USING MICROSOFT® OFFICE®

A GUIDE FOR USER’S TRANSITIONING FROM NOVELL® GROUPWISE®

JUNE 2013
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System Requirements
This document details the system requirements to run Microsoft® Outlook®. Review the
document's contents by:

- Apple® Macintosh® Operating System
- The University of Southern California System Requirements

Apple Macintosh Operating System
Your computer system must meet the following requirements to successfully run Microsoft Outlook
2011 for the Apple Macintosh operating system.

<table>
<thead>
<tr>
<th>Component</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer and Processor</td>
<td>A Mac computer with an Intel processor</td>
</tr>
<tr>
<td>Memory</td>
<td>1 GB of RAM recommended</td>
</tr>
<tr>
<td>Hard Disk</td>
<td>• 2.5 GB of available hard disk space</td>
</tr>
<tr>
<td></td>
<td>• HFS+ hard disk format (also known as Mac OS Extended or HFS Plus)</td>
</tr>
<tr>
<td>Display</td>
<td>1280 x 800 or higher resolution monitor</td>
</tr>
<tr>
<td>Operating System</td>
<td>Mac OS X version 10.5.8 or later</td>
</tr>
<tr>
<td>Other</td>
<td>DVD drive or connection to a local area network (if installing over a network). Additional services may require an Internet connection.</td>
</tr>
</tbody>
</table>

The University of Southern California (USC) System Requirements
In order to ensure the integrity of university data, USC requires all laptops and mobile storage devices
that are paid for with university funds and/or used for USC business purposes to be encrypted. As an
additional security measure, we strongly encourage you to avoid storing any sensitive data on such
equipment altogether.

Laptops and mobile storage devices purchased on or after April 22, 2009 must be either a.) delivered
with built-in encryption (preferred) or b.) accompanied by a software-based encryption solution for
subsequent installation. All encryption solutions purchased separately must be installed before the
instrument may be used to store or access university data. This policy applies to laptops and mobile
storage devices purchased from all sources of university funds, including sponsored project accounts,
and applies to laptops and mobile storage devices used for business purposes but purchased with personal money.

For assistance with encryption compliance, contact the College and Libraries Help Desk at clhd@usc.edu or (213) 740-2775.

**Conventions Used In This Manual**

Certain standards and conventions have been employed in this user guide to communicate in the most effective manner possible. These standards have been used whenever possible.

**Bold Text**

Normally, bold text is used:

- to emphasize an important concept
- to denote a clickable item on the user interface (for example, the directions may state: “Click the **Button Name** button...”)
- to specify a menu item (for example, “…from the **File > Print** menu item...”)

**Italicized Text**

Generally, italics are used to denote:

- field names on the user interface (e.g., “Type your USC ID in the **Field_Name** field”)
- an “either-or” situation (denoted: **or**)
- window, dialog box, or page name (e.g., the **System Requirements** page)

**Examples, Scenarios, Screen Captures**

All examples shown or described in this guide are for training and illustration purposes only.

**Implementation Requirements**

The data and software implementation described in this manual are furnished under license and may be used only in accordance with the terms of such license. See your license for all terms and conditions that apply.
Frequently Asked Questions
Below are some of the most frequently asked questions (FAQ) about the conversion from Novell® GroupWise® to Microsoft® Outlook®. Use the FAQ information to assist you with basic questions you might have about Outlook.

Why are we changing from GroupWise to Outlook?

There are many reasons why Outlook was selected to be the primary e-mail client for The University of Southern California (USC) Dornsife College of Letters, Arts and Sciences. They include:

- Increased stability and performance
- Utilization of "cloud-based" technology while maintaining a high level of security
- A more user-friendly e-mail client
- Robust Mac support via the new Outlook 2011 client for OS X and the native OS X Mail, Calendar and Address Book applications
- Outlook Web Access (OWA) client, available for use with all major browsers
- Access your account using your USC username and password, the same credentials you are already using for many Dornsife and campus-wide resources including MyDornsife, MyUSC, Blackboard, Lynda.com, VPN and Kuali
- Improved mobile support for iOS, Android, Blackberry and Windows Phone devices
- 25 GB for your mailbox, 100 GB for your personal archive and up to 25 MB attachments
- Future cross-campus calendar availability search functionality

Will I have e-mail access during the time that my account is being converted?

No, you will not have e-mail access during that time. On the day you are converted from using Novell GroupWise to Microsoft Outlook, you may experience interrupted access to your e-mail account. The access interruption will, typically, occur between 5:00AM and 9:00AM. No e-mail data will be lost due to this access interruption.

Will all of my e-mails, archives, and other items be moved to Outlook for me?

