Using Email Basics

MAC Instructions—Office Version 2016

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Purpose

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

Audience

This documentation is designed for University faculty, students and employees that will be using Outlook on Mac.
Adding a Shared Calendar

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

1. If someone has shared their calendar with you open Outlook 2016 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*.

![Autodiscover warning](image)

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

![Shared Calendars](image)

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

7. To ensure calendar entries are populating **Quit Outlook** and restart the program. Then, reopen the calendar and open the new calendar just added.
Adding a Resource Mailbox

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

1. In Outlook 2016 for Mac, on the toolbar, select Tools > Accounts.

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

![Delegate tab and Add button](image)

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**.

![Search result list](image)

*Note: In this example, the mailbox “printfunds” is used.*
5. The mailbox you selected will appear under *People I am a delegate for*, click **OK** to close the accounts window.

![Mailbox selection image]

6. An *autodiscover* warning will appear, click **Allow**.

![Autodiscover warning image]
After a short period of time (depending on the size of the mailbox), a folder with the mailbox name will display in the View list on the left side.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation