

YOU'VE GOT eMAIL! and MEETING INVITES!

What to do with all of these?

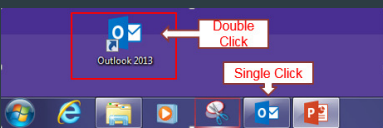
Objectives-let's review

- ▶ eMail from the Receiver's Viewpoint
- ▶ Dealing with a full Inbox
- ▶ Receiving Calendar Invitations
- ▶ eMail from the Sender's Viewpoint
- ▶ Instant Messaging

Quick, tell me more, where do I find them?

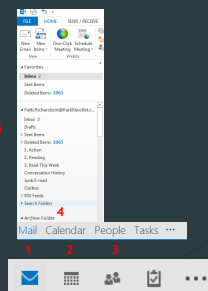
You can access e-mail from a full PC by either:

- ▶ the full icon on the desk top
- or
- ▶ the link on the Start bar



Outlook has many functions

- ▶ Reading & sending e-mail **1**
- ▶ Calendar-making appointments **2**
- ▶ People-storing contact data **3**
- ▶ Storing e-mails for later reference **4**



What are the expectations for the receivers?

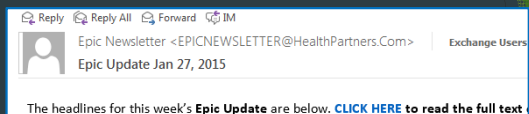
Check your email every shift that you work!

Reading and Replying to eMAIL

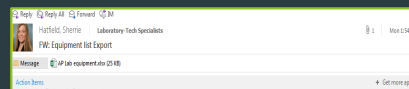
- Look at Sender and who it was sent to
- Look at the attachment
- Look at the message
 1. Is message informative only?
 2. Do I need to act on it? Now?
 3. Do I need to respond? To all? To sender only?
 4. Will I need the information in the future or can it be deleted?



Is it informative only? Read & Delete



Do I need to respond?
Reply to sender or Reply All?



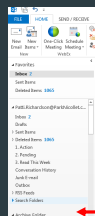
Reply

- ▶ Reply to the sender only when the information is for that person only.
- ▶ Example: To thank Sherrie for sending this information

Reply All

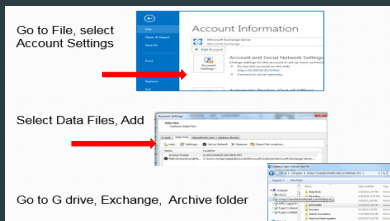
- ▶ Reply to All when the email is a group email that all need to see the responses.
- ▶ Example to send update information to all Tech Specs

How do I save this email for future reference?

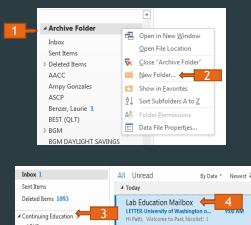


Archive It!

Create an Archive Folder if you do not have one already

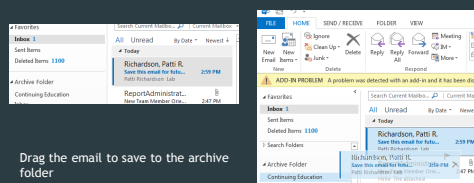


Create Continuing Education File



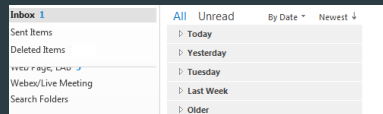
- ▶ 1. Right Click on Archive Folder
- ▶ 2. Click on New Folder
- ▶ 3. Name the Folder Continuing Education
- ▶ 4. Drag your email about the University of Washington access to this folder
- ▶ 5. Create additional folders as needed.

Store eMails for future reference in Archive folders



Drag the email to save to the archive folder

Your inbox should be clean and up-to-date!



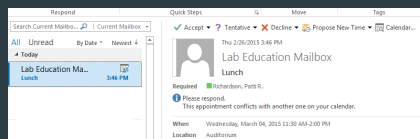
Or does your Inbox look like this?



Clean up your inbox!

- ▶ Delete obvious junk emails first.
- ▶ Begin dealing with the remainder of your emails.
- ▶ Rule of thumb: If an item will take less than 2 minutes to deal with just do it.
- ▶ Delete informational emails that you have read and no longer need.
- ▶ Deal with emails that need more than a quick response (e.g., C360 survey)
- ▶ Save any emails for future reference in Archive folders
 - ▶ Title folders by topic or project
 - ▶ Title folders completely so they will make sense a few months from now

You've been invited!