Yes, all of your e-mails, archive files, cabinets, and address books will be moved from GroupWise to Outlook. Your personalized e-mail signature, out of office notifications, and other e-mail "rules" that you have configured will not be moved to Outlook from GroupWise. You will need to reconfigure these items, as well as re-assigning access to shared folders, after the conversion is complete.
What if I encounter a problem after the migration?

Contact the College and Libraries Help Desk at clhd@usc.edu or (213) 740-2775 for assistance if you experience any difficulties with logging into Outlook or if all or some of your files were not transferred to Outlook from GroupWise.

Terminology
Getting started with Microsoft Outlook is quite simple! Microsoft Outlook and Novell® GroupWise® operate, appear, and perform the same functions in very similar ways. The primary difference that you may notice is that the names for familiar tasks and actions are different in the two programs. For instance, in GroupWise the location from which you can view all of your unread e-mail messages is named the Mailbox. In Outlook, this same location is named the Inbox. Both the Mailbox and the Inbox perform the same function, but they have different names. There are a variety of functions within Outlook that have a different name from the corresponding function in GroupWise. See the Terminology Differences chart for assistance with the naming conventions in Outlook that differ from GroupWise.

Lynda.com Tutorials
If you are using Microsoft Outlook for the first time and need in depth instructions on how to use Outlook, navigate to Lynda.com. Lynda.com is a cloud-based online training service with over 2,000 training modules for software packages, programming languages and general technology topics. Below are recommended training modules for the Outlook client. After you select the link, you will be prompted to enter your University of Southern California (USC) username and password. By logging in with your USC username and password, there is no charge to review the training modules.

- [Outlook 2011 for MAC Essential Training](#)
- [Outlook 2011 for MAC Power Shortcuts](#)

E-Mail and Mailbox Size Limitations
The following is a listing of size limits for e-mail message attachments, personal archive, etc. This information is provided for your reference.

<table>
<thead>
<tr>
<th>Item</th>
<th>Size Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailbox</td>
<td>25 GB</td>
</tr>
<tr>
<td>Personal Archive</td>
<td>100 GB</td>
</tr>
<tr>
<td>Attachment Size</td>
<td>25 MB</td>
</tr>
<tr>
<td>Maximum E-mail Recipients Per E-mail</td>
<td>500</td>
</tr>
</tbody>
</table>
## Terminology Differences Between GroupWise® and Outlook®

When you begin using Microsoft Outlook®, you will notice that features are named differently in Outlook than they are in GroupWise®. Below is a translation table that lists the GroupWise term and the corresponding Outlook term. When applicable, each term is a link to an associated help topic.

<table>
<thead>
<tr>
<th>GroupWise Term</th>
<th>Outlook Term</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Send and Receive</strong></td>
<td></td>
</tr>
<tr>
<td>Mailbox</td>
<td>Inbox</td>
</tr>
<tr>
<td>Trash</td>
<td>Deleted Items</td>
</tr>
<tr>
<td>Work in Progress</td>
<td>Inbox</td>
</tr>
<tr>
<td>Junk Mail</td>
<td>Junk E-mail</td>
</tr>
<tr>
<td>Email Delivered Status</td>
<td>Email Delivered Receipt</td>
</tr>
<tr>
<td>Return Notification When Opened</td>
<td>Email Read Receipt</td>
</tr>
<tr>
<td>Return Notification When Deleted</td>
<td>Email Deleted Without Being Read Notice</td>
</tr>
<tr>
<td>Urgent - High/Low</td>
<td>Importance - High/Low</td>
</tr>
<tr>
<td><strong>Organization</strong></td>
<td></td>
</tr>
<tr>
<td>Cabinet</td>
<td>Personal Folders</td>
</tr>
<tr>
<td>Shared Folder(s)</td>
<td>Folder(s) With Permissions</td>
</tr>
<tr>
<td><strong>Events</strong></td>
<td></td>
</tr>
<tr>
<td>Appointment</td>
<td>Meeting</td>
</tr>
<tr>
<td>Appointment Accepted</td>
<td>Meeting Accepted</td>
</tr>
<tr>
<td>Appointment Declined</td>
<td>Meeting Declined</td>
</tr>
<tr>
<td>Appointment Tentatively Accepted</td>
<td>Meeting Tentatively Accepted</td>
</tr>
<tr>
<td>Appointment Request Read</td>
<td>Meeting Request Read</td>
</tr>
<tr>
<td>Appointment Request Delivery</td>
<td>Meeting Request Delivery</td>
</tr>
<tr>
<td>Appointment Reminder Times</td>
<td>Meeting Reminder Times</td>
</tr>
<tr>
<td>Recurring Appointments</td>
<td>Recurring Meetings</td>
</tr>
<tr>
<td>Alarm</td>
<td>Reminder</td>
</tr>
<tr>
<td><strong>Tasks</strong></td>
<td></td>
</tr>
<tr>
<td>Work in Progress/Checklists</td>
<td>Tasks</td>
</tr>
<tr>
<td>To-do List</td>
<td>Task List</td>
</tr>
<tr>
<td><strong>Miscellaneous</strong></td>
<td></td>
</tr>
<tr>
<td>Personal Address Book</td>
<td>Outlook Address Book</td>
</tr>
<tr>
<td>Novell GroupWise Master Address Book (System)</td>
<td>Global Address List (Exchange system)</td>
</tr>
<tr>
<td>Busy Search</td>
<td>Free/Busy Search or Scheduling Assistant</td>
</tr>
</tbody>
</table>
Installing Microsoft® Outlook® 2011

