



## Frequently Asked Questions About the Panorama QNA Discussion List

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### **Do I have to subscribe to the list to participate?**

No. You can view and post QNA messages using the web interface. However if you subscribe to the list it's easier to post questions and replies (just send an e-mail) and you'll see the responses sooner. To prevent spam all questions posted by non-subscribers are checked by ProVUE's staff before they are posted to the list, so this can cause delays of up to 48 hours (though usually messages are posted the same day).

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### **I'm just starting to use Panorama. Is it ok to ask basic questions?**

Absolutely! The discussion on the QNA list is always friendly and we love to welcome new Panorama users. You can dive right in or lurk for a while to test the waters.

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### **How do I subscribe to the list?**

The easiest way to subscribe to the list is to use our [web enrollment form](#). The subscription portion of the form is in the middle of the page under the section **Subscribing to QNA**.

Note: You can also subscribe by sending an e-mail with the subject **subscribe** to [gna-request@provue.com](mailto:gna-request@provue.com).

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### **How do I unsubscribe to the list?**

The easiest way to subscribe to the list is to use our [web enrollment form](#). The unsubscription portion of the form is near the bottom of the page under the section **QNA Subscribers**.

Note: You can also unsubscribe by sending an e-mail with the subject **unsubscribe** to [qna-request@provue.com](mailto:qna-request@provue.com). Please do NOT send this email to qna@provue.com, that will simply broadcast your request to everyone on the list.

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### **How do I ask a question or post a reply?**

**If you have subscribed to the list** to receive e-mail you can simply send an e-mail to qna at provue.com. If you have multiple e-mail accounts be sure that you send the e-mail from the account you used to subscribe to the list. For example if you have Yahoo and Gmail accounts and subscribed to the QNA list using the Gmail account you should always use the Gmail account to send e-mails to the list. Using another account can result in long delays (hours or days) in getting your message posted (and causes us extra work, so please, don't do this.)

**If you have not subscribed to the list** but you are a Panorama customer you can use a web form to submit messages to the list. You'll find a link to this form on the main [QNA discussion page](#) (see Ask a Question). You'll need your Panorama serial number to post a message (if you don't know your serial number there is a link on this form to help you find it). Note: To prevent spam all questions posts from this form are checked by ProVUE's staff before they are posted to the list, so this can cause delays of up to 48 hours (though usually messages are posted the same day).

The QNA Discussion is intended to facilitate discussion about the use of Panorama. Please don't submit posts about other programs or unrelated topics.

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### **How do I submit an attachment?**

The QNA list server does not allow attachments. If you submit a post that contains an attached file, the entire post will be rejected. Sorry, but it wouldn't be fair to the other members of the list to force them to accept large downloads that they may or may not want.

If you need to share a file with other members of the list, a good way to do that is with a free web service called DropBox. This service normally gives you 2 GB of free online storage, but if you sign up with the link below you'll get an extra 250 Mb free (ProVUE also gets a free 250 Mb).

<https://www.getdropbox.com/referrals/NTcxNjM0NTk>

Once it is installed (it works on both PC's and Mac's) a special DropBox folder appears on your hard drive. Anything you drag into this folder will be automatically stored online. If you want to share a file on the QNA list, drag it into the Public folder in the DropBox folder. Then right-click on the file's icon and choose **Copy Public Link** from the **Dropbox** submenu of the context menu. You can then paste the link into your QNA message. You can post as many files as you want (up to your 2.25 Gb Dropbox limit).

If you are sharing a Panorama file (or files) it's a good idea to compress the file as a ZIP file first. If you don't do this the file will lose its type and creator code when it is downloaded, and the Mac version of Panorama won't be able to open it. (The person downloading the file can fix this with the Platform Converter wizard, but compressing the file in the first place is usually a better solution.) If a database created with the Mac version of Panorama is downloaded to a PC, you will need to add .pan to the end of the file name to allow it to be opened on the Windows computer.

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### Will I get too much e-mail?

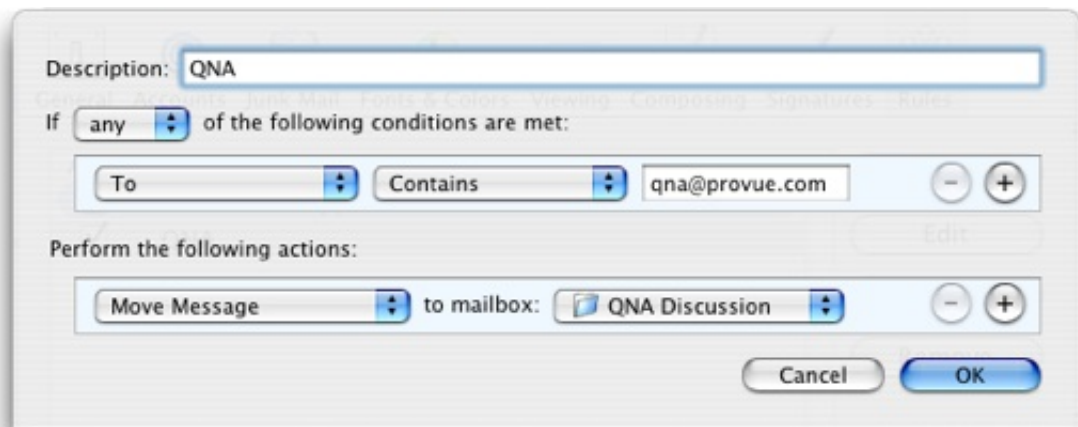
If you subscribe to the QNA e-mail list you'll typically get a handful of e-mails per day. Sometimes on busy days there will be a couple of dozen e-mails, sometimes there will be none at all. If you don't want to clutter up your in-box there are a couple of strategies you can use: 1) automatically routing QNA messages to a folder, or 2) switching to "digest" mode where you only get one e-mail per day that includes all of the messages for the day in a single e-mail. See the next two questions to learn how to set up each of these options.

