

Outlook\OWA\Pellissippi E-mail Accounts

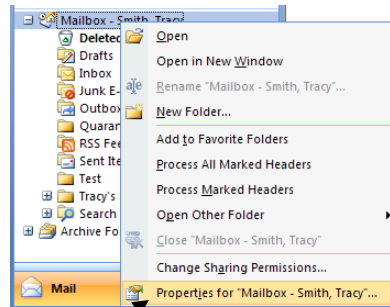


Facts

Max Storage Limit – Faculty and staff storage values are more than adequate, however performance will be greatly diminished as the size increases. We recommend keeping it under 50 MB. You can use Personal Storage Folders .pst and Auto Archiving to cut down on size and still have access to older e-mails.

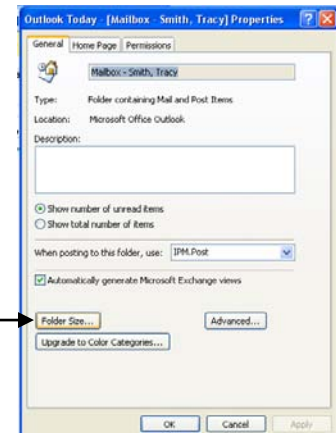
To check you mailbox size:

1. Highlight your Exchange Mailbox
2. Right click > Choose properties
3. Choose folder size



Move Items Out of Inbox for Best Performance!

*Outlook must load the Inbox each time. If this is very large it becomes time consuming. Other folders are only accessed on a need by need basis.



Blocked Attachments – The following file extensions are blocked by the firewall: .exe, .com, .vbs, .scr, and others – Zipping these files and then sending or receiving them is an alternative to work around this protection feature. Also, note the maximum size for attachments to be sent or received is 20mb.

Sent Mail Deleted After 14 Days – To work around this Cc or Bcc yourself on out going messages. You can then set up a rule to catch items delivered from yourself and place them into a specific folder i.e. MySentItems etc. Or you can always periodically move the Sent Items contents into another folder. Just make sure you remember to do this every 30 days (1st of month or another reminder).

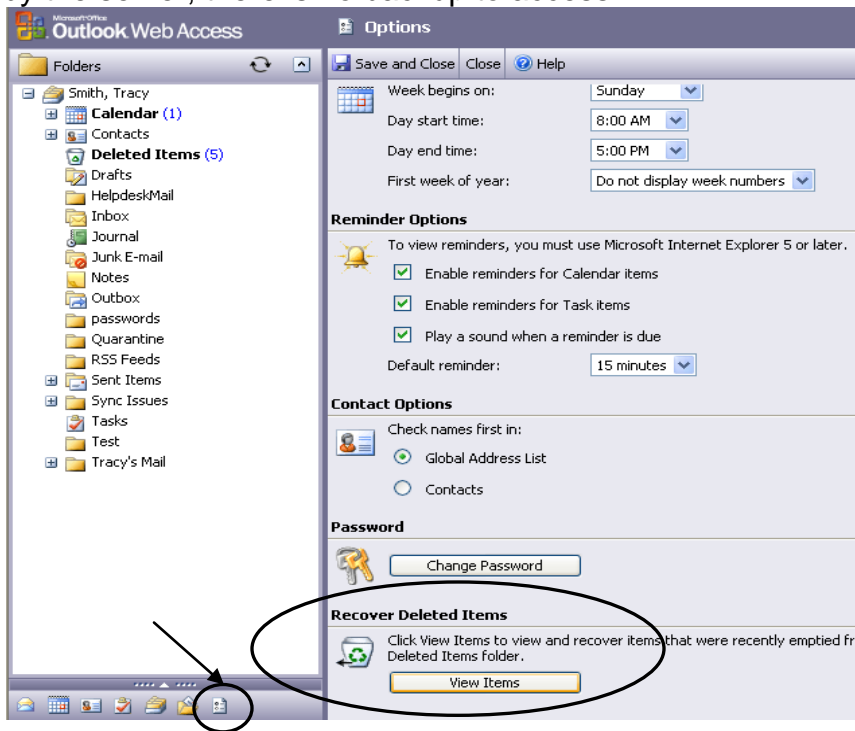
Or

Create a Rule that “Checks Messages after Sending” and “Moves a Copy of Every Sent Item” into a specific folder. Do not name this folder “Sent Items” but rather MySentItems or something that is not a standard Outlook folder name. Apply the rule to all messages.