The purpose of this guide is to explain how to download, install, and configure Microsoft Outlook 2011. Follow the steps as detailed in this document. If you encounter any issues, contact the College and Libraries Help Desk at 213-740-2775 or clhd@usc.edu.

This guide details the installation process for Mac® OS 10.6. The process will be similar in other, recent versions of the Mac OS.

NOTE: If you already have Novell® ZENworks® installed on your system, DO NOT RE-INSTALL ZENworks. Go directly to the Installing and Configuring Microsoft Outlook 2011 section of this document.

Installing Novell ZENworks

1. From the desktop, select the Apple menu located at the top of the screen. A drop-down menu displays.
2. Select **System Preferences...** from the drop-down menu. The **System Preferences** screen displays.

3. Select **Sharing**, located in the **Internet & Wireless** section of the **System Preferences** screen. The **Sharing** screen displays.

   - Enter the designated hostname of your computer.
4. Enter the designated hostname for your computer in the *Computer Name:* field. Desktop computers at USC have a designated hostname that should be used. If you do not know the designated hostname of your computer, you can locate the name by visiting [http://www.displaymyhostname.com/](http://www.displaymyhostname.com/).

If your computer already has a name that is not the designated hostname, remove the existing name from the *Computer Name:* field and replace it with the designated hostname.

If you are using a laptop computer or a desktop computer that does not have a static designated hostname, enter a unique, identifying name in the *Computer name:* field. The name you choose must be 15 characters or less. For example, you might name your laptop JohnDoeLaptop or JaneDoeEALCPC. If a name already exists in the *Computer name:* field, remove the existing name and replace it with a name of your choosing.

You will provide the name of your computer to the College and Libraries Help Desk later in this process.

5. Close the *Sharing* screen to save your changes.
6. Launch your web browser and navigate to [https://mydornsife.usc.edu/](https://mydornsife.usc.edu/). Log into the *MyDornsife Portal*, if necessary, and then select the **Download Software** hyperlink, located on the **Personal Tools** tab.

The **Download Software** page displays.

7. Locate **ZENworks® Agent for Mac OS** and select the corresponding **Download** hyperlink.
8. *ZENworks* begins to download.

9. When the download has completed, double-click the package file to begin installing *ZENworks*. The *Install ZENworks Adaptive Agent for Mac OS X* screen displays.
10. Select the **Continue** button. The *Select a Destination* screen displays. This screen displays the installation location for the application being installed.
11. Select the **Continue** button. The *Standard Install on "Macintosh HD"* screen displays.
12. Select the **Install** button. You may be prompted to enter your username and password to grant permission for the program to install. Enter your username and password in the appropriate fields, and then select the **OK** button.

13. A screen informing you that you must restart your computer after the installation completes displays. Select the **Continue Installation** button.
14. The *Installing ZENworks Adaptive Agent for Mac OS X* screen displays as the installation process continues.
15. When the installation process complete, select the **Restart** button to exit the *ZENworks* installer and restart your computer.

16. When the computer is finished restarting a *ZENworks* icon is displayed in the menu bar, located at the top of the screen. The icon should appear similar to the following image.

17. Right-click on the *ZENworks* icon. A drop-down menu displays.
18. Select **Show Properties** from the drop-down menu. The **ZENworks Adaptive Agent** screen displays.

![ZENworks Adaptive Agent Screen]

19. Verify the **Device Name**. The **Device Name** should match the name you entered on the **Sharing** screen.
Installing and Configuring Microsoft Outlook 2011

1. E-mail the *Device Name* of your computer to clhd@usc.edu and request that it be assigned a Microsoft Office 2011 license. You will receive an e-mail confirmation once the license has been assigned.

2. After the license has been assigned, right-click on the ZENworks icon in the menu bar and select **Refresh**.

3. Microsoft Office 2011 will begin to download and install.

4. When the installation is complete, *Dock* icons for Microsoft *Office* should automatically display. If *Dock* icons do not automatically display, open the *Applications* folder and drag each *Office* icon to the *Dock*. 
5. Select the **Microsoft Outlook** icon. The setup process begins.
6. Select the **Make Outlook the default application for e-mail, calendar, and contacts** checkbox. Then, select the **Add Account** button to continue.
7. The *Accounts* screen displays. Select the *Exchange Account* option.

