

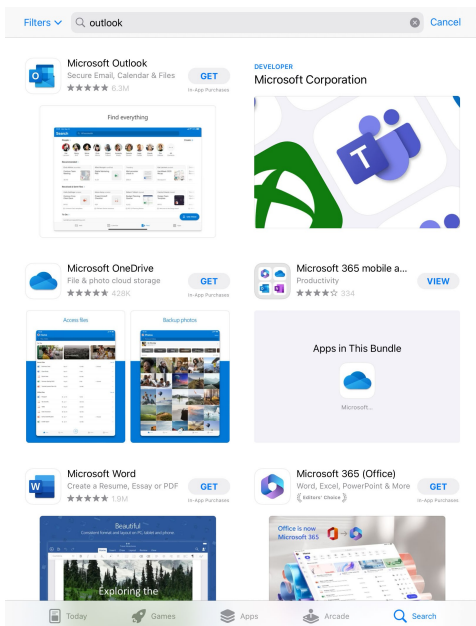
Outlook

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Set Up the Microsoft Outlook Mobile App

iOS

1. Download **Microsoft Outlook** from the [iOS App Store](#) and then open it.



2. Tap **Add Account**.



Welcome to Outlook

Bring all your emails, contacts, files and calendars together.

Add Account

Create New Account

3. Enter your full A-State email address and tap **Add Account**.

< Add Account

Enter your work or personal email

Email Address

Add Account

Create New Account

Sign in using the QR code on your computer

[Privacy & Cookies](#)

4. Enter your email account password and tap **Sign In**.

< Not Office 365 ⓘ

Office 365

Microsoft

@astate.edu

Enter password

Password

[Forgot my password](#)

[Sign in with another account](#)

Sign In

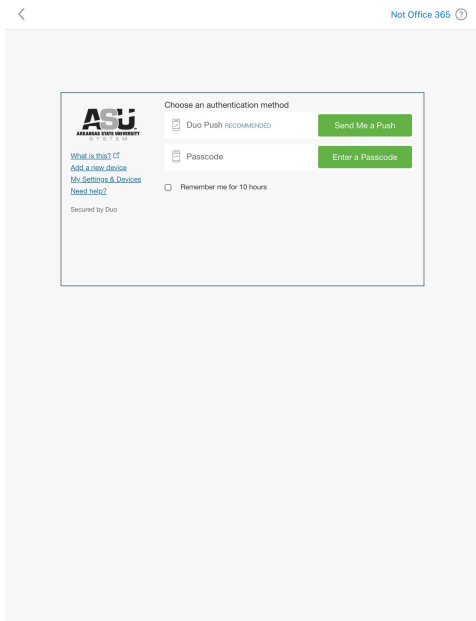
A-State IT Support

(870)-972-3933
itshelpdesk@astate.edu

By signing in, you agree to abide by the ASU System's Terms of Use (<http://www.asusystem.edu/about/policies/files/appropriate-use-tech-resources.pdf>). Violations could lead to restrictions of privileges and/or disciplinary action.

[Privacy & Cookies](#)

5. Authenticate using **Duo Mobile**.



Note: If the Push notification doesn't appear, open up the DUO Mobile app and approve the push.

Add Another Account

unt when prompted, tap **Add** and follow the prompts.



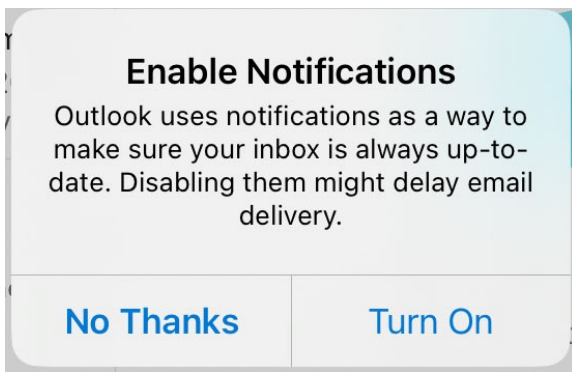
Would you like to add
another account?

Maybe Later

Add

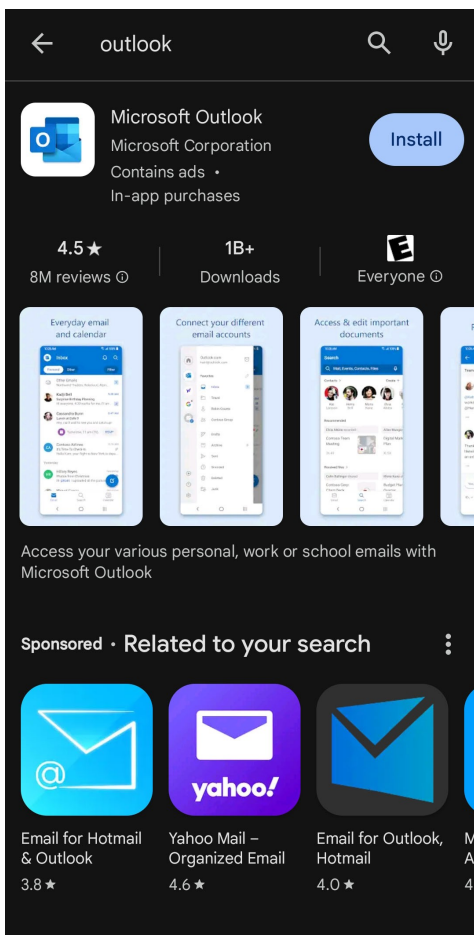
7. If you desire notifications, tap **Turn On** when given the

following prompt.

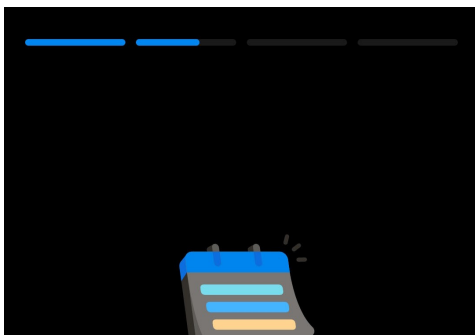


Android

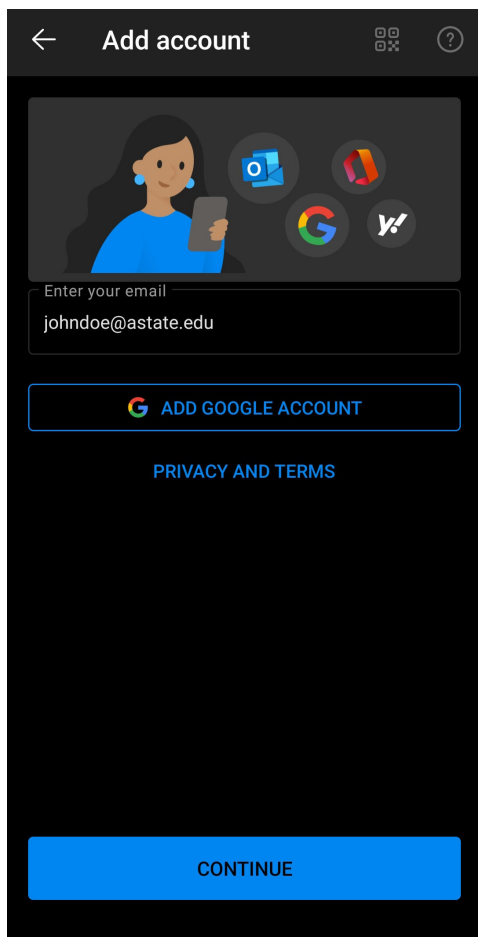
1. Install the **Microsoft Outlook** app from the [Google Play Store](#) and then open it.



2. Tap **Get Started** if this is your first time.
3. Tap **Add Account**.



4. Enter your full A-State email address and tap **Continue**.



← Add account

Enter your email

johndoe@astate.edu

 ADD GOOGLE ACCOUNT

[PRIVACY AND TERMS](#)

CONTINUE

5. Enter your email account password and tap **Sign In**.



@astate.edu

Enter password

Password

[Forgot my password](#)

[Sign in with another account](#)

Sign in

A-State IT Support

(870)-972-3933

itshelpdesk@astate.edu

By signing in, you agree to abide by the ASU System's Terms of Use (<http://www.asusystem.edu/about/policies/files/appropriate-use-tech-resources.pdf>). Violations could lead to restrictions of privileges and/or disciplinary action.

6. Authenticate using **Duo Mobile**.



Settings

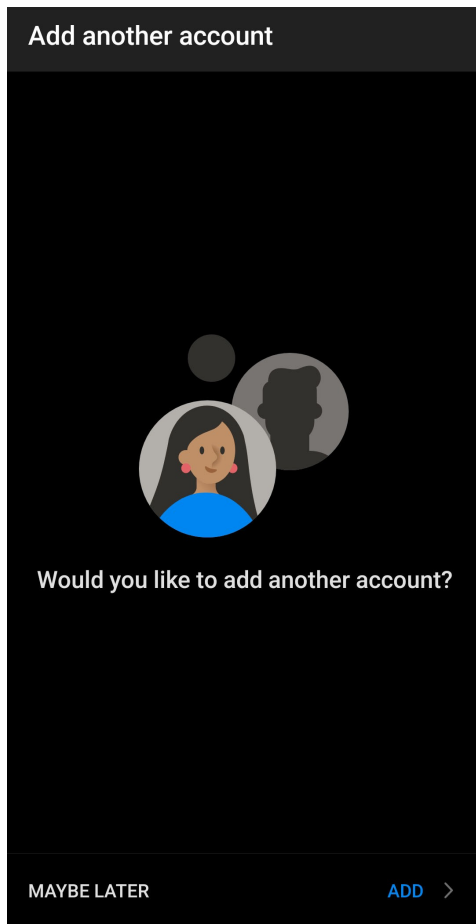
Send Me a Push

Enter a Passcode

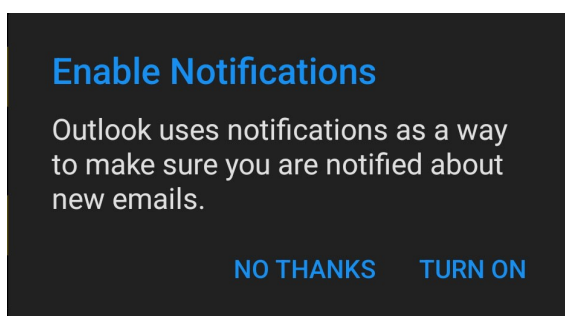
☐ Remember me for 10 hours

Note: If the Push notification doesn't appear, open up the DUO Mobile app and approve the push.

