How to Set up Automatic Email Replies in Outlook

Academy of Management

Office 365 Training

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☐What are Office 365 Automatic Replies?

- Automatic Replies, are often referred to as an "auto-responder," "vacation," or "out of office" message. You can use automatic replies to notify others that you are out of the office, on vacation, or not available to respond to email messages as well as provide a thank you message.

- When this is on, everyone who sends you an email will receive a return message automatically. There are settings for controlling when the message is to be active/inactive, and what the message will say for those inside your organization (colleagues and other @aom.org users) and for those outside your organization.

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Outlook – Automatic Replies

1. Open Microsoft Outlook
2. Click the "File" Tab

3. Click on the "Automatic Replies" button
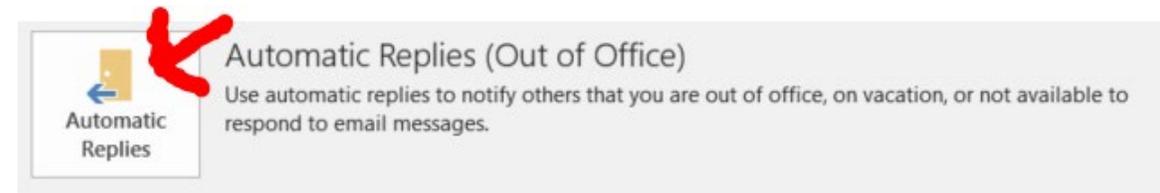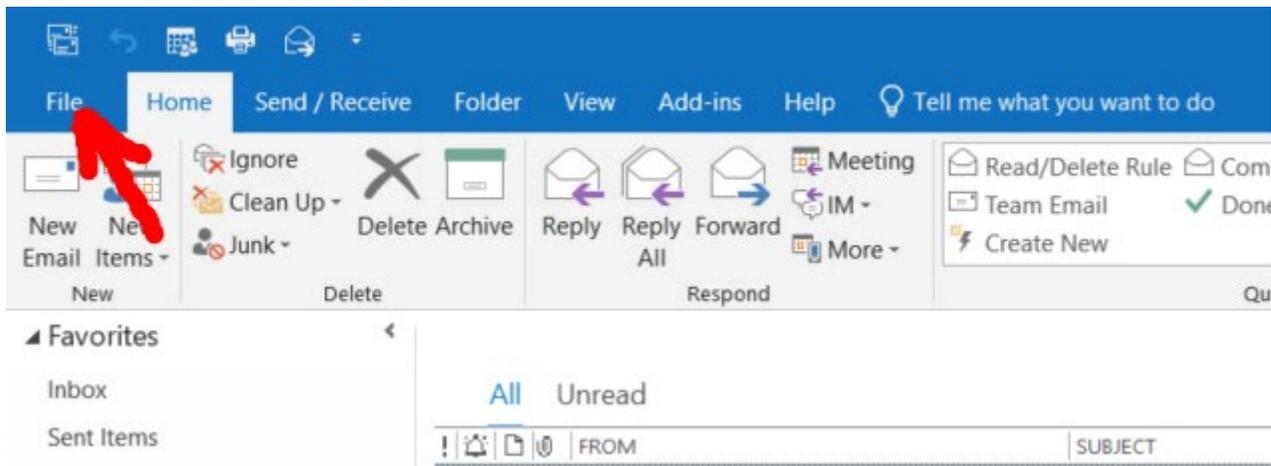
Outlook – Automatic Replies

4. Check the "Send automatic replies radio button / option

5. Check the box for "Only send during this time range:
    - Enter start date/time when you would like automatic replies to start being sent
    - Enter the end date/time when you would like automatic replies to stop being sent

6. Enter the message for BOTH those "Inside My Organization" and "Outside My Organization" tabs

Web – Automatic Replies

- Go to https://outlook.office.com

- Sign in with your @aom.org email address and password

- Click the "gear" icon in the upper right hand portion of the screen

- Then click on "Automatic replies"

Settings

Search all settings

Automatic replies
Create an automatic reply (Out of office) message.

Display settings
Choose how your Inbox should be organized.

Offline settings
Use this computer when you're not connected to a network.

Manage add-ins
Turn add-ins from your favorite app vendors on and off.

Manage connectors
Connect Outlook to your favorite services.