![Image of Exchange Account setup screen]

8. Enter your full USC e-mail address in the corresponding field. Enter your username and password in the corresponding fields. Select the *Configure automatically* checkbox. After entering the necessary account information, select the *Add Account* button.

![Image of Outlook prompt for server settings]

9. A prompt screen displays and requests permission to automatically configure your office settings. Select the *Always use my response for this server* checkbox and then select the *Allow* button.

Account setup is now complete. Outlook will begin to synchronize your account. Depending on the size of your account, the synchronization process might take several hours to complete.
CHAPTER 2: USING MICROSOFT OUTLOOK

Accessing Your E-mail
After your e-mail account has been converted for use with Microsoft® Outlook®, you have the ability to access your account in a variety of ways. This topic contains information on accessing your e-mail through Microsoft Outlook from a desktop or laptop computer, Outlook Web Application (OWA), and on mobile devices.

Accessing Microsoft Outlook on Your Desktop or Laptop Computer
Accessing your University of Southern California (USC) e-mail account through the Microsoft Outlook desktop program is simple. For a majority of users, an icon for Microsoft Outlook will appear in your Applications folder. An example of how the icon will appear is displayed below.

Launch the application by clicking on the icon. Microsoft Outlook will go through an initial download and configuration process. When the process is complete, the application is ready to use.

You will be prompted to enter your USC e-mail address and password when the initial download and configuration process is complete.

NOTE: You must use your full USC e-mail address to login.
Example: johndoe@usc.edu

After logging into Outlook with your USC e-mail address and USC password, you can begin working with your e-mails and calendar items. No further setup is required before using the program.

NOTE: If you do not see an icon for Microsoft Outlook on your desktop (Windows) or in your Applications folder (Mac), you will need to install the application.

If you experience difficulties using Outlook, contact the College and Libraries Help Desk at clhd@usc.edu or (213) 740- 2775.

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Accessing Your E-Mail Using Outlook Web Application (OWA)

If you are away from the computer on which you normally access Outlook, or you want to utilize the Internet-based option exclusively, the Outlook Web Application is a fast and easy way to access your e-mail via a web browser.

**NOTE:**
To ensure that the browser through which you are accessing OWA is supported by the application, visit the [Outlook Web Application support page](http://dornsife.usc.edu/365) for a listing of compatible browsers.

To begin using OWA, navigate to [http://dornsife.usc.edu/365](http://dornsife.usc.edu/365) in a supported web browser. A username and password prompt box displays.

Enter your USC ID in the **User Name:** field and your USC password in the **Password:** field. An example is shown below, though the box may be different in appearance depending upon which web browser you utilize.
Select the **OK** button. The Outlook Web Application displays similarly to the following example.

You can access your e-mails, personal folders, and calendar from the Outlook Web Application. OWA and your desktop Outlook are identical, kept that way through cloud-based syncing.

If you experience any difficulties with OWA, contact the College and Libraries Help Desk at [clhd@usc.edu](mailto:clhd@usc.edu) or (213) 740-2775.
CHAPTER 2: USING MICROSOFT OUTLOOK

Accessing Your E-mail on a Mobile Device
You can access your USC e-mail on the following mobile devices:

- Android®
- BlackBerry®
- BlackBerry 10
- iPhone®/iPod Touch®/iPad®
- Windows
- Any mobile device that supports ActiveSync®.

Mobile devices that use POP or IMAP e-mail settings are not supported. If your mobile device does not support ActiveSync, you can still access your USC e-mail through a supported mobile browser.

Configuring Your E-mail For Use On An Android Device
Follow the steps below to configure the e-mail client on your Android mobile device for use with your USC e-mail account.

| NOTE: | The exact steps required to setup your Exchange account on an Android device can vary greatly between devices. The process described below provides an example and alternatives to help guide you. If you cannot configure your Android device based on the instructions provided, please contact Dornsife Technology Services. |

1. Tap the Menu button, located on the left side of the Home button.

   The Menu displays.
2. Tap **Settings**.

The **Settings** screen displays.
3. Swipe down the screen to the Accounts section. Tap Add Account. On some devices this option may be labeled Accounts & Sync.

The Add account screen displays.
4. From the Add account screen, tap Email or Mail, depending upon your Android configuration.

The Set up email screen displays.
5. Tap **Corporate**. Depending upon your Android configuration, this option may appear as **Microsoft Exchange**, **Exchange Account**, or **Exchange ActiveSync**.

The *Add an Exchange account* screen displays.
6. On the Add an Exchange account screen, enter your USC e-mail address and password.