7. If you wish to add another account when prompted, tap **Add** and follow the prompts.



8. If you desire notifications, tap **Turn On** when given the following prompt.

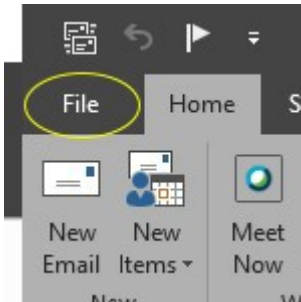


For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by the IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

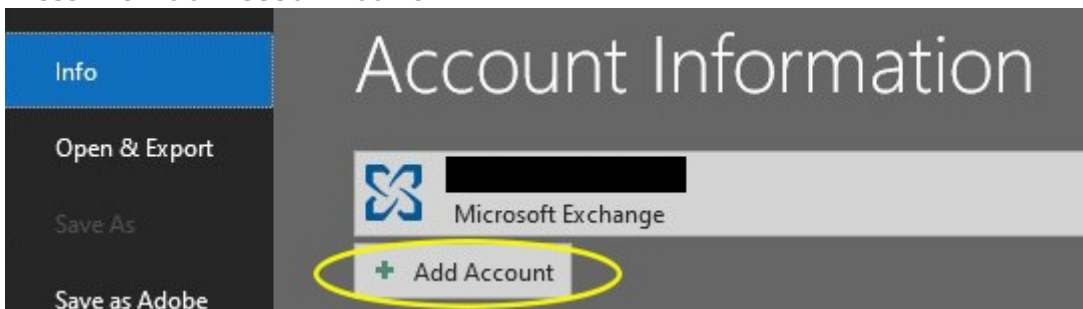
Adding an Email Account or Shared Mailbox to Outlook

Outlook Desktop (2016+) on Windows

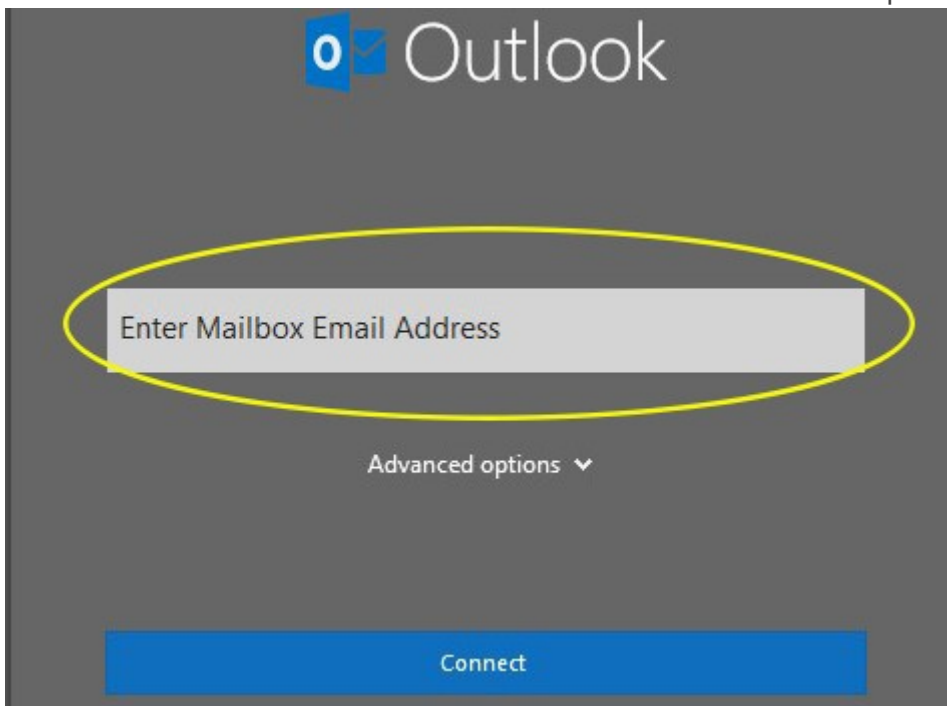
1. Open Outlook.
2. Select **File** from the top menu bar.



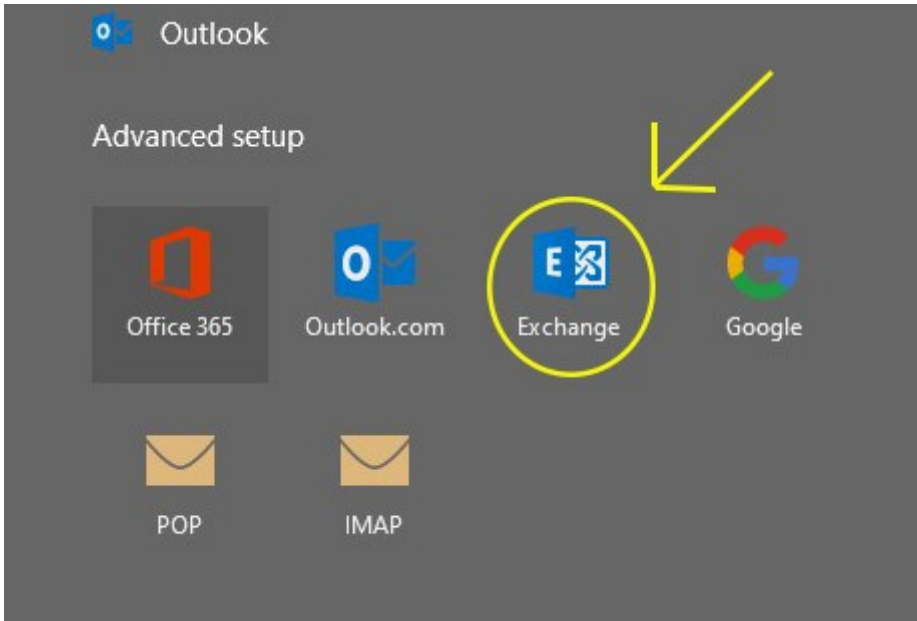
3. Press the **Add Account** button.



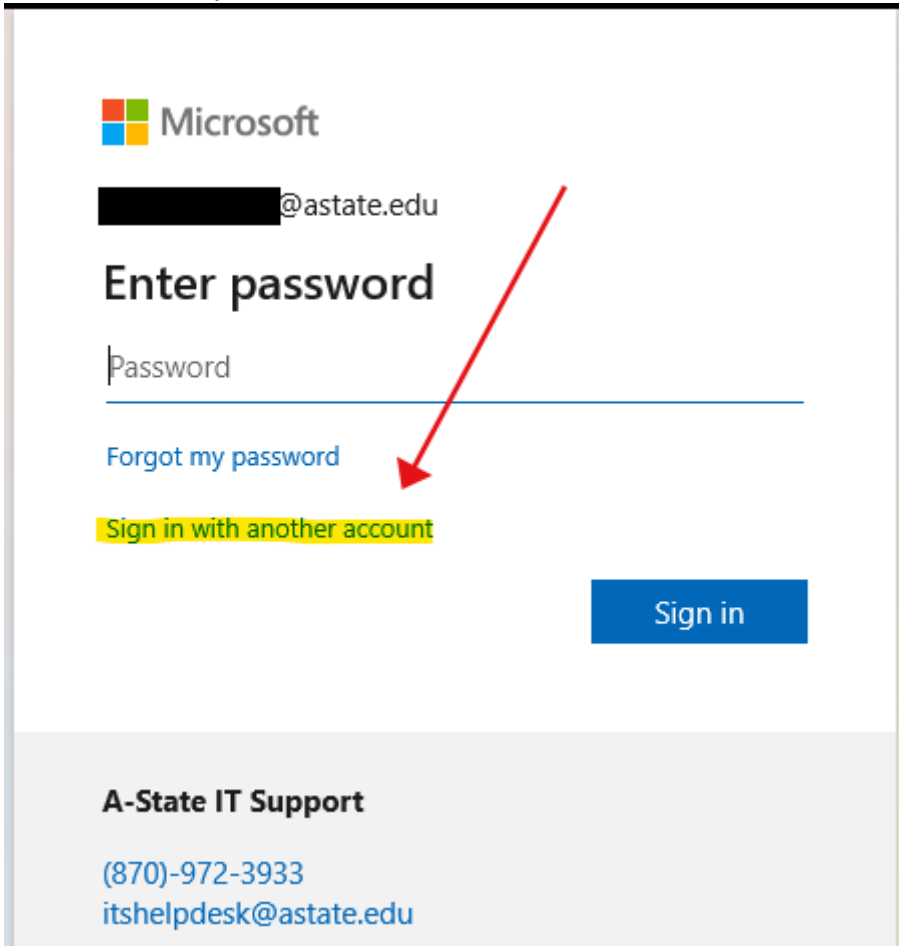
4. Enter the email address of the mailbox or shared mailbox and press **Connect**.



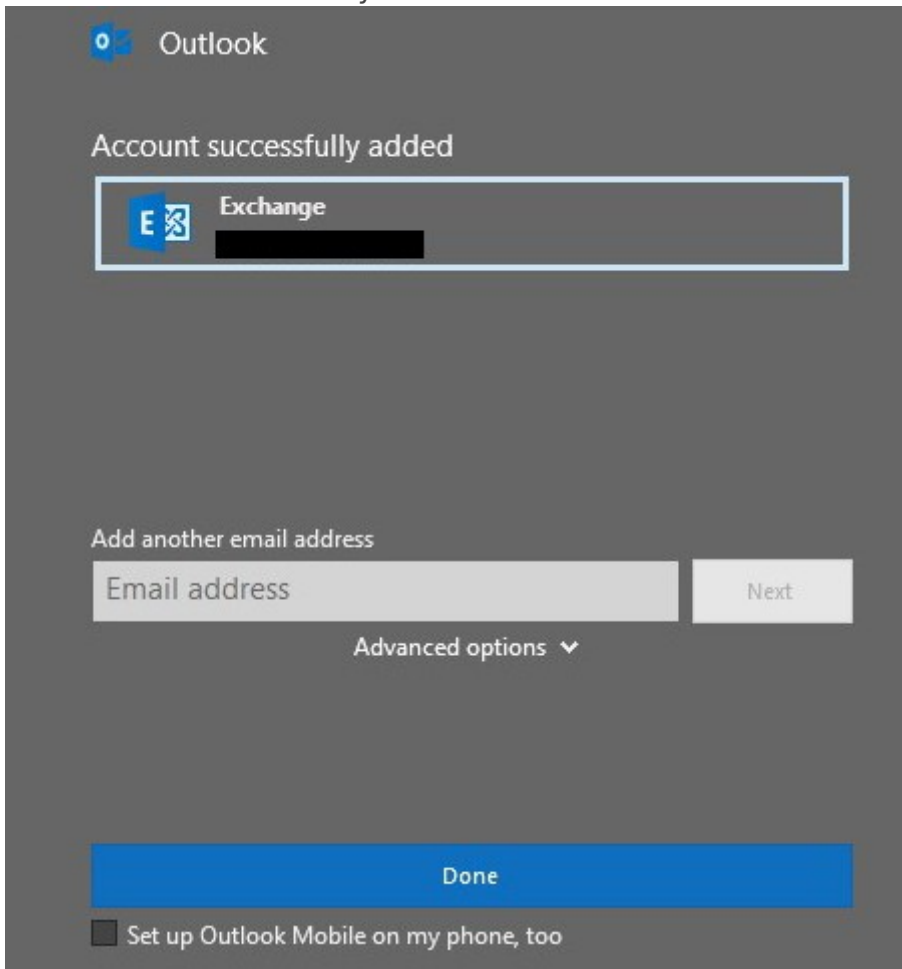
5. Select the Exchange icon. As soon as you click on the Exchange icon, Outlook will attempt to connect to the mailbox.



