

# Using Email Basics

MAC OS Instructions

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## **Purpose**

This documentation highlights features of how to share resources on Microsoft Outlook on Mac OS.

## **Audience**

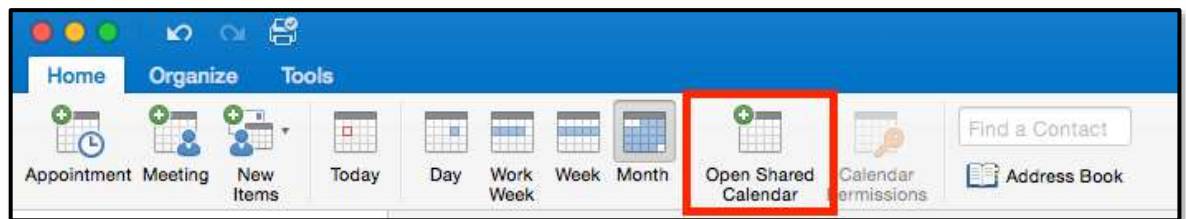
This documentation is designed for university faculty, students, and employees using Outlook on Mac OS.

## Adding a Shared Calendar

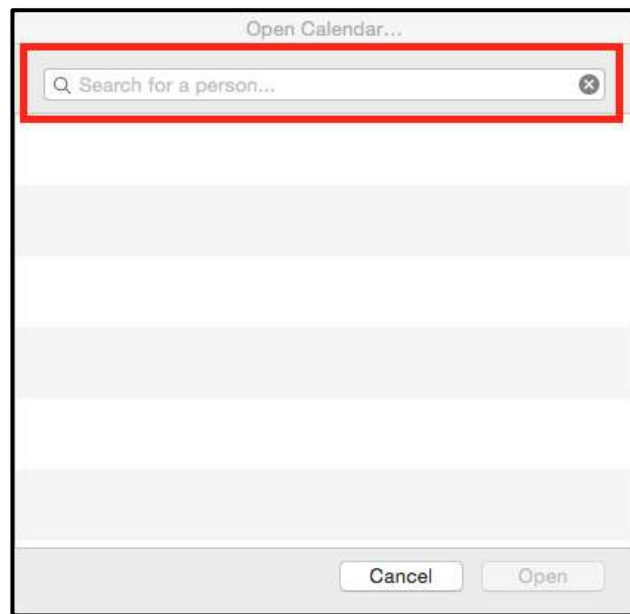
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These instructions are for when you use your resource for a calendar **ONLY**.

1. If someone has shared their calendar with you open Outlook for Mac.
2. Within the toolbar, click the **Open Calendar** button.

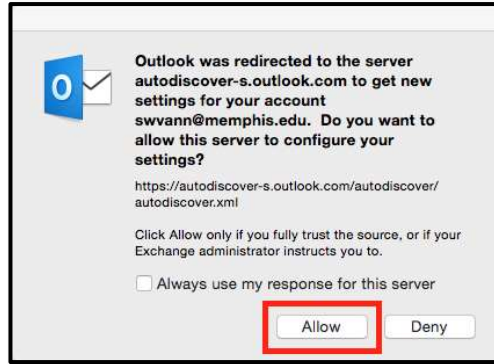


3. In the *User* field, enter in the **calendar** name.

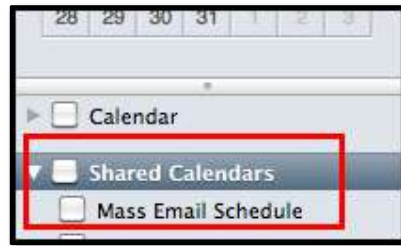


4. Click **Open**.

5. An *Autodiscover* warning will appear, click **Allow**.



6. The calendar will appear under **Shared Calendars**.



**Note:** To see the calendar entries, you must place a check within the box next to the calendar name.

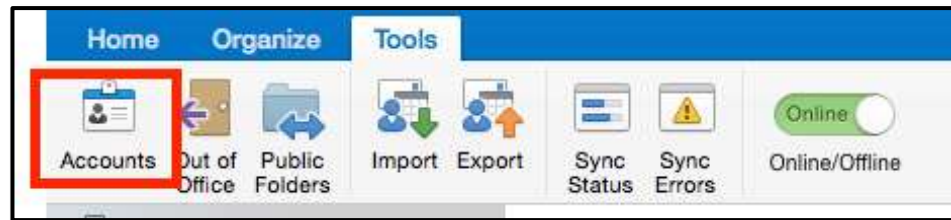
7. To ensure calendar entries populate, **Quit Outlook** and restart the program. Then, reopen the calendar and open the new calendar just added.