NOTE: You must use your full USC e-mail address to login.
Example: johndoe@usc.edu
7. Tap **Next**. The information you entered is verified. Once the verification process is completed, the *Exchange server settings* screen displays.
8. Tap **Next** on the *Exchange server settings* screen. The *Account options* screen displays.

The *Account options* screen controls the type of notifications (if any) you will receive when new e-mail is downloaded, how much of your e-mail to sync, the calendar period to sync, and the items you want to sync, such as e-mail and contacts. This screen will appear differently depending upon your Android configuration. The settings on this screen are entirely based upon your preference, except for the *Sync Email* option. *Sync Email* must be selected in order for your USC e-mail account to function on your Android device.

**NOTE:** The Sync Email option must be selected in order to access and sync your USC e-mail account.
After configuring the account options, swipe down the screen and tap **Next**.

The *Set up email* screen displays.
9. On the Set up email screen, enter an account name for this email account. This step is optional.

This completes the setup process for Android devices. Your USC e-mail account is now available for use on your device.

**NOTE:** The configuration process for Android devices may vary greatly from device-to-device. For additional assistance, visit the Microsoft Mobile Device Configuration Wizard or contact the College and Libraries Help Desk at clhd@usc.edu or (213) 740-2775.
CHAPTER 2: USING MICROSOFT OUTLOOK

Configuring Your E-mail For Use On A BlackBerry® Device

Follow the steps below to configure the e-mail client on your BlackBerry OS 7.1 mobile device for use with your USC e-mail account. If an older version of the BlackBerry operating system is being used, the process is similar.

1. From the device's desktop, select the **Options** (wrench) icon.

The **Options** screen displays.
2. Use the trackball or trackpad to scroll down the *Options* screen and select **Device**.

The *Device* screen displays.

3. On the *Device* screen, select **Advanced System Settings**.

The *Advanced System Settings* screen displays.
4. On the *Advanced System Settings* screen, select *Enterprise Activation*.

![Advanced System Settings](image)

<table>
<thead>
<tr>
<th>Service Book</th>
<th>View and delete service books</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIM Card</td>
<td>Select <em>Enterprise Activation</em></td>
</tr>
<tr>
<td>Browser Push</td>
<td>Change browser push settings</td>
</tr>
<tr>
<td>Default Services</td>
<td>Set default email address, contact list</td>
</tr>
<tr>
<td>Host Routing Table</td>
<td>Register device on wireless network</td>
</tr>
</tbody>
</table>

The *Enterprise Activation* screen displays.
5. On the Enterprise Activation screen, you must populate the Email: and Activation Password: fields. Enter your correctly formatted e-mail address (see Note below) and your activation password. If you do not have an activation password, contact the College and Libraries Help Desk at clhd@usc.edu or (213) 740-2775 to obtain an activation password. After entering the appropriate information, select the Activate button.

**NOTE:**

Your e-mail address must contain the word "exchange" after the @ symbol in order for your e-mail account to correctly sync with your BlackBerry.

**Example:** jdoe@exchange.usc.edu

The use of the word "exchange" does not change your e-mail address. Your e-mail address will continue to be yourUSCID@dornsife.usc.edu.
6. After selecting the **Activate** button, you may receive a message prompting you to erase all the data from your BlackBerry device. Erasing your device data is not required or recommended in this scenario. Select the **No** button on the message prompt.

The **Activation - Complete** screen displays.

7. The activation process is complete. Click the **OK** button on the **Activation Complete** message prompt.

This completes the setup process for BlackBerry OS 7.1 devices. Your USC e-mail account is now available for use on your device.
Configuring Your E-mail For Use on a BlackBerry 10 Device

Follow the steps below to configure the e-mail client on your BlackBerry OS 10 mobile device for use with your USC e-mail account.

1. From the device's desktop, locate and tap the *Settings* icon.
2. The *System Settings* screen displays. Tap the *Accounts* option.
3. The *Add Account* screen displays. Tap *Email, Calendar and Contacts*. 
4. The *Add Account* screen displays. Enter your USC e-mail address and then tap *Advanced*. 
5. The Advanced Setup screen displays. Tap the Microsoft® Exchange ActiveSync option.
6. The Add Account screen displays. On this screen, enter the appropriate information in the following fields:
   - **Username**: Your username is your USC e-mail address. You must enter your full e-mail address in this field.
   - **Email Address**: Enter your USC e-mail address. You must enter your full e-mail address in this field.
   - **Password**: Enter your USC password in this field.
   - **Server Address**: Enter the server address in this field. The server address is m.outlook.com.
7. Next, swipe down the screen to display more settings. Configure the following settings:

- **Port**: Enter 443 in the Port field.
- **Use SSL**: This setting should be set to On.
- **Use VPN**: This setting should be set to Off.
- **Push**: This setting should be set to On.