6. If prompted for a password, select **Sign in with another account** and enter *your A-State username and password*.



7. Once Outlook successfully connects to the mailbox Press **Done**



Outlook Desktop on Mac OS

1. Open Outlook
2. In the **Tools** menu, choose **Accounts**, and select the account that has access to the mailbox.
3. Select **Delegation and Sharing**
4. Choose **Shared With Me** tab
5. Choose **+** to add a shared or delegated mailbox

Notes

- You may need to restart Outlook after adding the new mailbox.
- When adding a shared mailbox, if you are prompted for any credentials enter *your A-State credentials*.
- If you have permissions to custom folders in the mailbox but not to the top-level mailbox folder, the custom folders will not appear in the folder list. Only default folders that you have permissions to, such as Inbox, Sent Items, Deleted Items, and Calendar, will appear in the folder list without top-level mailbox folder permissions.

Additional Microsoft resources

- [Quick Start Guide](#)
- [Outlook Training](#)
- [Outlook Help](#)
- [eBook: Outlook Tips & Tricks](#)
- [Download PDF: Outlook Quick Start Guide](#)

Create and Send Email in Outlook

Create and send email

1. Choose **New Email** to start a new message.
2. Enter a name or email address in the **To**, **Cc**, or **Bcc** field.
If you don't see **Bcc**, see [Show, hide, and view the Bcc box](#).
3. In **Subject**, type the subject of the email message.
4. Place the cursor in the body of the email message, and then start typing.
5. After typing your message, choose **Send**.

Create and send an email

Use @mentions to get someone's attention

1. In the body of the email message or calendar invite, enter the @ symbol and the first few letters of the contact's first or last name.
2. When Outlook offers you one or more suggestions, choose the contact you want to mention.
By default, their full name is included. You can delete a portion of the mention, for example, everything other than the person's first name.
3. The mentioned contact is added to the **To** line of the email or the meeting invite.

@Mention feature in Outlook

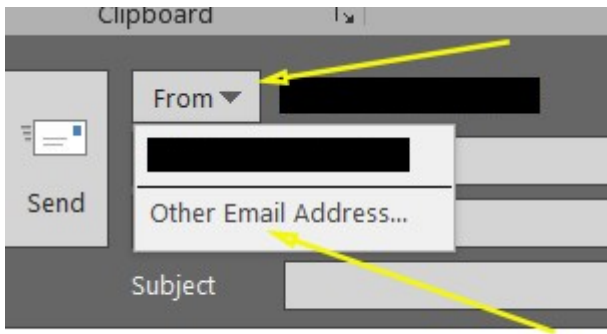
Additional Microsoft resources

- [Quick Start Guide](#)
- [Outlook Training](#)
- [Outlook Help](#)
- [eBook: Outlook Tips & Tricks](#)
- [Download PDF: Outlook Quick Start Guide](#)

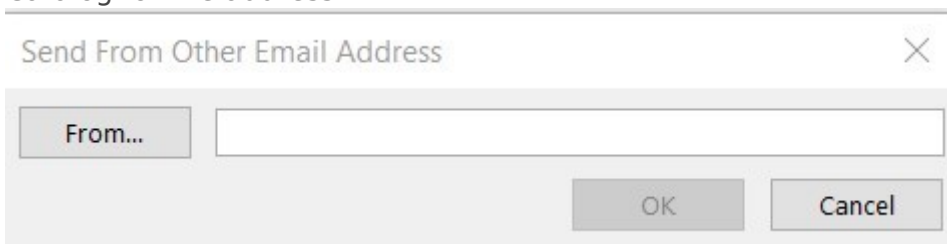
Add/Remove From Address

Add new From Address

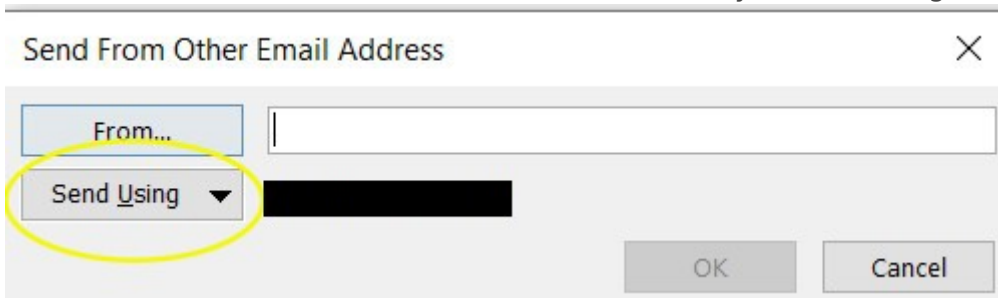
1. Open a new email message.
2. Select the *From* button and then click *Other Email Address*.



3. Enter the new From email address or select the *From* button and search the Global Catalog for the address.



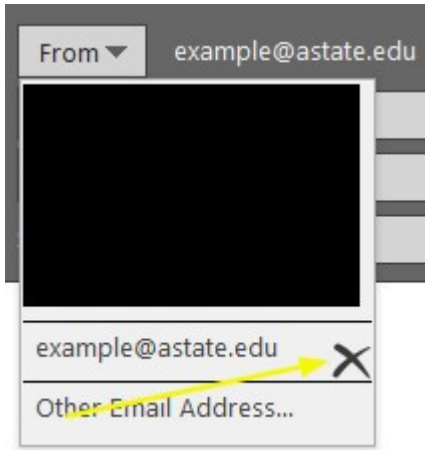
Note: If you have more than one account added to Outlook, you will see a dialog that also has a *Send Using* button. Make sure to set this to the account that has permission to 'Send As' or 'Send on Behalf of' for the From address that you are adding.



Remove a From Address

1. Open a new email message.
2. Select the *From* button.

3. From the list of From addresses, select the X to remove the entry.



Note

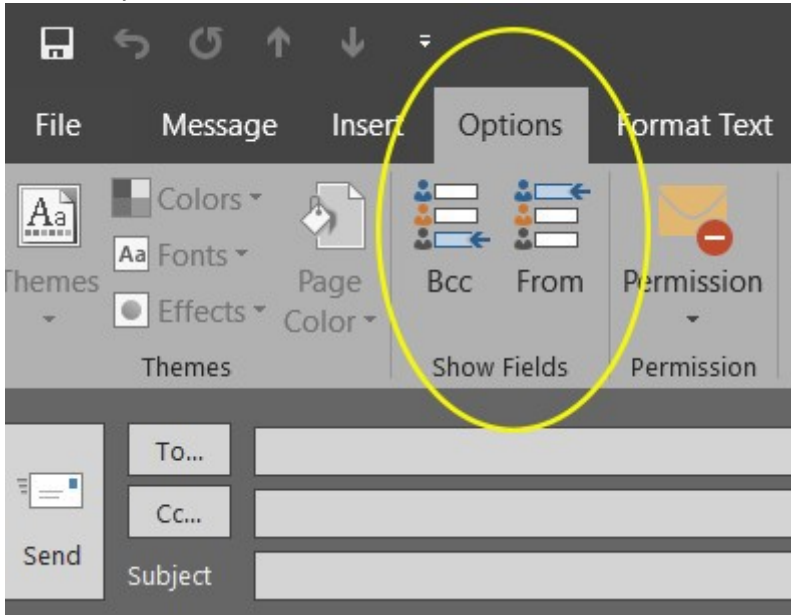
You cannot remove addresses for accounts that have been added to Outlook. These accounts will be at the top of the list and will not have a X next to them.

Additional Microsoft resources

- [Quick Start Guide](#)
- [Outlook Training](#)
- [Outlook Help](#)
- [eBook: Outlook Tips & Tricks](#)
- [Download PDF: Outlook Quick Start Guide](#)

Show From/Bcc Fields

1. Open a new email message.
2. Select *Options*, then select *From* or *Bcc* in the *Show Fields* group.



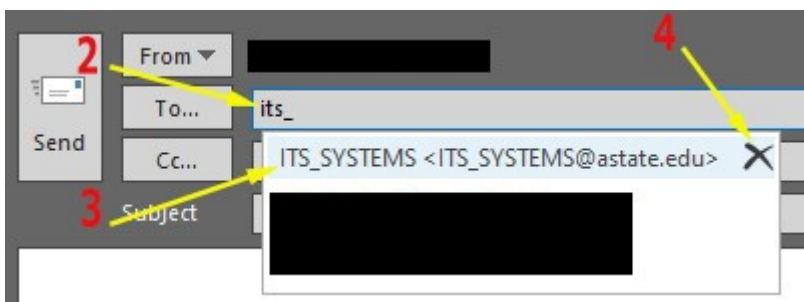
Additional Microsoft resources

- [Quick Start Guide](#)
- [Outlook Training](#)
- [Outlook Help](#)
- [eBook: Outlook Tips & Tricks](#)
- [Download PDF: Outlook Quick Start Guide](#)

Clear the Auto-Complete Cache

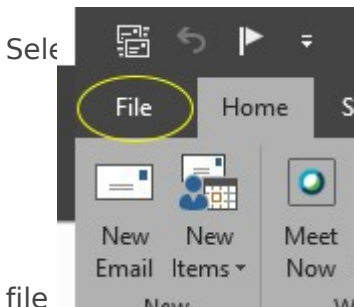
Clear Individual entries from the Auto-Complete Cache

1. Open a new email message.
2. Type the first few characters of the address to remove in the To... field.
3. When the entry appears in the list of suggestions, move your mouse pointer over the suggestion until it becomes highlighted, but don't select it.
4. When the X icon appears next to the highlighted suggestion, select X to remove the entry from the list, or press the Delete key on the keyboard. This will remove it from the AutoComplete cache.

