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GLOBAL ADDRESS LIST AND DISTRIBUTION LISTS

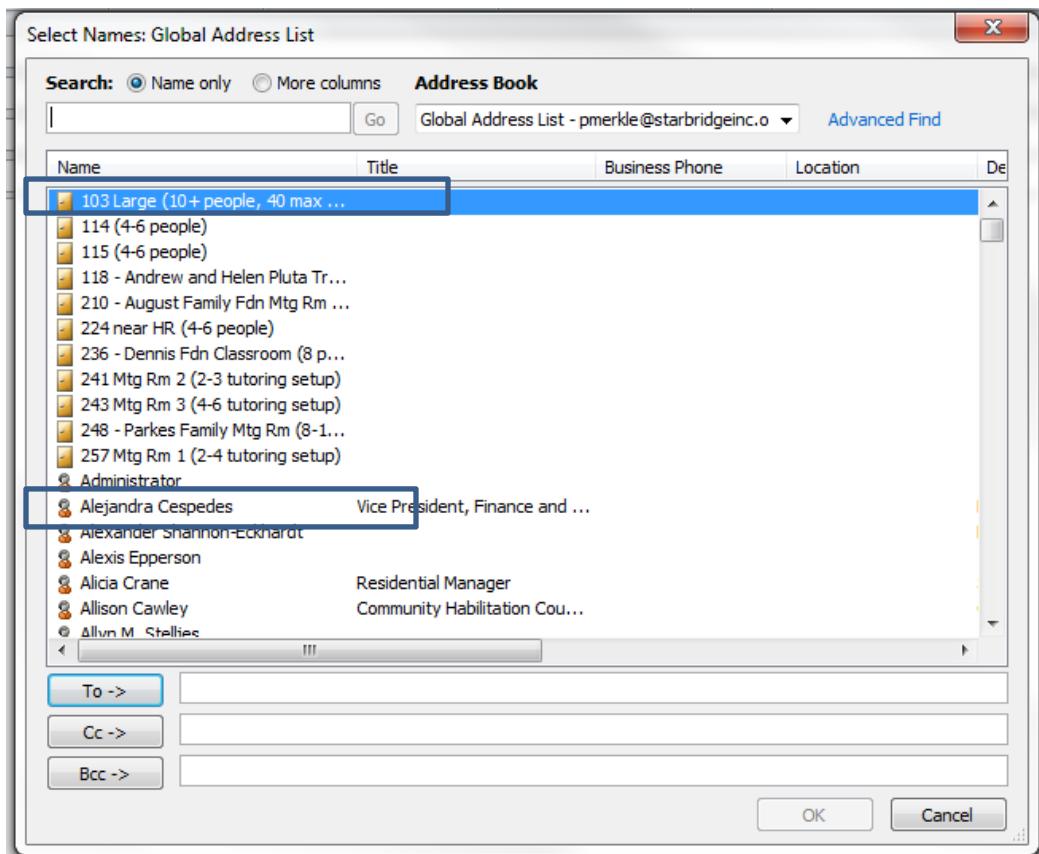
The Global Address List is the list of co-workers whose mailbox is on the same mail server as yours. Before the email migration, we had two different mail servers. Now everyone is on the same mail server, so you should be able to select any Starbridge co-worker from the Global Address List when sending an email.

When composing an email, click

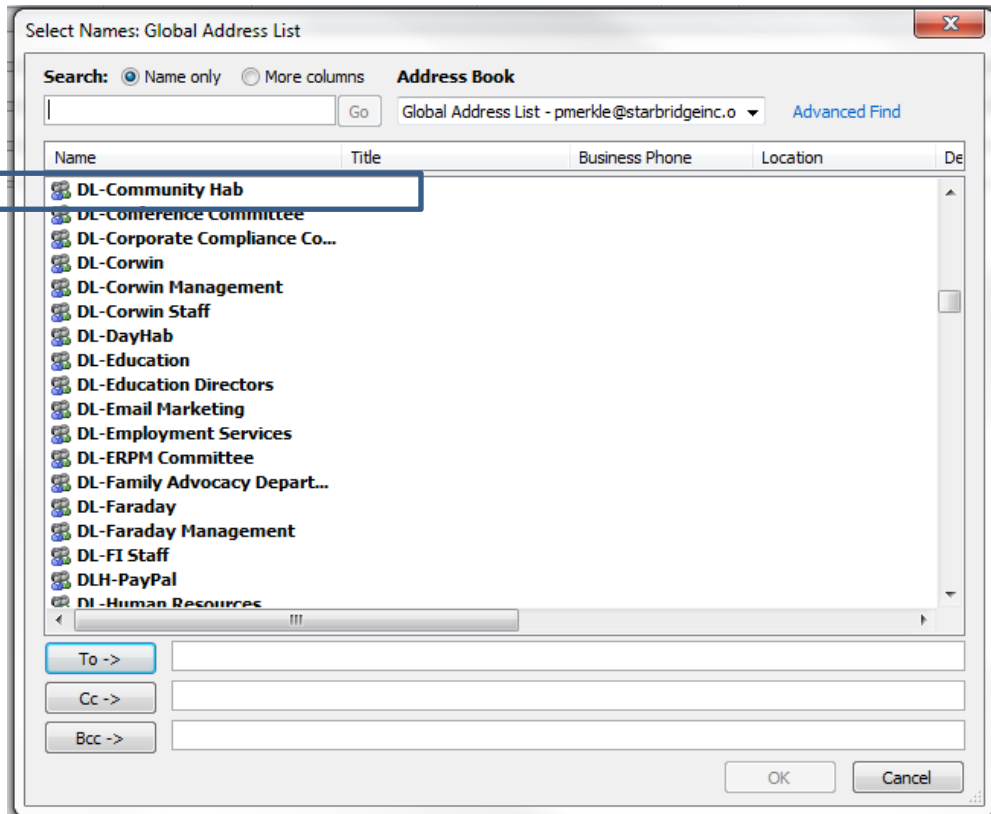
To...

You will see a list that includes users, rooms, distribution lists, resources, etc.

- Rooms are depicted with a little door icon
- Individual users are depicted with a single head icon



- Distribution lists are depicted with two heads and the name starts with “DL –”

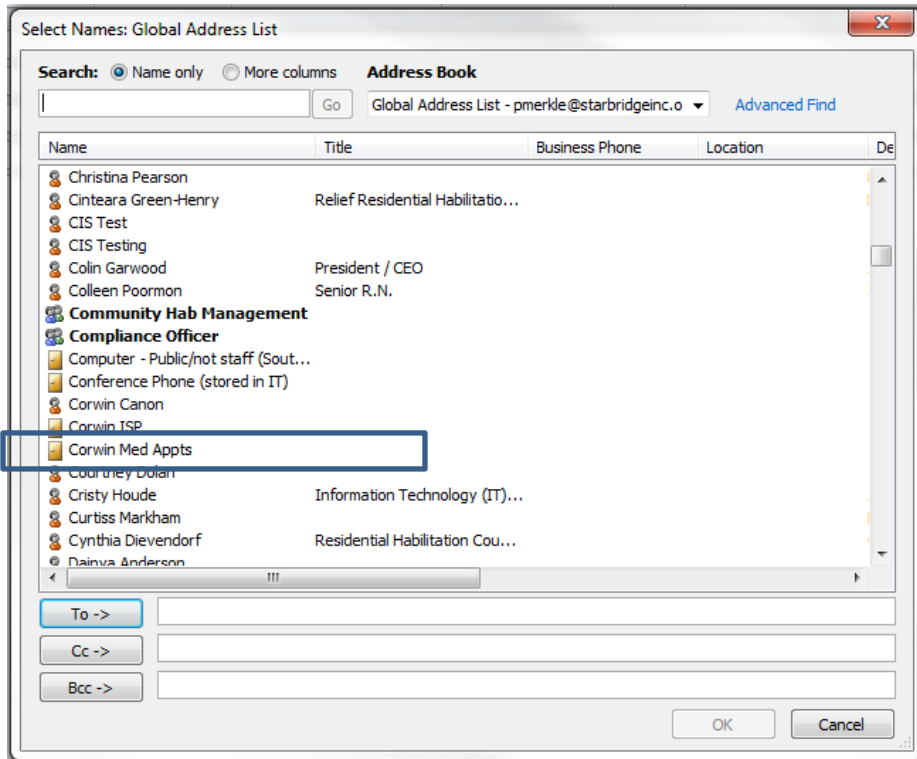


NOTES ON DISTRIBUTION LISTS:

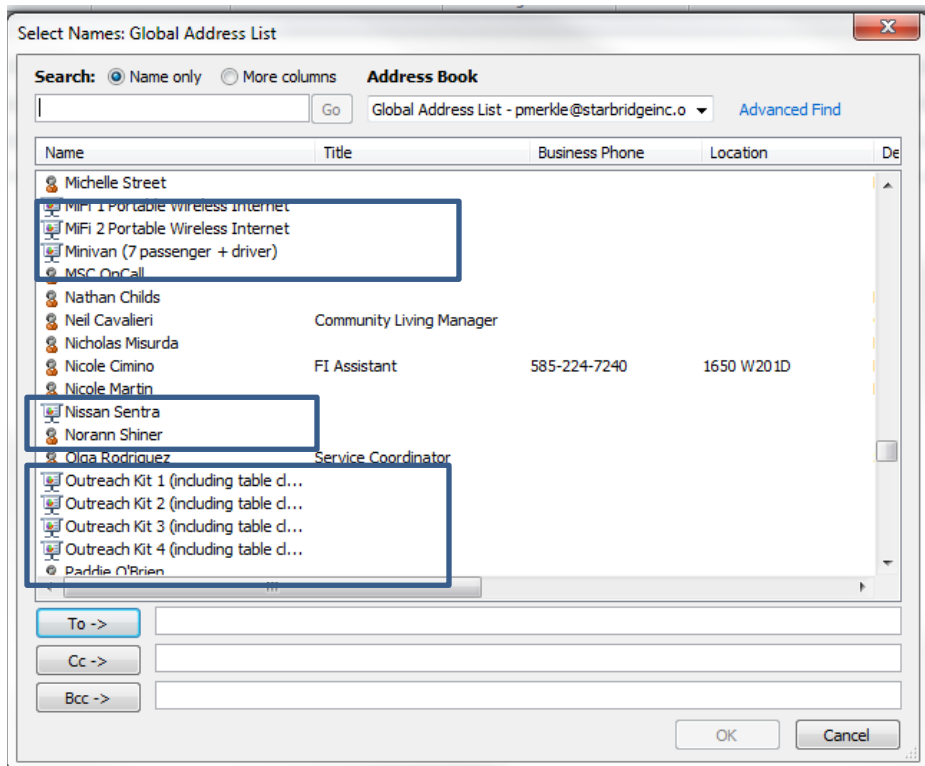
Not all distribution lists have been renamed. We are still working on this.