Deleted Items Folder contents deleted After 14 Days – There are two ways to recover deleted items messages.

1. While using *Outlook client version*, look in your deleted items folder and click and drag to a new folder. Or go to the **Deleted Items** folder > **Tools** menu> **Recover Deleted Items**.
2. Go to *OWA* via the Pellissippi Home page and the **Webmail** link. Click on **Options** > Choose **Recover Deleted Items**.

- Note: Items can be recovered for up to 30 days. Also, it is possible to permanently delete items by either deleting them out of the deleted Items folder or hitting Shift \ Delete.. If the message does not appear in either of these locations, then it is not recoverable. Once deleted by the server, there is no backup to access.



Individual E-mail Accounts are not backed up like H:\ drive accounts - The college e-mail systems is backed up nightly in the event of a system wide crash, however, it is impossible to backup each individual account in a 24 hour period. The system resources required to accomplish this task are not practical nor is the time available to accomplish this in overnight backups. You can backup up your e-mail personally by using personal folders. However, these would not be accessible through OWA and would require manually saving.

Possible Alternatives are:

Personal Folder Files – Please see attached documentation

Auto Archiving – Please see attached documentation

Note: Once mail is moved into Personal Folder File or is Auto Archived it will no longer be accessible on the exchange server. It will only reside on your pc's hard drive until you back it up to another location. Therefore, those messages residing in a personal folder file or an archived folder can not be seen in Outlook Web Access via the internet.