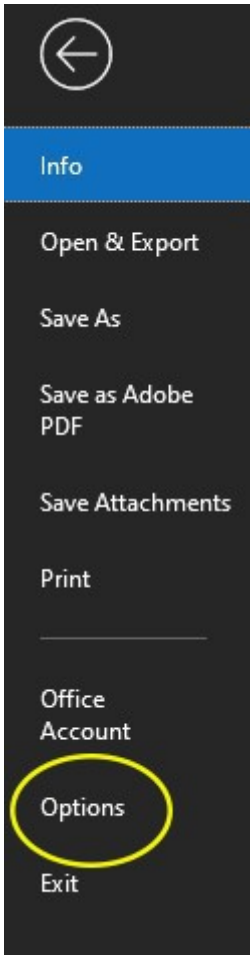


Clear all entries from the Auto-Complete Cache

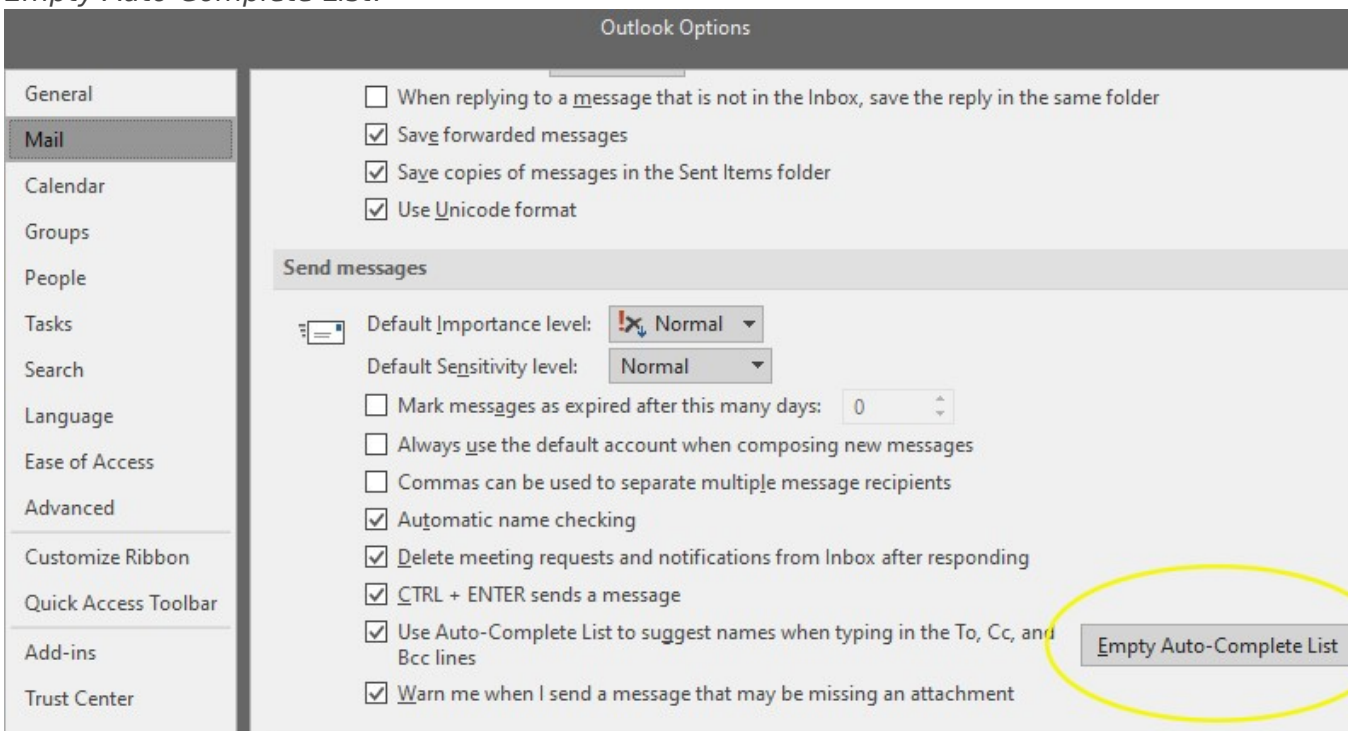
1. Select the File menu bar.



2. From the *File* menu, select *Options*.



3. Under Options, select the Mail tab, scroll down to the Send Messages section and press *Empty Auto-Complete List*.



4. Press Yes in the confirmation box and the Auto-Complete cache will be completely erased.

- [Quick Start Guide](#)
- [Outlook Training](#)
- [Outlook Help](#)
- [eBook: Outlook Tips & Tricks](#)
- [Download PDF: Outlook Quick Start Guide](#)

Manage Your Calendar and Contacts in Outlook

Schedule an appointment

1. In **Calendar**, select **New Appointment**.
2. Add a **Subject**, **Location**, and the start and end times.
3. Select **Invite Attendees** to turn the appointment into a meeting.
4. Select **Save & Close** to finish, or **Send** if it's a meeting.

Schedule an appointment in Outlook

Use the Scheduling Assistant

When you create a meeting, use the **Scheduling Assistant** to see when attendees and rooms are available.

- From a new meeting request, select **Scheduling Assistant**.
- The shaded area with vertical bars shows the meeting time. Drag the bars to adjust the meeting time.
- The grid shows when attendees are available. To the right of the meeting request, Outlook shows suggested times and the number of conflicts.

Scheduling Assistant Tool

Add a contact

1. Select the **People** icon.
2. Select **New Contact** or press Ctrl+N.
3. Enter a name and any other information that you want to include for the contact.
4. Select **Save & New** to create another contact, or **Save & Close** if you're done.

Add a contact in Outlook

Additional Microsoft resources

- [Quick Start Guide](#)
- [Outlook Training](#)
- [Outlook Help](#)

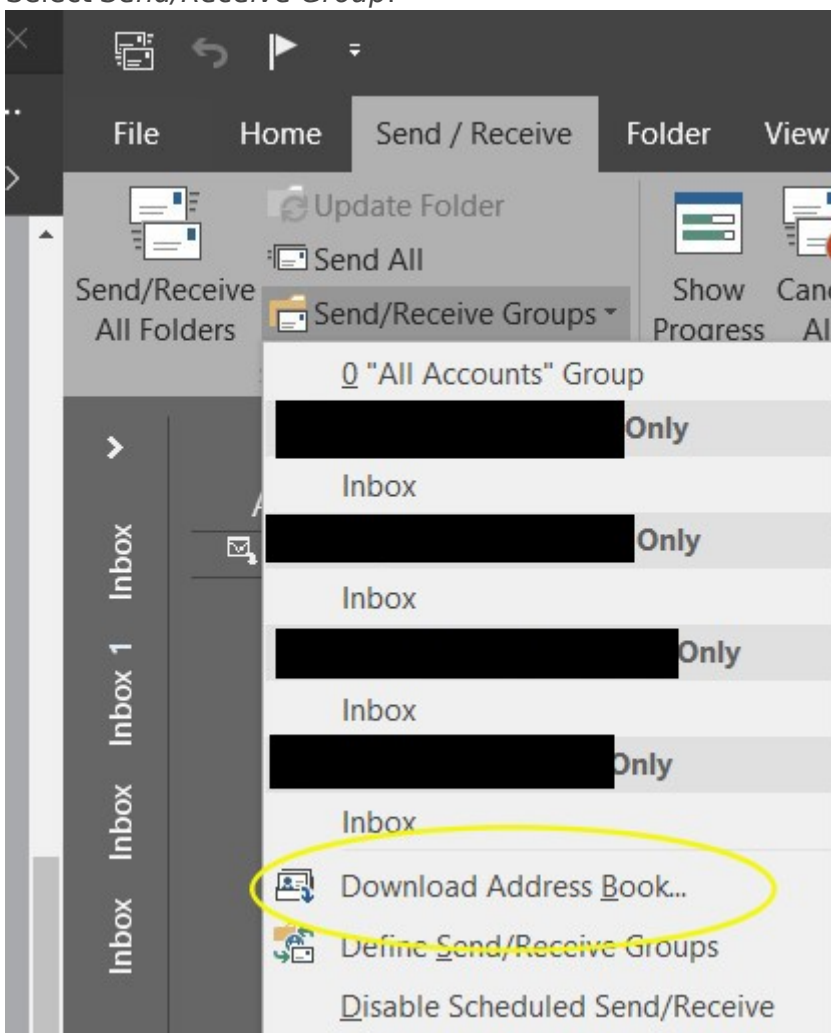
- [eBook: Outlook Tips & Tricks](#)
- [Download PDF: Outlook Quick Start Guide](#)

Force Download a New Copy of the Global Address List (GAL)

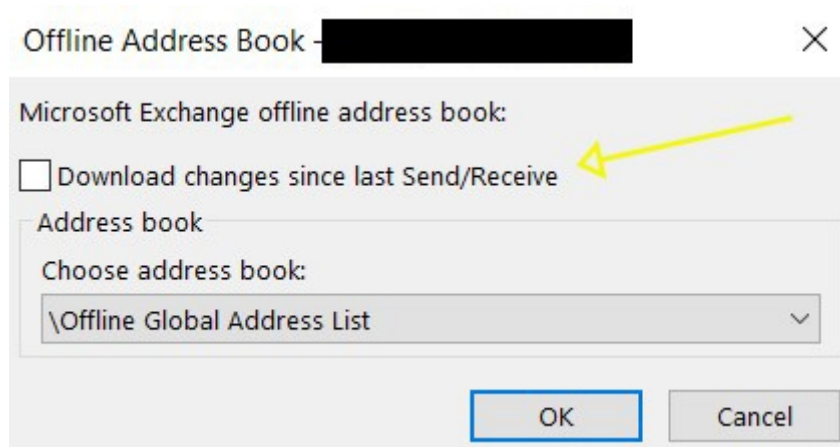
1. Open Outlook.
2. Select *Send / Receive* from the top menu bar.



3. Select *Send/Receive Group*.



4. Uncheck the box next to *Download changes since last Send/Receive*, choose either *Global Address List* or *Offline Global Address List* and select OK.



A status window will open to indicate that the download is in progress and will close automatically when the download is complete; this can take several minutes.

Additional Microsoft resources

- [Quick Start Guide](#)
- [Outlook Training](#)
- [Outlook Help](#)
- [eBook: Outlook Tips & Tricks](#)
- [Download PDF: Outlook Quick Start Guide](#)

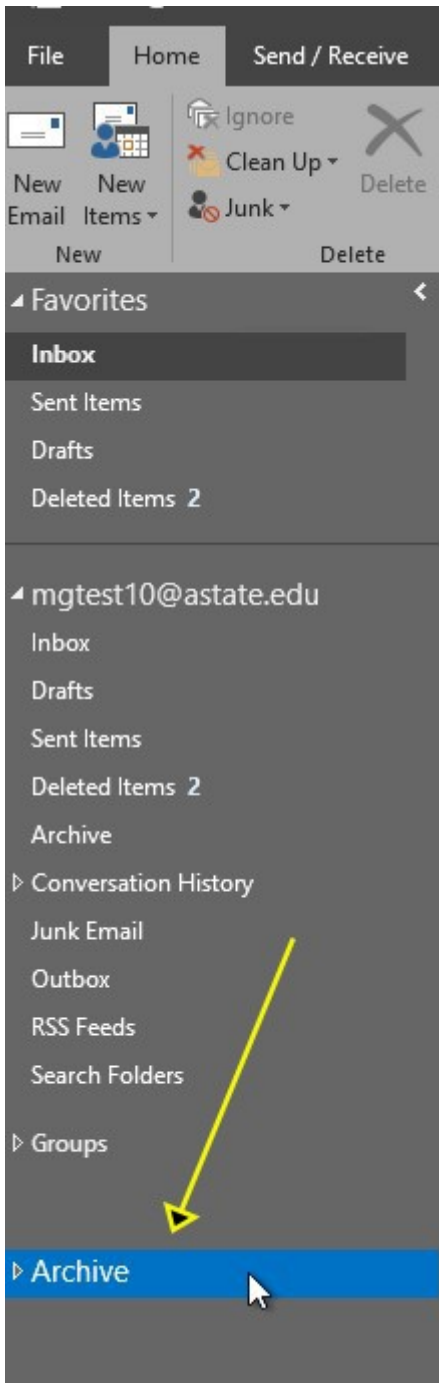
Import Archived Mail from a PST File

You can only import archived mail from the Outlook desktop client. You cannot import for Outlook for the Web.