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### How can I automatically route QNA messages to a folder?

If your e-mail client supports rules for automatically routing messages to a folder we think this is the best way to go. This keeps the QNA message from cluttering your in-box but allows you to receive messages throughout the day instead of having to wait until the end of the day. It also makes it easier to reply to an individual message. Here are instructions for setting up automatic routing using Apple's Mail.app program (other programs are similar).

- 1) Set up an e-mail folder to receive the QNA messages, for example **QNA Discussion**.
- 2) Open the **Preferences** dialog, and select the **Rules** tab.
- 3) Press the **Add Rule** button.
- 4) Set up the rule like this:



- 5) Press **OK**, then close the Preferences.

Now all of your Panorama QNA messages will automatically be routed to the folder you have designated.

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### How do I set up "Digest" mode?

If you subscribe to the QNA e-mail list you'll normally receive each individual e-mail as it is posted. If you don't want to get that much e-mail you can switch to "digest" mode. If you turn digest mode on, you'll get posts bundled together (usually one per day but possibly more on busy lists), instead of singly when they're sent.

To turn on digest mode go to the [web enrollment form](#). Scroll down to the bottom of the page under to section **QNA Subscribers**. Enter your e-mail address (the one you used to subscribe to the list) and press **Unsubscribe or Edit Options**. Now you'll see a configuration page for your subscription. Scroll down and find the **Set Digest Mode** option. Using the checkboxes you can turn digest mode on (bundled e-mails) or off (individual e-mails). Once you're checked the option you want scroll to the bottom and press **Submit My Changes**.

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#### **Why am I not receiving QNA e-mails?**

Check your spam filter (and your ISP's spam filter) to make sure you can receive e-mail from qna at provue.com.

The QNA server keeps track of any problems it encounters in delivering mail to your account (for example if your account is cancelled, or your mailbox is full). If the problem continues for several days the server will suspend your subscription. When the problem with your mail account is fixed your QNA subscription must be manually enabled again. Start by going to the [web enrollment form](#). Scroll down to the bottom of the page under to section **QNA Subscribers**. Enter your e-mail address (the one you used to subscribe to the list) and press **Unsubscribe or Edit Options**. Now you'll see a configuration page for your subscription. Scroll down and find the **Mail Delivery** option. Using the checkboxes you can turn mail delivery on. Once you're checked the option you want scroll to the bottom and press **Submit My Changes**.

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#### **How do I change the e-mail address used for my subscription?**

Go to the [web enrollment form](#). Scroll down to the bottom of the page under to section **QNA Subscribers**. Enter your e-mail address (the one you used to subscribe to the list) and press **Unsubscribe or Edit Options**. Now you'll see a configuration page for your subscription. Fill in the new e-mail address under the **Changing your Qna membership information** section. When done, press the **Change My Address and Name** button.

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#### **How can I temporarily suspend my subscription?**

If you want to temporarily suspend your subscription (for example if you are going on vacation) you can do so without actually unsubscribing. Start by going to the [web enrollment form](#). Scroll down to the bottom of the page under to section **QNA Subscribers**. Enter your e-mail address (the one you used to subscribe to the list) and press **Unsubscribe or Edit Options**. Now you'll see a configuration page for your subscription. Scroll down and find the **Mail Delivery** option. Using the checkboxes you can turn mail delivery off. Once you're checked the option you want scroll to the bottom and press **Submit My Changes**.

Later when you want to start receiving QNA e-mails again simply use the same process, but turn the delivery on instead of off.

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#### **I forgot my QNA password, what is it?**

You'll need your QNA password to change to digest mode, suspend your subscription, and make other administrative changes. You received your password in an e-mail when you first subscribed to the list. If you've misplaced this e-mail don't worry, it's easy to get the password again. Simply send an e-mail with the subject **password** to [gna-request@provue.com](mailto:gna-request@provue.com). Please do NOT send this email to qna@provue.com, that will simply broadcast your request to everyone on the list. The server will send you an e-mail with your password, this usually takes only a minute or two (of course some large ISP's may take a while to process incoming mail, so you may have to wait longer).

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