Email Tips

- Archive items more than a year old
- Create custom Search Folders to filter messages by topic
- Enable Conversation Mode to arrange messages by replies
- Maintain current versions of Outlook on all devices
- Keep fewer than 10,000 items in any single folder—including Inbox
- Organize messages into folders created outside of Inbox

More Information & How-Tos for Collaboration Services can be found at:

it.northwestern.edu/collaborate/how-to/

NEED HELP? Contact IT Support Center
847-497-4357 (1-HELP)
consultant@northwestern.edu
Quick Calendaring Tips

All practices work best with the current version of Microsoft Outlook or Outlook Web App!
Find more tips at it.northwestern.edu/collaborate/how-to/calendar-best-practices.html

Scheduling Meetings
- Always click **Send Update** after modifying a meeting.
- Before going to a meeting, click **Tracking** to see who is confirmed to attend.
- Double-click distribution lists to see all invitees before sending an invitation.
- Edit time or date by opening a meeting—do not drag and drop meetings elsewhere on the calendar.
- Only meeting organizers should add new people to existing meetings—do not forward invitations.

Accepting Meetings
- From the Inbox, click **Remove from Calendar** to process cancellations and click **Decline** to reject invitations.
- Promptly respond to meeting invitations and updates.
- Send notes to the meeting organizer to share with all invitees—do not save personal notes to a meeting as an attendee.

Recurring Meetings
- NUIT recommends these length guidelines to minimize conflicts for attendees:

<table>
<thead>
<tr>
<th>Meeting Recurs</th>
<th>New Meeting Every</th>
<th>Total Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>2-4 weeks</td>
<td>10-20</td>
</tr>
<tr>
<td>Weekly</td>
<td>2 months</td>
<td>8</td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>3 months</td>
<td>6</td>
</tr>
<tr>
<td>Monthly</td>
<td>6 months</td>
<td>6</td>
</tr>
<tr>
<td>Quarterly</td>
<td>1 year</td>
<td>4</td>
</tr>
<tr>
<td>Annually</td>
<td>3 years</td>
<td>3</td>
</tr>
</tbody>
</table>

Mobile Devices
- View meetings only from mobile devices—do not respond to new meeting requests or updates.
- Respond to duplicate requests on different devices in the same way—do not simply delete the duplicate.
- Reset calendar sync occasionally—follow device or application calendar sync instructions.

Calendar Delegation
- Limit calendar management to one authorized delegate at a time.
- Manage the delegated calendar consistently from a single inbox in a single calendaring program.
- Use the same Outlook versions and patches for all delegates—minimum Outlook 2010 Service Pack 2.
- Turn off auto-accept rules regarding meeting requests.

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