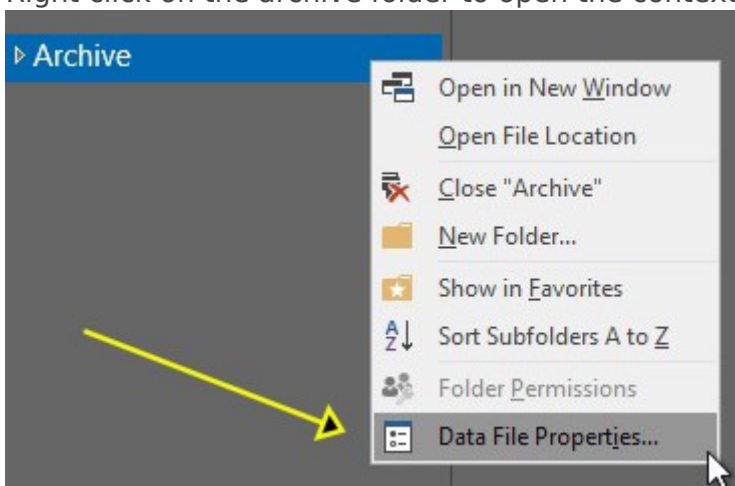
Locate Your Mail Archive File

1. Open Outlook.

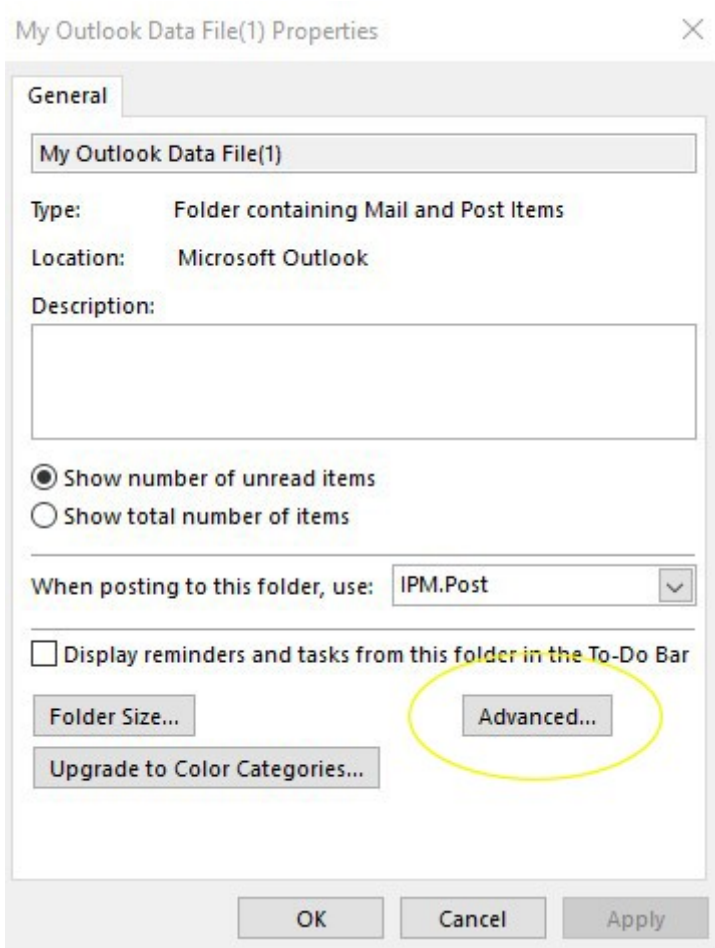
2. Locate the archive in the list of folders on the left side.



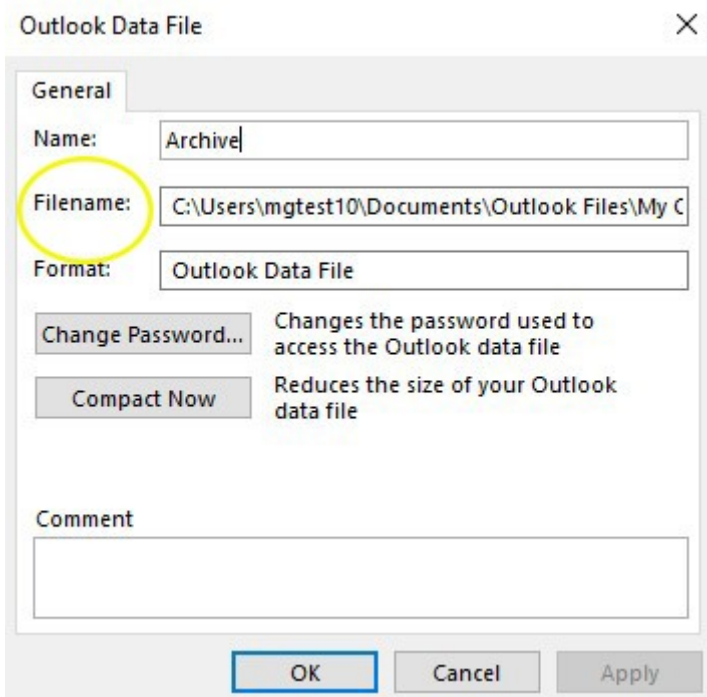
3. Right click on the archive folder to open the context menu and select *Data File Properties*.



4. In the data file properties dialog, click on the *Advanced* button.



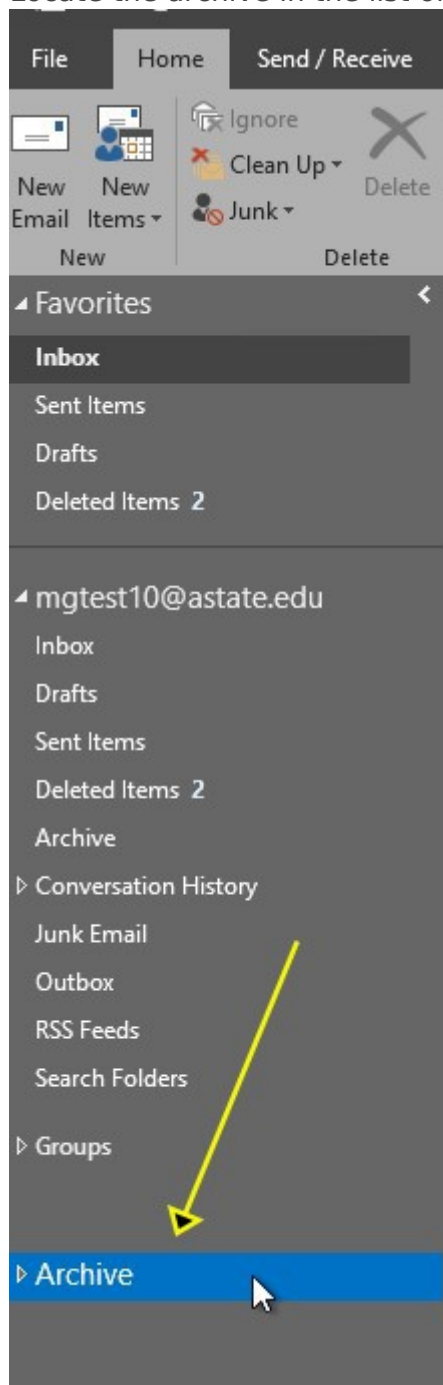
5. The location of your archive file is listed next to the *Filename* field. In most cases, this file will be located in your Documents in a folder called *Outlook Files*. Remember this location. Copy it to a text file if you need to.



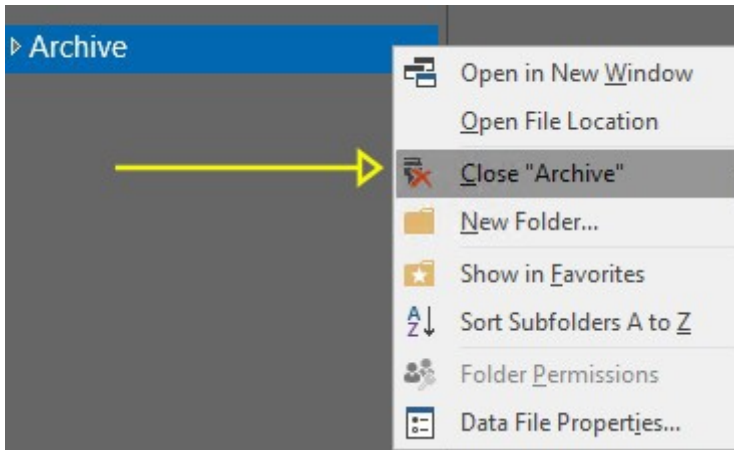
Repeat steps 2-5 if you have more than one archive file.

Close the Archive File

1. Open Outlook.
2. Locate the archive in the list of folders on the left side.



3. Right click on the archive folder to open the context menu and select *Close "Archive"*. *Archive* may be different than what is shown in the image below. It will be whatever the name of the Outlook Data File is. In this case, it is called *Arhive*. If the name was *archive1*, then the context menu would show *Close "archive1"*.



Repeat steps 2 and 3 if you have more than one archive file.

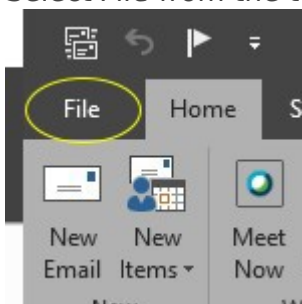
Importing you Archived Mail using Outlook.

Now that you have the location of the archive file(s), it is time to import the messages. The following instructions are valid for Outlook 2013, 2016, 2019 and M365.

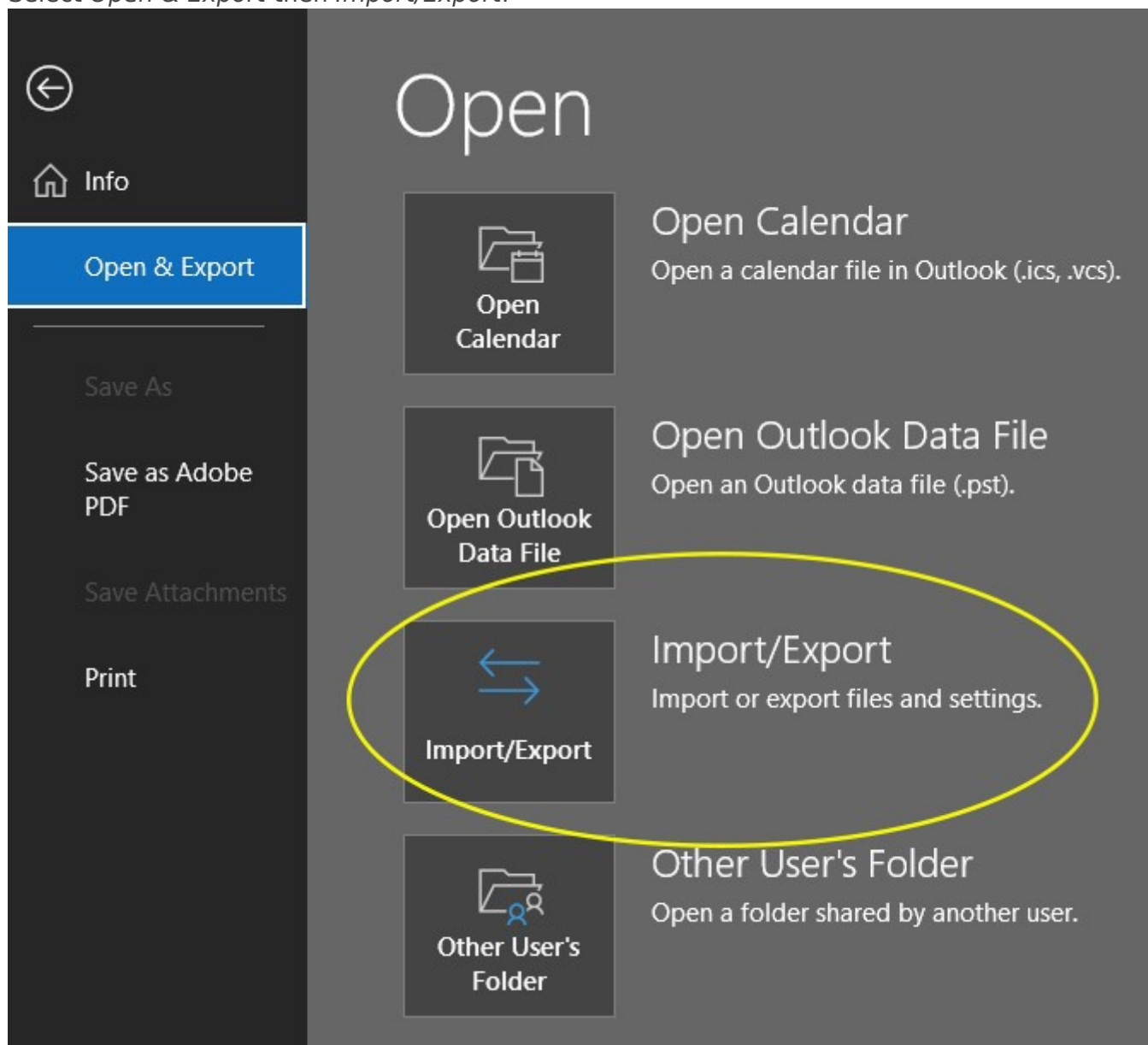
Note: The Open dialog in Outlook 2013 uses a different set of icons and will look slightly different than 2016 and 2019. All images below are from Outlook 2019. While the icons may be different the text is identical in all three versions.

