Email Efficiency Strategies

A&F E-mail Systems
Currently, A&F Systems is working to consolidate all A&F departments onto MS Exchange and phase out the use of OIT’s U-Mail server. The result will be a more centralized, cohesive and flexible group communications system with more storage space.

A&F Systems is continuing to work on guidelines for retention, archive functionality and other best-practices.

Approaching the Zero Inbox, Proven Strategies
The below items are suggestions which have worked for some University staff and are generally accepted by Microsoft’s best-practices for Outlook. Outlook offers a high-degree of flexibility and options for various work styles and, as such, is used efficiently by staff in a wide variety of workflows.

- **Create folders and subfolders for categories of mail.** If the item has been acted upon and/or requires no further action, file it into an appropriate folder. The remaining opened inbox items will require follow-up action by default.
- **Use the search function to find specific mail.** If unsure of location, first highlight the top-most folder and search from that location. The search will require more time but will encompass more possible locations.
- **Mark Inbox items which require further action and/or are priorities.**
  - Right-click item, choose ‘follow-up’. Various colors can correlate to a degree of priority.
  - If the items which require follow-up become too numerous, consider setting up a longer-term follow-up folder and migrating non-priority mail there.
  - Sort by flagged items by clicking on the flag (literally a picture of a flag) column header. Click the ‘received’ column header to revert back to the typical inbox format.
- **Creating rules to automatically move mail from certain senders can be a good way to keep high-volume and/or non-critical mail from taking up inbox space.**
  - Right-click on a mail message from the sender in question, say a professional list-serve. Choose ‘Create rule…’, check the ‘From’ box, select the ‘Move the Item to Folder’ box, and click ‘Select Folder…’. If a folder has yet to be created for this classification of mail, click ‘New…’. Highlight desired folder, click OK.
  - NOTE: Can also be used for ‘Sent Items’ by starting the process from within the ‘Sent Items’ folder.
- **It is possible to archive older e-mail provided it is not configured to save on a local drive (typically the C:\ drive), or portable media such as USB, external hard-drive, etc.. Please contact your system administrator for information.**
Outlook Web Access

Internet Explorer can be used to connect to the Exchange server using Outlook Web Access (OWA).

- Enter ‘exchange.umass.edu’ into the browser address bar (without quotes)
- Username section is your AD username and domain.
  - The username and password are the same used to login to the workstations. Most users will need to prefix this with the campus domain, resulting in campus\username.

For questions or comments, please contact AF User Support Services at afssupport@admin.umass.edu or call ext: 5-1956.