We have not yet updated the settings to allow individual users to manage distribution lists. We will be working on this in the near future. For now, if you have a distribution list that needs to be updated, please submit an IT request with the specifics.

- Shared calendars for medical appointments are depicted with a little door icon like the rooms



Other resources, like projectors, vehicles, Mifis, etc. are depicted with an icon that looks like a screen

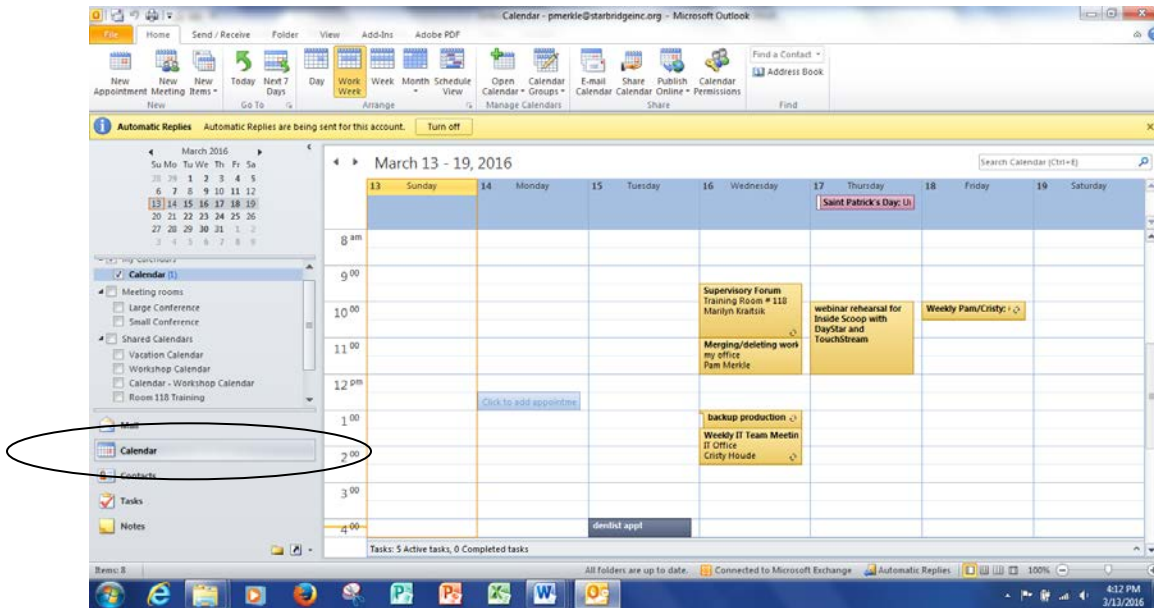


SCHEDULE A CONFERENCE ROOM

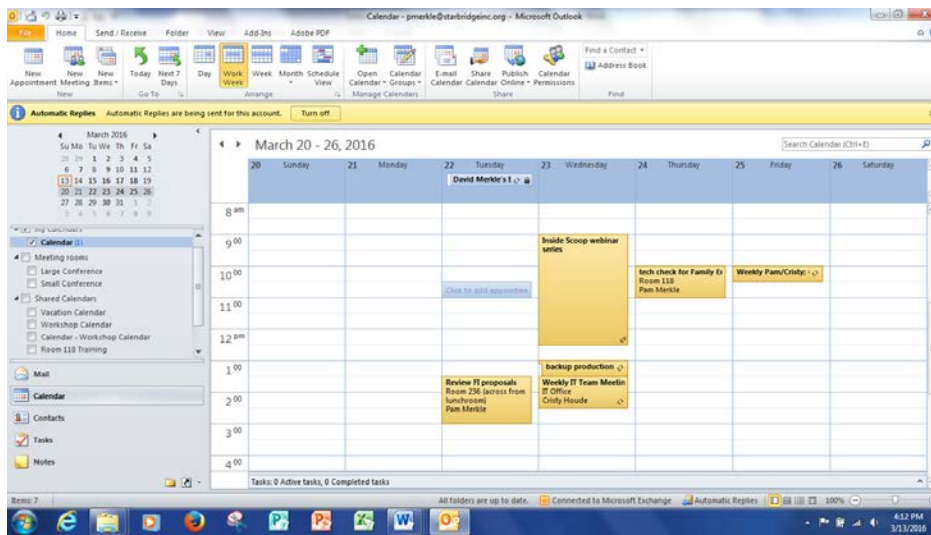
To schedule a conference room, you need to add an appointment to YOUR calendar. You then invite the conference room as an attendee for the appointment.

Example: You want to schedule a meeting for 1 pm on Friday, March 25, 2016. You want to hold your meeting in the Room 118 and you want to invite some co-workers. Follow the steps below.

In Outlook, select the Calendar pane.

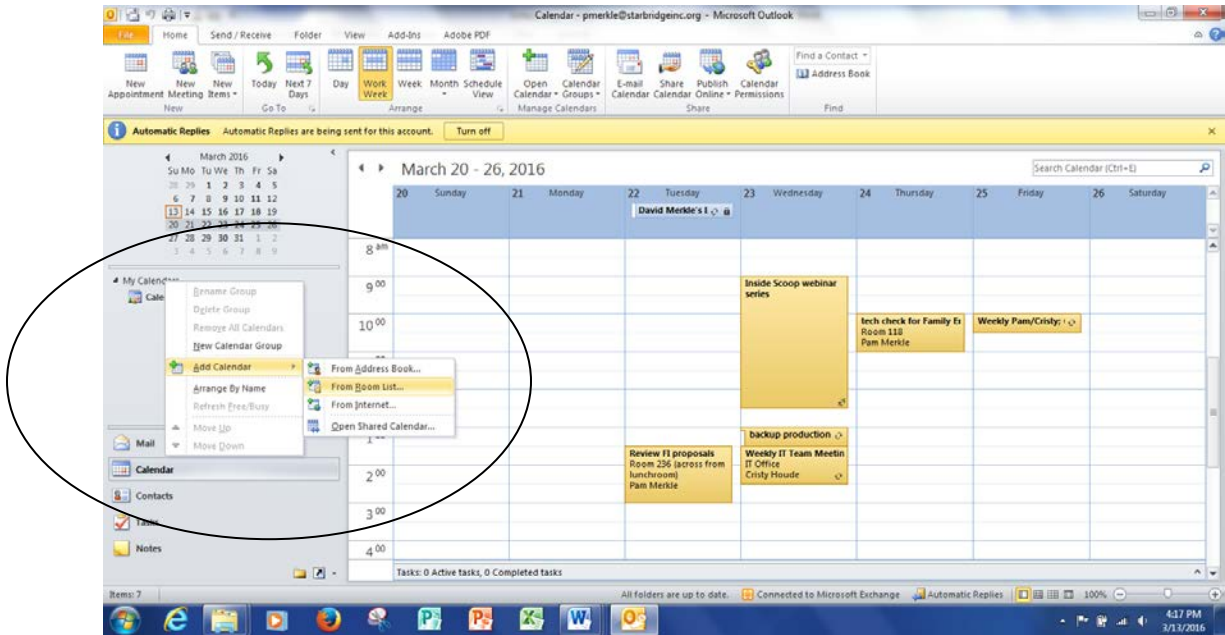


Navigate to the date you want. In our example, Friday, March 25. The view below is showing the entire week that includes March 25.

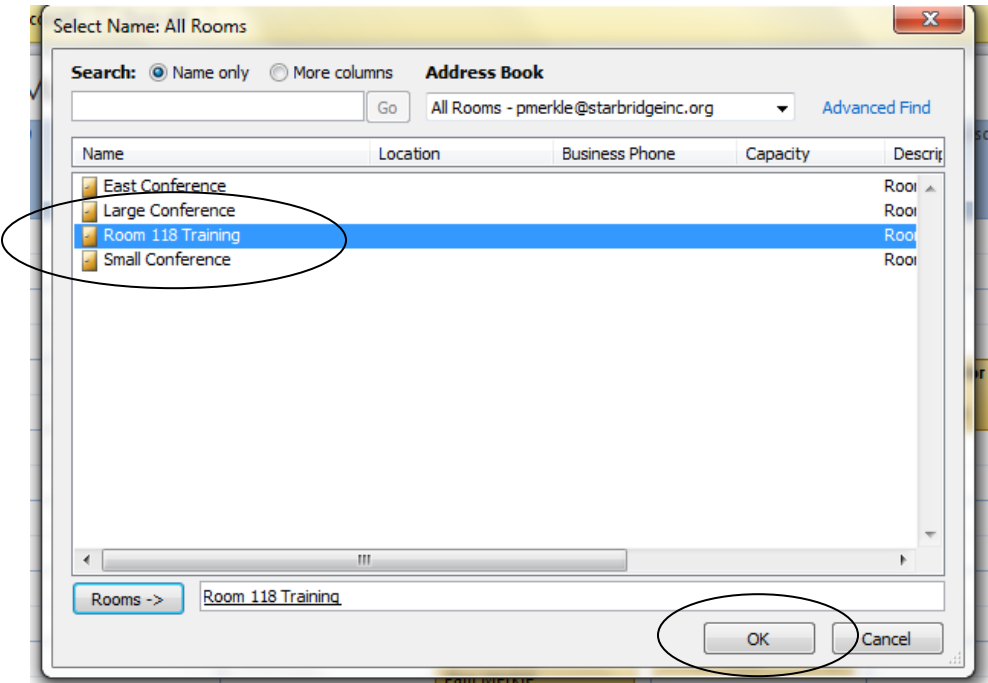


To add the calendar for Room 118 to your calendar view:

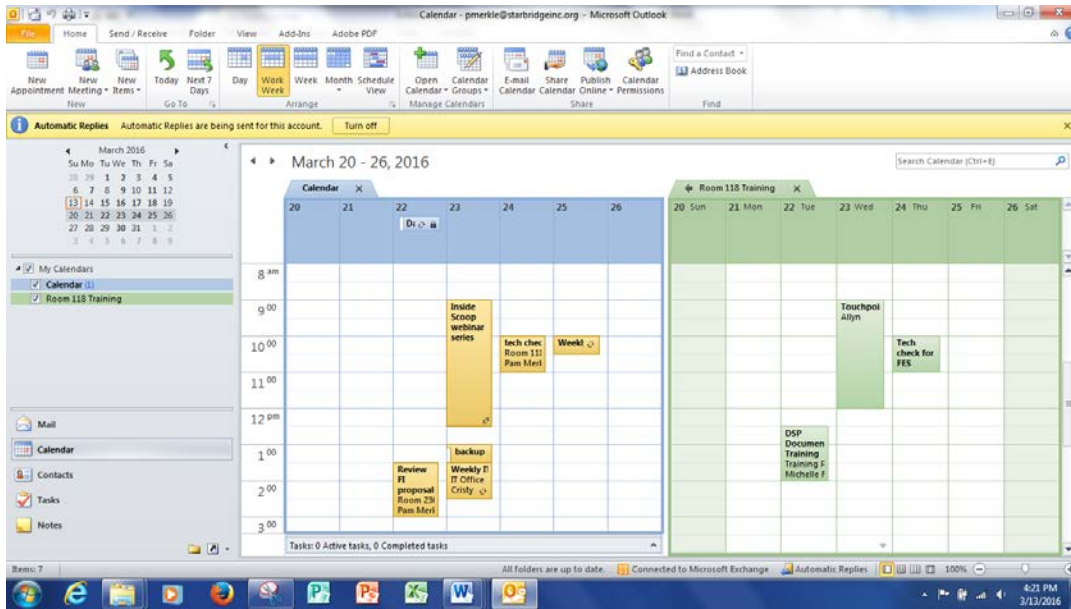
Right click on My Calendars
Select Add Calendar
Select From Room List



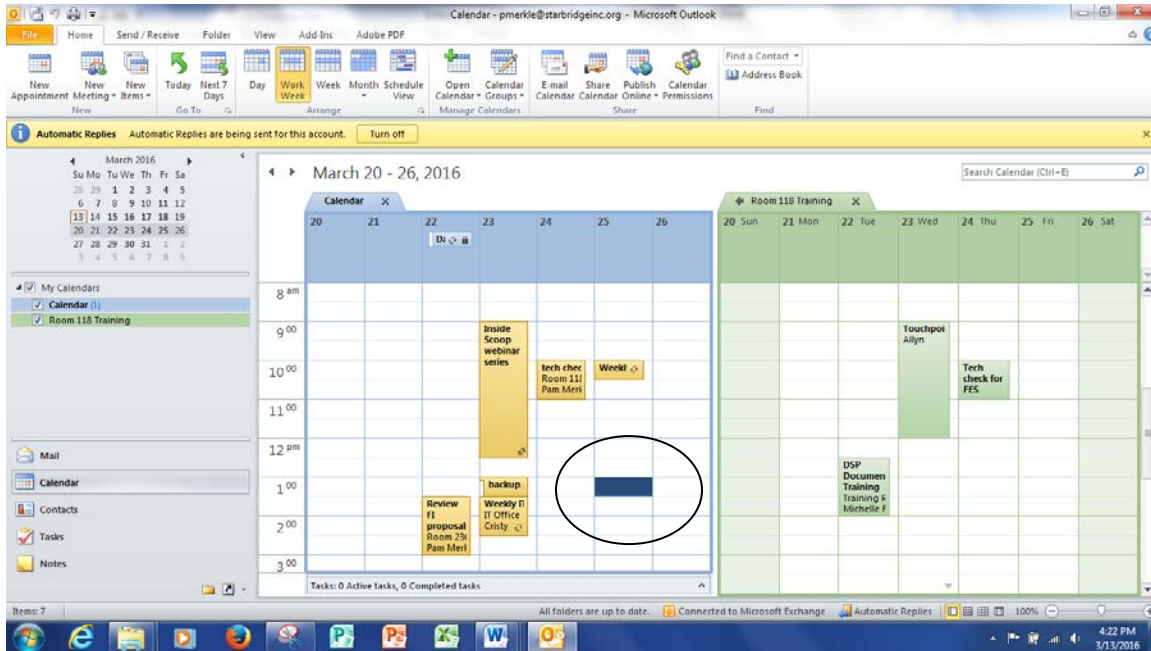
Double click on the room you want to add to your view and Click Ok. In this example, I am adding Room 118 Training.



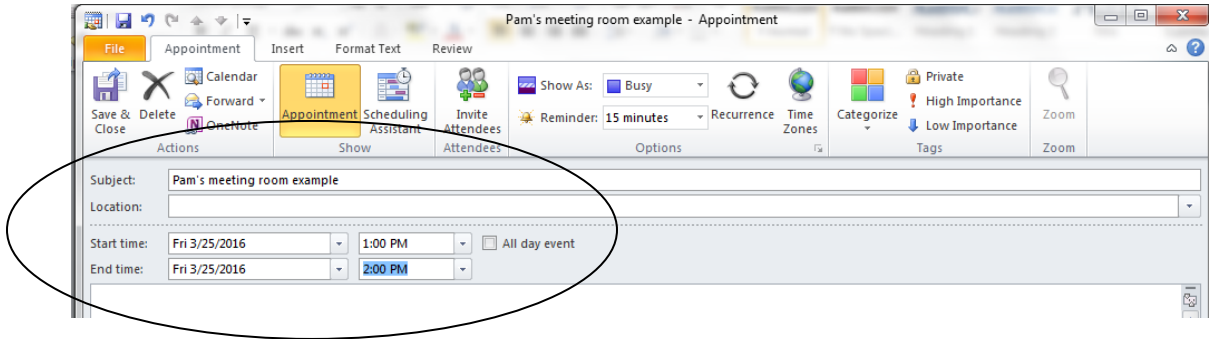
Your calendar view now includes your calendar and the conference room calendar. You can see that the conference room is available all day on March 25.



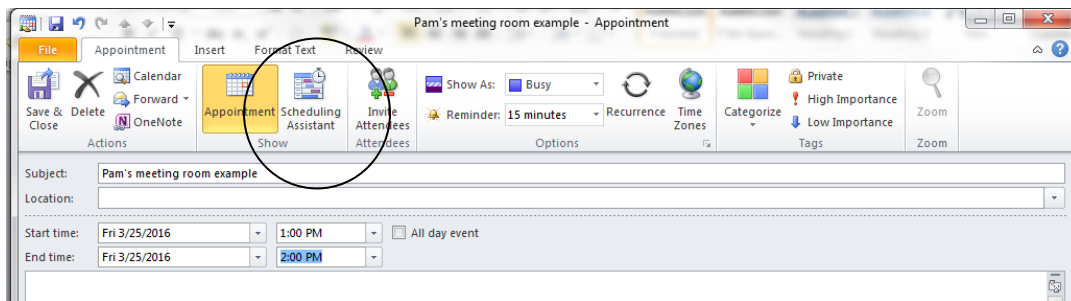
To schedule the appointment, double click on **your calendar** in the space for 1 pm on March 25.



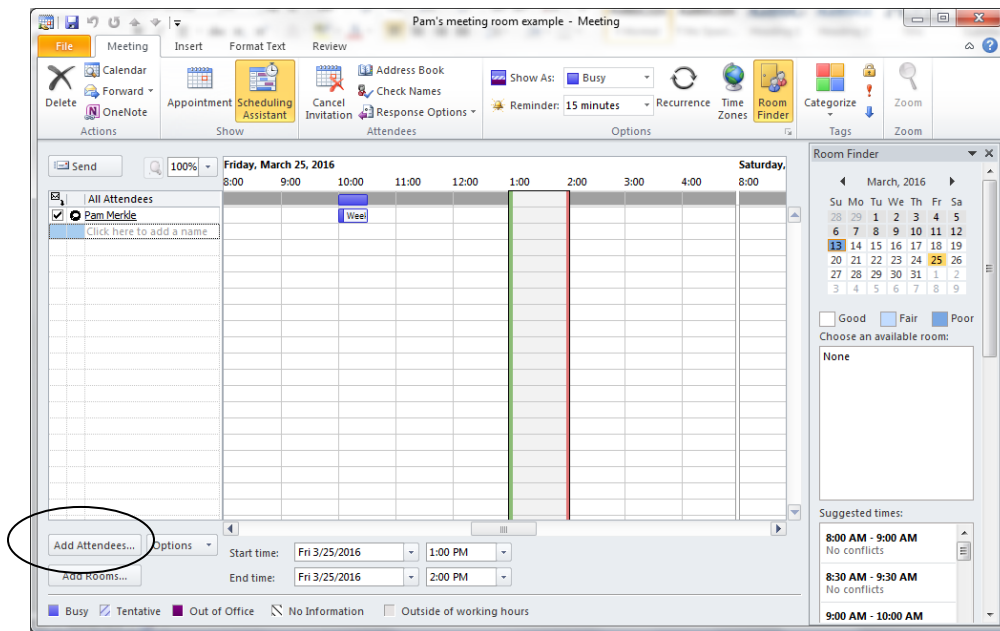
Fill in the subject of the meeting and adjust the time as necessary. By default, a meeting is scheduled for 30 minutes. I have changed that to 60 minutes in the illustration below.