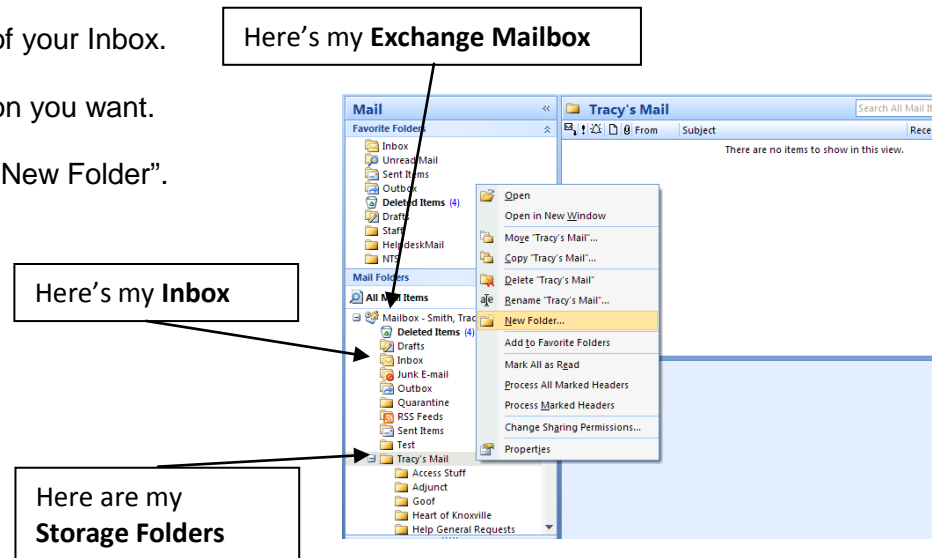


Tips\Solutions

Creating Folders

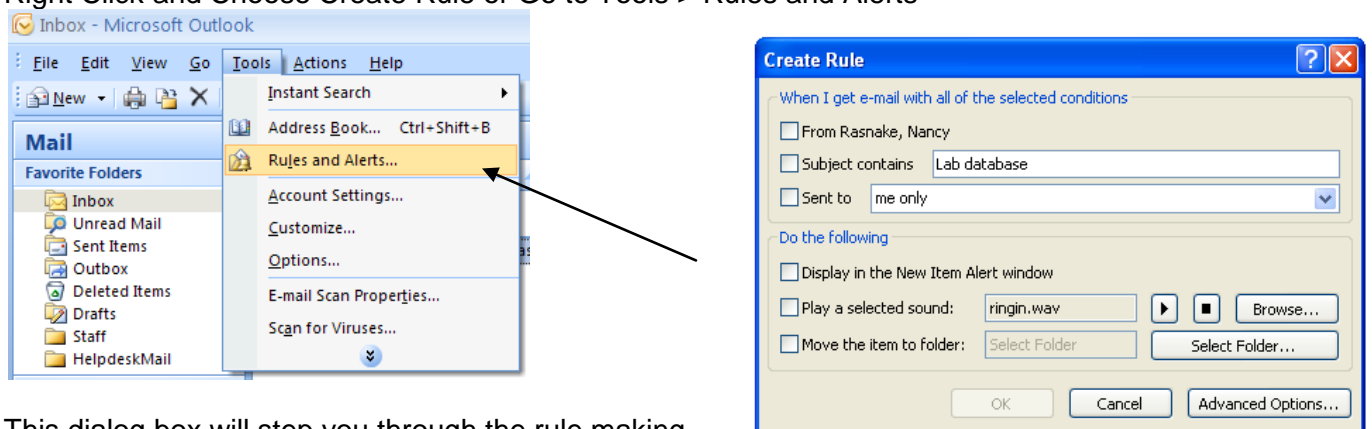
Mail should be store out of the Inbox for best performance. Folders are a great way to optimize performance as well as a good habit for organization. Please refer to the attached document for instructions on creating folders. Also, once folders are established, they can be very useful in conjunction with Rules for organization.

1. Create a Folder Outside of your Inbox.
2. Highlight the folder location you want.
3. Right Click and Choose “New Folder”.



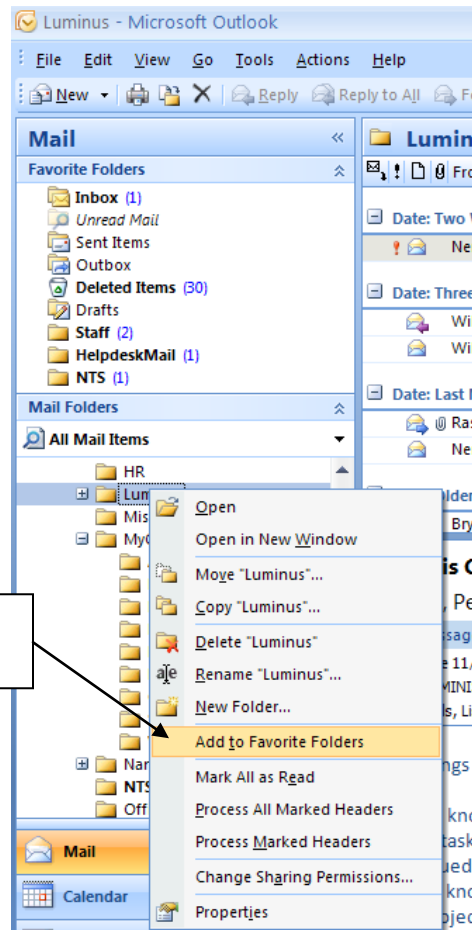
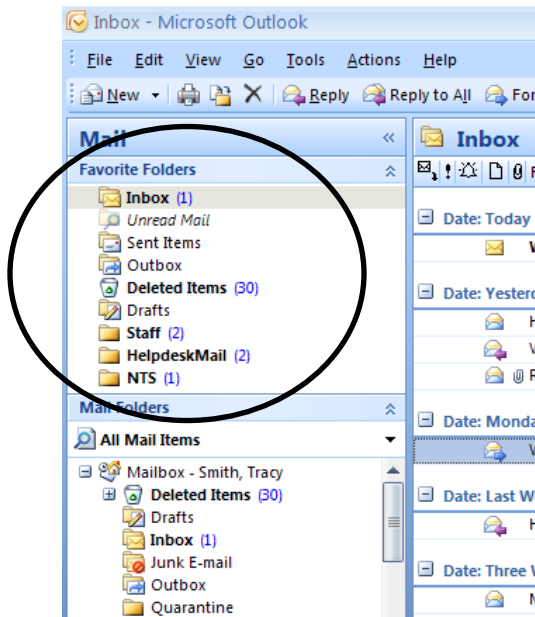
How to use Rules – Please refer to the attached document for instruction and examples on creating rules for OWA. Please reference the following for use in the client Outlook version.

1. Choose a message on which to base your Rule.
2. Right Click and Choose Create Rule or Go to Tools > Rules and Alerts



3. This dialog box will step you through the rule making process. You can base rules on who it is sent to, sent from, subject etc. Also, you can have messages immediately moved to a specific folder or even have a sound played once an item is received.

