

Effectively Training Notes 6 Users

A comparison of the end user training options for Lotus Notes 6

By:

Howard Greenberg, Director
The Learning Continuum Company, Ltd.
[Http://www.tlcc.com](http://www.tlcc.com)
Sales@tlcc.com
888-241-8522 or 561-953-0095

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Why Provide Training to Your Notes Users?

Many companies choose not to provide any training for their Notes users. This decision usually is based on budget and manpower concerns. These companies adopt the approach of letting users fend for themselves. Unfortunately, this “no training” approach has significant drawbacks:

Increased help desk calls - Without proper training users are unable to resolve questions themselves. They often lack the skills to research the problem themselves using the Notes help system. Instead, they get frustrated, pick up the phone, and call the help desk. During an upgrade to Notes 6, the number of help desk calls can quickly overwhelm help desk personnel. Pacific Gas & Electric Co. (PG&E) spends an average of \$22 per help desk call¹. These additional costs will significantly increase the total cost by the organization for each help desk call. If an organization has 20,000 users and 20% of the users call the help desk then help desk costs would be \$88,000. If training reduced the amount of calls by 50% then the savings would be \$44,000! This average call cost does not even include the costs and lost productivity by the user calling the help desk.

Not getting the maximum ROI - Notes has many capabilities for both e-mail and group collaboration, workflow processes, and document management. If the users are not provided training then they learn just the rudimentary basics such as sending emails. Training can open the doors towards using Notes to its fullest, such as; managing calendars, To-Do lists, address books, searching for information, using databases and working remotely. This maximizes the user’s productivity and the organization’s return on investment in Lotus Notes. If proper training saved just 5 minutes per day per person by increasing productivity, then the total savings amounts to over 21 hours per person per year. This equals 420,000 hours of increased productivity for a 20,000 person organization!

Training your Notes users results in significant cost savings and is less expensive than the alternative of providing no training at all. In addition, the intangible cost of employee morale must be considered. When a company installs new software (or a new version of existing software) and does not provide training, users can get very frustrated trying to teach themselves how to use the new software (or a new version.) The frustration often results in decreased employee morale.

Training Options Available

Once the decision has been made to train users on the Notes client then there are a variety of options to consider.

Classroom - Classroom based training can be very effective since the student is isolated from outside distractions for the duration of the training. A key to successful classroom training is the availability of a computer for each student. This allows the students hands on experience trying out what they have just learned. This hands on experience tremendously reinforces the lesson just taught. Classroom training without proper reinforcement exercises can quickly bore the

¹ComputerWorld article, July 22, 2002, How PG&E Counts IT Help Desk Costs, <http://www.computerworld.com/managementtopics/roi/story/0,10801,72812,00.html>

student. Most of what was taught is forgotten before the user has an opportunity to get back to their desk and try out the topics covered in the class.

Classroom training has a significant number of disadvantages:

- Cost of classroom facilities sufficient to train the user population
- Difficulty of training remote users without incurring significant travel costs
- Instructor costs - One instructor can train approximately 15 students per day. To accomplish training a 20,000 user population would require over 1,300 instructor days. To complete the training in two months would require 33 instructors working 5 days a week for two months.
- Student's lost productivity - The cost of lost productivity has to be factored in. Most user courses require at least one day of time away from the desk. Scheduling concerns also arise and in today's busy environment most users are reluctant to spend an day away from their desk while emails and voice mails build up in their absence.
- Cost of learning materials - The training manuals used have to be purchased from Lotus or a third party or developed in-house. The cost of Lotus courseware for one day of training for a new Notes 6 user is \$38.50 per person.
- Cost of managing training - A registration system is required to enroll students in classroom training. Support personnel must also be scheduled. Planning to procure classrooms, instructors, and course materials is required and can be quite extensive.

Computer Based Training (CBT) - has the following attributes; it is delivered via a browser or a stand-alone program, has no instructor support, and typically has exercises or activities that simulate the Notes environment. CBT's are popular due to the high costs of classroom training .

CBT's have the following advantages over classroom training:

- Cost - CBT's are significantly less expensive than classroom training. There are no classrooms and no instructors.
- Student's train at their own schedule - Students can start and stop the course at any time and can take it at their leisure.

