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.

  o 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.