Web – Automatic Replies

- Select the "Send automatic replies radio button
- Check the box for "Only send during this time range:
  - Enter start date/time when you would like automatic replies to start being sent
  - Enter the end date/time when you would like automatic replies to stop being sent
- Enter the message for BOTH those "Inside My Organization" and "Outside My Organization" tabs
- Click the "OK" button

✓ OK   ✗ Cancel

Automatic replies

○ Don't send automatic replies

◉ Send automatic replies

☐ Send replies only during this time period

Start time   Mon 12/3/2018   📅   9:00 AM ▼

End time   Tue 12/4/2018   📅   9:00 AM ▼

☐ Block my calendar for this period

☐ Automatically decline new invitations for events that occur during this period

☐ Decline and cancel my meetings during this period

Send a reply once to each sender inside my organization with the following message:

B *I* <u>U</u> AA A̍ ✐ A ☰ ☰ ☴ ☵ ∨

I am currently unavailable and response to email may be delayed. If you need immediate assistance, please contact support@aom.org or call (914) 326-1840.

☑ Send automatic reply messages to senders outside my organization

○ Send replies only to senders in my Contact list

◉ Send automatic replies to all external senders

Send a reply once to each sender outside my organization with the following message:

B *I* <u>U</u> AA A̍ ✐ A ☰ ☰ ☴ ☵ ∨

I am currently unavailable and response to email may be delayed. If you need immediate assistance, please contact support@aom.org or call (914) 326-1840.

Mobile – Automatic Replies

- Launch the Outlook app on your device
- Click the "gear" icon for "Settings"
- Select the @aom.org account from the list
- Click "Automatic replies"
- Enable it (toggle) *
- Fill in the reply for BOTH those inside the organization and external.

* When entering settings on mobile phone in the app, it does not ask / prompt for the date / time to turn on /off automatic replies.

Team – Automatic Replies

- Go to https://outlook.office.com
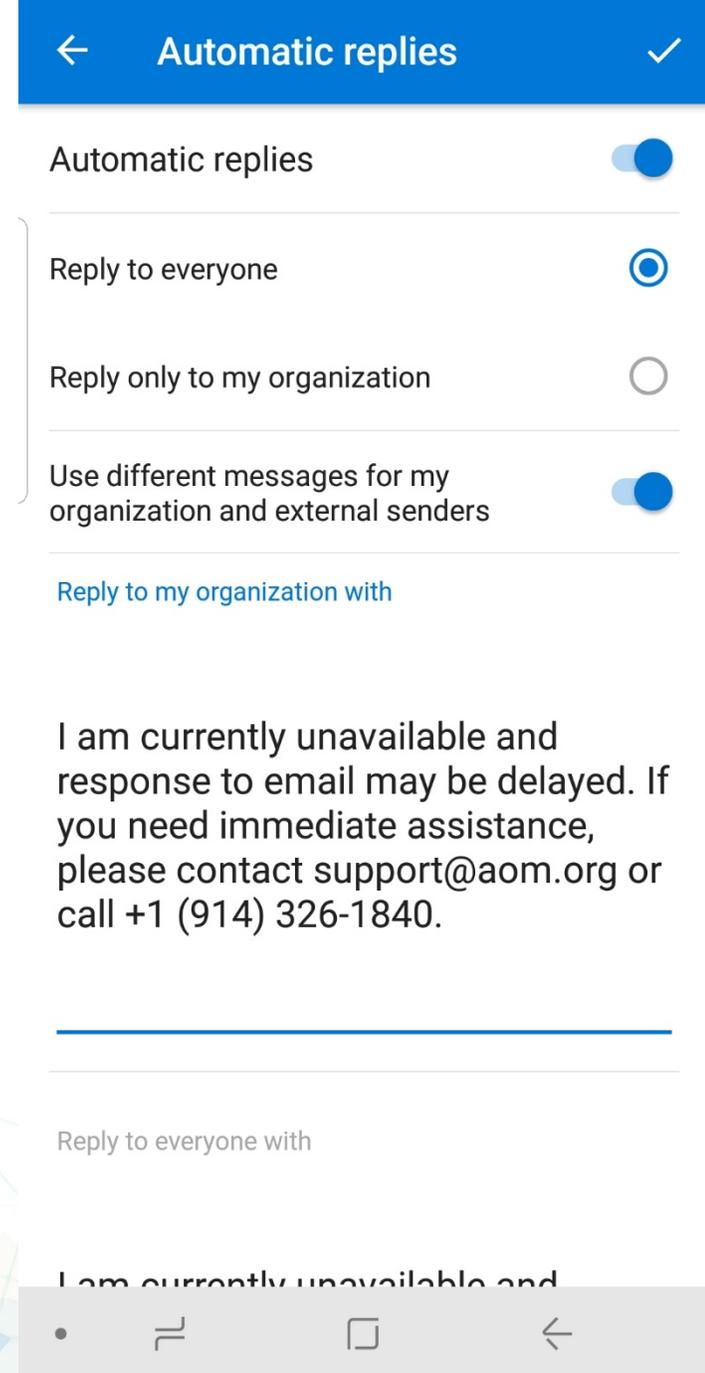
- Sign in with your @aom.org email address and password