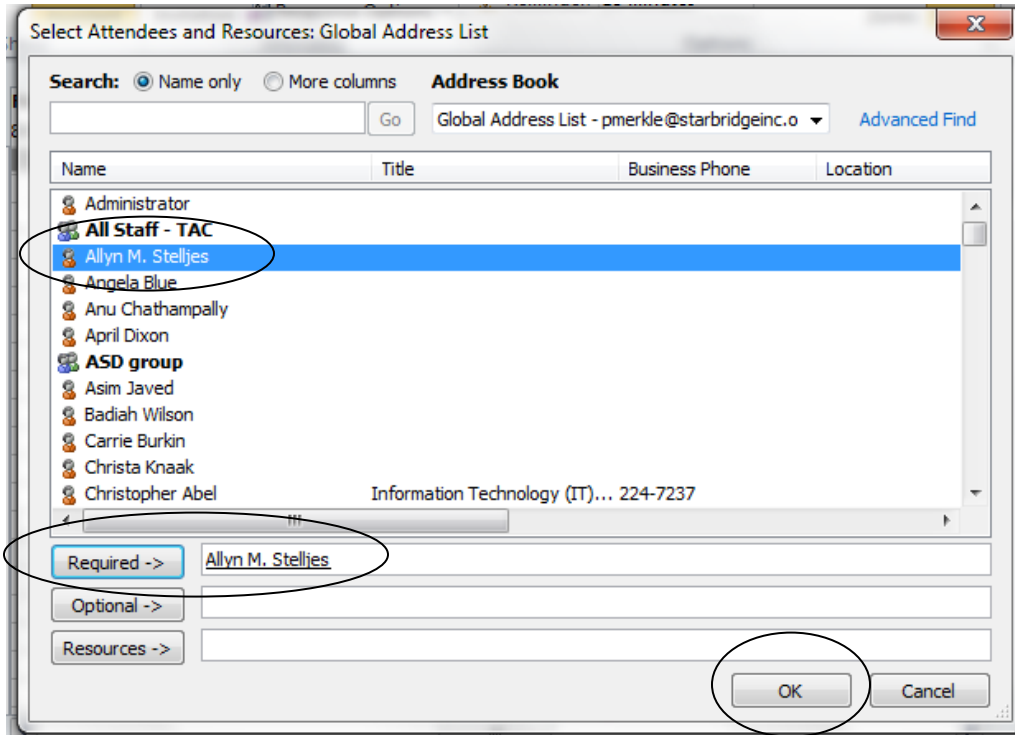
The next step is to invite co-workers and schedule the room. To do this, click on "Scheduling Assistant"



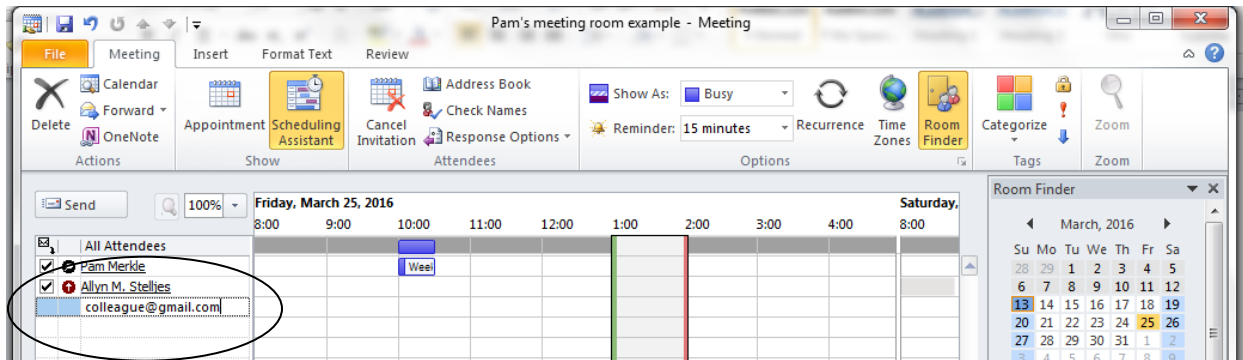
You will then see the Scheduling Assistant window. To invite co-workers, click "Add Attendees..." to see the Global Address List.



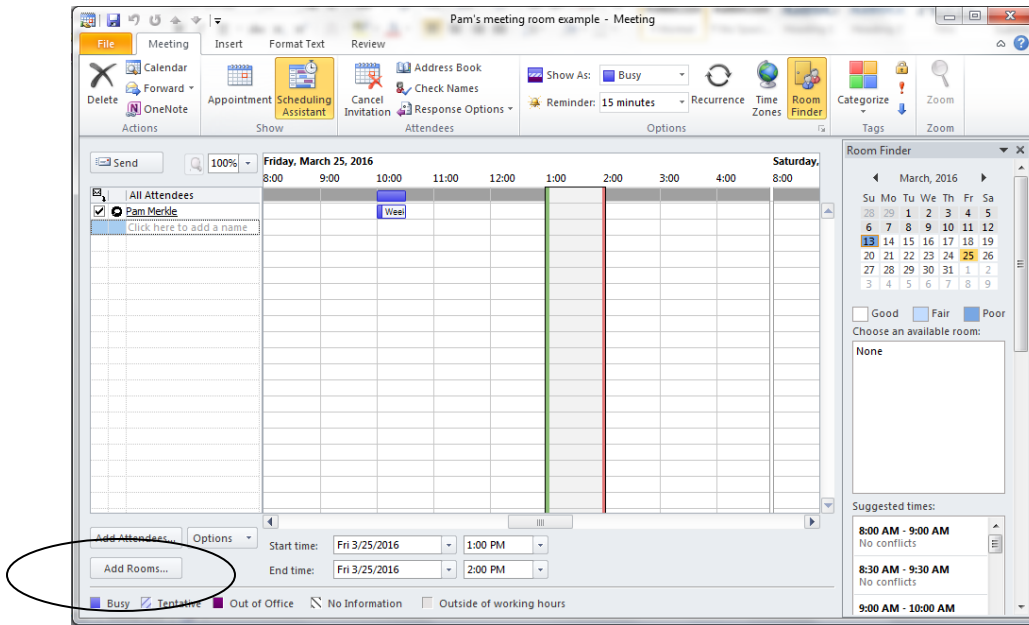
Select names and add them to the Required list or Optional list and click Ok.



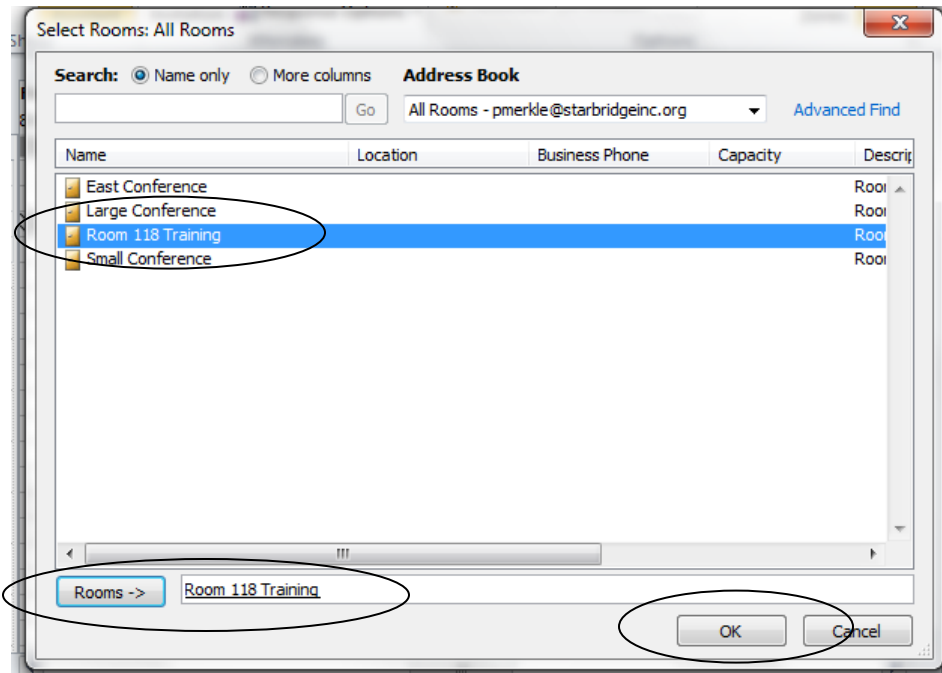
To invite someone outside the organization, type his/her email address in the list of invitees.



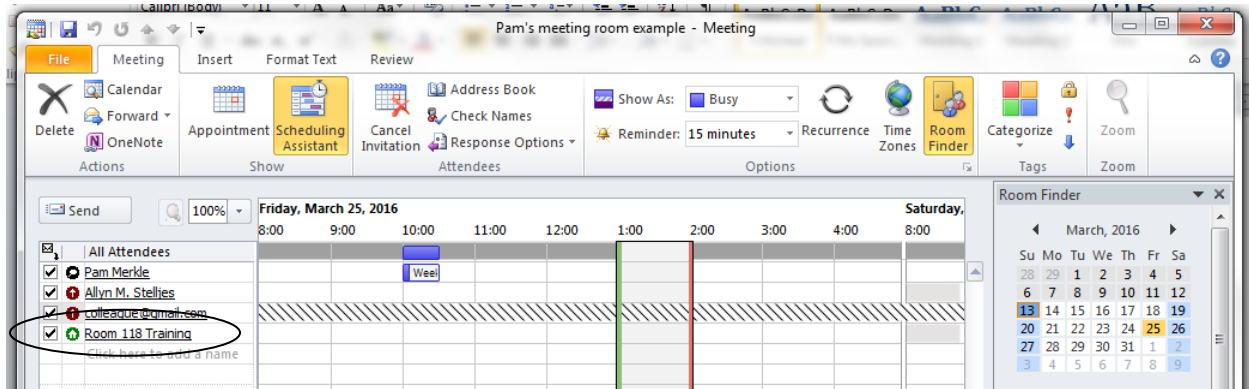
To schedule the room, click on Add Rooms...