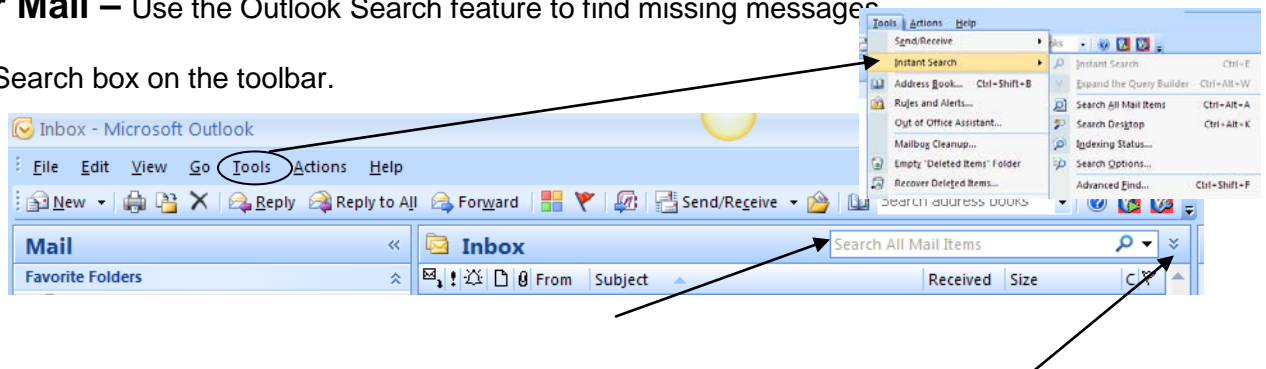
Use the Favorites Window – Using the Favorites option gives you quick visibility to any folders you may have with new messages.

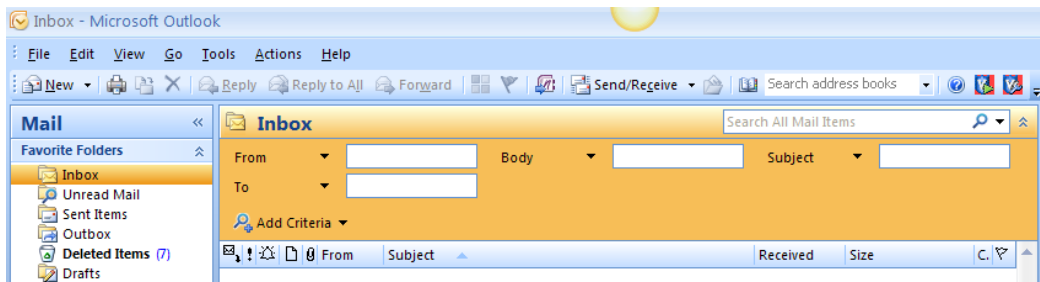


Highlight desired folder. **Right Click** and Choose **“Add to Favorite Folders”**

Searching for Mail – Use the Outlook Search feature to find missing messages

1. Go to the Search box on the toolbar.

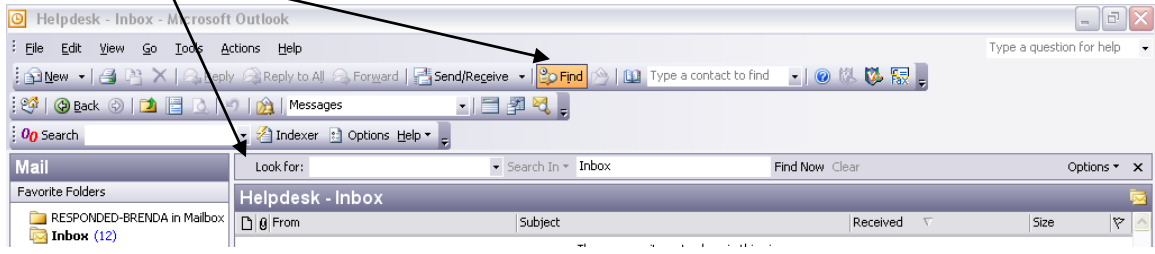




Click here to expand Search Criteria

Or in Outlook 2003

“Find” or “Look for”