CBT's have some significant drawbacks:

- Course installation on each user's computer for non-browser based courses is required.
- Poor quality - many CBT's are of questionable quality and do not adequately cover the necessary material required to learn to use Notes effectively.
- Lack of integrated exercises - Since the students work in a environment other than Lotus Notes, CBT's often lack interesting, real-life exercises and activities. Typically any provided exercises or activities are simulations of Notes. These simulations tend to be very limited. They typically do not allow the student the same interaction compared with actually using Notes.
- Lack of exams - Most of the existing Notes CBT's do not offer a gradable final exam to measure the student's completion of the course.

Notes based training - is very similar to a CBT however there are some key differences. The training is delivered via a Notes database and the Notes client. This allows for easy installation as the courses can be installed on a Domino server. Users can then access the course via their Notes client. Remote users can easily make a local replica of the training course. They can then take the course without having to be connected to the network. Notes based training can take advantage of the collaboration in Notes and Domino to provide a replicated course discussion database for students to interact with instructors/mentors.

The advantages of Notes based training are:

- Low cost - Notes based training is much less expensive than classroom training. It is similar in cost to CBT's. For example, TLCC's user training, a leading provider of Notes based training for Notes users, is 75 cents per user (for 20,000 users!)
- Easy to deploy - A course can be easily deployed to all users by simply placing the course databases on a Domino server(s). Users are then simply sent a link to the course. No local installation is required. Courses can be replicated among company locations and can be replicated locally for remote user access.
- Real life exercises and demonstrations - Students can link directly from the course material to real life exercises and demonstrations done right in the Notes client. This allows for direct feedback and practice of a topic unlike a limited simulation of Notes such as a CBT provides. A study conducted by the University of Nebraska said that users who performed exercises while undergoing computer based training "did significantly better in both time and errors than those trained using guided-exploration."²
- Instructor interaction - A course discussion database can be linked directly to the course lessons to allow for students to interact with the course instructors/mentors.
- Students learn at their own pace - Students can take the training whenever they have time and can go at whatever pace they desire, similar to CBT's..
- The course is always available to the user as a reference. Help Desk personnel can send emails with Notes doclinks to a procedure or explanation in the course in response to user questions. The user can then just click on the link to go directly to the part of the course that answers their questions.

Books and Videos - Books and videos are another training option. Typically, most companies do not use this option for their entire user population but may enable selected users to order a book or video. Books and videos do not provide for any interaction with the student, and do not allow for hands on activities and/or demonstrations. They are also costly to distribute to a large user population and are expensive to buy in large quantities.

²End-user training: an empirical study comparing on-line practice methods, by Susan Wiedenbeck, Patti L. Zila, and Daniel S. McConnell, http://www.acm.org/sigchi/chi95/proceedings/papers/sw_bdy.htm

Blended Approach - some companies use a combination of classroom training to get the users started and then follow that up with Notes based training or CBT's to allow the users to continue their Notes education at their own pace when they return to the office.

Comparison of User Training Options

	Books	CD or Web-based training	Classroom training	TLCC's Notes based training
Quality	Varies depending on author	Varies depending on provider	Varies depending on instructor and course materials	Consistently very high quality. TLCC's writers and instructors are all experts in their fields.
Hands-on activities	Limited exercises (paper-based) and no demonstrations	<i>Simulated</i> exercises or demonstrations, usually relies on screen shots for demos	Depends on the class, can be a lot of hands-on activities if computers are furnished for each student.	Excellent. All demos and activities are done in the Notes client. <i>No simulations are used.</i>
Convenience	Can read the book at your own pace but need to type in and set up practice activities	Most courses can be taken at your own schedule, although Web-based courses require Web connection.	Student must go to the classroom. Often travel may be required for smaller sites and/or remote users.	Take courses when and where you want - at your own pace. No need to be on-line when taking the course.
Learning effectiveness	Generally poor retention due to minimal hands-on activities	Simulated activities do not facilitate real-life problem solving.	Can be very good, but class moves at the pace of the slowest "vocal" student	High retention, many real-life activities and demos. Courses can be saved for future reference.
Quizzes and Final Exam	None	Most vendors do not offer quizzes. No way to measure student completion of a course.	Usually none.	TLCC offers quizzes to allow the student to test themselves and a graded final exam.
Instructor support	None	None	During the class	Integrated Discussion database allows support of the students.
Cost	Low for a single purchase but expensive in large quantities	More expensive than TLCC's courses	Usually about \$200 per training day per student plus lost productivity while students attend class.	TLCC's user courses are much less expensive than classroom training, plus, students can take the course when they have time.