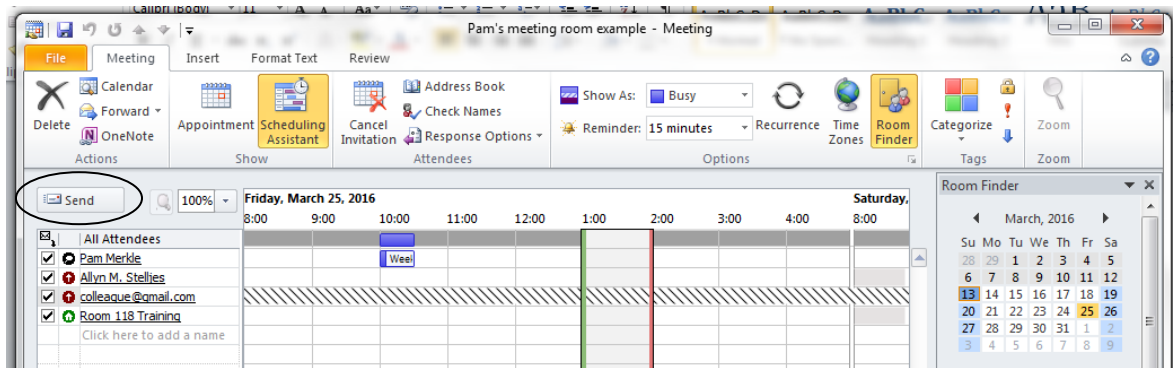
Double click to select the room you want and click Ok.



Notice that the room is now in the list of attendees.



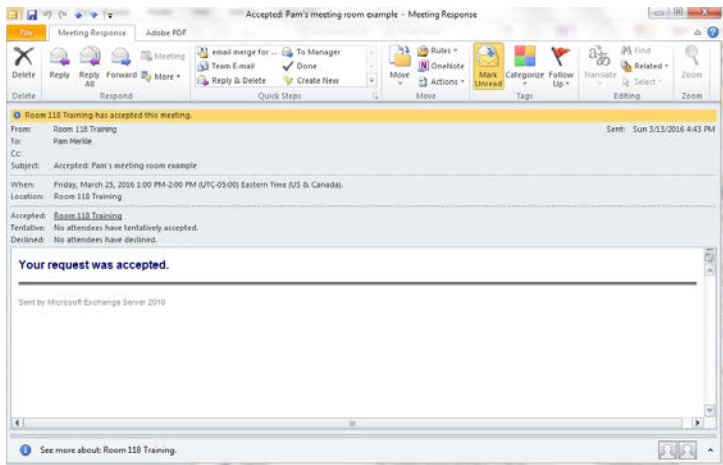
Lastly, you need to send the invitation by clicking Send.



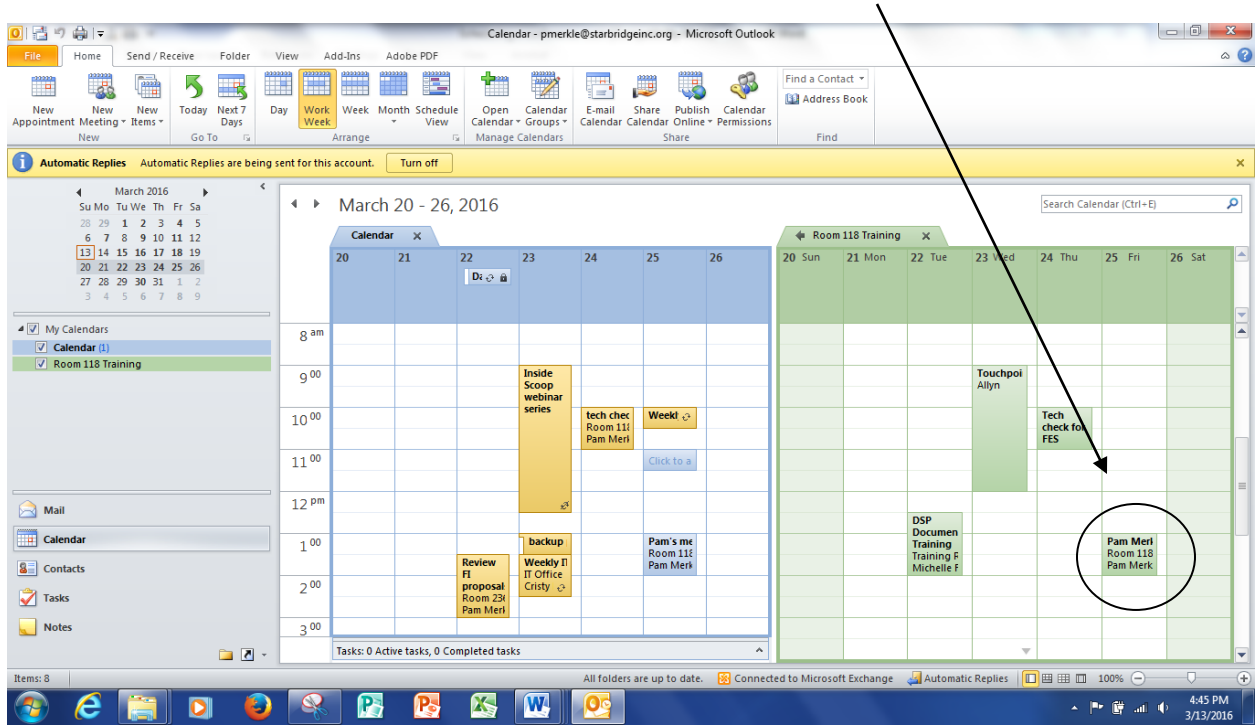
The invitation will go to Allyn and colleague. They can accept or decline the meeting.

The invitation also goes to Room 118. As long as the conference room is open, it will automatically accept the invitation.

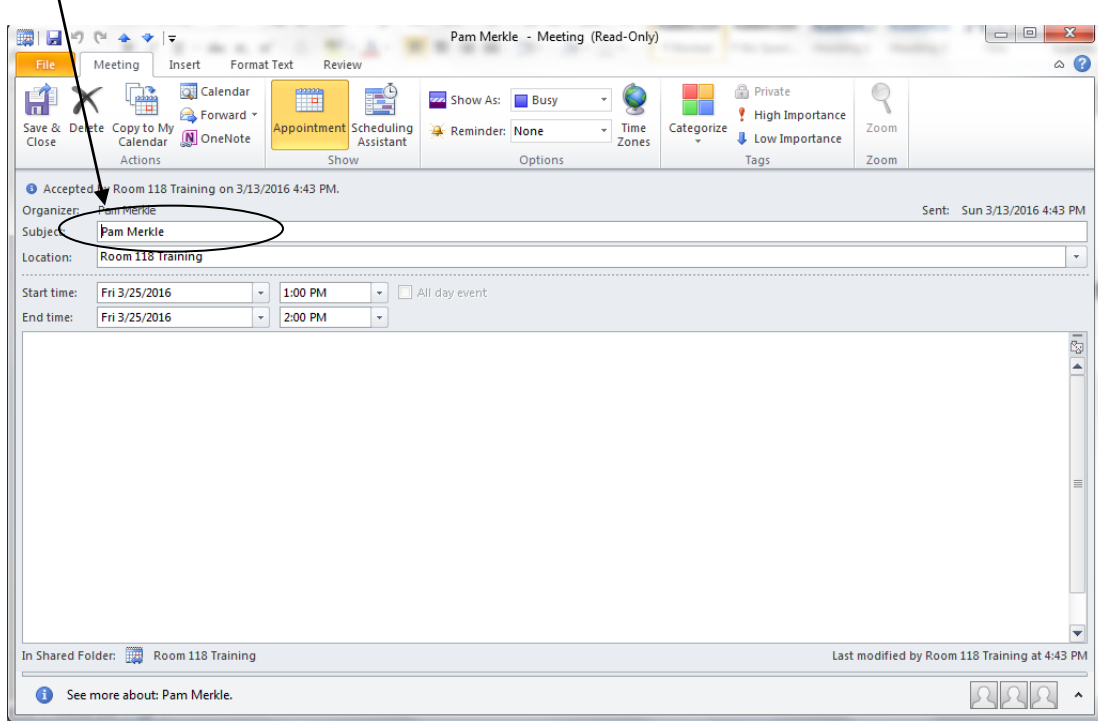
You will get an email confirmation that the room was booked. An example of the email confirmation you will receive appears below.



The appointment on the conference room calendar will show the organizer of the meeting. To see this, double click on the appointment on room calendar.



Pam appears as the organizer of the appointment.

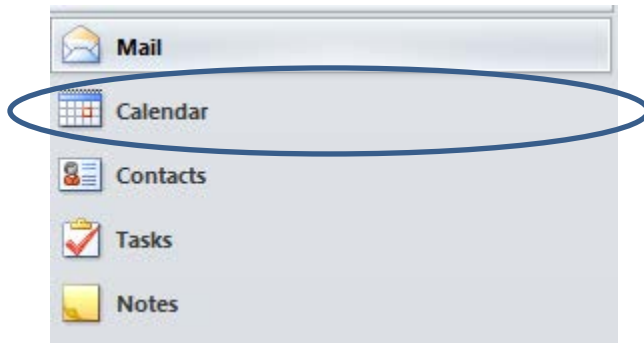


SCHEDULE OTHER RESOURCES (VEHICLE, PROJECTOR, ETC)

