MICROSOFT 365 <u>OUTLOOK</u> FREQUENTLY ASKED QUESTIONS

What benefit does Office 365 Outlook provide?
The Microsoft Office 365 platform has many benefits that include scalability, work anywhere, collaboration, reduction in hardware/energy costs and advanced security features. Cloud-hosted email provides reliability and promotes productivity by:
- Mitigating power outages and hardware failure issues for on premise servers.
- Reduces downtime by eliminating on premise server maintenance.
- Provides redundancy with multiple server infrastructure locations across the United States.

Will Outlook work from off-campus locations?
Yes. Outlook 365 is available to users anywhere in the world where you have an Internet connection.

Will my email address change?
No. There will be no changes to email addresses, either for sending or receiving.

Do I need a new email client?
No, you can continue to use your existing mail client. However, you may need to update the settings after the migration:

How do I access Outlook Webmail?
You can access Outlook Web Access (OWA) by going directly to Office 365 portal. Sign in with your full HSC email address (username@salud.unm.edu) and password.

How do I add another email account in Outlook on the Web?
Click on **Settings > View all Outlook settings > Sync email**. Under **Connected accounts** (select **Gmail** for your google account and proceed towards **Connect your Google account**), select **Other email accounts**. When the **Connect your account** page opens, enter your email information and click **OK** or **Allow** (for Gmail).

How login or switch to another mailbox in Outlook on the Web?
Click on your **Profile** icon or **Profile picture** and select **Open another mailbox**. Find the email account for which you wish to switch and click **Open**. Make sure to completely log off from the previous email you were logged in.

Will my local PST files be affected?
If you currently use PST files (Outlook archive files) they will continue to work as before; as they are stored on your local PC and not on our servers.

How will I send encrypted secure email now?
You will continue to use ***secure*** in the subject line of the email.

When you use the Outlook desktop client, will it use my computer's hard disk space?
Only for the client itself and any PST files you may create.   All items such as email, tasks, calendars, etc. will be stored in the cloud.

How do I turn off the focused view?
Select ⚙ to open the **Settings** pane in Outlook on the Web. Move the toggle next to **Focused Inbox** to off.

How do I add or change my profile picture in Outlook on the Web?
Login to Outlook in the web (OWA) and click your **Profile** icon (a circle with your initials)/**Profile Picture** at the right corner of your screen. Click on the **Add or change your picture** (the circle with your initials). A dialogue box will open up. **Upload a new photo** or **Drag your photo**. When you are finished, click **Apply**.
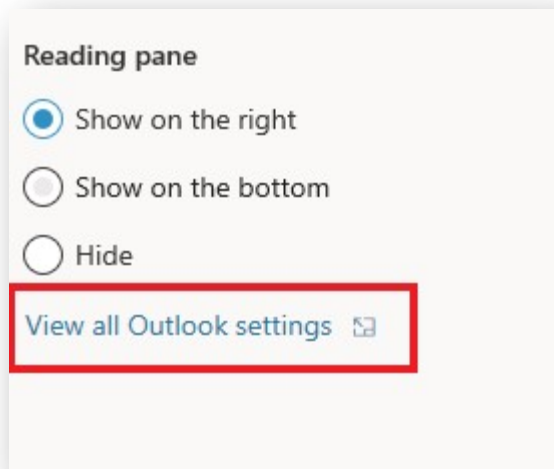
How do I create my email signature in Outlook on the Web?
Click on the **Outlook** app in the office 365 (Outlook Web Access) portal.
1. Click on the **Settings** icon at the top right corner of your screen close to the **Profile** icon.