## Adding a Resource Mailbox

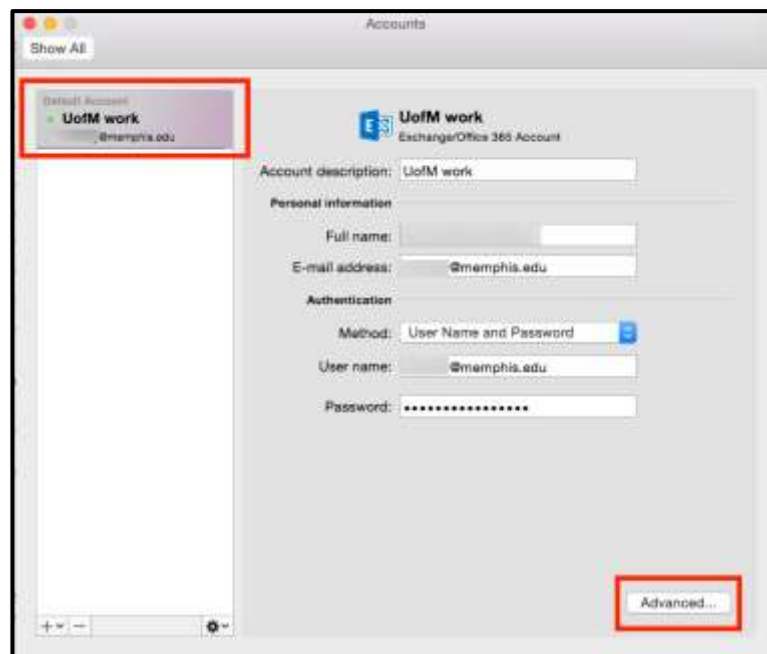
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These instructions are if you use your resource for email. It could also be used as a calendar in this instance.

1. In Outlook for Mac, select Tools > Accounts on the toolbar.



2. **A)** Select your Exchange account, and **B)** click the **Advanced...** button.



3. **A)** Click the **Delegate** tab. **B)** In the section named *People I am a delegate for*, click the **Add...** (+) button. **C)** Click **OK**. The Select User window will appear.

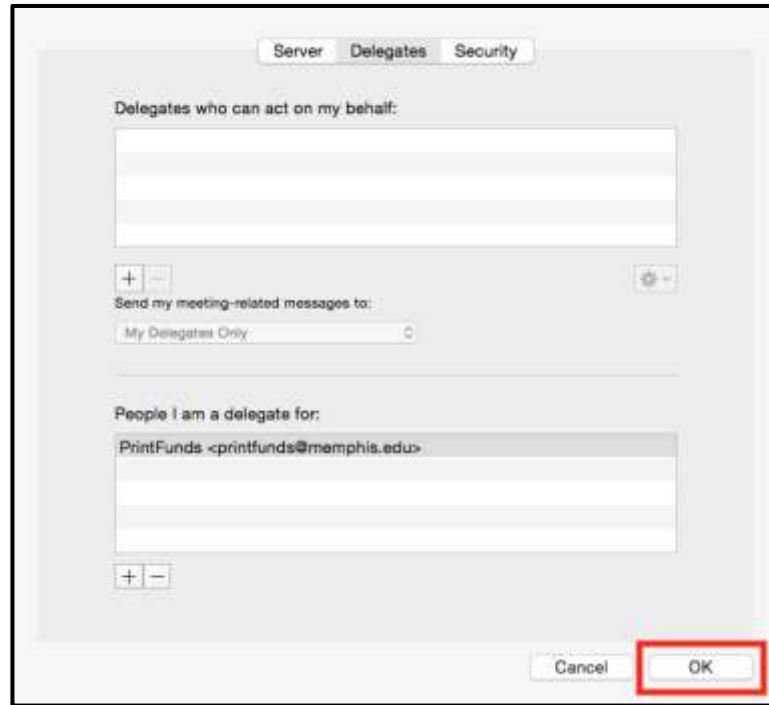


4. **A)** Type in the name of the resource mailbox in the text box and click enter. **B)** Select the desired mailbox from the search result list that appears, click **Add**.



**Note:** The mailbox "print funds" is used in this example.

5. The mailbox you selected will appear under *People I am a delegate for*; click **OK** to close the accounts window.

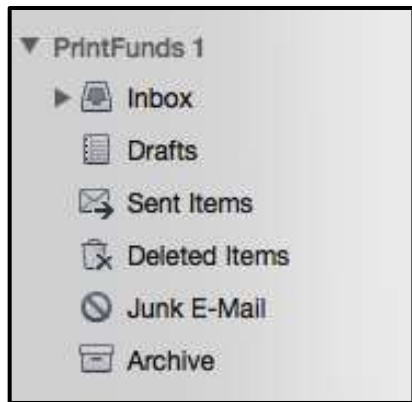


6. An *Autodiscover* warning will appear; click **Allow**.





After a short time (depending on the mailbox size), a folder with the mailbox name will display in the *View* list on the left side.



# Locating Help Resources

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umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

## Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! (*Excluding Some Holidays*)

ITS Service Desk Walk-In hours (Admin Building Room 100):  
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:  
Monday – Friday 8:00 am – 8:00 pm  
Saturday 10:00 am – 2:00 pm  
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at [umtech@memphis.edu](mailto:umtech@memphis.edu). (**Note:** Using this email will automatically generate a service request.)

## Important Links

[Explore the umTech Website](#)  
[Search the Solutions Page](#)