The Northwestern Collaboration Services newsletter is delivered to keep the University community informed of the latest news related to the new e-mail, calendar, instant messaging, web conferencing and document sharing service for faculty and staff. This month, read more about:

- **Phase One is Complete**
- **Are You Ready? IM & Web Conferencing Coming in February**
- **Create & Manage Calendar Rooms, Resources & Groups**
- **Managing Your Storage & Quota**
- **Scheduling and Accepting Calendar Invites**
- **What’s Your Favorite New E-mail Shortcut?**

### Phase One is Complete

It's hard to believe that over 17,000 Northwestern faculty, staff, and departmental accounts have transitioned to the new Microsoft-powered e-mail and calendar system since June, but it's true. The initial project phase of implementing an integrated e-mail and calendar service for University faculty and staff is now complete.

If you have any questions about the new e-mail system, contact your Local Readiness Team Lead, technical support specialist or the NUIT Support Center.

A special thank you to Collaboration Services LRTLs for their assistance in coordinating these transitions.

### Are You Ready? IM & Web Conferencing Coming in February

The Collaboration Services project team is already busy planning for the second phase of the Collaboration Services project: an instant messaging and web conferencing tool called Lync that will soon be available within your Collaboration Services account.

The phase two timeline indicates that Lync will be available for faculty and staff by the end of February. Look for more communication about how you can get access to these new tools in early winter quarter. Later in 2012, more news will be available about phase three, which will include SharePoint document management and sharing.

Keep up-to-date with project status details on the Collaboration Services Project Status page.
Create & Manage Calendar Rooms, Resources & Groups

If you need to add or manage a calendar room or resource (e.g., projector) within the new system, be sure to reference the form for managing and creating calendar rooms, resources, and public groups.

The form can also be used to create and manage public groups which can be used by University departments and teams to more efficiently communicate via distribution lists and group calendars.

* University classrooms are still managed within the Room & Event Registration System and are not a part of Northwestern Collaboration Services.

Managing Your Storage & Quota

Keeping a watchful eye on your mailbox quota is always a good idea. Did you know that the "Sent Items" folder is very often overlooked when it comes to taking up space within a mailbox? When was the last time you took inventory within your sent folder? Are there large attachments that you can download to your computer and then delete from your mail program?

If you’re using Outlook 2010 or the Outlook Web App, NUIT also recommends setting Online Archive and/or Retention rules on your e-mail folders that will automatically move or remove older messages. As a reference:

- **Online Archive Rules** move messages to the Online Archive storage after a specified time period. It may take 24 hours for these rules to process once they have been set.
- **Retention Rules** delete messages after a specified time period.

As a reminder, the default quota for the majority of Northwestern Collaboration Services accounts is 2GB for the primary mail file and an additional 6GB of online, secondary storage via the Outlook Web App (OWA) and Outlook 2010 for Windows. Find more tips on how to manage your storage quota and reduce your mailbox size on the NUIT Web site.

Scheduling and Accepting Calendar Invites

- **Use the Scheduling Assistant When Creating a New Meeting**: If you’re a heavy meeting scheduler with several people throughout the University, clicking the Scheduling Assistant button while creating your New Meeting will help to ensure everyone’s 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 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.

What's Your Favorite New E-mail Shortcut?

Several faculty and staff members have had "ah-ha" moments after hearing the following top two tips. If you haven’t yet, try them for yourself:

- **Use the "More Columns" Search Option in Address Book**: When using the Address Book or Global Address List (GAL) in Outlook, select the "More Columns" option (not "Name Only") to easily search for your
University contact via last name or NetID. Once you select this search option, it should remain the default search option for future use. All University faculty and staff have been populated in the GAL.

- **Most Popular Keyboard Shortcuts**: Need to quickly open your address book? Try pressing `Ctrl+Shift+B`. Want to display more than just the standard five or seven days in your calendar? Press `Alt` and then either `0-9` when viewing your calendar to expand or shrink your upcoming schedule. [View more shortcuts.](#)