

# Mass Email Communication

## Center for Teaching and Learning (CTL)

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## To Obtain Access to the Mass Communication List

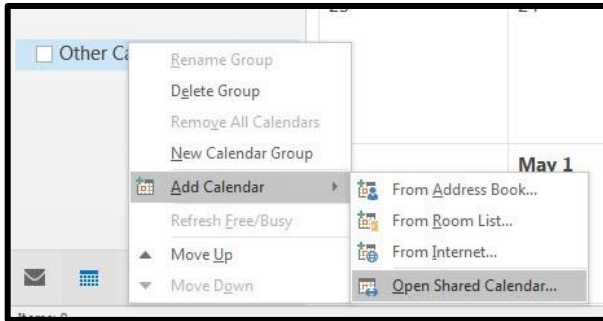
- A University Vice President must request permission for access and a need to have you send emails to such email lists as “All Faculty/Staff”, “All Student’s”, etc...
- Submit a Service Desk ticket requesting to be added to the email list group:
  - Name: Exec List Admins
  - Address: [ecg-execlistadmins@memphis.edu](mailto:ecg-execlistadmins@memphis.edu)

## Guidelines for Use

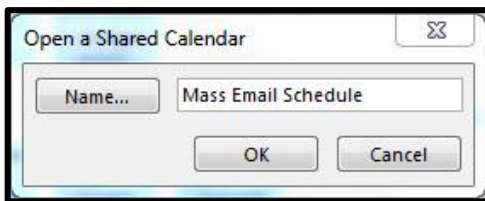
- Use this method only for major announcements that will be distributed to a large group (at least several hundred people); NOT daily communication.
  - Messages should be kept short and simple.
  - If an email contains an image, it should also contain pure text of the contents for the image due to those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

## PC-Outlook 2016

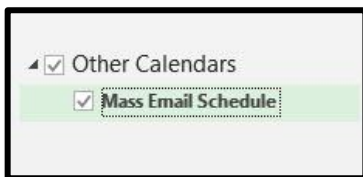
1. Within your Outlook Calendars, right-click on Other Calendars.
2. Select Add Calendar > Open Shared Calendar.



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



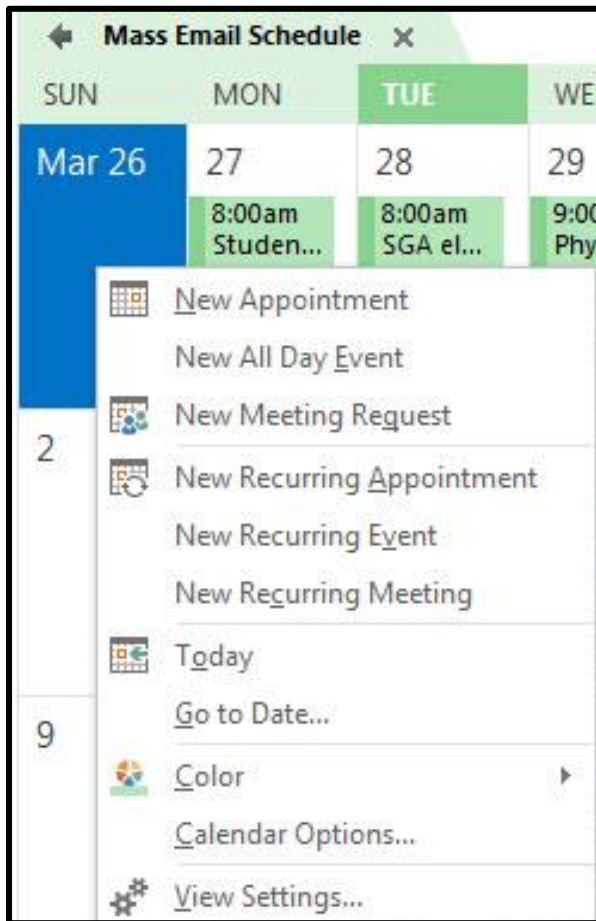
The Mass Email Schedule will continue to be found under Other Calendars in your left folder list.



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.

