August 11, 2011

Transitions Continue; Tips for Customizing Your New Calendar & E-mail

The Northwestern Collaboration Services newsletter is delivered to keep the University community informed of the latest news related to upcoming changes to e-mail and calendaring services for faculty and staff. This month, read more about:

- **Shortcuts to Mastering Your New Calendar**
- **Smartphone PIN/Password Requirements**
- **Free Demonstrations and Online Training**
- **Drop-In Support Location Availability**
- **Rolling Transitions Continue—5,000 Strong and Growing**

**Shortcuts to Mastering Your New Calendar**

Become a calendar expert! Learn the shortcuts below, and be on the path to mastering your new Microsoft Outlook calendar:

- **Use the Scheduling Assistant When Creating a New Meeting**: To schedule University faculty/staff and rooms/resources that are already within the new system, click the "Scheduling Assistant" button while creating your "New Meeting" to ensure all availability before sending the meeting invitation. Within the Scheduling Assistant, be sure to click the "Address Book" button to access the Global Address List of all University people and resources that are already within the new system. Read more.

- **Always Choose "Send Response" When Replying to Meeting Invitations**: So that your meeting response can be properly recorded, you must always choose to send a response when either accepting or declining a meeting invitation. Read more.

- **View Your Next 7 Days Button**: To quickly view your day or the upcoming week's schedule, you may want to use the "Today" or "Next 7 Days" button on the upper menu of Outlook.

- **Invite Large Groups to Meetings By Sending Invitations to Listservs**: A quick trick to inviting large groups of people to your meeting is to simply send a meeting invitation to the group's listserv. In the "To" field of your meeting invitation, enter the listserv's e-mail address and send. This way you can also send notification of your event to people who are not yet in the new system. Please note that you may not be able to view individual listserv subscriber responses when using this option.
• **Request and Manage New Resources**: If you need to add or manage a room/resource within the new system, submit the form for managing and creating calendar rooms, resources and public groups.

Read more about Calendar Support Tools on the NUIT Web site.

**Smartphone PIN/Password Requirements**

If you are using or planning to use a smartphone (iPhone, Android, etc.) to access Northwestern Collaboration Services, please be aware the University Policy Review Committee has determined that setting a PIN or password on the mobile device is required to best protect University data from unauthorized access in the event that the device is lost or stolen.

If you choose not to set a PIN or password, you can use the Outlook Web App (OWA) from a mobile device browser to access e-mail and calendaring events. Also be aware that the default five minute inactivity time-out period is the greatest allowable setting that is allowed with University-supported mobile devices and cannot be increased.

**Free Demonstrations and Online Training**

If you've heard the sound of the online trainer from the free training videos around your office, you're not alone. Hundreds of you are playing the videos to learn quick tips about the new e-mail and calendaring service without leaving your desk!

In addition to these online tutorials, the University's Microsoft representative is re-visiting the Evanston campus to provide Microsoft Outlook and Outlook Web App (OWA) demonstrations on August 24. If you missed any of the past several months' demonstrations, you're encouraged to register in advance to attend if you'd like to learn more about these programs.

Take advantage of the following HR-led computer workshops that are temporarily available to you at no additional cost:

- **Windows Outlook 2010: Just Calendars & Outlook Web App (3 hr. workshop)**
  - September 1, 21 & October 5
- **Windows Outlook 2010: Email, Calendar, Tasks & Outlook Web App (full day workshop)**
  - September 1, October 10, November 16
- **Mac Outlook 2011: Just Calendars & Outlook Web App (3 hr. workshop)**
  - September 12
- **Mac Outlook 2011: Email, Calendar, Tasks & Outlook Web App (full day workshop)**
  - August 22, September 12

**Drop-In Support Location Availability**

Throughout the summer, the NUIT Support Center has added several locations for you to drop in and receive in-person assistance with your new account. Based on recent feedback, NUIT has determined that the collaboration drop-in service offering at the Technological Institute location is no longer needed. Its last open day will be Friday, August 12. NUIT will continue to monitor the drop-in service, but please be aware that all other locations are scheduled to remain available through December 22, 2011.

- **Norris Center: NUIT Service Point** - lower level - [Map](#)
  - Monday - Friday: 11:00 a.m. - 5:00 p.m.
Rolling Transitions Continue—5,000 Strong and Growing

The project team is pleased to announced that both the early adopter working pilot and Meeting Maker transitions have successfully completed, making the total number of accounts within the new system jump to nearly 5,000 faculty and staff.

At this point, the transition schedule for additional faculty and staff continues to be primarily pre-defined by school technical leaders and departmental support personnel. You’re encouraged to contact your Local Readiness Team Lead, technical support specialist or the NUIT Support Center if you have any questions about your transition. A self-service transition option will be available within the next month.

Departmental e-mail accounts will be transitioned to the new system in the coming weeks. Until further notice, these accounts can continue to be accessed and used as they are today.

NOTICE: The old e-mail system (casbah, hecky, lulu, merle, mail.it.northwestern.edu) is scheduled to be shut-down on December 18, 2011. Contact your Local Readiness Team Lead, technical support specialist or the NUIT Support Center to inquire about your school or department’s transition.