The **Sync Interval** and **Sync Timeframe** settings are based on personal preference. Select the settings that best fit your needs.
8. Tap **Next**. The settings you entered are verified by the device.
9. The *Add Account* screen reloads and displays additional account configuration options.

   ![Add Account Screen]

   It is recommended that all settings on this screen be set to *On*. However, the only setting that is required to be set to *On* is *Sync Email*.

10. Tap **Done** to complete the e-mail setup process.

    This completes the setup process for BlackBerry 10 devices. Your USC e-mail account is now available for use on your device.
Configuring Your E-mail For Use On An iPhone/iPod Touch/iPad Device

Follow the steps below to configure the e-mail client on your Apple® mobile device for use with your USC e-mail account.

1. From the device's desktop, locate and tap the **Settings** icon.

   The **Settings** screen appears.

   ![Settings icon on iPhone]

   Tap the **Settings** icon.
2. Tap Mail, Contacts, Calendars.

The Mail, Contacts, Calendars screen displays.
3. Tap Add Account...

The Add Account... screen displays.
4. Tap Microsoft Exchange.

The Exchange screen displays.

5. In the Email field, enter your USC e-mail address. You must enter the full e-mail address.

NOTE: You must use your full USC e-mail address to login.
Example: johndoe@usc.edu

6. In the Password field, enter your USC password.
7. In the Description field, enter an account description, such as USC. Entering a description in this field is optional.
8. After populating the *Email*, *Password*, and *Description* (optional) fields, tap **Next**.
9. The information entered in the Email, Password, and Description (optional) fields is verified by the Exchange server.
10. After the information has been verified, check marks appear at the end of the Email, Password, and Description (optional) fields indicating that the information entered is correct.
11. After a 3-5 second delay, the screen reloads and displays the available options for the account. From this screen, you have the ability to enable or disable the features that will sync with your USC account. The available options are Mail, Contacts, Calendars, and Reminders. By default, all options are set to ON. Tap the item(s) that you want to disable.

**NOTE:** The Mail option must be set to ON in order to access and sync your USC e-mail account.
12. After selecting the options you want to enable for this account, tap **Save**. The **Adding Account** screen displays.
13. When the account has been successfully added to your iPhone/iPod Touch/iPad, the screen title changes to *Account Added*. 
14. After a 3-5 second delay, the *Mail, Contacts, and Calendars* screen displays. The Exchange account that you just created now appears in the listing of e-mail accounts, as shown below.

This completes the setup process for iPhone/iPod Touch/iPad devices. Your USC e-mail account is now available for use on your device.
Configuring Your E-mail For Use on a Windows Mobile Device

Follow the steps below to configure the e-mail client on your Windows mobile device for use with your USC e-mail account.

1. From the device desktop, tap the **Envelope** icon.

The **ADD AN ACCOUNT** screen displays.
2. The *ADD AN ACCOUNT* screen displays several mail configuration options. Tap *Outlook* to configure your USC e-mail account.

The *OUTLOOK* screen displays.
3. In the appropriate fields on the OUTLOOK screen, enter your USC e-mail address and password.

**NOTE:** You must use your full USC e-mail address to login.

**Example:** johndoe@usc.edu
4. Tap sign in, located at the bottom of the OUTLOOK screen. The e-mail account settings are verified. When the verification process is complete, the ACCOUNT ADDED screen displays.

If you want to download Microsoft Lync®, leave the checkbox selected. If you do not want to download Lync, de-select the checkbox. Downloading Lync is optional.

5. Tap done.

This completes the setup process for Windows devices. Your USC e-mail account is now available for use on your device.
Re-sending an E-mail Message

Occasionally, the need to re-send an e-mail message may arise. Re-sending an e-mail is a time saver, as you do not have to re-type the information in the e-mail, or even copy and paste the contents. Microsoft® Outlook® contains a built-in feature that provides the ability to re-send a message that has previously been sent.

1. To re-send a message, select the **Sent Items** folder and locate the e-mail that you want to re-send.

2. Highlight the message you want to re-send.

3. Select the **Message** option from the top of the screen. A drop-down menu displays.

4. Select **Resend** from the drop-down menu. A new e-mail message, containing all the text and message history of the original message, is created and addressed to the original recipient. You can now send this message just as it is, add additional recipients, or edit it the message content.

Repeat these steps for each e-mail you want to re-send.
Sending an E-mail to Shared Contacts

Microsoft® Outlook® provides the ability to share a personal address book across an organization. However, once an address book has been shared, it does not appear in the Address Book drop-down list when selecting an address book to utilize.

**NOTE:** Only the default address book can be shared with delegates.

To utilize the shared contacts, you must complete the following steps.