You cannot import an archive file that is already loaded in Outlook. It must be closed before you can import it. Please refer to the previous section for instructions on closing the archive file.

1. Open Outlook.
2. Select *File* from the top menu bar.

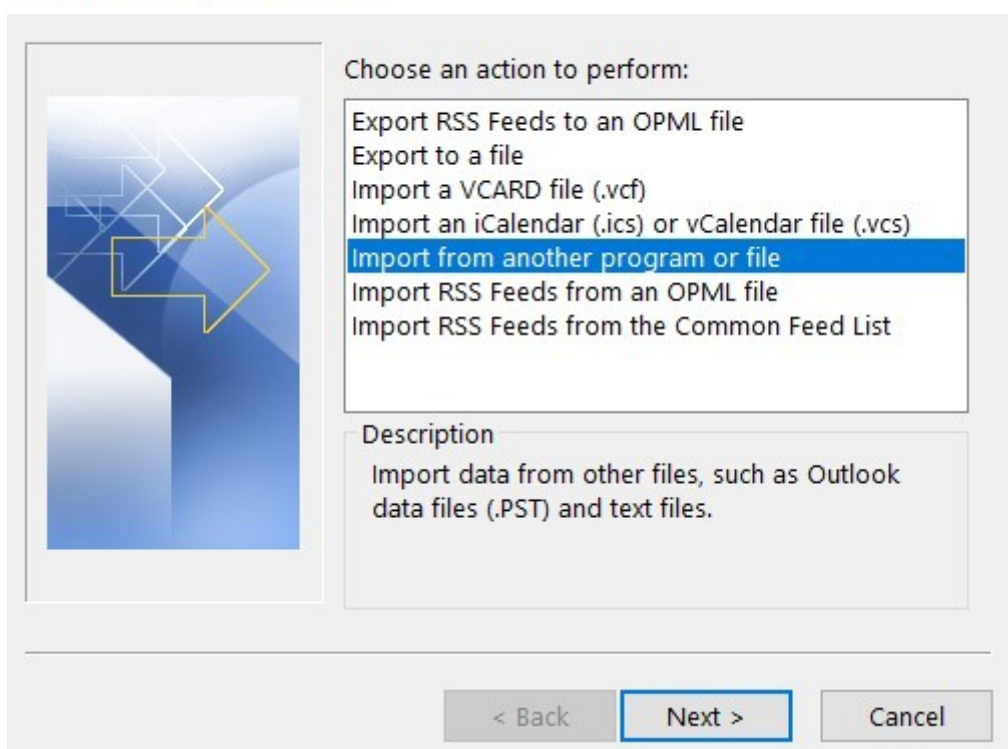


3. Select *Open & Export* then *Import/Export*.



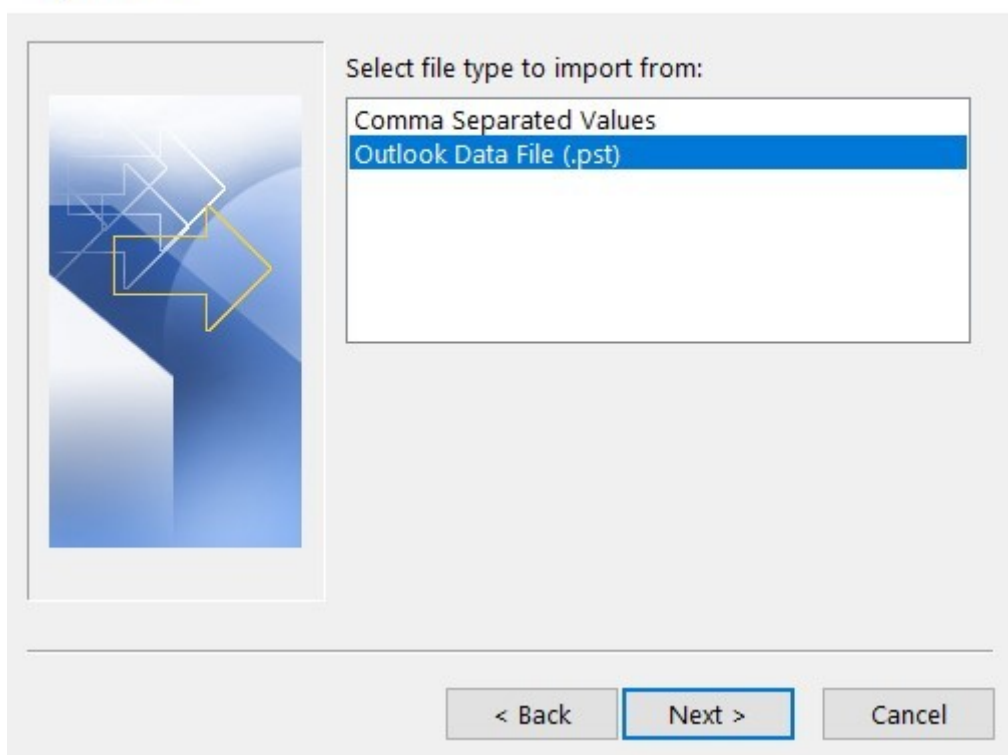
4. On the *Import and Export Wizard* dialog, select *Import from another program or file* and click on *Next*.

Import and Export Wizard

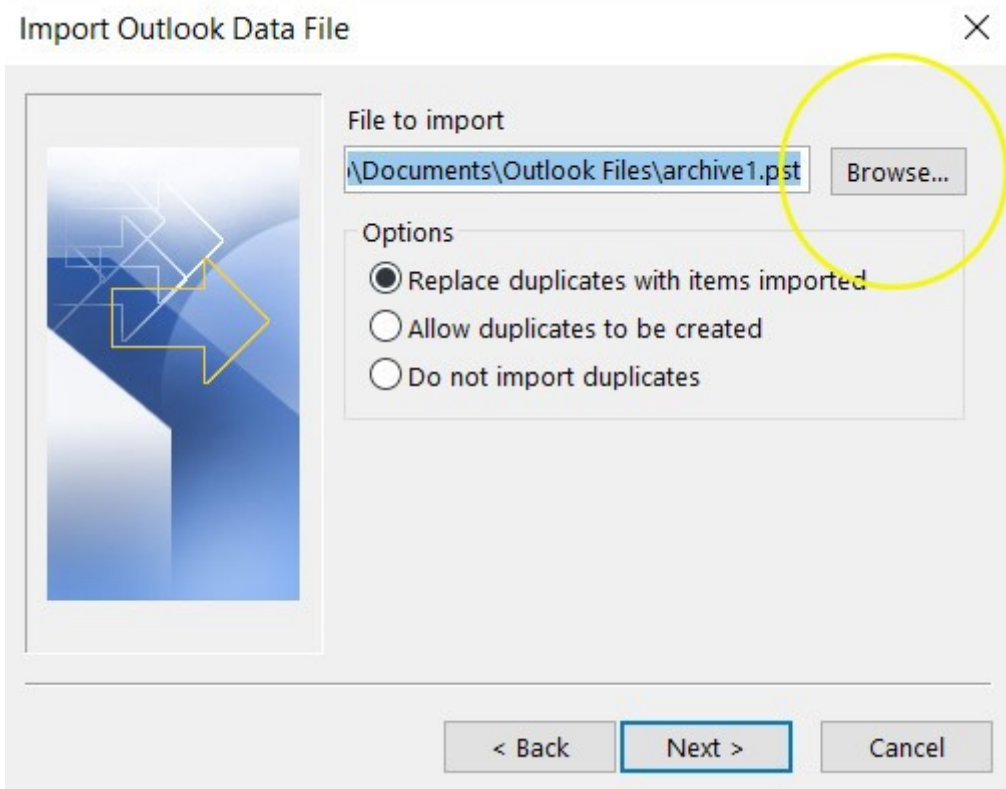


5. On the *Import a File* dialog, select *Outlook Data File (.pst)* and click *Next*.

Import a File

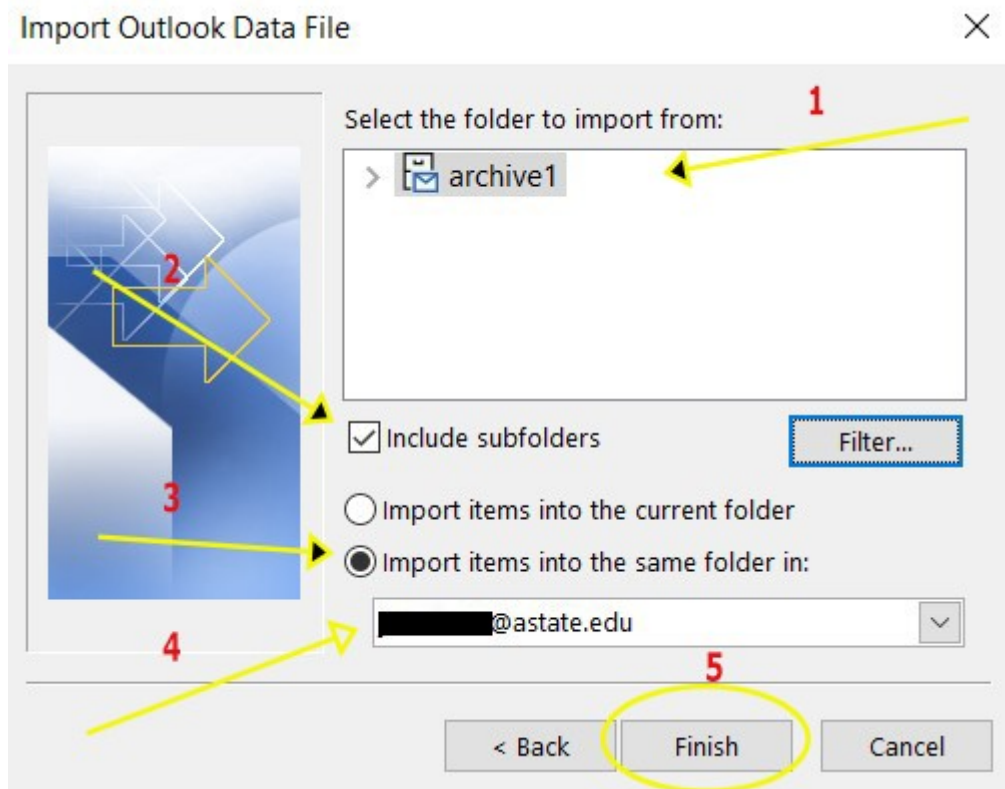


6. Use the *Browse* button on the *Import Outlook Data File* dialog to locate the archive file you identified previously. Under the *Options* section, leave the default selection *Replace duplicates with items imported* and click on *Next*.



