Frequently Asked Questions:

I Changed my Unitec Password and can no longer access Outlook?

This occurs for *some* users. Change your network password in myUnitec, as usual. If you *remember your password* on a computer, then you will need to update the Outlook credentials for that computer. Here on campus, from **Start Orb**, type **cred** into the **Search programs and files** *field*. Select **Credential Manager**. Use the *down arrow* to right of MS.Outlook (see below). Then click **Edit**.

Generic Credentials	Add a generic credential
MS.Outlook.15:kbond@unitec.ac.nz	Modified: 24/09/2014 ⊙

Change your password to your new one, then click the **Save** *button*. Close.

How do I quickly access Outlook from home?

Use the link on the **Unitec website**, click **Staff** at the bottom of the page, to see **Staff Logins** page, Outlook webmail.

Will my signature be imported from GroupWise?

No. Please add this into *both* your **Outlook 2013** and Outlook webmail account. The signature template is found on The Nest. Click here to go directly to the page.

In Outlook 2013: In a new message, click on **Signature**, then **Signatures** … Click **New** button, type in your name, then **OK**. **Tip**: Use **New messages** *field* to include automatically only on new messages.

In Outlook webmail: Click Outlook at the top of the page, then on the cog (upper right), select **Options**, **Settings**, copy in your signature, then **Save**.

How to I view all emails in a folder?

Click the **Click here to view more on Microsoft Exchange** *link*, at the bottom of the message list in a selected folder. If you do not see the link all mail is visible. This is the 90 days restriction in place to speed up your Outlook.

What is Online Archive folder in Outlook 2013?

Any mail from your *main* GroupWise account older than 2 years will appear here. In Outlook webmail this same folder is called **In-Place Archive** in your folder list. Your previous **GroupWise Archive** content will come over later, when everyone is on Outlook.

If I used the personalised tab in GroupWise will items still have my changes?

No, this works differently in Outlook and we recommend not using this function.

Can we share folders in Outlook?

Yes, this needs to be set up and accepted. Refer to the Outlook Sharing Guide for instructions.

How is proxy handled in Outlook?

Refer to the Outlook Sharing Guide for instructions. These are the options:

Action	Option	Useful for
I want to let someone use my Inbox and Calendar	Delegate Permissions	When staff go on extended leave or Managers with PA's managing their emails/appointments.
I want to share my Calendar with someone	Shared Calendar	When you want to keep emails private, but want others to see your appointments.
A group in my department wants to share a Inbox/calendar	Shared Mailbox (set up by IMS) requires one initial owner.	Generic department accounts eg; IMS Trainer, IMS Support Centre.

Are there any Universal Categories in Outlook?

No. You will need to set up your own categories for your mailbox. If you are sharing a mailbox with reviewer or full access, then colours will be seen.

How do I arrange Mobile Sync my Mail/Calendar/Tasks etc?

You can set this up yourself. Use the Training help page on The Nest for instructions.

Where can I get help on Outlook?

For technical issues contact the IMS Help Desk on 8484 or put in an IMS Heat Self Service request. For training visit Training help page on The Nest for various options. Email IMS Trainer if you have any queries.

Do migrated appointments work the same?

We recommend if you need to *edit* an appointment, then delete it and recreate in Outlook. If you **do not** need to edit an appointment, then the appointment can be left as is.

Important: Appointments sent from GroupWise to Outlook, will send the GroupWise sender, an instant decline message. For Outlook users, we recommend replying to appointments as soon as possible. Use the **Send the response now** option so they know your response.

When I create new appointments in Outlook, how do I do a Busy Search?

In an Outlook appointment use the **Scheduling Assistant** *button*. You will be able to see *both* GroupWise (non-migrated) and Unitec Outlook people to help you schedule appointments. **Note:** GroupWise users who have not yet migrated, can use Busy Search to see both, but **not** after migration.

Are the Address Books available in Outlook?

The address books (personal and Unitec) are available in Outlook, but the first time you send to someone, you need to find them in the book. Then they will appear instantly like they did in GroupWise. Essentially, Outlook requires you to recreate your frequent list, as you send.

Will existing Unitec groups (set up by IMS) still be available?

These will be available later, once all staff are on Outlook. If you have any changes to make to these groups, please make an **IMS Heat Self Service** request via **Start / All Programs / IMS Heat Self Service**.

Why does Internet Explorer not require login or out on Unitec computers?

Outlook opens automatically in **Internet Explorer**, based on the user logged into the computer. Other internet browsers like **Firefox** and **Chrome**, will require you to sign-in. If you want to avoid signing in, just agree to the always remember options that appear, these vary per browser. **Important:** Always logout of a computer to protect your account.

Can we see Read/Delivery receipts in Outlook?

This is not automatic in Outlook. Individual users can decide if they want to request, or automatically send these. To avoid the requests for read receipt, we recommend changing the option in **File / Options / Mail / Tracking** under **For any message received that includes a read receipt request**, marking the first option **Always send a read receipt**.

To **Request a Read Receipt**, use **Options** *tab* in a new email message, under **Tracking** *group*.

Delivery Receipts are easier to manage and ideal for sending to external email accounts (GroupWise is one once you have migrated). Go to the same location as before under **Tracking** tick the first box **Delivery receipt confirming the message was delivered to the recipient's e-mail server**. Then tick the bottom box in **Tracking** called **After updating tracking information, move receipt**. Use the **Browse** *button* to find a folder or use the **New** *button* to create one. We recommend one called **Tracking** and place it under you **Sent Items** *folder*.

Important: If you delete the tracking information or move it to Deleted Items, you will not be able to view tracking results anymore.

Can I use GroupWise **after** Migration?

You can only use **GroupWise webmail** to **view** items. This avoids errors on our system, which causes delays.