1. Open the shared contacts by navigating to **File > Open > Other User's Folder**.

2. Select all of the contacts in the shared address book and copy them to your own personal address book. You can highlight all the contacts and then copy and paste them into your personal address book or, you can highlight all of the contacts and then drag them to your personal address book using the left mouse button. Use the **Shift** key and the left mouse button at the same time to highlight multiple contacts at one time.
3. After copying the contacts to your own address book, highlight the contacts to which you want to send an e-mail. Use the **Shift** key and the left mouse button at the same time to highlight multiple contacts at one time.
4. Highlight the desired contacts and then right-click to display a pop-up menu. From the pop-up menu, select **New E-mail to Contact**. A new e-mail window displays. The e-mail is automatically addressed to the contacts you highlighted previously.

5. If you need to include an additional contact to this e-mail, manually enter their e-mail address or copy and paste their e-mail address from their contact information. Repeat this process as necessary.
Displaying Discussion Threads as Conversations

In an effort to link stored messages that are related, Microsoft® Outlook® can display the e-mails as conversations. You can enable this setting for all folders in your mailbox or for a single folder.

1. From the Outlook main tool bar, select the **Organize** tab. Next, select the **Conversations** icon.

2. After selecting the **Conversations** icon, the **Reading Pane** (the area that displays your e-mail messages) displays the messages in a collapsed view. Expand the conversation to view all the messages nested within the conversation.

Repeat these steps for other folders, as is appropriate.
Configuring Your Junk (SPAM) E-mail Settings

Microsoft® Outlook® utilizes IronPort®, the junk mail/SPAM filter that is provided by the University of Southern California (USC). Outlook contains its own SPAM filtering capabilities. However, IronPort and Outlook's SPAM filtering capabilities running simultaneously can result in e-mails that are not SPAM being incorrectly identified as SPAM. To avoid this issue, the SPAM filtering capabilities in Outlook must be disabled.

1. To begin, open Outlook and click Junk, located on the tool bar. A drop-down menu displays.
2. Select **Junk E-mail Protection**... from the drop-down menu.

The **Junk E-mail Protection** screen displays.

3. Select the **None** radio button to turn off junk e-mail protection. Next, select the **OK** button to save your changes.
Additionally, the same change must be made in the web-based version of Outlook.

1. Navigate to http://dornsife.usc.edu/365 and login to the Outlook Web Application (OWA) with your USC e-mail address and password.

   **NOTE:** You must use your full USC e-mail address to login. 
   [Example:] johndoe@usc.edu

2. After logging into OWA, select **Options**, located on the right side of the screen. A drop-down menu displays.
3. Select **See All Options**... The *My Account* page displays.

4. Select **Block or Allow**. The *Block or Allow* page displays.

5. Select the **Don't move e-mail to my Junk E-Mail folder** radio button. Then, select **Save**, located on the bottom, right side of the page.

The desktop and Internet-based Outlook junk mail/SPAM options are now properly configured.
Creating a Recurring Appointment

Some meetings are a one-time occurrence. Other meetings, such as staff or departmental meetings may recur at specific intervals throughout the year. Microsoft® Outlook® provides the ability to create recurring appointments in the Calendar.

Complete the following steps to create a recurring appointment.

1. Launch Outlook and open the Calendar. Select the New icon. A drop-down menu displays.
2. Select **Meeting** from the drop-down menu. The *Untitled - Meeting* screen displays.

3. Enter the meeting information, such as the location, date, time, and the subject of the meeting. If you are inviting other people to your meeting, select the **Scheduling Assistant** tab and add the appropriate individual(s) to your meeting.
4. After entering the appropriate information for the meeting, select the **Recurrence** icon, located at the top of the screen. A drop-down menu displays.

5. The **Recurrence** drop-down provides the ability to define the meeting's recurrence pattern. The recurrence must have a pattern. There is no ability to create a recurring meeting that does not repeat in a patterned manner.

6. Configure the appropriate recurrence options for your meeting. When you have finished, send the meeting invitation or save the meeting to your calendar.

Repeat these steps for each additional recurring meeting you want to create.
Creating Rules and Signatures

Novell® GroupWise® and Microsoft® Outlook® both support the use of rules and e-mail signatures. However, when your e-mail account is migrated from GroupWise to Outlook, the rules and signatures do not transfer. Therefore, you will need to recreate any rules or e-mail signatures you have defined.

Creating a Rule

Complete the following steps to create a rule.

1. Launch Outlook and then select the **Tools** option, located at the top of the screen. A drop-down menu displays.
2. Select **Rules...** from the drop-down menu. The *Rules* screen displays.