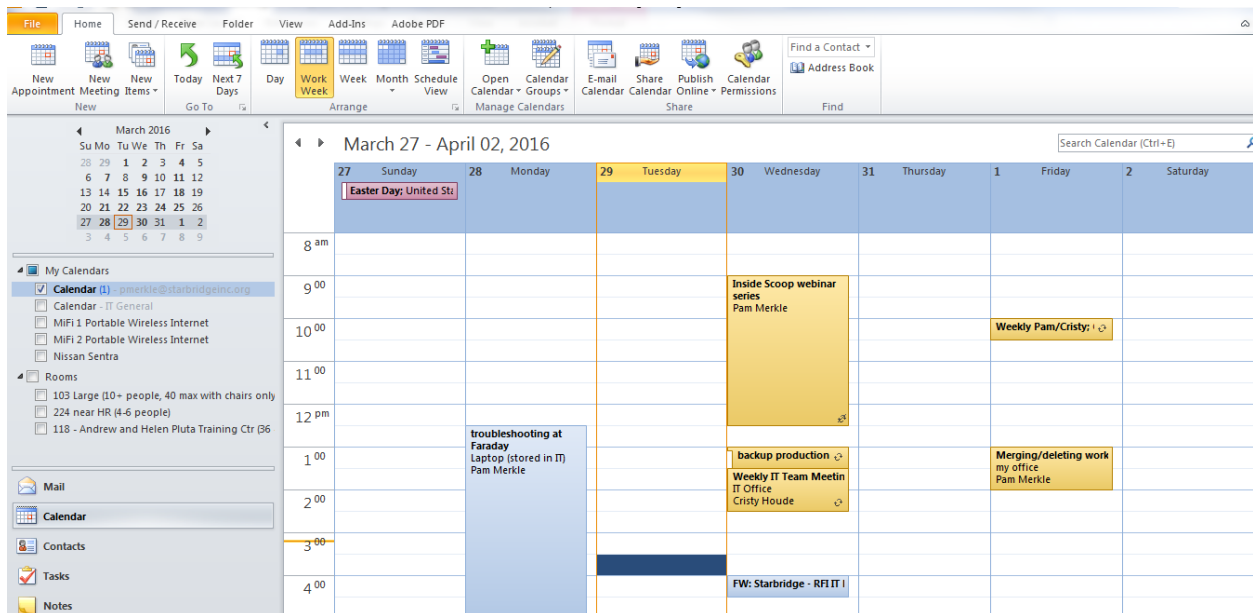
The process to schedule other resources is nearly the same as scheduling a conference room. You need to add an appointment to YOUR calendar first and then invite the resource as an attendee for the appointment.

Example: You want to reserve the Nissan Sentra for a meeting on Friday, April 1. Follow the steps below. (Use this same technique for projectors, outreach kits, MiFis, and other resources.)

In Outlook, select the Calendar pane.

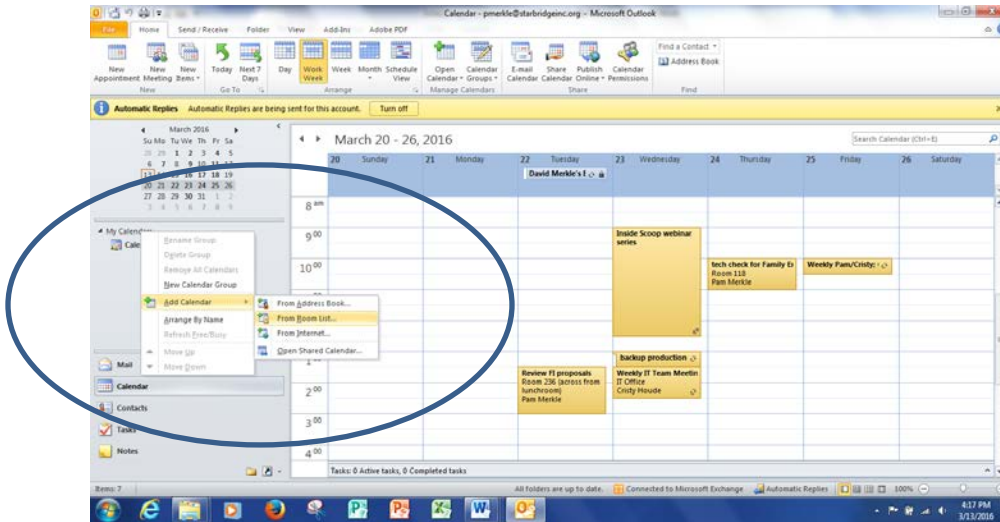


Navigate to the date you want. In our example, Friday, April 1. The view below is showing the entire week that includes April 1.

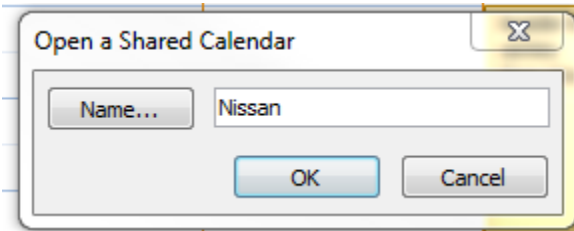


You will want to see availability for the Nissan Sentra. To add the calendar for Nissan Sentra to your calendar view:

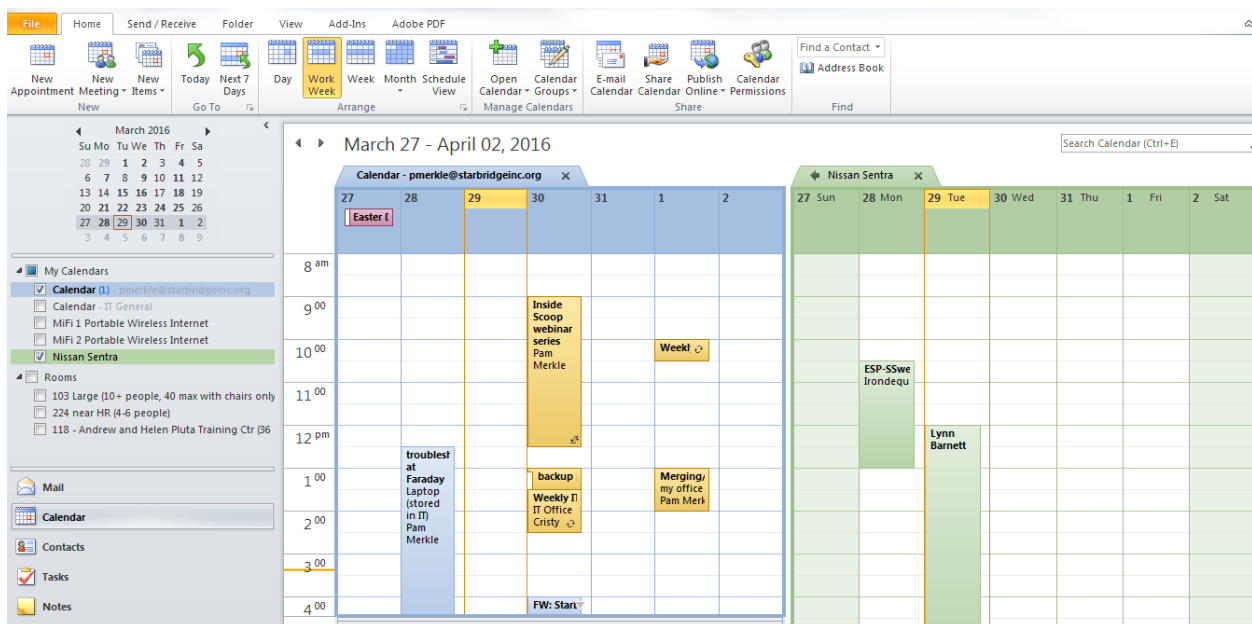
Right click on My Calendars
 Select Add Calendar
 Select Open Shared Calendar



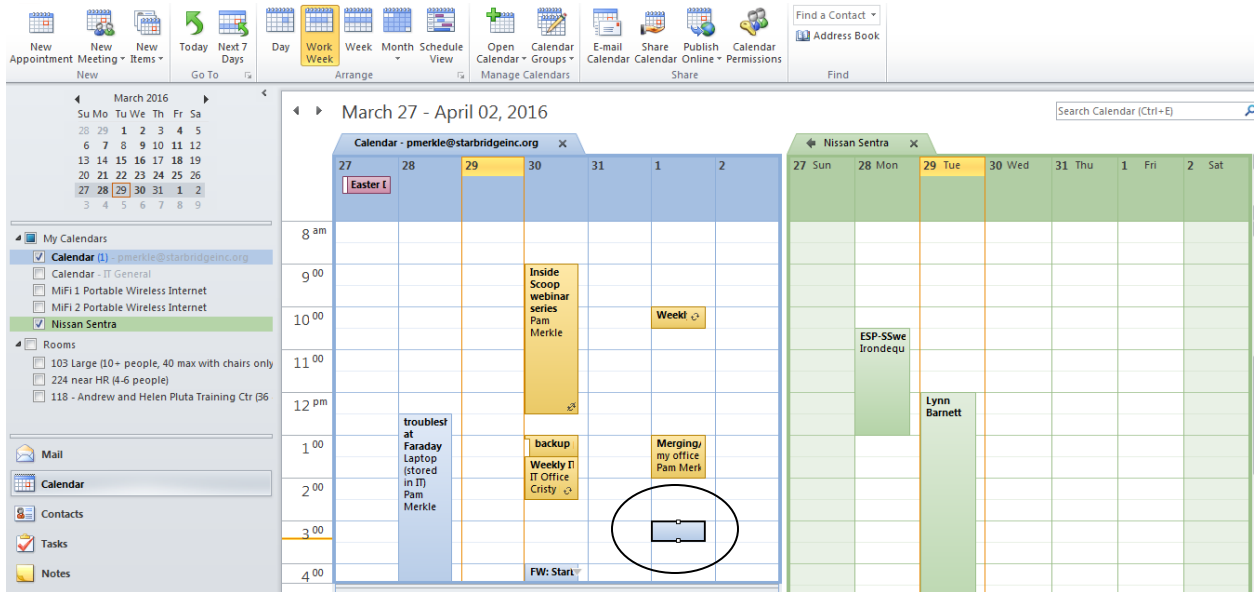
Type "Nissan" or the name of the resource calendar you want to see