TLCC's Notes based user courses

The Learning Continuum Company has pioneered the use of Notes based training. Their first courses were introduced in 1997 for Notes/Domino developers. Customers soon asked TLCC for the same high quality, effective training for their users. TLCC introduced both an update course for users moving from R4 to R5 and a course for new users in Notes R5 in 1999. With the release of Notes 6, TLCC has again introduced two courses for Notes 6 users, an update course for users upgrading from R5 and a course for users new to Notes. Both TLCC courses are included in the single site license fee and feature:

Customizable - TLCC's courses are delivered as a set of Notes databases. The content can be fully customized to allow for adding new material specific to a organization's implementation of Notes. Lessons can even be added to teach custom applications used within an organization such as travel expense reporting or sales force automation. All customization work is done using the familiar Notes client. Different instances of the course can be created for different groups of users. For example, you could have an "office" and "mobile" version of the course, each customized to suit the needs of the different groups of Notes users. CBT offerings do not offer this customization ability.

Use Notes to learn Notes - When comparing TLCC's Notes user courses to other training methods on the market, the biggest difference - and greatest benefit - is that TLCC courses use the Notes client and are delivered using the Domino server. TLCC courses do not simulate the Notes environment. Instead, they are specifically designed to leverage Notes and Domino as the most effective delivery medium for Notes training. The best way to deliver Notes training is by *using* Notes - not a simulation of it. All demonstrations and student activities use the Notes client. This provides the highest level of learning reinforcement and effectiveness.

The advantages of delivering Notes training using Notes include:

- The course is delivered to each student's workstation using existing Notes and Domino infrastructure.
- No additional hardware, software or licensing requirements.
- No additional classroom, travel, or out-of-office costs.
- Use the familiar Notes client to customize the course content to your specific requirements and to deploy, administer and support the course.
- Integrated student activities are highly interactive and provide immediate reinforcement of lesson material.
- No simulations. Real Notes student activities are the most effective way to reinforce learning Notes.
- Real Notes student activities provide the most engaging, challenging and fun student interaction.

TLCC's Notes 6 user courses can be taken by a student using the Notes R5 client (for pre-deployment training) or with a Notes 6 client. Users with a Notes R5 client will not be able

to do the exercises or demonstrations but can read the lessons to get started. When they have been upgraded to Notes 6 they can then complete the exercises and demonstrations.

Interactive Student Activities - A student activity is combined with almost every lesson. This learning model provides immediate reinforcement of the important points or procedures in the lesson and maximizes retention. TLCC's Notes user courses contain three types of activities:

- Practice Activities allow a student to practice what was learned to provide immediate reinforcement.
- Setup Activities allow a student to customize their personal Notes setup after learning about a setup option. The student not only learns the Notes client, but also starts to customize it for their own needs as they go through the course. An example of a setup activity is enabling an automatic signature for mail.
- Learning Buddy Activities involve another student to reinforce concepts related to collaborative activities such as mail, group scheduling, and group To Do's.

These integrated activities provide immediate reinforcement of what was learned and get the student started towards setting up their Notes 6 client.

Provide support to students - TLCC's user courses include a Discussion database which takes advantage of Domino's proven collaboration capabilities. The course Discussion database allows students to post questions linked to the lessons in the course. The Discussion database provides a communication link between your user support team and the students as they are taking the course. The advantages of providing course discussion monitoring and support are:

- Allow you to provide individual and specific student support.
- Students can get help and do not feel they have nowhere to turn to if they are "lost."
- Provide immediate feedback during the rollout and training phases of your project.
- Students can learn from other students' questions and answers.
- Reduce calls to the Help Desk

Easy to deploy - Students take TLCC's courses using a Notes client. The course can be accessed from a Domino server or can be replicated to the student's computer and taken locally. Mobile and remote users can take the course locally without using expensive and/or slow connections to a Domino server. This wide flexibility of access options accommodates different company and student needs. There are several options to start students with the course. One option is to send an e-mail with a link or button that will take the student to the course to get started. Another option is to add the course links to a custom corporate welcome page. Remote users with slow connections can be sent the course databases on CD and can then copy the databases to their hard drive and use the course locally.

Pick the course needed - TLCC's user course site license includes access to both the *Notes 6 User Update* for students already using R5 Notes, and the *Using Notes 6* courses for students brand new to Notes. This allows an organization to select the appropriate course for each user. If users are upgrading from Notes R5 they should take the *Notes 6 User Update* course. Users new to Notes should take the *Using Notes 6* course. This allows an organization to offer the

right course for each user. Other Notes training courses require that an organization purchase separate licenses for each course. Both TLCC User courses are included in the single low site license fee.