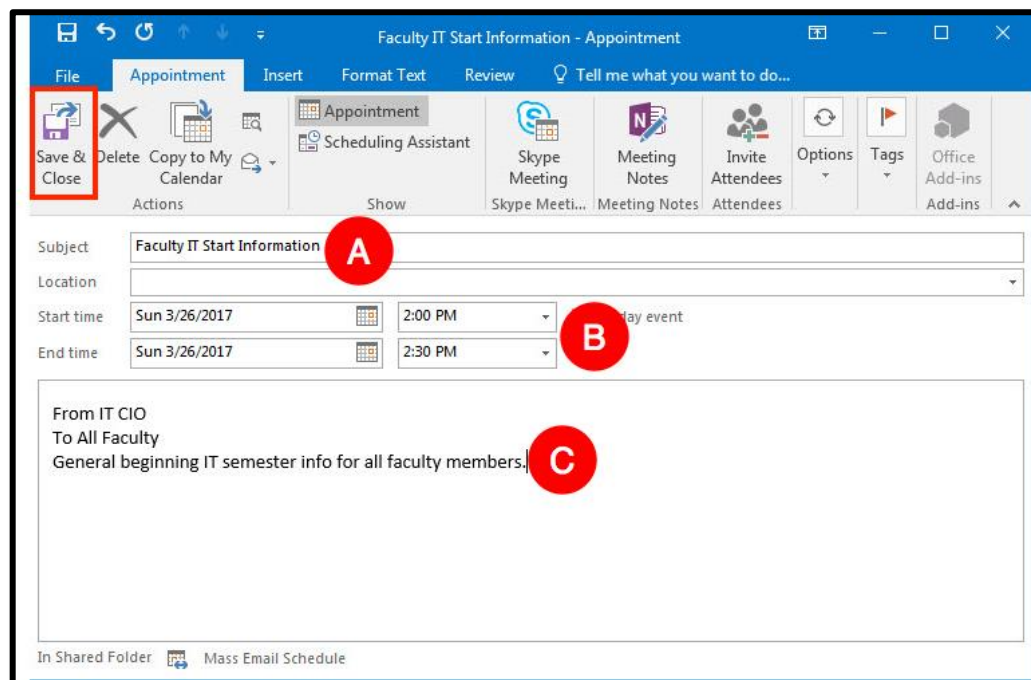
The Untitled-Appointment box will appear.



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

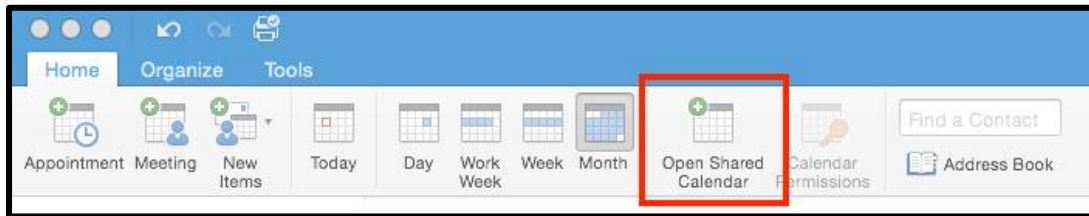
- **A) Subject:** Should be short, yet descriptive
- **B) Start time, End time:** this is when you will physically be doing the other steps of the process; typically users post a ½ hour on the calendar.
- **C) Comments:** include who is sending the message, the group name it is going to, and why the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



