Tips to Help You Solve Common Email Issues

Since the entire HSC, including UNMH, transitioned from GroupWise to HSCLink on October 6, the HSC Email Project Team continues to address systemic and individual issues with the new system:

1. **Finding missing email/calendar items**: If you are still missing email and calendaring items from GroupWise, contact the IT help desk or submit a ticket via Help.HSC. Please include missing date ranges.

2. **Finding HSC email addresses in the Global Address List**: A lot of emails are accidentally being sent to HSC users’ LoboMail email addresses. When sending an email to someone in the HSC, please verify that you are sending email to his or her @salud.unm.edu, @unmmg.org or @srmc.unm.edu email address.

   *Here is a tip.* When you click on “New Email,” then the “To...” box (or the address book button), ensure the “More columns” box is selected instead of “Name only” in the Global Address List window. In the resulting address list, look for the HSC address by scrolling to the right. In addition, you can use eGuide or the UNM Directory to find HSC email addresses.

3. **Forwarding LoboMail to HSCLink**: If you have a LoboMail email account, you can forward your mail to HSCLink, so you do not miss any mail accidently sent to the wrong address. We have posted instructions for how to set this up on the Tip Sheets page of the HSC Email Project website.

4. **Accessing shared accounts**: A tip sheet is posted for accessing shared accounts on the Tip Sheets page. Shared accounts, called “resource accounts” in GroupWise, are used to reserve rooms or departmental email addresses. If you are unable to access shared accounts, an HSC exchange administrator might need to adjust the permissions in the system. In this case, please submit a ticket through Help.HSC.

   *Please note*: Most shared accounts were renamed to have an HSC, UNMH, UNMMG or SRMC prefix (e.g., HSC-HSLICReservations@salud.unm.edu). If you can't find the shared account you’re looking for in the Global Address List, try searching under the appropriate prefix.

5. **Sharing your personal calendar**: Page 4 of the Outlook Quick-Reference Guide includes a short list of steps to share your personal calendar with others. There’s also an Outlook Quick-Reference Guide for Mac.

Still Having Problems?

1. Visit the Tip Sheets page on the HSC Email Project website at [http://hsc.unm.edu/email/training/tip-sheets.html](http://hsc.unm.edu/email/training/tip-sheets.html).
2. Take free online tutorials offered at [http://lynda.unm.edu](http://lynda.unm.edu) and log in with your UNM NetID.
3. Fill out a help ticket at Help.HSC ([http://hslic.unm.edu/usersupport/helpshsc.html](http://hslic.unm.edu/usersupport/helpshsc.html)). Please be aware that the team still has numerous Help.HSC requests in its queue, and it is taking longer than expected to respond to some. If the team has not responded to your service request yet, please know that it will be handled soon.

**Moving to “@unm.edu” Email Addresses**

The project team is in the midst of planning to move the HSC to its new @unm.edu addresses. We will send out more information soon!