7. To copy all of the messages (including folders) to your A-State M365 inbox:
1. Under *Select the folder to import from:*, click on the top level. This is the default unless you change it.
 2. Select *Include subfolders*. This is the default unless you change it.
 3. Select *Import items into the same folder in:*. This is the default unless you change it.
 4. Make sure your email address is select in the dropdown box.

5. Click on *Finish*.



Depending on the size of your archive file, it may take some time to import all the messages.

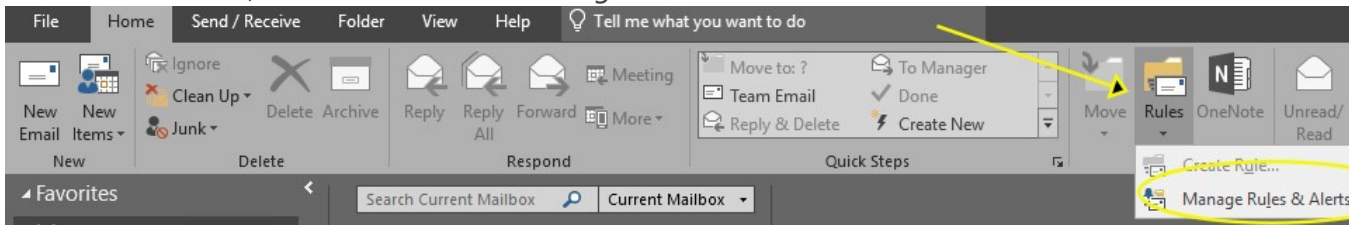
Repeat steps 2-7 for each additional archive file you want to import.

Additional Microsoft resources

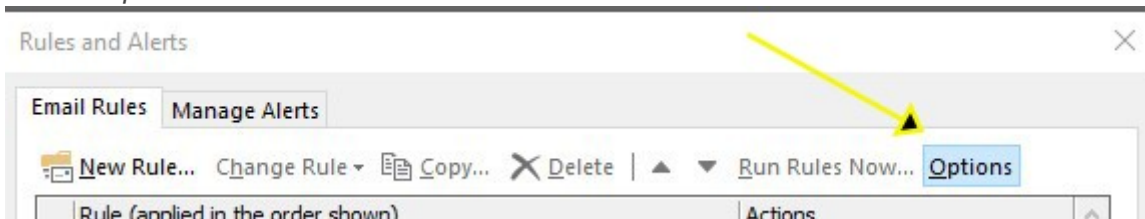
- [Quick Start Guide](#)
- [Outlook Training](#)
- [Outlook Help](#)
- [eBook: Outlook Tips & Tricks](#)
- [Download PDF: Outlook Quick Start Guide](#)

Import/Export Outlook Rules

1. Open Outlook.
2. On the *Home* tab, Select *Rules* then *Manage Rules & Alerts*.



3. Select *Options* on the *Email Rules* tab.



4. Select *Export Rules...*



5. Using the *Save Exported Rules as* dialog, browse to where you would like to save the rules and give the file a name.
6. After saving the file, click *Ok* on each dialog window to close them out.

If you need to import your rules, repeat the steps above. On step 4, select *Import Rules...* and browse to the location of the file previously exported.

Additional Microsoft resources

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- [Outlook Training](#)
- [Outlook Help](#)
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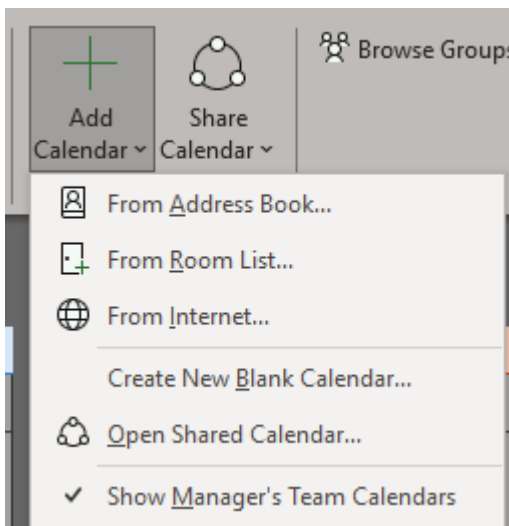
How to Open a Resource Calendar

To open a Resource Mailbox Room in Outlook for Windows, please follow the instructions below. In order to see newly added Users or Rooms.

Step 1

Image of a grey line

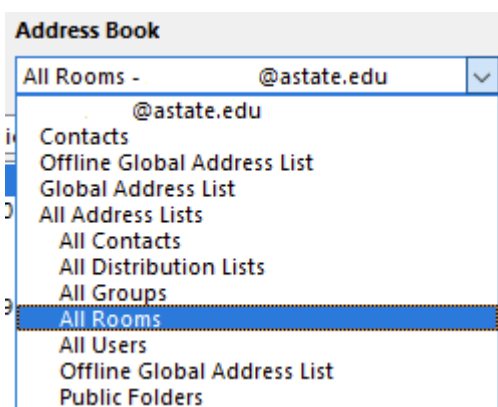
From the **Calendar** pane, select **Add Calendar > From Room List** under the **Manage Calendars** group.



Step 2

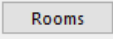
Image of a grey line

Room: Under **Address Book**, choose **All Rooms**. (This will list all available Resource Mailbox Rooms.)



Step 3

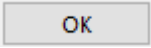
Image of a grey line

You can then either double-click on the **Room** you want to choose and it will appear in the **Rooms** at the bottom of the screen, or you can highlight the **Room** and then select the  **Button** to add it to the Room field.

Step 4

Image of a grey line

Select



Step 5

Image of a grey line

The Resource Mailbox Room you have chosen will appear under **Rooms** in your Calendar lists.

Additional Microsoft resources

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- [Outlook Training](#)
- [Outlook Help](#)
- [eBook: Outlook Tips & Tricks](#)
- [Download PDF: Outlook Quick Start Guide](#)

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by the IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

Troubleshooting

Outlook disconnects from your mailbox and you cannot get it to reconnect

Windows:

Solution 1

- First reboot your computer
- Open Outlook and when prompted enter your A-State credentials

Solution 2

- Close Outlook
- Open Windows Credential Manager and remove any credentials that refer to Outlook
- Open Windows Settings and select *Accounts* and then select *Access work or school*
- Select your A-State account and click on *Disconnect*
 - If it takes more than a couple of minutes to disconnect your account, please reboot your computer and then attempt to disconnect your account again.
- Open Outlook and when prompted enter your A-State credentials

Solution 3

- Open Outlook and Select File at the top left

Account Information



[Redacted]

+ Add Account



Account Settings

Change settings for this account or set up more connections.

- Access this account on the web.
<https://webmail.astate.edu/owa/>



Account Settings...

Add and remove accounts or change existing connection settings.



Delegate Access

Give others permission to receive items and respond on your behalf.



Download Address Book...

Download a copy of the Global Address Book.



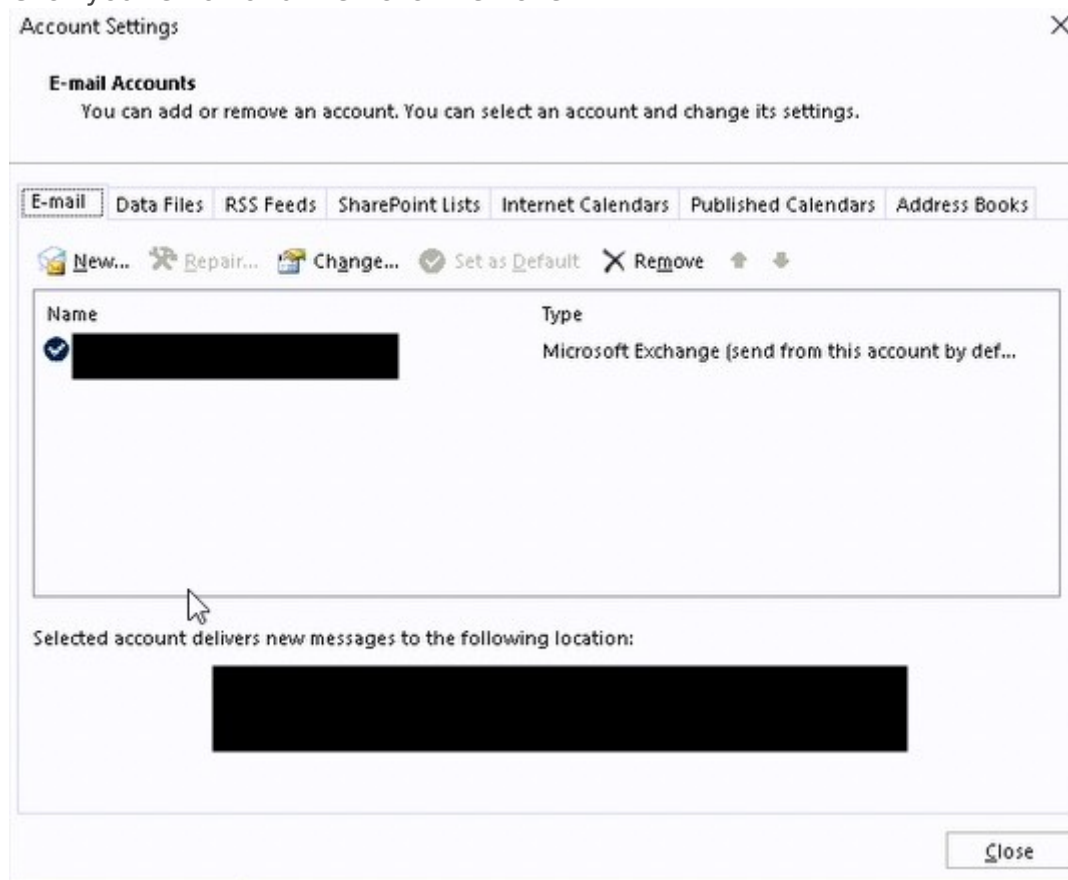
Mailbox Cleanup

Manage the size of your mailbox by emptying Deleted Items and archiving.