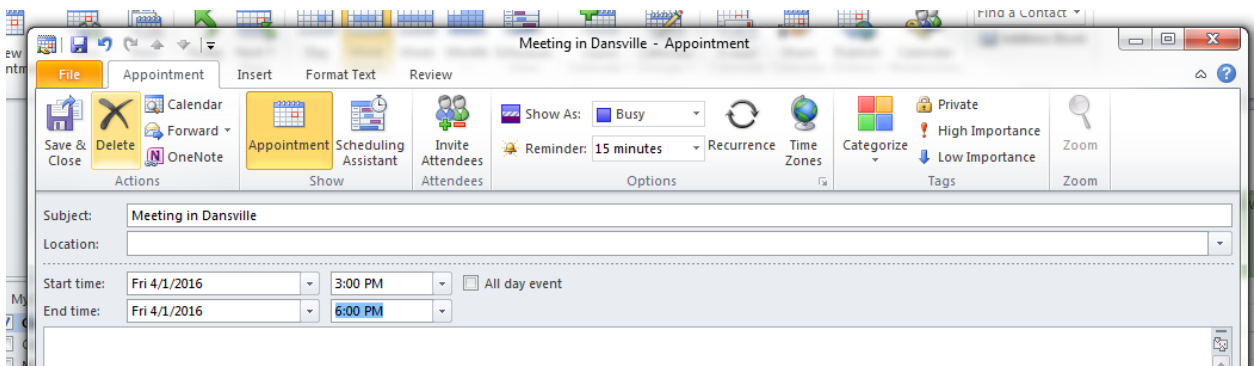
Your calendar view now includes your own calendar and the calendar for the Nissan Sentra



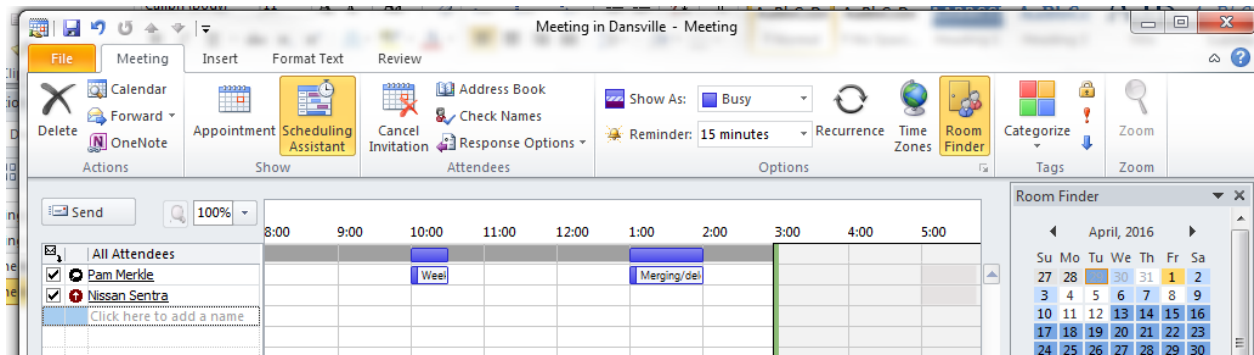
To schedule the appointment and reserve the car, double click on **your calendar** in the space for 3 pm on April 1.



Fill in the details

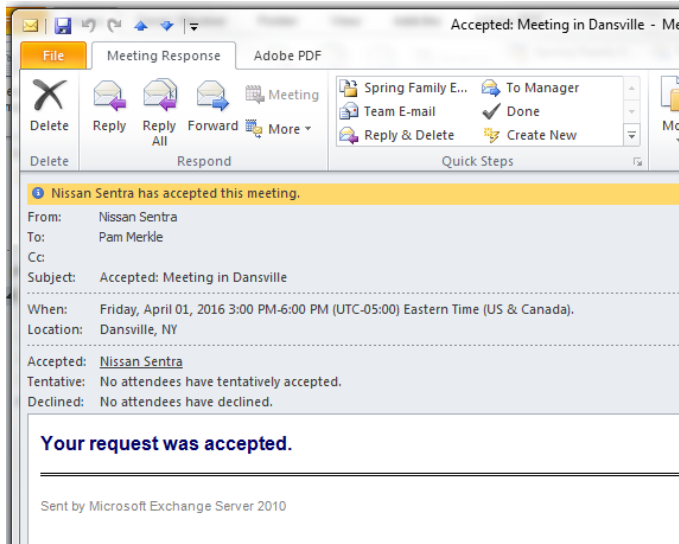


The next step is to “invite” the car. To do this, click on “Scheduling Assistant”. Fill in “Nissan” in the list of attendees and it will find the car.



Click Send. The invitation goes to Nissan Sentra. As long as the schedule for the car is open, it will automatically accept the invitation.

You will get an email confirmation that the car was booked. An example of the email confirmation you will receive appears below.



You will see that the appointment now appears on your calendar and the calendar for the car.



MAKE CHANGES TO ANY SHARED ROOM/RESOURCE CALENDAR

If you need to change the date or time of a meeting for which you have scheduled a shared resource (room, vehicle, projector, etc.) check the calendar first to make sure that the new date/time is available. Then make the changes to the appointment on **YOUR calendar** and be sure to click “Send update” when you are done. This will send the changes to all attendees, including any resources you have reserved.

If a room shows up as booked, but you know that the meeting has been cancelled, talk to the organizer. He/she will need to remove the appointment from his/her calendar. That will release the room so that others may book it.

If that is not an option, for example, the person who scheduled the meeting is on vacation, talk to IT. We will be able to remove the appointment from the conference room calendar and we will notify the meeting organizer and other attendees.

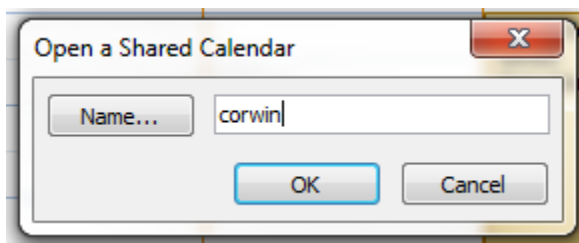
VIEW A SHARED MEDICAL APPOINTMENT CALENDAR

If you previously had access to a shared medical appointment calendar, you should be able to add that calendar to your view. If you did not previously have access, you will need to submit an IT request to be granted access to the shared calendar. You can then follow this procedure to add the calendar to your view.

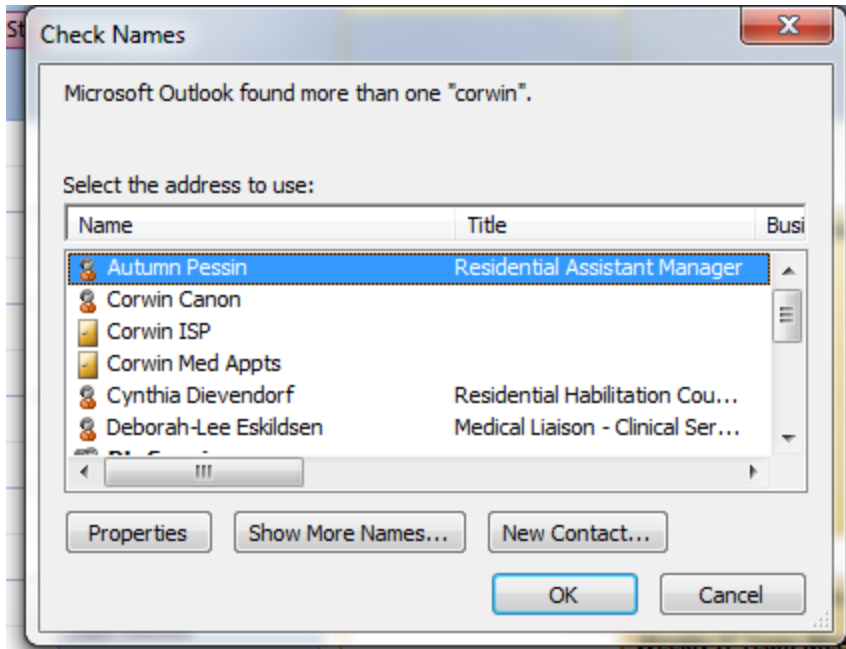
To add a shared medical appointment calendar,

Right click on My Calendars
Select Add Calendar
Select Open Shared Calendar

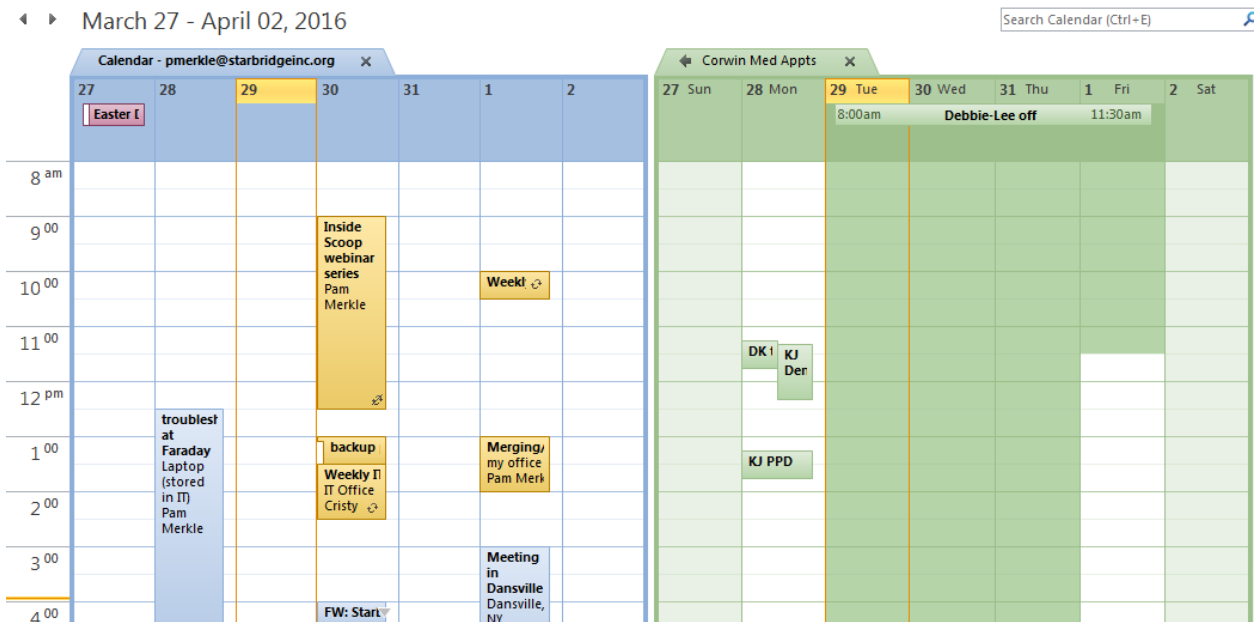
In this example, I have typed “Corwin”



There are several calendars that have “Corwin” associated with them. I can select the one I need from the list.