2. Then click on **View all Outlook settings** all the way at the bottom of the screen.

3. A dialogue box will open up. Make sure that **Mail** is highlighted at the left-most column.
4. Next, click on **Compose and reply**.
5. Enter your signature in the **Email signature** box, and select the appropriate settings for you, and click **Save** to finish the process.
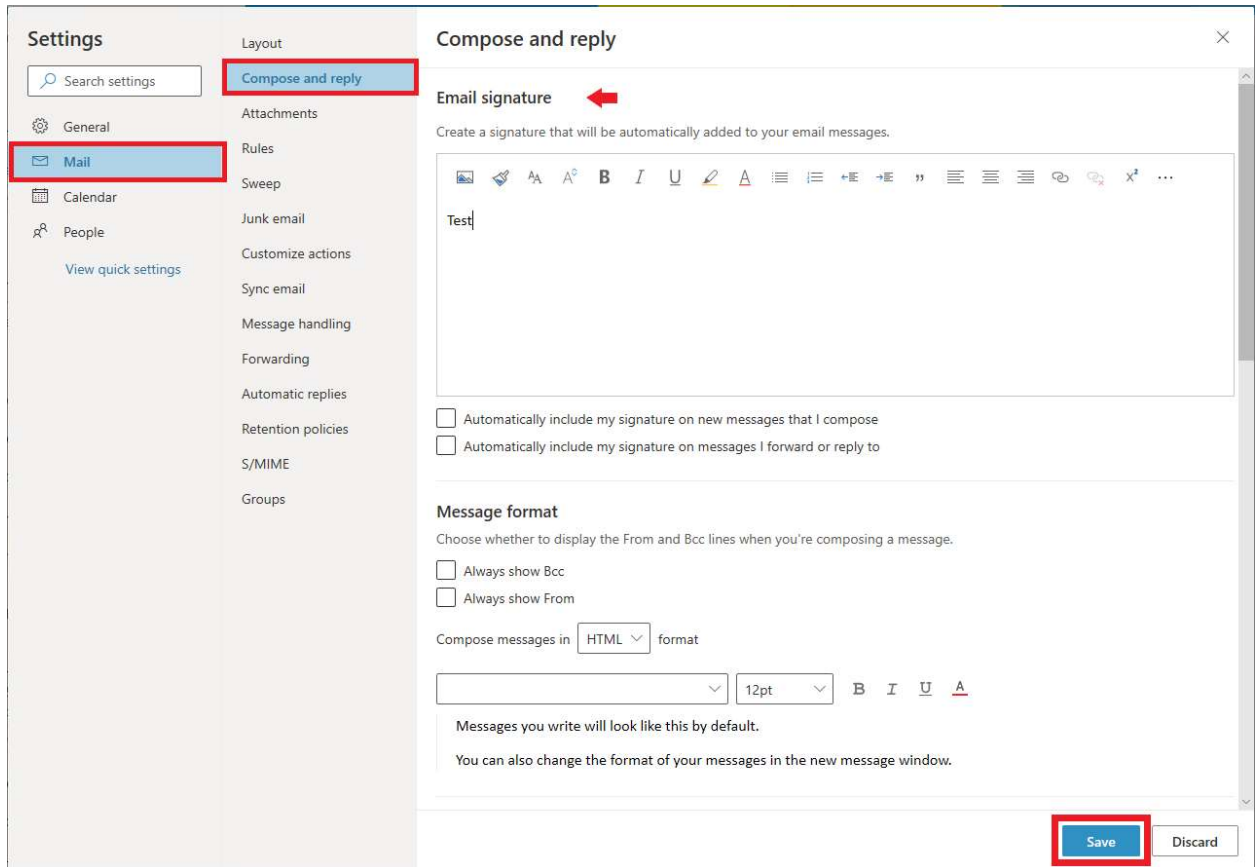
How do I setup automatic replies in Outlook on the Web?
In Outlook on the Web, click on the **Settings** icon.
1. Select **View all Outlook settings**.
2. Make sure **Mail** is selected on the left-hand navigation column.
3. Next, select **Automatic replies**.
4. Click on the **Turn on automatic replies** toggle to turn it on.
5. Add your message, and click **Save** when finished.
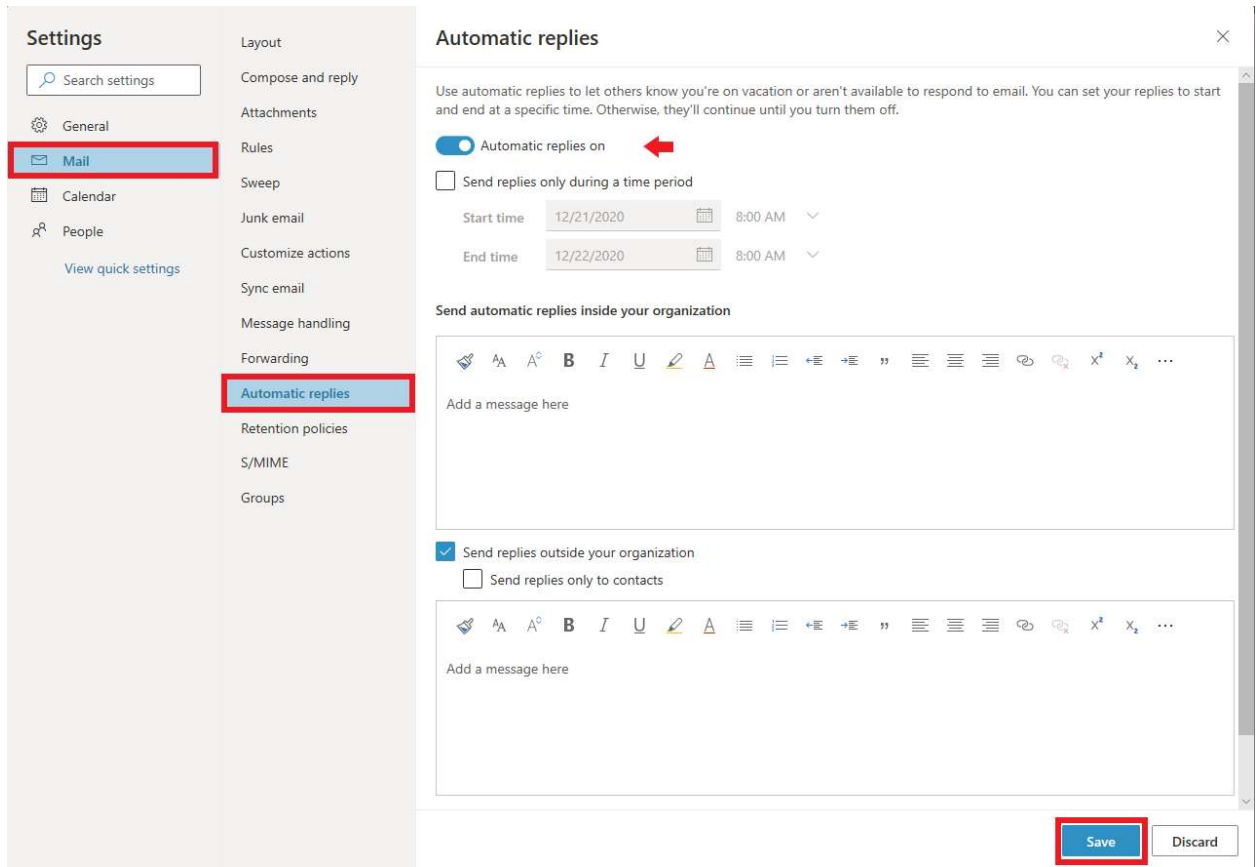
How do I change my status in Outlook on the Web?
Click on your **Profile** icon/**Profile Picture.** Click on the down arrow below your name and email address. Then, select your availability.

