Office 365 Helpful Tips

Western Staff & Leaders’ Conference

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AGENDA

• Office 365 Overview
• Calendar Tips & Tricks
• Resource Calendars
• Top 10 Questions Answered
• Need help?
Office 365 Overview

- Vastly increased mailbox storage (50 GB)
- Preferred client
  - Outlook 2013 or 2016
  - Outlook Web Application (OWA)
- Email, calendar available – anywhere, any device
- Seamless integration with mobile devices
- More info: [http://www.uwo.ca/its/email/index.html](http://www.uwo.ca/its/email/index.html)
Calendar Tips & Tricks - Availability

• Keep your calendar up to date

• Block off vacation time (via “Automatic replies”)
  – Outlook Web app (Settings, Automatic Replies)
  – Outlook Client (Account Information; Automatic Replies (Out of Office))

• Consider blocking time off for tasks

• More info: https://www.uwo.ca/its/email/calendar/index.html
Calendar Tips & Tricks – Meetings

- Decide when you want to hold your meeting
- Check for available rooms
- Invite attendees - confirm availability
- Send meeting invite
- Recurring Meetings
  - Some recurring meetings are alternate weeks
  - Check several weeks for room and attendee availability
  - Confirm room availability in email response from room calendar

More info: [https://www.uwo.ca/its/email/calendar/index.html](https://www.uwo.ca/its/email/calendar/index.html)
Resource Calendars

• Used for sharing rooms, projectors, service, etc.

• Departmental Resource Calendars
  – [http://www.uwo.ca/its/email/calendar/departmental_resource_calendars.html](http://www.uwo.ca/its/email/calendar/departmental_resource_calendars.html)

• Book a Resource Calendar
Top 10 Questions Answered
Q & A - #1

**Where does my display name come from?**

- Western Human Resources – your legal name

**How can I change my display name?**

- Western Human Resources e.g. marriage
- ITS Computer Accounts Office – preferred name
**Q & A - #2**

*How do I change my OWA start page?*

- Login at [http://myoffice.uwo.ca](http://myoffice.uwo.ca)
- Click the Gear icon in the top right corner
- Click Office 365 settings
- Select the start page you want
What is Conversation View?
• Email messages of the same topic are grouped together

How do I disable Conversation View?
• OWA
  – “Filter” - dropdown link at the top right of your message list
  – “View as” - choose between “Messages” and “Conversations”
  – Select “Messages” to turn off Conversation View

• Outlook 2013/2016
  – On View tab, click on “Show as Conversations”
Q & A - #4

How do I check my Email Quota?

• Outlook 2013: File, Mailbox Cleanup
• Contact ITS Help Desk
Q & A - #5

Can I get a deleted email back on my own?

- Yes, if less than 30 days old
  - go to Deleted Items folder
Q & A - #6

*How do I repeatedly email the same group?*

- Mailing Lists
  - Not tied to any one person
    - List Guardian ([https://www.uwo.ca/its/guardian](https://www.uwo.ca/its/guardian))
  - Specific to your Western Email contacts
    - Contact Lists in Office 365

- Consider choice carefully
How do I protect myself from phishing?

• Be skeptical – If an offer sounds too good to be true, it usually is.
• Be vigilant – trusted organizations will not ask you to confirm personal or private data via email.
• Be protected – use anti-virus and spam filter; keep software up to date.

More Information

– Recent official emails sent by ITS
  • [http://www.uwo.ca/its/email/account/official_account_emails_from_its/](http://www.uwo.ca/its/email/account/official_account_emails_from_its/)
– Standard Email Examples Sent From ITS
  • [http://www.uwo.ca/its/email/standard_emails/index.html](http://www.uwo.ca/its/email/standard_emails/index.html)
– CyberSmart web site
  • [http://www.uwo.ca/its/cybersmart/](http://www.uwo.ca/its/cybersmart/)
Q & A - #8

When would I share an Email Folder?
• E.g. if someone else manages my email

How do I share an Email Folder?
• Right click the folder to be share, then click Properties
• Click the Permissions tab
• Click the Add button
• Enter the person’s name in the search box
• Click their name to select them, then click Add
Q & A - #9

When would I share a Calendar?

• E.g. if someone else manages my calendar

How do I share a Calendar?

• Click the Share button in the top right corner of the calendar
• Enter the person’s email address in the “Share with:” field
  – Choose their permissions using the Permissions dropdown box.
• Enter a personal subject line and click the Send button
Q & A - #10

What is On-Campus OneDrive?
• 250 MB of file storage on premise

When do I use it?
• Attachment larger than 25 MB
• File type not allowed e.g. .exe, .zip (unless password)
Need Help?

• **Help During Core Work Hours (8:30 am to 4:30 pm)**
  – Call the Help Desk at x83800 from on campus or 519-661-3800 from off campus.
  – Visit our drop in counter in the Support Services Building

• **Help on Evenings & Weekends (Sunday to Thursday from 4:30 pm to 10:30 pm)**
  – Call the Help Desk at x83800 from on campus or 519-661-3800 from off campus.
  – Except on long weekends

• **After Hours Help**
  – Try to solve your problem on your own
    • How Do I ... documentation at [http://www.uwo.ca/its/hdi/](http://www.uwo.ca/its/hdi/)
  – Submit a JIRA ticket
    • [https://jira.uwo.ca/secure/CreateIssue.jspa?pid=10920&issuetype=6](https://jira.uwo.ca/secure/CreateIssue.jspa?pid=10920&issuetype=6)