(Out of Office)

Notify others that you are out of office, on vacation, or on leave.

- Select Account Settings
- Click your email and then click Remove



- If you receive an error message asking for a Data File to be created, click the Data Files tab, click New, and in the pop-up window, click Ok
- Once removed, click New

- Enter your A-State credentials when prompted
 - If you are asked to pick an account type, choose Work or School
 - Authenticate with Duo like normal, if prompted
- Once you have signed in, close Outlook and reopen it. It may take several minutes for your content to populate

Checking your version of Office

- Click File
- Click Office Account
- Look for Product Information. This should include the year of the version installed.
 - If the version installed is 2013 or earlier, you can submit a work order ticket by signing in to [my.astate](https://my.astate.edu) and selecting Help Desk Ticket

Mac:

- Click Outlook at the top left of your screen. This is by the Apple logo.
- Click Preferences
- Click Accounts
- Make sure your A-State account is selected, and click the minus sign (-) in the bottom left
- Once removed, click the plus sign (+)
 - You may have to click New Account
- Enter your A-State credentials
 - If you are asked to pick an account type, choose Work or School
 - Authenticate with Duo like normal if prompted
- Click Done

Checking your version of Office

- Click Outlook at the top left of your screen. This is by the Apple logo.
- Click About Outlook
 - If the version installed is 2013 or earlier, you can submit a work order ticket by signing in to [my.astate](https://my.astate.edu) and selecting Help Desk Ticket

Plus Addressing in Exchange Online

What is plus addressing

Plus addressing, also known as sub-addressing, allows you to create variations of a normal email address that will still be delivered to your institutional email account.

An email address uses the basic syntax: `<local-part>@<domain>`. For example, `bsomeone@astate.edu`.

Plus addressing uses the syntax: `<local-part>+<tag>@<domain>`. For example, `bsomeone+newsletter@astate.edu`.

The original email address must be valid. The `+tag` value that you add is arbitrary, but it cannot contain spaces.

Plus addressing can be used in any email client that sends emails and you can receive emails addressed to you using plus addresses as you would normal emails.

Using plus addressing

To use this feature, append a + sign and desired descriptor after your account name and before the @ symbol (e.g., `bsomeone+prtcommittee@astate.edu`).

You cannot send from a plus address.

Some web forms don't support plus signs in email addresses.

As plus addresses are not aliases that are configured on the mailbox, they don't resolve to a user's name in Outlook clients. This limitation results in plus addresses being easily identifiable in the `To` or `CC` fields of messages. However, there might be scenarios where you can't use a plus address for a Microsoft service that needs to be associated with your mailbox.

To automatically identify and filter messages that are sent to plus addresses, use Inbox rules to act on those messages. Using the condition *Recipient address includes*, you can specify an action for messages sent to a particular plus address. For example, you can move messages sent to a plus address to a folder.

Why Use Plus Email Addressing?

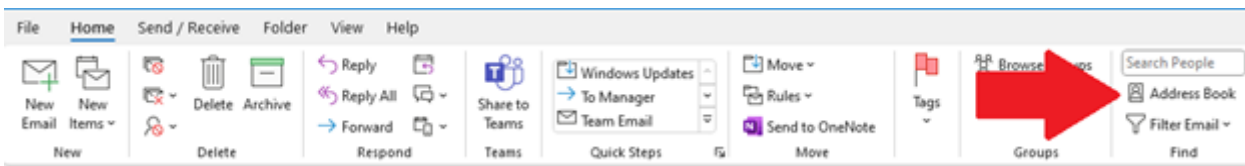
The full address, including the extra information, can act as a label and can be useful for managing email and site registrations. Here are two examples:

1. Use plus addressing when you sign up for different newsletters or community lists to easily filter or create rules for them, which can help you organize, search, and file the messages you receive from those senders.
2. Plus addressing is useful for creating disposable addresses that can prevent spam from coming to your mailbox. If you need to enter your email address in a form, you can enter a variant address in that form. After you get the required email, you can set up a block to never receive an email at that address again.

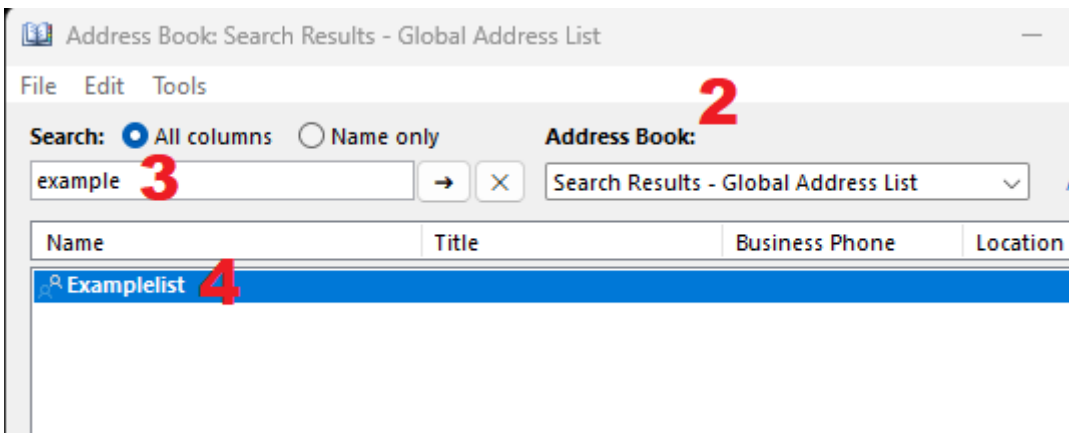
Manage an Email Distribution List in Outlook

Note: Only a specific type of Distribution List can be managed in Outlook, contact ITS_SYSTEMS@astate.edu if you're unsure if your Distribution List qualifies.

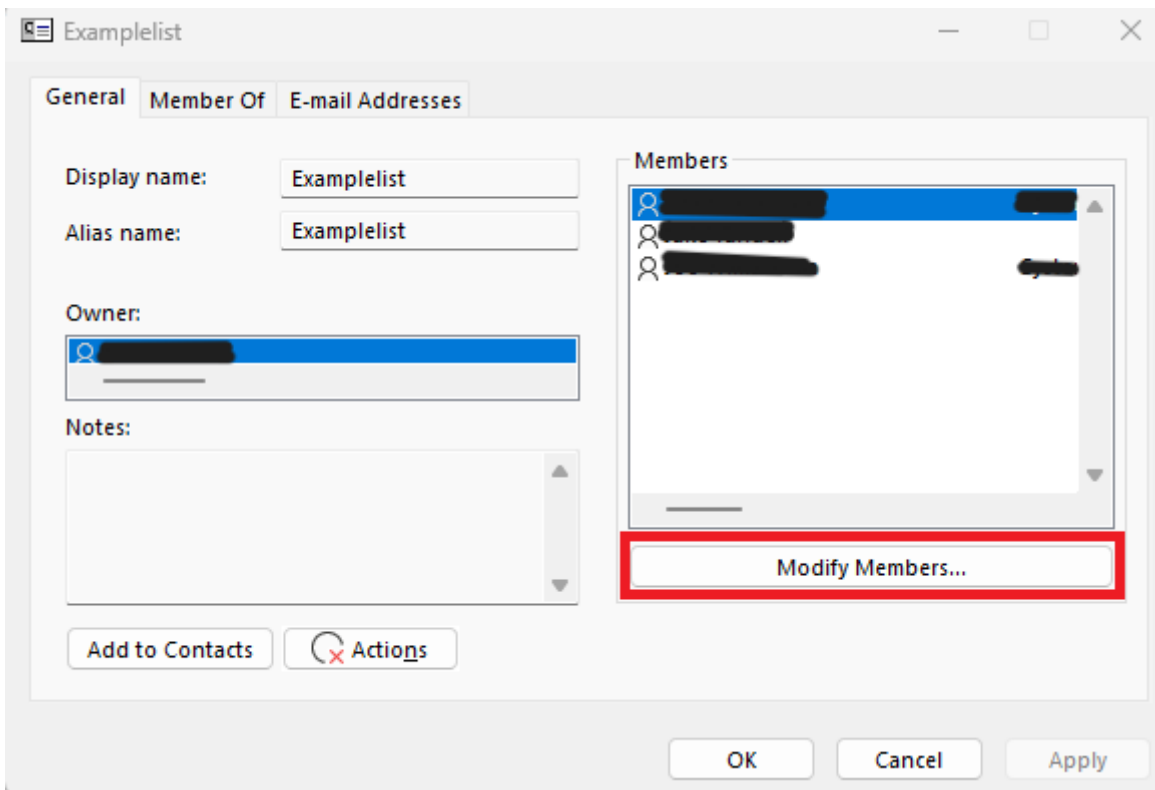
1. Open Microsoft Outlook and then open the Address Book.



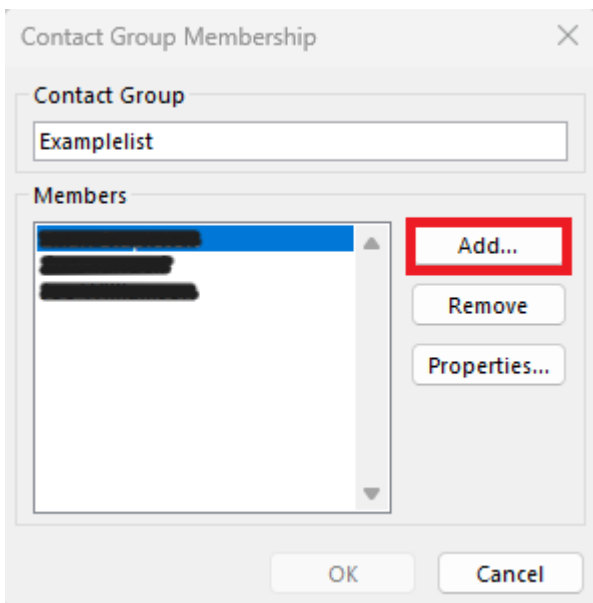
2. Check that you are using the Global Address List as the Address Book instead of the Offline Global Address List.
3. Type in the full or partial name of the distribution list you want to modify.
4. Double click on the distribution list in the list to open it.



5. Click Modify Members.



6. To add a member to the distribution list, click Add...
7. Alternatively, to remove members, select the names you wish to remove from the left pane. Click Remove on the right to remove them from the distribution list, then click OK to save your changes.



8. Type the name of the person you want to add.
9. Double click the person's name in the list.
10. The name will appear in the Add section at the bottom of the window.
11. Once you've added all desired members, click OK (Email ITS_SYSTEMS@astate.edu if adding a large amount of members).

Add Users

Search: ☒ All columns ☐ Name only

Address Book: Search Results - Offline Global Address Lis [Advanced Find](#)

Name	Title	Business Phone	Location	Department
 [Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Add [Redacted] OK Cancel

12. Click OK on all open windows to save your changes, and you're done!