

InfoBytes

Volume 4, Issue 5 May 2007

Avoid Inbox Overload

By Amy Armstrong

Some of you may have received email from the UM Exchange Service saying that your mailbox is full. The size limit for Outlook mailboxes is 500M and you will start receiving these messages when your mailbox reaches about 450M. It is important to keep your mailbox size under this limit because if you go over you will no longer be able to send email.

One of the things that people probably do not realize is that with Outlook, no email is ever automatically deleted. It is up to the user to keep their mailbox manageable. One of the easiest ways to see which folders are taking up the most space is to follow the steps below:

- Within Outlook, right-click the Mailbox-Username (replacing Username with your name).
- Then go to Properties/Folder Size.

This will show the entire mailbox size as well as the sizes of each folder. You should scroll through this list to find the big folders. The usual offenders are: Inbox, Sent Items, Deleted Items, and Junk Email. Another thing to realize is that emails with attachments are almost always much larger than simply junk email. An easy way to find these big emails is to do the following:

- Click on a folder such as Inbox.
- Go to View/Reading Pane and turn this off.

Normally email is displayed by date – however, you can sort email by size. Click on the column that says Size and it will resort your email with the largest email at the top. Any email over 5MB in size normally has some kind of attachment such as a picture, movie, PowerPoint presentation, etc.

Special points of interest:

- Inbox Clean-up
- Automatic email responses
- Changing Passwords
- Greek Life
- CIC News

Inside this issue:

Avoid Inbox Overload cont'd	2
Vacation Rules	2
Vacation Rules cont'd	3
Umich Password	3
Website of the Month	4
CIC Retreats	4

Avoid Inbox Overload cont'd

One difference with Outlook is that when you delete an email, it is never really deleted. Outlook simply moves the email to the Deleted Items folder where it takes up the same amount of space. To delete permanently from the Deleted Items folder, hit the delete button and Outlook will ask if you want to permanently delete the item — say Yes. To delete an email permanently from your Inbox, hold the Shift key down while you hit the delete button. It will ask you if you want to permanently delete the item — say Yes. These steps will really delete the item (and the corresponding space) from your mailbox.

One suggestion for Junk Email is to daily click on the Junk Email folder and scan through for any non-junk email that might have been put in there by mistake. If all the mail is truly junk then do the following:

- Click on Junk Email Folder
- Go to Edit/Select All – this will highlight all of the email in the Junk Email Folder
- Hold down the Shift key while you hit Delete
- It will ask if you want to permanently delete this email – say Yes
- The junk mail will be truly deleted – not just moved to the Deleted Items folder.

Outlook Vacation Rules

By Amy Armstrong

With summer approaching, many staff members take extended time off and wish to set a vacation rule on their Outlook account.

There are some fundamental differences between how Outlook handles vacation rules and how previous email systems (such as Groupwise) handle vacation rules. The main difference is that if you set a vacation rule within Outlook, this will only apply to email received from other UM Outlook users. If someone from outside Outlook or from outside the University of Michigan sends you an email – they will NOT receive an auto response.

If you want anyone sending you an email to receive an auto-reply you must set this in TWO places:

First set the rule within Outlook:

- Go to Tools/Out of Office Assistant
- Change the Option to *I am Currently Out of the Office*
- Put whatever message you want the person to receive



Continued on page 3

Outlook Vacation Rules cont'd

Once you come back from vacation you will need to go back in and turn the Option to *I am Currently in the Office* (Outlook will remind you to do this)

Secondly set the rule within the Online Directory (www.directory.umich.edu)

- Go to www.directory.umich.edu
- Click *Bind* and authenticate with your unickname and unickname password
- Search for your unickname and click *Modify*
- Find the *On Vacation* section and change this to *True*
- Find the *Vacation Message section* and put in the message you want users to receive
- Click the *Save Changes* button on the left hand side of the screen

Once you come back from vacation you must go back into the Online Directory and change the *On Vacation* to *False*

Changing your UMICH Password

By Maria Laitan

There are two ways to change your Umich Kerberos password. Here is the first:

- Connect to <https://accounts.www.umich.edu/kpasswd/>
- Log in with your unickname and current UMICH password.
- Type your current and new passwords as prompted, then click Submit.
- In the next window you may choose to enter a hint. DO NOT enter your password as the hint.
- If you choose not to enter a hint, click skip to the services page .
- If you enter a hint, you must also select a challenge question and enter the answer.
- Click Save and Continue.

You will receive a confirmation that your hint has been stored. Click the Service Menu link to continue.

Click logout if you are finished using web-authenticated applications.

Next month we will discuss how to change your Umich Kerberos password with a Terminal Program.



<https://accounts.www.umich.edu/kpasswd/>



Technology Services

Division of Student Affairs

530 S. State St.
Ann Arbor, MI 48109-1349

Phone: 734.647.0271
Fax: 734.647.1483
E-mail: Techservices@umich.edu

Who To Contact

If you are having problems with Mpathways, please call the Help Desk at 936-7000.

If you are having problems with your unickname or unickname password, please contact the ITCS Accounts Office at 764-8000.

If you suspect system or university wide problems, you can call the Help Desk and listen to their recorded message at 764-HELP. Any system problems will be on their recording. www.itcs.umich.edu

Website of the Month: Greek Life

By Maria Laitan

Greek Life is a department within the Division of Student Affairs and is committed to supporting the fraternity and sorority population. The department's website was updated in the Fall of 2006 with a design that was completely created from scratch. The goals of the redesign were to introduce a new look, reorganize and modernize the site, and to update the site's content and features.

These new website features include sections for each of the four councils, a new recruitment sign up system, a new fraternity and sorority chapter information directory, and a new administrative control panel. Another available highlight of the Greek website is when printing any page, it uses an automatic printer-friendly mode.

Visit Greek Life today: <http://umich.edu/~greeks/>

CIC Retreats

By Jen McGowan

The Campus Information Centers have 4 full-staff retreats every year - a kick-off retreat in early September; a fall retreat; a winter retreat; and a spring retreat. Each retreat has a different focus and different activities to complement that focus.

Our kick-off retreat in September is full of icebreakers, getting-to-know-you activities and staff bonding experiences, since fall is a time of greeting new employees and returning co-workers who we haven't seen all summer. We also take advantage of the nice weather and go on a cross-campus scavenger hunt, learning things and having fun along the way. Our fall retreat always takes place at the UM Challenge Program and we spend the day in the woods under the watchful eye of the Challenge Program facilitators. Our winter retreat in January is a welcome-back after winter break and also the retreat where together we write our customer service pledge for the year. Finally, our spring retreat in April is when we say goodbye and congratulations to our graduating seniors, as well as hello and welcome to our newly-hired employees.

With the exception of the Challenge Program (which is a full day), all of our retreats are three hours long. We plan them carefully so that we have enough time to accomplish all that we want to without taking so long that anyone starts to get bored. And in between the business, we always schedule in plenty of time for fun.

"Each retreat has a different focus and different activities to complement that focus."