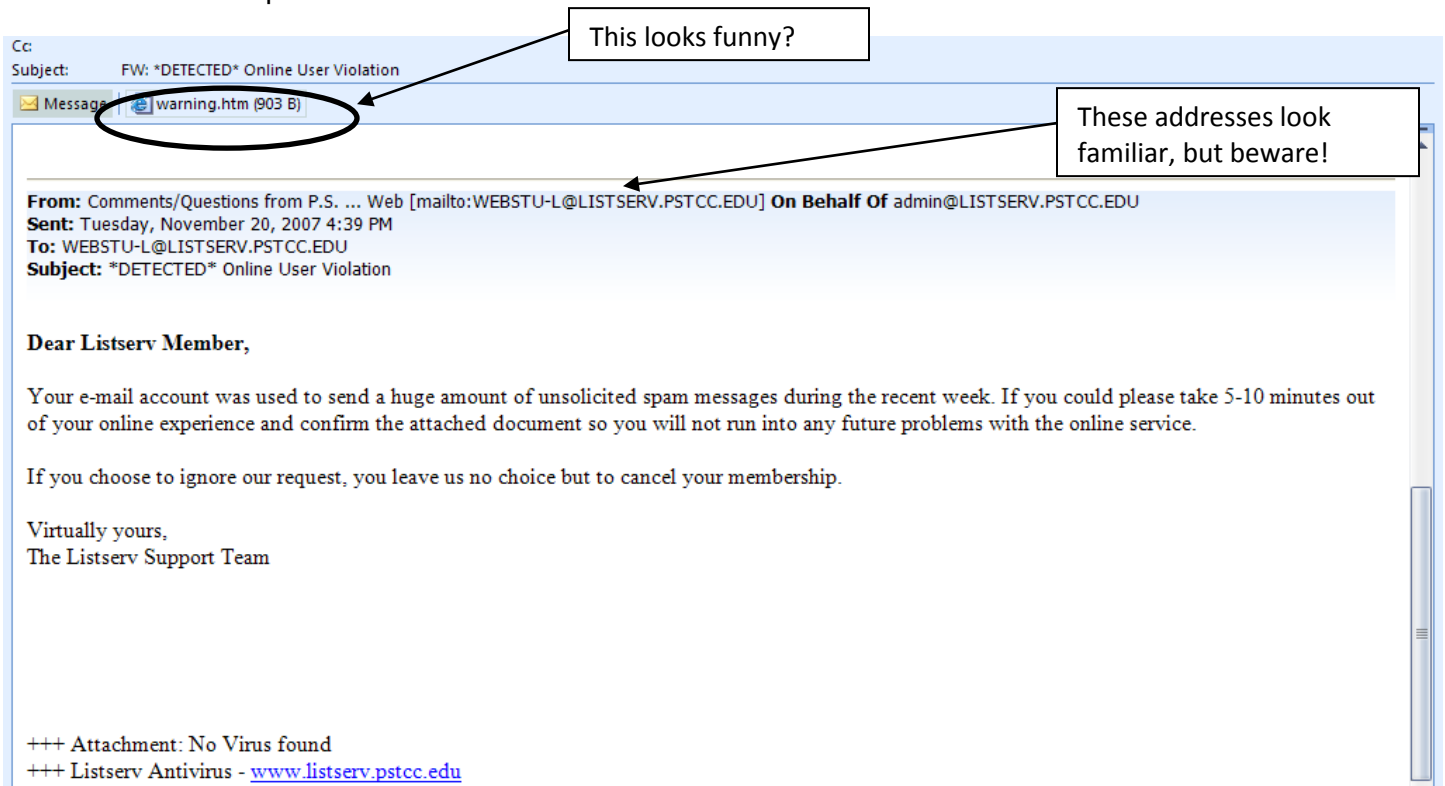


Junk Mail – Know that everywhere you deposit your college e-mail address, whether giving it to another party or merely posting it on a website; you are opening yourself up to potential Junk Mail. Guard your college address and consider setting up a free email account (at www.google.com or www.juno.com for example) to be used when unfamiliar websites require an address. Also, never respond to junk mail. Then, they know they have a viable e-mail address!