I now see my calendar and the shared calendar.



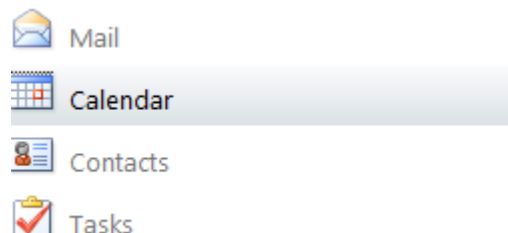
If you don't have permission to view a shared calendar, it will add the calendar to your view but it will show up as "no connection."

USE SCHEDULING ASSISTANT IN WEBMAIL TO SEE FREE/BUSY WHEN SCHEDULING A MEETING WITH CO-WORKERS

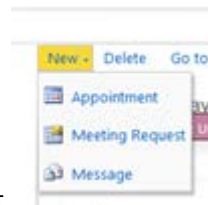
Some staff are used to using the Scheduling Assistant in Outlook to schedule a meeting with co-workers. It should allow the meeting organizer to see the availability for co-workers who are to be invited to the meeting.

This feature is not currently working in your Outlook client, but can be utilized in webmail.

Log into your account using webmail (see webmail instructions).

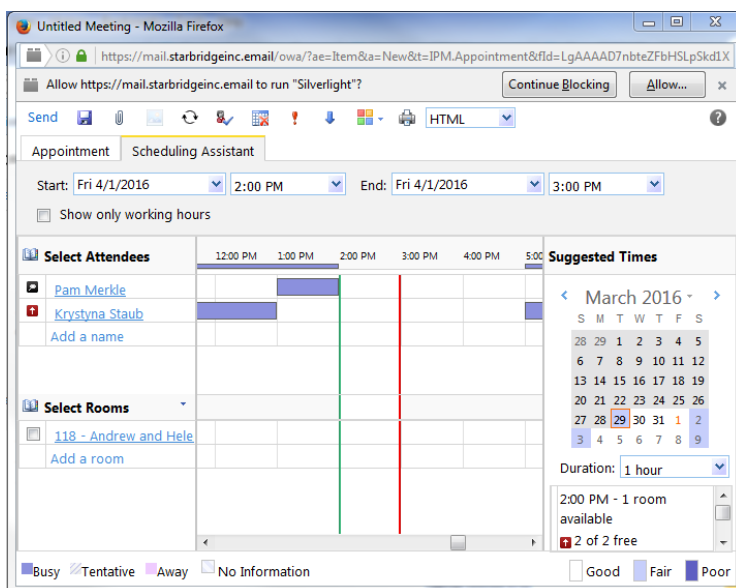


Click on the Calendar pane



Using the New dropdown list, select New Appointment

Click the Scheduling Assistant tab and add other co-workers and rooms to the list of attendees. In this example, I have added Krysa Staub and Room 118. Times that are busy show up in blue. When you have finalized the date, time, and list of attendees and resources, click Send.



VIEW CALENDAR FOR CO-WORKER

All Starbridge staff can see the availability of other Starbridge staff as listed in each person's Outlook calendar.

NOTE: Not all Starbridge staff use Outlook to manage their appointments. If you are trying to schedule a meeting or want to check availability of a co-worker, be sure to ask the person if his/her Outlook calendar is accurate. If a person uses a paper calendar, his/her Outlook calendar will not accurately reflect availability.

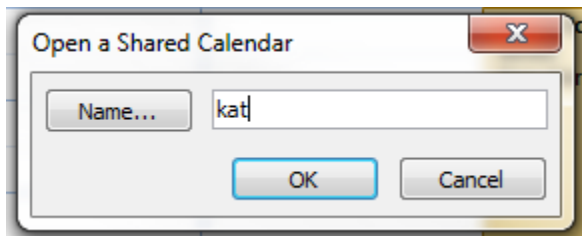
To see a co-worker's calendar,

Right click on My Calendars

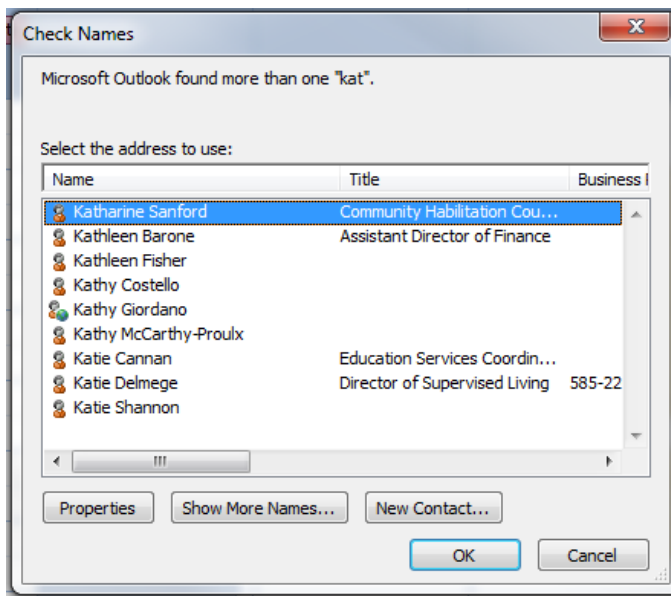
Select Add Calendar

Select Open Shared Calendar

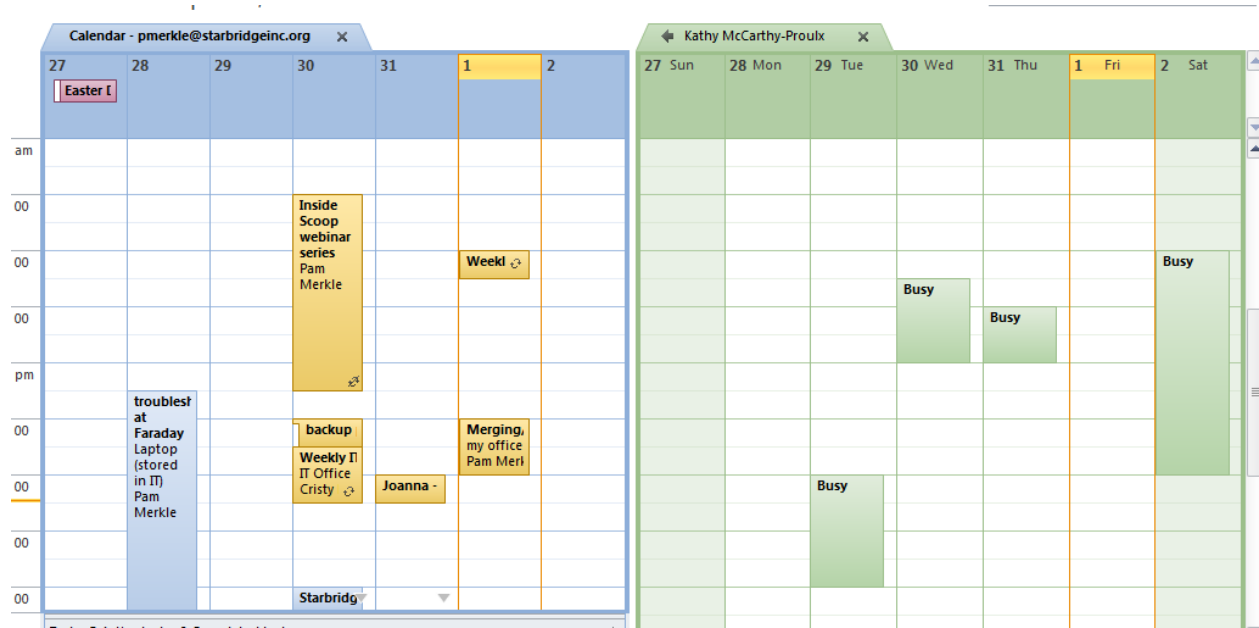
In this example, I have typed "kat"



All matching entries appear in a list. You may select the calendar you want to see from that list.



My calendar view now includes my own calendar and Kathy McCarthy-Proulx’s calendar. Notice that I can see the details about appointments on my own calendar, but only see “busy” for appointments on Kathy’s calendar.



INTERCONNECTIVITY BETWEEN VOICE MAIL SYSTEM AND OUTLOOK

The voice mail system and Outlook are interconnected. This functionality has always been in place for legacy LDA staff, but most of it is new for legacy Advocacy Center staff as a result of the email migration.

Here's how it works:

- When you get a voice mail, the light on your phone blinks and you get an email with the voice mail attached as a .wav file.
- When you listen to the voice mail using the phone:
 - The light on your phone goes off.
 - The email in your Inbox no longer shows up as new (bold). The fact that you listened to it on the phone has been communicated from the voice mail system to Outlook and thus it marks that email as read.
 - If you delete the voice mail using the phone:
 - The message in your inbox will move to your deleted items folder in Outlook. Again, this is done through communication between the voice mail system and Outlook.
- When you listen to the voice email by opening the email attachment in Outlook:
 - The email in your Inbox no longer shows up as new (bold) because you have read it.
 - The light on your phone goes off. The fact that you listened to the message attached to the email is communicated from Outlook to the voice mail system and the VM system then turns off the VM light on your phone.
 - If you mark the email as unread in your Inbox, your phone light will start blinking again.

SET AUTOMATIC REPLIES (FORMERLY KNOWN AS OUT OF OFFICE ASSISTANT)

Some staff have gotten an error when trying to set automatic replies in the local Outlook client. If you try to do this and get an error, use webmail and select Options/Set Automatic Replies. Please refer to the webmail instructions distributed earlier for more details on this.