

### (1) Important Outlook Settings

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#### Keep your Mail/Calendar Current


To keep your Outlook mail/calendar synchronized, your Send/Receive settings should be set to automatically send/receive every 5 minutes. To change this setting: **Tools - Options, Mail Setup tab, Send/Receive** button, check the second box next to **Schedule an automatic Send/Receive**. The box should have 5 minutes in it.

#### Search the Global Address List (Bucknell Directory)

If you send mail to Bucknell faculty, staff and students most often you should make sure that you are set up to search the Global Address List (GAL) by default. Select **Tools – Address Book** and confirm that **Global Address List** appears in the right hand drop-down list. If not, select **Tools** (from inside the Address Book window) and then **Options**. Select **Global Address List** in the top drop down list.




#### Outlook Tip: Check out Outlook Today

Outlook Today provides you with a summary view of your email, calendar and tasks. To see Outlook today, double-click the **Zimbra – Your Name** item  **Zimbra - Lisa Veloz** in your Navigation Pane. Click the **Customize Outlook Today** link in the top right corner to select what is displayed and elect to have Outlook open to Outlook Today.

### (2) Email FAQs

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#### Where is my mail saved? How can I access it?

- The **Zimbra section**  **Zimbra - Lisa Veloz** of your email folders includes your Inbox, Sent Mail and any other mail folders that you have created. All of these are stored on the Zimbra server and are accessible through Outlook and Zimbra Web.
- **Personal Folders** and **Archive Folders** are local mail folders that hold past email. This is where older mail should be archived from time to time.

#### Can I move mail between Zimbra and my Personal/Archive folders?

Yes, you can move mail folders. You can drag and drop from Zimbra to your Personal/Archive folders. DO NOT drag and drop folders from Personal/Archives to Zimbra.

#### Can I create new folders?

Yes, you can right click on either Zimbra or Personal/Archives and select **New Folder** to create a new folder. Once you create a folder on Zimbra, then you can move mail into it.

#### What's the easiest way to address an email message?

The easiest way to add a recipient to a new message is to type their last (or first) name and click the **Check Names** button on the toolbar. After you have sent mail to someone once, Outlook will remember them when you start typing their name. You can also use the Address Book (accessed by clicking the **To:** button) to search the Global Address List or your Contacts.

#### Why don't my Outlook Rules work? Do I create all mail filters (rules) in Zimbra Web?

Your Outlook Rules will no longer work (but they will in the next version of Zimbra). To create filters on incoming mail you must create them using Zimbra Web. The filters must filter into mail folders located on the Zimbra server. To create a filter: login to **Zimbra Web**, select the **Options** tab and then the **Mail Filters** tab. Choose **New Filter** and create the filter. We recommend using the **To:** field and the **contains** option for creating filters for listservs.



#### Outlook Tip : Separate windows for Email and Calendar

Did you like having your calendar open in another window on your task bar so that you can quickly switch between windows? Outlook allows for you to have two or more windows open at once. Right-click the **Calendar** button in the Navigation Pane and choose **Open in New Window**.

### (3) Calendar FAQs

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With Zimbra calendaring is now available campus-wide. All calendar notifications are delivered through email so everyone should see invitations even if they do not use the calendar.

#### Can I share my calendar with others?

Yes, you can share your calendar with others. Right-click your calendar and select **Properties** and then click the **Sharing** tab. Choose the **Add** button, select the individual you would like to share your calendar with, and then click **OK**. Select the role you wish them to have: Reviewer (Read-only access) or Delegate (Read/Write or Manage access).

### How do I open a shared calendar?

All calendars that others have shared with you are available through Zimbra Web automatically. To add shared calendars in Outlook, select **File – Open – Other User’s Mailbox**, then search for the individual, resource or location name that was shared with you.

### Do I need to separate my calendar messages?

We recommend that you stay on top of your meeting messages by filtering them to a separate mail folder. To create this filter go to <http://ask.bucknell.edu> and search for “Zimbra calendar filter”. It’s also best to manage your calendar using your calendar messages. For example, you need to click the **Remove from Calendar** button to remove a cancelled meeting from your calendar.

### Can someone else manage my incoming calendar messages?

Yes, with a few simple steps you can set up someone else to manage your calendar messages for you. For assistance with this, please contact the Tech Desk at x77777 to set up an appointment.

### A meeting is canceled but why is it still on my Outlook calendar.

When you receive the email about a meeting being canceled you must click the **Remove from Calendar** button at the top of the email message to remove the meeting from your calendar.

### I moved a meeting, but don’t have current responses from invitees. What happened?

If you move a meeting, you need to make sure that **Request Responses** is checked under the Action menu so that you receive responses to your newly proposed time.

## (4) Contacts FAQs

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Your main contact list should be located in the Contacts section of Outlook. These Contacts are also available in Zimbra Web. You may create additional contact folders that are also available in Zimbra. You may also still have your original Outlook contact list that can be found in “Contacts in Personal Folders or Archive Folders”.

### Can I move my contacts from my Personal Folders to my main Contacts?

Yes, but similar to email, DO NOT drag them from the Contacts in Personal Folders to Contacts. To move these you must import them. For assistance with this, please contact the Tech Desk at x77777.

### Can I share my Contacts?

Yes, one of the features of Zimbra is that you can share contacts with others. Most people share contacts for one of two reasons:

- You have a contact distribution list that others need to use – department list, committee or team list. For example, one person can create a contact group for a project team and share it with the others on the team.
- You need shared management of a contact list so that someone else can add/delete/edit your contacts.

## (5) Zimbra Web FAQs

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“When should I use Zimbra Web?” is one of the most popular questions we get.

Answer: Zimbra Web can be used whenever you prefer. Zimbra Web should be used when you are at home, traveling or need access to your mail/calendar when you are not at your computer. Zimbra Web should also be used for completing these specific tasks:

- Creating/managing filters
- Setting a vacation or away message
- Forwarding your email to another address
- Checking your quota
- Accessing infrequently used shared calendars

## (6) Features not here yet but coming soon!

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The next version of Zimbra, version 5.0, includes lots of great features. Here is a preview of some features coming in late spring/early summer:

- Private meetings supported
- Zimbra filters will work with Outlook rules
- View your quota in Outlook
- Outlook tasks synchronized with Zimbra Web
- Ability to synchronize Tags and Categories
- Ability to insert images (Zimbra Web)
- Faster login time (Zimbra Web)
- Searching of calendars (Zimbra Web)
- Shared task lists

For more information see <http://www.bucknell.edu/zimbra.xml>