How to respond

✓ Accept ? Tentative ✗ Decline ⌄ Propose New Time 📅 Calendar

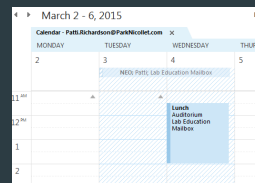
- ▶ Click Accept to attend the meeting
- ▶ Click Tentative if you are unsure if you can attend
- ▶ Click Decline if you can't attend
- ▶ Click Propose New Time if you want to suggest a new time

Select:

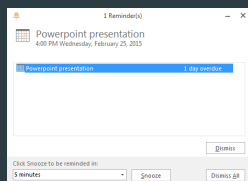
- ▶ Edit the Response before Sending
- ▶ Send the Response Now
- ▶ Do Not Send a Response

✓ Accept ? Tentative ✗ Decline
 Edit the Response before Sending
 Send the Response Now
 Do Not Send a Response

After Accepting the Invite the appointment will appear on your calendar!

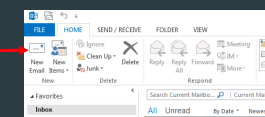


A reminder will be sent to you if Outlook is open.

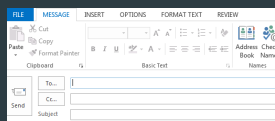


Sending an email

- ▶ Click on New email



- ▶ Fill in the boxes:
- ▶ Add the message
- ▶ Send the message



How do you find the information for the TO box?

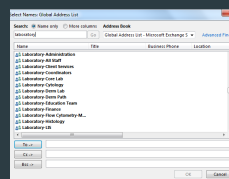
- ▶ If you have sent to the person before, start typing their name and their name should pop up for you to select.
- ▶ If nothing pops up, you can click Check Names



- ▶ You can also click the Address Book or the TO: button



the Address Book will open

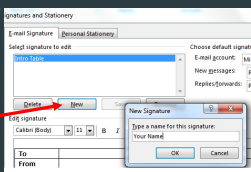


- ▶ Type in the name of the person
- ▶ Select the person you want the email to be sent
- ▶ Click on the To button to insert the name
- ▶ You can Carbon Copy (CC) someone or Blind Carbon Copy (BCC) someone by selecting those buttons
- ▶ Say OK

Signatures

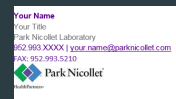


- ▶ Create a Signature for your email.
- ▶ Use the Park Nicollet format.
- ▶ Click on New Email
- ▶ Click on Signature
- ▶ Select Signatures to create a template.
- ▶ Select New
- ▶ Name the Signature with your name.
- ▶ Click OK



Signatures

- ▶ Use the Park Nicollet format shown here.
- ▶ You can create a template to be used on new emails and a different one for responses, maybe just 'Your Name'.



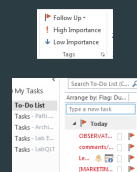
Signatures and Templates

- ▶ Sending emails to multiple people?
- ▶ Consider using the multiple template to give your readers a better opportunity to know what is important in the email.
- ▶ Save this as a Signature so it is readily available for use.
- ▶ TIP: Save your signatures as a Word document in case your email needs to be rebuilt. You will not lose your signatures!



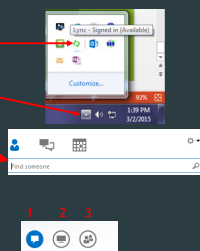
Other Tips

- ▶ Add or look for Flags that indicate that something is High Importance
- ▶ Read it right away!
- ▶ Or, add the flags to emails that you receive that require your attention.
- ▶ They will be added to your Tasks folder and create a To Do list for you!



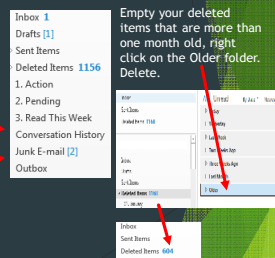
Instant Messaging

- ▶ In bottom right hand area of your screen, select up arrow and then the Lync icon.
- ▶ Select OPEN
- ▶ Put the name of the person that you wish to contact and you will see their availability
 - 1 You can share information back and forth with typing.
 - 2 Click on the Monitor icon to share your desktop.
 - 3 Click on the people to add others to the conversation.



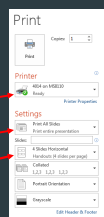
Instant Messaging

- ▶ When you finish your "conversation", write down the information. It used to be (before 11/2014) saved in Conversation History in Outlook but is no longer available.
- ▶ Don't forget to check your Junk E-mail too.



Want to print a handout of this information?

- ▶ If you are in Full Screen mode, click the ESC button on your keyboard.
- ▶ Click on File in the upper left corner.
- ▶ Select Print. Check that the correct printer is here.
- ▶ Under Settings, select Print all slides (or the slide you want)
- ▶ Select 4 (or 6) slides per page
- ▶ Click on Print



Need extra help?

- ▶ Instant message or request a 1:1 tutorial from your Supervisor or the Lab Education team
- ▶ Use the extra computers in Lab Training area.

Kaizen Event 1/26-1/27/2015

Participants

Team Leaders

1. Travis Feuerhake
2. Andrew Petrenko

Quality Team Sponsor

1. Pat Croal

Team Members

1. Dan Stets
2. Danielle Baumberger
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4. Callie Voigt
5. Chuck Ehster
6. Brittany Collatz
7. David Schleicher
8. Bridgett Rode
9. Laura Brigl
10. Sue Gillespie

