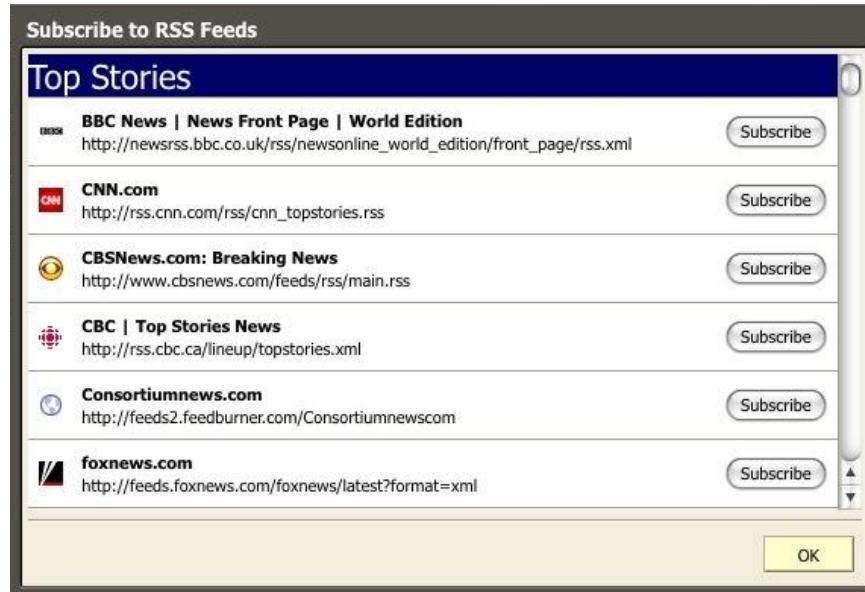




RSS Feeds

This program offers users quick access to 50+ pre-loaded top RSS feeds in four major categories ("Top Stories", "Finance", "Politics" & "Technology")

Simply click the program button on the left navigation panel to review and subscribe to your favorite feeds.



Once subscribed, new feeds are filed in your RSS Feeds folder in your VO Mail plus account.





VO Link

Anywhere Access to your URL links and bookmarks.

VO Link allows users to add links to frequently visited URL pages. Once added, your links follow you on any computer or device with a simple login to your VO Mail Plus account.

- Right click on the VO Link Program to ADD or REMOVE links
- Left click to access your links

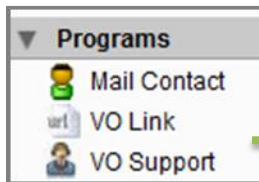
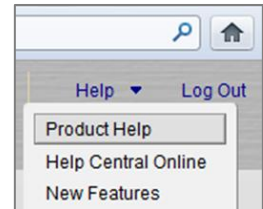




VO Support

Problems? Questions? There are many ways to access Virtual Office Support.

1. **Click the Help link in the top right corner of Virtual Office to access the Help Guide.** This guide provides answers for most "How To" or "Troubleshooting" questions about the product. The help feature is easy to use and navigate – simply browse by contents or index topic, or enter a key word into the search box.
2. **Click the dropdown next to the help link in the top right corner of Virtual Office for more options.**
 - a. Product Help – Searchable VO Help Guide
 - b. Help Central Online – quick link to the VO Support page on our website.
 - c. New Features – Information about Virtual Office Products
3. **Click on the VO Support program to file a support ticket or access your ticket and resolution history.**



Enter your typical VO username and password

Click on Create a new ticket in the upper right corner to open the ticket dialogue box. Provide as much information as possible and even add files or screenshots by using the "Add File" feature at the bottom of the screen. Then click "Create" to submit your ticket.

The more detailed information you provide in these fields, the easier it is for Virtual Office to research and resolve your issue.