Beware of suspicious e-mails with attachments

- Never open any attachments unless you recognize the sender
- Look for other signs: Strange Requests, Wording, or Attachments

Example:



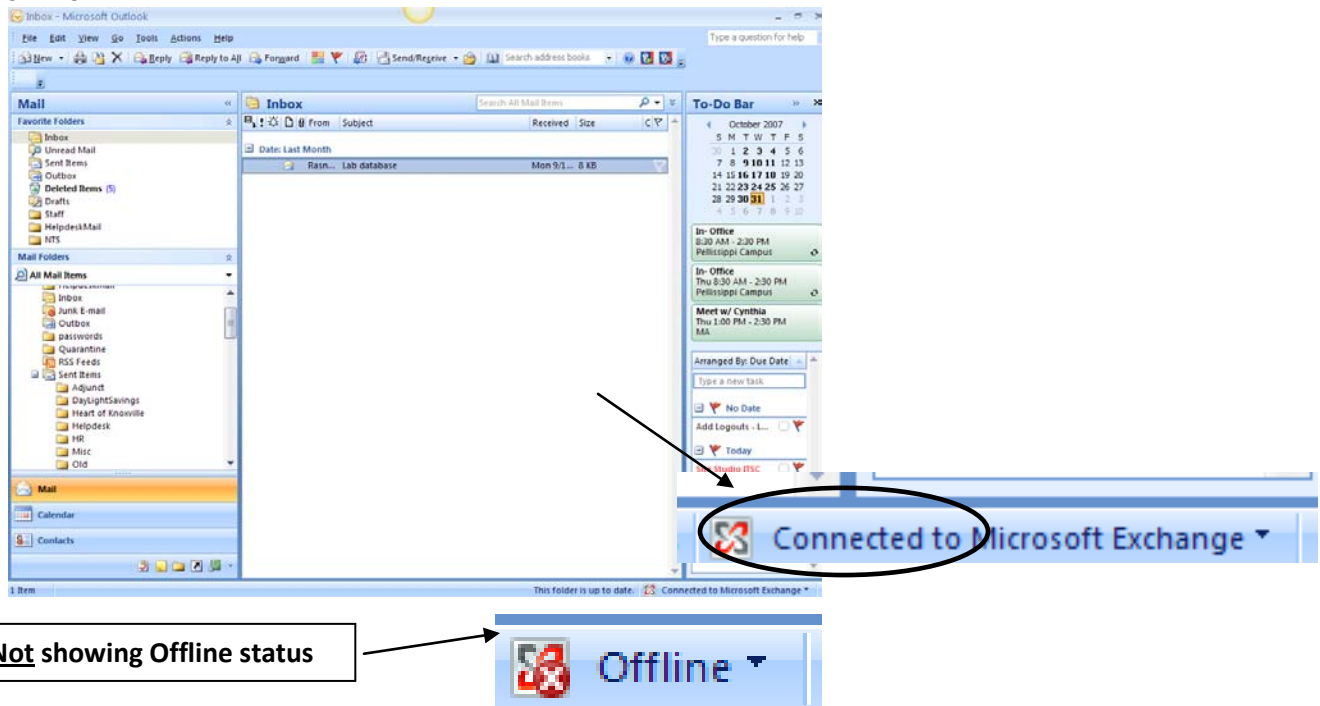
When in doubt, don't open!

✚ **Install the Barracuda Plug In** to help Train your email on what's Junk and what's not!

[Barracuda Plug In Link](#)
[Barracuda Documentation](#)

Not Receiving Email? - This is a frequent problem that usually has two root causes.

1. If using the client version of Outlook, double check to make sure you are **Connected** and not working offline.



2. Make sure you have not accidentally changed your **sorting**. Typically, users sort by date. This can be inadvertently changed and it appears there are no new messages. To change, simply click on the Received column heading with the arrow pointing down.



Distribution Lists - There are several options for sending out mass e-mails, so know your audience. Also, these lists are to be used for college business only. Please refer to policies [08:13:02 Computer Account](#) and [08:13:05 Computer System Use](#) for more information.

- **Class Lists** – Automatically generated each semester. To be used to reach students enrolled in a particular course and section.
- **ListServe Distribution Lists** - Created by the college to reach a particular group on campus i.e. Fac-staff. Make sure you include -l@pstcc.edu in the address.
- **Outlook Distribution Lists** - These are created by you personally and housed in your contacts folder. Each contact must reside in the contacts folder or be in Pellissippi's global address list to be included in the distribution list. You can make two copies, one for a backup.