

Mass Email Communication

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Table of Contents

To Obtain Access to the Mass Communication List.....	2
Guidelines for Use.....	2
PC-Outlook	3
Mac-Outlook.....	6

To Obtain Access to the Mass Communication List

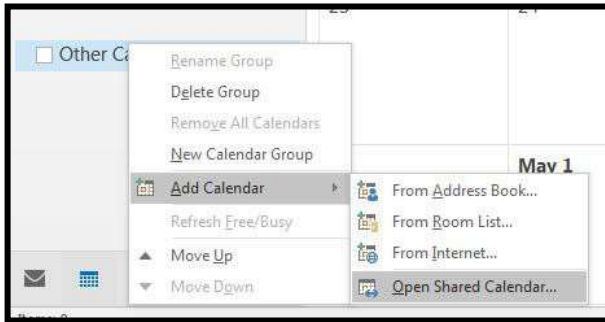
- A University Vice President must request permission for access and a need to have you send emails to such email lists as “All Faculty/Staff,” “All Students”, etc.
- Submit a Service Desk ticket requesting to be added to the email list group:
 - Name: Exec List Admins
 - Address: ecg-execlistadmins@memphis.edu

Guidelines for Use

- Use this method only for significant announcements distributed to a large group (at least several hundred people), NOT daily communication.
- Messages should be kept short and simple.
- If an email contains an image, it should also contain pure text of the contents for the image due to those with visual disabilities.
- Instructions for both PC and Mac computers are included.

PC-Outlook

1. Within your Outlook Calendars, right-click on Other Calendars.
2. Select Add Calendar > Open Shared Calendar.



3. Type Mass Email Schedule, click OK.(It will appear.)



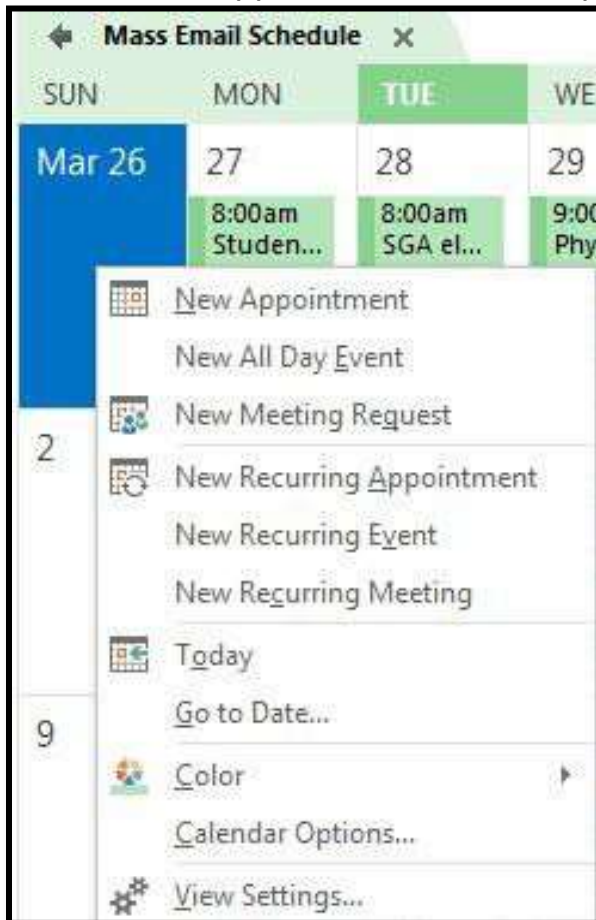
The Mass Email Schedule will continue to be found under Other Calendars in your left folder list.



4. These e-mails/appointments will be scheduled like any other meeting on your calendar.

Find the day and time you would like your “appointment” and right-click >Select New Appointment.

The Untitled-Appointment box will appear.



5. In the Untitled – Appointment box, fill out the following:

- **A) Subject:** Should be short, yet descriptive
- **B) Start time, End time:** this is when you will physically be doing the other steps of the process; typically, users post a ½ hour on the calendar.
- **C) Comments:** include who is sending the message, the group name it is going to, and why the message is needed; this section should be as brief as possible

In the upper left corner, click Save and Close; the meeting will now appear on the Mass Email Schedule calendar.

Faculty IT Start Information - Appointment

File Appointment Insert Format Text Review Tell me what you want to do...

Save & Close Delete Copy to My Calendar Appointment Scheduling Assistant Skype Meeting Meeting Notes Invite Attendees Options Tags Office Add-ins

Subject: Faculty IT Start Information (A)

Location:

Start time: Sun 3/26/2017 2:00 PM (B)

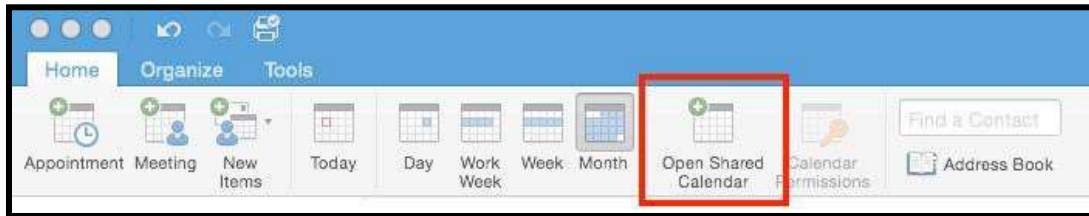
End time: Sun 3/26/2017 2:30 PM

From IT CIO
To All Faculty
General beginning IT semester info for all faculty members. (C)

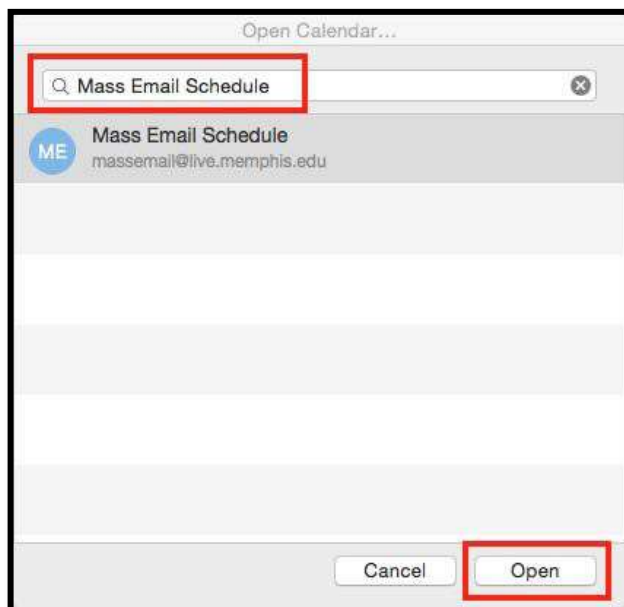
In Shared Folder Mass Email Schedule

Mac-Outlook

1. Open Outlook for Mac.
2. Within the toolbar, click the Open Calendar button.



3. In the User field, type Mass Email Schedule.
In the Type drop-down field, select Calendar.

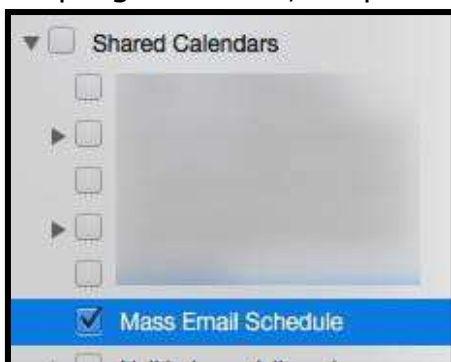


Click Open.

4. An auto-discover warning will appear; click Allow.



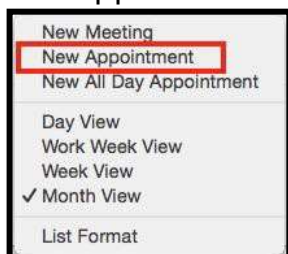
5. The calendar will appear on the left under Shared Calendars. To see the calendar entries, you must check the box next to the Mass Email Schedule.
6. To ensure calendar entries are populating, Quit Outlook and restart the program. Then, reopen the calendar and open the Mass Email



Schedule calendar.

7. These emails/appointments will be scheduled like any other meeting on your calendar. Find the day and time you would like your "appointment," and then click >select "New Appointment."

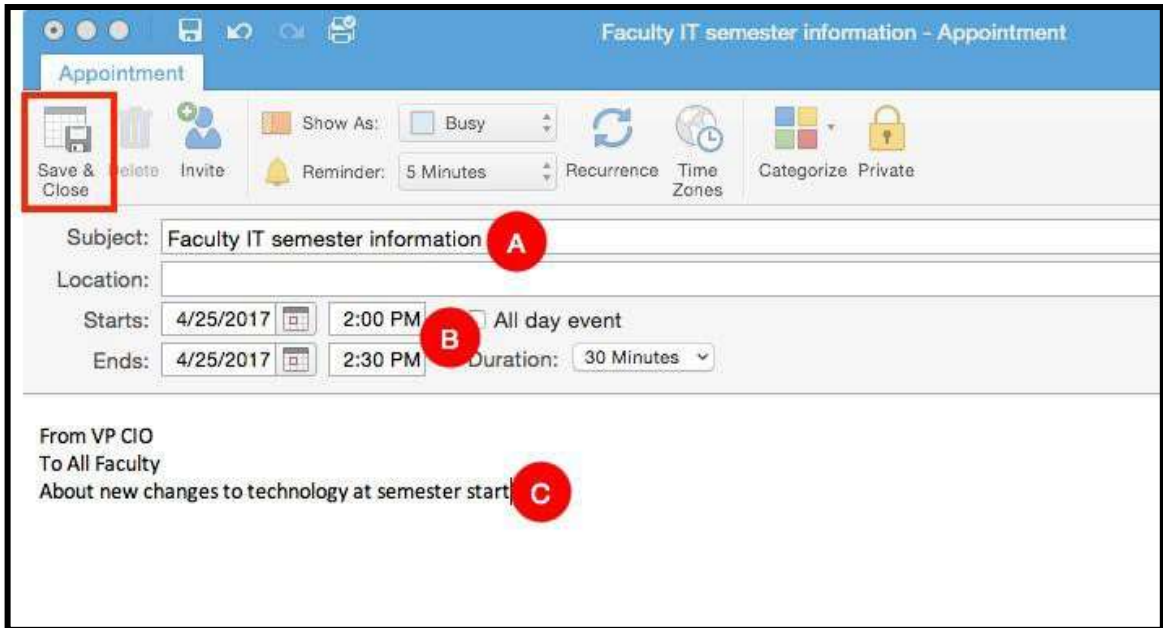
The Appointment box will appear.



8. In the *Appointment* box, fill out the following:

- Subject **A)**: should be short yet descriptive.
- Starts and Ends **B)**: this is when you will physically be doing the other steps of the process; typically, users post a ½ hour on the calendar
- Comments **C)**: include who is sending the message, the group name it is going to, and why the message is needed; this section should be as brief as possible.

In the upper left corner, click **Save and Close**; the meeting will now appear on the *Mass Email Schedule* calendar.



Faculty IT semester information - Appointment

Appointment

Save & Close Delete Invite Show As: Busy Reminder: 5 Minutes Recurrence Time Zones Categorize Private

Subject: Faculty IT semester information **A**

Location:

Starts: 4/25/2017 2:00 PM **B** All day event

Ends: 4/25/2017 2:30 PM **B** Duration: 30 Minutes

From VP CIO
To All Faculty
About new changes to technology at semester start **C**

Locating Help Resources

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. (**Note:** Using this email will automatically generate a service request.)

Important Links

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