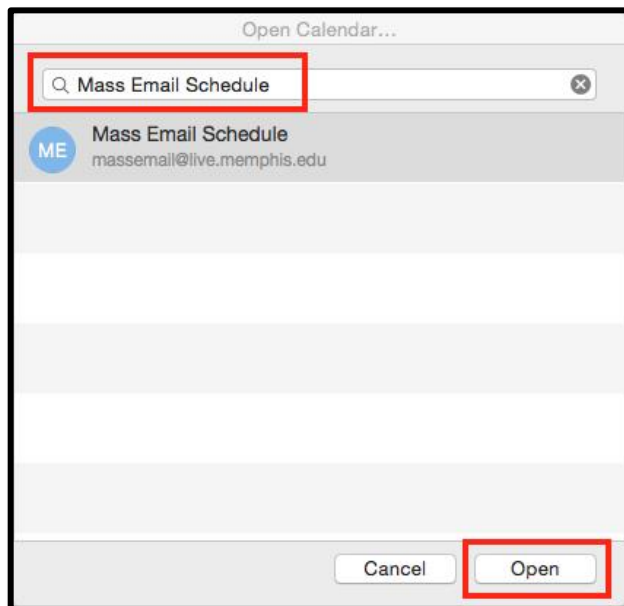
## Mac-Outlook 2016

1. Open Outlook 2016 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.

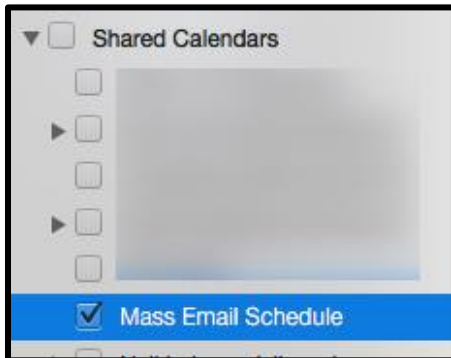
Click **Open**.



4. An *auto discover* warning will appear, click Allow.

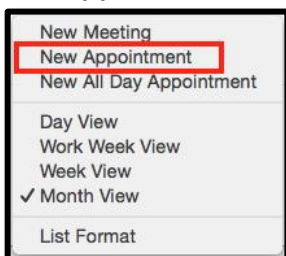


5. The calendar will appear on the left side under Shared Calendars. To see the calendar entries you will need to place a check within the box next to Mass Email Schedule.
6. To ensure calendar entries are populating Quit Outlook and restart program. Then, reopen the calendar and open Mass Email Schedule 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 option click > select. New Appointment.

The Appointment box will appear.

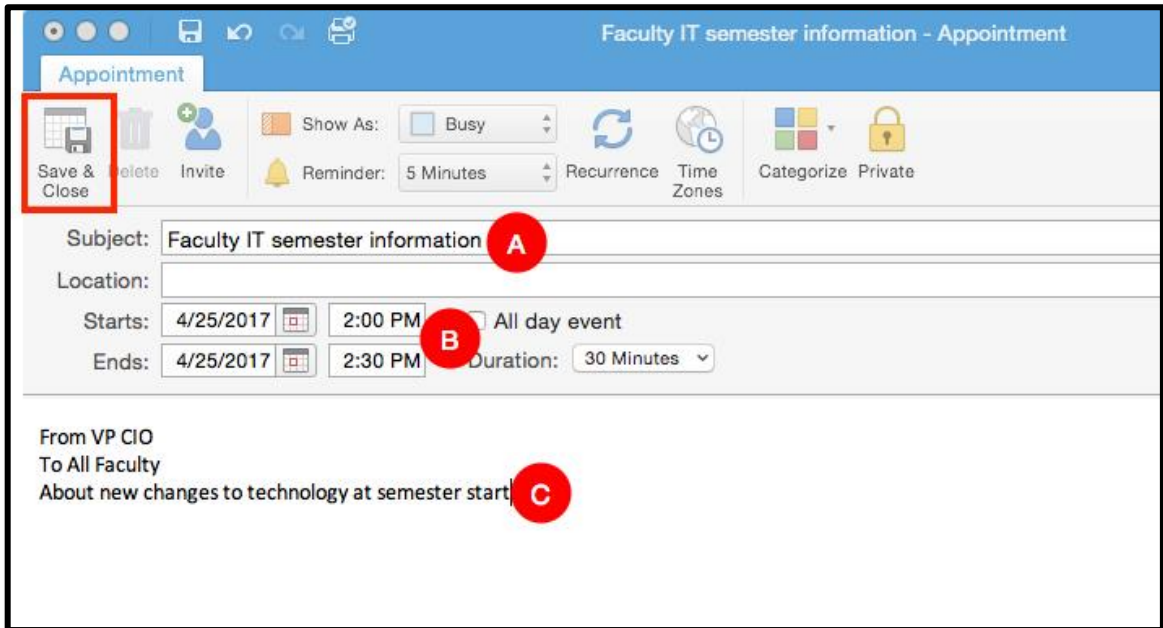




8. In the *Appointment* box, fill out the following:

- 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

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

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### 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](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

### Important Links

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