How do I change my theme in Outlook on the Web?
In Outlook on the Web, click on the **Settings** icon close to the **Profile** icon/**Profile Picture**. Select your theme in the **Theme** section.

How do I change to Dark mode in Outlook on the Web?
In Outlook on the Web, click on the **Settings** icon close to the **Profile** icon/**Profile Picture**. Then turn on the toggle next to **Dark mode**.

How do I create a new folder?
Right-click on a particular email that you would like to move to a folder. Select **Move**, and then click on **New folder**. This will prompt you to create a name for the new folder. Once you name a folder, the folder will created on the left-side navigation menu under **Folders**, and the email will be moved immediately to that folder. A second option is to create a new folder. Navigate to the left-side navigation menu in Outlook on the Web, and under **Folders**, select **New folder**. Name the new folder. Right-click on the particular email that you want to move to a folder. Select **Move > Move to a different folder…** and select the folder that you have created. A third option is to select an email that you would like to move. A menu will appear at the top of your Outlook on the Web, and click on the **Move to** tab, and either select **New folder** or **Move to a different folder…**

How do I change/add calendars in Outlook Webmail?
Click the **Calendar** icon in the bottom left corner of the screen. Your calendar will open up. All of your calendars will be listed on the left side of the screen. If you don't see them, click on "**My calendars**" to expand the list.
- On the Calendar page, click **Add calendar** above "**My calendars**".
- A calendar dialogue box will open up. Select **Add from directory**.
- Type the desired contact's name into the field. This will search all available Office 365.
- After the calendar is selected, select the category to which you would like to add the calendar. When you are finished, click **Add**.
- The calendar will be automatically added to the category you chose under **My calendars.**

How do I use groups, contact groups, and address lists in outlook?
Groups are handled differently in Outlook. Outlook has an exciting collaboration feature known as **Groups**. It is helpful to understand the difference between groups, contact groups, and address lists in Outlook.
Group: In Office 365 and Outlook, Groups provide a way to communicate and collaborate with your team members.
- A **Group** is a **shared workspace** for email, conversations, files, and calendar events where members can collaborate and quickly get stuff done.

Contact Group (Distribution List): A **Contact Group**, also known as a **Distribution List**, is a **list of e-mail addresses** collected under one name.
- A message sent to a contact group goes to all recipients in the list.
- To find your personal Contacts and Contact Groups or to create new **Contacts** and **Contact Groups**, click on **People**.
- In Outlook on the Web, you can view your Contact Groups by going to the **People** application. While viewing your Contacts, click on the '**By first name**' down-arrow at the top of the window and select **Lists**.

Address List (in the Global Address Book): An **Address List** in Outlook's Global Address Book is a **global email list created by a system administrator** (such as Faculty or Staff).
- The most convenient way is while creating or replying to an email, click on **To**… or **Cc**… and the Address Book will automatically open, allowing you to search.

What settings will I need to enter once I log into Outlook client for the first time?
You will most likely want to set Outlook as your default mail program. In Outlook go to **File > Options > General** and put a check in the box next to "**Make Outlook the default program for E-mail, Contacts, and Calendar**".

How do I setup out of office replies in Outlook client?
Click on the **File** tab. Select **Automatic Replies (Out of Office)**. A dialogue box will open. In the **Automatic Replies** box, select **Send automatic replies**. Select the **Inside My Organization** tab, and enter your message. Under **Choose default signature**, select your email account with which to associate the signature. Make any necessary changes under **Choose default signature**. Once you are finished, click **OK**.
NOTE: Setting up Outlook client's signature does not automatically setup Outlook on the Web signature and vice versa. You'll have to do that separately for each platform.

How do I create an email signature in Outlook client?
Open a new email message. On the **Message** tab, select **Signature** to activate the drop-down menu. Then, select **Signatures**. Under **Select signature to edit**, click on **New**. Another dialogue box will open. In the **New Signature** dialogue box, assign your signature a name. Enter your signature information under **Edit signature**. Once you are finished, click **OK**.

How long are messages kept in my Deleted Items folder?
Messages in your **Deleted Items** folder will be automatically deleted after 30 days.

How do I block unwanted email or set junk email settings in Outlook client?
To change junk email settings:
1. Click the **Home** tab.
2. Select the **down arrow** on **Junk** icon and select **Junk E-mail Options**.
3. Click appropriate tab to make changes:
   a. **Options** - change the level of aggressiveness for how Outlook filters junk mail.
   b. **Safe Senders** - add addresses to list of senders that should not be treated as junk.
   c. **Blocked Senders** - add addresses to list that should ALWAYS be treated as junk.

To block senders:
Block a sender or send a message to junk folder directly from your inbox by right-clicking a message and selecting **Block sender** or **Junk > Send to Junk Folder**.

What does "Sweep" mean in Outlook?
Sweep allows you to automatically delete all incoming email from a particular sender, to keep only the latest email, or to delete email older than 10 days.

Will I be able to see an UNM employee's calendar to schedule meetings?
Yes, you will be able to see UNM Main campus employee's calendar, but with limited functionality.

Will I be able to share my calendar with a Mac user now?
Yes, you will be able to share a calendar between Mac and PC users, though the sharing will need to be setup in web access (OWA), not the Windows Outlook client.

My email disappeared from my mailbox, how do I get it back?
Search your **Archive** folder. The Archive button is easy to accidently select while typing an email reply. The Archive button has been deactivated on the managed version of Office 365, however pressing the backspace key while a message is selected will still move the message to the Archive folder.