Testing of Students - Each lesson module includes a self-assessment quiz consisting of Multiple Choice and True/False questions. For each question, the student can display the correct answer and compare their response. Self-assessments provide immediate feedback, allowing the student to assess their understanding of material presented in the current course module. An optional final exam can be enabled to test each student on comprehension of the material or to ensure compliance with mandatory course completion policies. Detailed exam summary results are posted in the Exams database. This allows an administrator to identify students who may require additional training.

Deployment Considerations

Below are the suggested steps for deployment of TLCC's Notes based user training courses. These steps would typically be accomplished by the Notes/Domino administrator:

1) Create course on a Notes 6 workstation

Download the course from TLCC's web site to a Notes client. Detach the course files from the course setup database. There are three databases for each course.

- Lessons - this database contains the actual lessons for the course
- Discussions - this database is where the students will interact with the course mentors/instructors to ask questions
- Exams - this database holds the final exams for all the students. Students will only be able to create an exam. The administrators/instructors will be able to see the exam results for all the students

Create a non-replica copy of the course files on the local Notes 6 client to avoid corruption of course content from inter-company replication. Many companies that use Notes and Domino technology replicate databases with other companies. If you do not create non-replica copies, it could be possible that your organization could replicate course customization with another organization using this course material. This is not possible when you create non-replica copies of the course databases. All course databases must be placed in the same file path and they must retain their original file names. The course databases can be placed anywhere in your Notes data path. You can also create different instances of the course for different groups of users. For example, you could have an "office" and "mobile" version of this course, each customized to suit the needs of the different groups of Notes users.

2) Review Course Material

Review the course material to ensure that all the topics covered apply to your user population. For example, the lessons on mobile users may not apply if you do not have any mobile users. See step 4 for customization details.

3) Optional - Disable Final Exam

Decide if you want students to take the final exam for the course. Initially the final exam is

enabled for the course, but you can choose to disable the exam by removing it from the Lessons database. The exam uses a subset of the same questions that are asked in the self-assessments found at the end of each module. Each student who takes the exam is asked 20 questions in random order. Upon completing and submitting their exam, students are immediately notified of their score. Detailed exam summary results are posted in the Exams database, available only to the Exam Administrator(s) that were allowed access. The Final Exam is available by default, however, the following considerations are reasons why you may want to disable the exam.

- For some students, any form of a monitored exam will generate stress.
- Have the target students been tested with this type of exam in the past? Did prior testing produce overall positive results?
- Is there a measurable payback for including the final exam?
- A final exam may not be appropriate for a one day user training course.

The final exam is disabled by simply deleting the final exam document in the Lessons database.

4) **Customize course content if desired**

The course can be easily customized to remove content by simply deleting the lessons not applicable to your users (or that group of users who will take an instance of the course.) Lessons can also be edited to change the content. New lessons can be added to support custom applications within your organization.

5) **Setup Course Access Control List**

The table below shows the recommended ACL settings for each of the three course databases. For these example settings, the organization is the ABC Company..

	Lessons database	Discussion database	Exams database
-Default-	No Access	No Access	No Access
Anonymous	No Access	No Access	No Access
N5To6 Students	Reader	Author	Author
N5To6 Instructors	Editor + [Instructors]	Author + [Instructors]	Editor + [Instructors]
Administrators	Manager + [Instructors]	Manager + [Instructors]	Manager + [Instructors]
LocalDomainServers	Manager + [Instructors]	Manager + [Instructors]	Manager + [Instructors]
OtherDomainServers	No Access	No Access	No Access
Server10/ABC Company	Manager + [Instructors]	Manager + [Instructors]	Manager + [Instructors]

-Default- and Anonymous - Set these groups to No Access and only provide course access to individuals and servers which are members of the other access groups.

N5To6 Students - This is the student access group for the course. Students can read lessons in the Lessons database, ask questions and make comments in the Discussion database, and deposit their completed exams in the Exams database. Group membership is administered and maintained in the Domino Directory. If you plan to deploy a single instance of the course, do not create this group. Instead, add a wild card entry for all of the Notes users in

your organization. For example, the ABC Company would add the ***/ABC Company** student group.

N5To6 Instructors - This is the instructor access group for the course. Members of this group are also members of the [Instructors] role, and have the role's privileges as described above. When you want to divide the special [Instructors] role privileges among different individuals, assign the [Instructors] role to a different named group in each course database. For the Discussion database, the ACL refinement to delete documents is not enabled.

Administrators - This is the group of Domino Administrators. This group has full Manager access and is also a member of the [Instructors] role.

LocalDomainServers - The servers in your domain. This group has full Manager access and is also a member of the [Instructors] role.

OtherDomainServers - Specify No Access for servers not in your domain.

Server10/ABC Company - This is the Administration Server at ABC Company. This server has full Manager access and is also a member of the [Instructors] role. This server is specified as the Administration Server on the Advanced settings page in the database ACL.

6) **Create replica copies of the course on the Domino servers**

After customizing the course material (optional) and setting the ACL for the course databases, you are ready to distribute the course to your Domino servers. This is done with the same techniques and procedures used to deploy other Domino applications. You create a replica copy of the three course files on all Domino servers where users will access the course material. Consider the following when deploying the course on your Domino servers:

- Will the course be accessed on one or several servers? Since the course will be accessed by Notes users throughout the organization, it is recommended that you deploy it on the Domino servers which deliver organization-wide applications.
- The course databases do not consume a lot of space. Initially, they are less than 15 MB. The Discussion database will grow based on the quantity of students and the level of participation. When the Final Exam is enabled, the Exams database will grow based on the number of submitted exams (approximately 4 kbytes per submitted exam).
- When accessed by mobile and remote users, the course databases should be deployed on Domino servers which provide access to these users.
- The three course databases must be in the same directory path on the Domino server or Notes client.
- As with all Domino applications, A Domino Administrator with the appropriate "Create Replica" privileges must initiate the creation of the course replicas on the Domino servers.
- When deploying to several Domino servers it is recommended that you use the Administration Process to create the course replicas.

7) **Notify the students so they can start the course**

There are several methods to notify users about this course and provide easy navigation to it from their workstations. Some course notification and access techniques are:

- Send e-mail notification with a link or button to take the user to the course to get started.
- Create a custom corporate welcome page that includes a link to the course
- Use User Setup Profiles to automatically add bookmarks to the user's client and to create local replicas on the user's workstation

At its core, the course is just another Notes application. The method (or mix of methods) that your organization uses should be influenced by how you currently deploy other Notes applications.

8) **Monitor the Course Discussions**

TLCC's user courses includes a Discussion database which takes advantage of Domino's proven communications and collaboration capabilities. The course discussion database allows a student to post course related questions. The Discussion database uses a familiar threaded discussion format which is intuitive and easy to use. The help in the course describes how to post questions and review course related discussions. A successful course discussion database can significantly improve your student's learning and use of their Notes 6 client systems. This can pay large dividends in increased productivity and reduced ongoing support costs. The success of your course discussion database will very much depend on the level of staffing and ownership that your organization invests. Students should be encouraged to post questions in the course Discussion database and a support plan put into place to allow for timely responses. In a well supported course discussion database, students should expect answers to their questions within one business day.

If desired, the course discussions database can be disabled and not used.

Tips and Suggestions for Successful Learning

Below are some successful strategies employed by TLCC's customers to ensure a successful rollout of Notes 6 training:

Use a blended approach - One firm has used a combination of classroom training and Notes based training. They first require new employees to attend an in-house class for four hours. In this class they use TLCC's user course to introduce the Notes 6 client. At the end of the class the user is permitted to get the Notes 6 client installed. The class also teaches the user how to access the course so the user can continue their Notes training and use the course as a reference. This approach has been very successful in getting the users up and running with the Notes 6 client. The course gives them a place to go to learn more about Notes 6 and the integrated discussions

Require training before the Notes 6 installation - Many organizations require that the user have training before Notes 6 is installed on their workstation. TLCC's user courses will work on a R5 Notes client to facilitate this approach. The final exam can be used to determine if the user has completed the training.

Send email with a link to the training course after the client is upgraded - An email can be sent to the users to get them started with the course. A button, doclink, or hotspot can be used to link to the lessons database.

Add bookmark for training course to Notes 6 bookmarks as part of installation - Notes 6 supports the automatic creation of a bookmark. This is setup in the Domino Directory in the Policies document. A bookmark can be created as part of a policy so that when the user is setup or when the user logs in the next time the bookmark will appear on their Notes workstation.

Training Link on Welcome page - Custom Corporate Welcome pages can be setup as a policy which will then apply that Welcome Page to all users' workstations. A "Training for Notes" button, link, or hotspot can then be added to the corporate welcome page to allow the users easy access to the training courses.