![Select the + icon.](image)

3. To create a new Rule, select the + icon, located at the bottom of the *Rules* screen. An untitled screen displays.

![Use this screen to create and configure the new Rule.](image)

4. Use this screen to create and configure the new Rule. When you have finished, select the **OK** button to save the Rule.

Repeat these steps to create additional Rules.
Creating an E-mail Signature

Creating an e-mail signature provides a quick way to include your contact information in e-mails that you send. Complete the following steps to create an e-mail signature.

1. Launch Outlook and open a new, blank e-mail. On the e-mail message screen, select the **Signature** icon. A drop-down menu displays.

2. Select **Edit Signatures...** from the drop-down menu. The **Signatures** screen displays.

   ![Edit Signatures screen]

   Enter signature text in this pane.

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3. On the left side of the Signatures screen, the name of the signatures that exist are displayed. By default, a signature entitled Standard is listed. You may use the Standard signature or select the + icon to create a new signature.

Highlight the name of the signature you want to use. Place your cursor in the text pane on the right side of the screen and begin to type the text for your e-mail signature. An example is shown above.

4. When you have finished creating your e-mail signature, close the Signatures screen by select the red circle in the upper left corner.

The e-mail signature you created is now available for use. Repeat these steps to create additional e-mail signatures, as needed.

Creating and Accessing Your Personal Archive

Creating a personal archive of your e-mail messages is a great way to keep a record of communications that you may need to reference in the future. You can designate the frequency at which messages are archived, and access them as needed.

Unfortunately, the Archive feature is not available from the desktop version of Microsoft® Outlook® 2011. However, you can still access your personal archive through the Outlook Web Application (OWA).

1. Review the topic on Accessing Your E-mail. This topic explains how to access OWA.
2. After you have logged into OWA, select the Personal Archive option, located on the left side of the screen, to access your personal archive.
Changing the Subject Line of Received E-mail Messages

E-mail messages often contain information that you will want to reference in the future. However, the e-mail's original subject line may not contain text that will assist you in easily identifying the e-mail in your e-mail filing system. Microsoft® Outlook® provides the ability to change the subject line of an e-mail you have received.

1. Highlight the received e-mail for which you want to change the subject line.
2. From the top of the screen, select **Message** from the tool bar. A drop-down menu displays.
3. From the drop-down menu, select the **Edit Message** option.

4. Begin typing the new subject line of the received e-mail. When you are finished entering the new text, select the **Save** icon at the top of the e-mail.

The new subject line is now displayed. Repeat these steps for each e-mail subject line you want to change.
CHAPTER 2: USING MICROSOFT OUTLOOK

Giving and Receiving Delegate Access
You can access organizational accounts (e.g., a department e-mail address that is not associated with a particular person) or resource accounts (e.g., a conference or meeting room calendar for scheduling) to which you have access via Microsoft® Outlook®. Complete the following steps to access the organizational or resource account in Outlook.

1. Launch Microsoft Outlook and then select Tools from the tool bar. A drop-down menu displays.
2. Select **Accounts**... from the drop-down menu. The **Accounts** screen displays.
3. Select the **Advanced...** button. A secondary screen displays.
4. Select the **Delegates** button, located at the top of the screen. The *Delegates who can act on my behalf: and People I am a delegate for:* fields display.
5. Select the + button under the Delegates who can act on my behalf: or the People I am a delegate for: fields.
6. Enter a name in the search field and then select the **Find** button. The search results display in the center pane of the screen. Highlight the name of the person/item for which you were searching and then select the **OK** button.

The *Permissions* screen displays. This screen only displays if you are granting a delegate access. If you are a delegate for another user or have access to an organizational resource, the process is complete.
7. Set the appropriate permission level for this delegate. Then, select the OK button.

8. The delegate/resource is now displayed in the appropriate section of the screen. Select the OK button to save your changes.

Repeat this process to give or receive delegate access to other accounts.
Searching Microsoft® Outlook®

Microsoft Outlook provides a variety of search options to assist you in locating the specific item you seek.

The Search field, located on the top, right side of the screen, becomes a contextual search field when you highlight a folder. This means that the folder you have selected is the folder that will be searched first when a search is performed. Additionally, you can place your cursor inside the Search field and a new tool bar menu, Search, displays.

For example, select the Trash folder located in the menu on the left side of the screen. Next, place your cursor in the Search field.

The Search tool bar displays. The Search menu provides a variety of additional search options and methods. You can use the contextual search field to search the folder you selected for a specific item. You can also use one of the more advanced search options available from the Search tool bar. For example, if the e-mail message for which you are searching has an attachment, you can select the Attachments option to filter your search results by e-mail messages containing attachments.

Explore all of the options available on the Search menu to assist you in locating the message you seek.

Selecting an e-mail or folder de-activates the contextual search field and the Search tool bar. Place the cursor back in the contextual search field to re-display the Search tool bar.
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