Summary

Training is critical to a successful Notes 6 rollout. It reduces Help Desk calls and maximizes the investment made in Lotus Notes. Notes based training from TLCC is the best way to offer cost effective user training for Notes 6.

Appendix A

Description of Courses

Description - *Notes 6 User Update*

The *Notes 6 User Update* course is designed for R5 users who are upgrading to Notes 6. This course will prepare end users to use the new features of the Notes 6 client, including Quick Notes and toolbars. End users are taught the enhancements to Notes 6 mail, address book, calendar, text editing, view customization, security and mobile support. The course includes many integrated, hands-on practice and setup activities to reinforce your learning and provide you with immediate feedback. For additional feedback, each course module includes a self-assessment quiz and a final exam.

Outline - *Notes 6 User Update*

Module 1 - Notes 6 Introduction - This module introduces the new features of Notes 6.

Module 2 - Notes 6 Look and Feel - This module describes the new features of the Notes 6 user interface. Detailed procedures as well as usage tips and hands-on activities are presented for each new feature of Notes 6.

Module 3 - Notes 6 Mail - This module describes the new features and other changes in Notes 6 mail.

Module 4 - Notes 6 Calendar - This module describes the new features and other changes in the Notes 6 calendar.

Module 5 - Notes 6 Editing Features - This module describes the enhancements for editing rich text in Notes 6. Notes 6 includes many improvements to tables, views, attachments and paragraph.

Module 6 - Other New Notes 6 Features - This module describes other enhancements introduced in Notes 6 such as customizing views, printing, and more.

Module 7 - Notes 6 for Mobile Users - This module discusses the new options available to mobile Notes 6 users or users working with local replicas of databases. If your end users do not need this module the course can be customized to remove this module.

Description - *Using Notes 6*

The *Using Notes 6* course is designed for users who are new to Notes or are upgrading from a version on Notes previous to R5. Students will learn about the Notes user interface controls and the basic elements found in all Notes applications. This course provides detailed coverage of the Notes Mail, Calendar, To Do List applications, Notes editing features, Notes searching features, and the many useful Internet integration features available in Notes. They will also learn how to customize and personalize Notes to the way they work. The course includes many integrated, hands-on practice and setup activities to reinforce the student's learning and provide immediate feedback. For additional feedback, each course module includes a self-assessment quiz and a final exam.

Outline - *Using Notes 6*

Module 1 - Introducing Notes - This module introduces Notes and Notes applications. Learn how to start, exit, and lock Notes.

Module 2 - Notes User Interface Controls - This module provides details for the main user interface controls available in Notes. Learn how to use the welcome page, window tab bar, bookmarks, navigation buttons, toolbars, status bar, menus, and action buttons.

Module 3 - Notes Databases and Applications - This module introduces the main components of a Notes application. It outlines the basic skills required when working with any Notes application. In addition, this module details and demonstrates procedures for working with databases, views, and documents.

Module 4 - Notes Editing Features - This module describes the rich text editing features available in Notes, including the text highlighter feature, the permanent pen feature, lists, attachments, and links.

Module 5 - Notes Mail and Address Book - This module describes how to use the Notes mail application and your personal address book.

Module 6 - Notes Calendar and Meetings - This module describes how to use the Notes calendar application.

Module 7 - Managing Your To Do List - This module describes how to use the Notes To Do list application.

Module 8 - Customizing and Personalizing Notes - Notes offers many options for customizing it to the way you work. This module describes many of these options so you can take advantage of them.

Module 9 - Searching with Notes - Notes offers many powerful searching capabilities. This module focuses on various techniques for searching in Notes.

Module 10 - Surfing with Notes - Notes provides a full set of Internet integration features. This module reviews the Notes/Internet integration features, including how to use web robots to surf off-line and get notifications when a web page changes.

Module 11 - Advanced Notes Editing Features - This module describes the advanced rich text editing features available in Notes, including sections, rules, hotspots, tables, and pictures.

Module 12 - Advanced Notes Mail Topics - This module covers advanced Notes mail topics, including creating and using stationery, filtering incoming mail, enabling the Out of Office agent, archiving mail, and delegating access to your mail.

Module 13 - Notes Mobile and Remote Support - This module describes how to take advantage of Notes' mobile and remote support. If you are not a mobile user or you do not replicate local databases, then you can skip this material.