- Click the Profile icon in the upper right hand portion of the screen

- Then click on "Open another mailbox…"

  - Continued on next slide…

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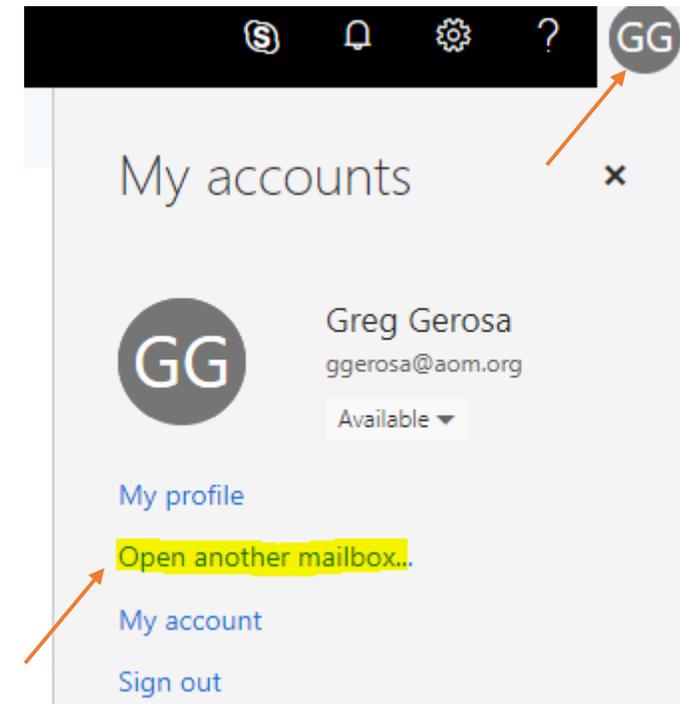
Team – Automatic Replies (cont.)

- Type in email address of Shared Mailbox

- Once the Mailbox opens click the "gear" icon in the upper right hand portion of the screen

- Then click on "Automatic replies"

Open another mailbox

AA AOM Admin
admin@aom.org

Open   Cancel

Settings

Search all settings

Automatic replies
Create an automatic reply (Out of office) message.

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Reference Links

- Outlook Help Center: https://support.office.com/en-us/outlook?wt.mc_id=otc_outlook

- Outlook Training Center: https://support.office.com/en-us/article/outlook-for-windows-training-8a5b816d-9052-4190-a5eb-494512343cca?wt.mc_id=otc_home&ui=en-US&rs=en-US&ad=US

- Outlook Automatic Replies Help: https://support.office.com/en-us/article/send-automatic-out-of-office-replies-from-outlook-9742f476-5348-4f9f-997f-5e208513bd67

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How to Mark Yourself Out of Office in the Outlook 365 Staff and Event Calendar

Academy of Management

Office 365 Training

Staff and Event Calendar – Out of the Office

- Whether you are out of the office on PTO, traveling for business or working at home please follow these guidelines on how to best enter it in the staff calendar

Open Outlook and click on the calendar icon on the bottom left and then select Staff and Event Calendar.

This will bring up our shared calendar where you will make your entry.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3	4	5	**6**	7
← From May 20		Arpan [PTO]		
← From May 31		Miriam (PTO)	Kerry WAH	Amy (WAH)
Nancy/Lucy/Michael Mc. in London meeting with President Elect			Steve (WAH)	Anne (WAH)
Stacey (AMLE PDW in Boston)		Barbara PTO-PM	Terese PTO	Dasia PTO PM
Anne (PTO)	John WAH (646 522 4863)	79th AM BOS: Online...		Greg (PTO)
Dasia WAH PM		Amy (S)		Irina (wah)
Elena (PTO)	Kelly - Remote	Kelly - Remote		Jel (PTO)
Kelly - Remote	Michael M (PTO)	Lucy (WAH)		John (WAH) 646-522-4863
Randye 1/2 PTO PM		Michael M (WAH)		Kerry (PTO)
		Mike McShane (WAH)		Susan (PTO - PM)
		Susan (WAH)		

Staff and Event Calendar – Out of the Office

- Double click on the day (or first day) that you will be out of the office

- Enter the your name details and date time. (click the check box for All Day if it is.) Add (PTO) or (WAH) after your name in title.

  Title   Greg (PTO)

- Set the reminder to None

  Reminder: None

- *Be sure to select the correct "Show As" status to reflect your availability to the rest of staff!*
  - *'Working Elsewhere" for WAH or business travel*
  - *"Out of Office" for PTO*
  - *"Busy" to block of time when you are temporarily not available*

Show As: Free

Reminder:

Free

Working Elsewhere

WAH or travelling → Tentative

Busy

PTO → Out of Office

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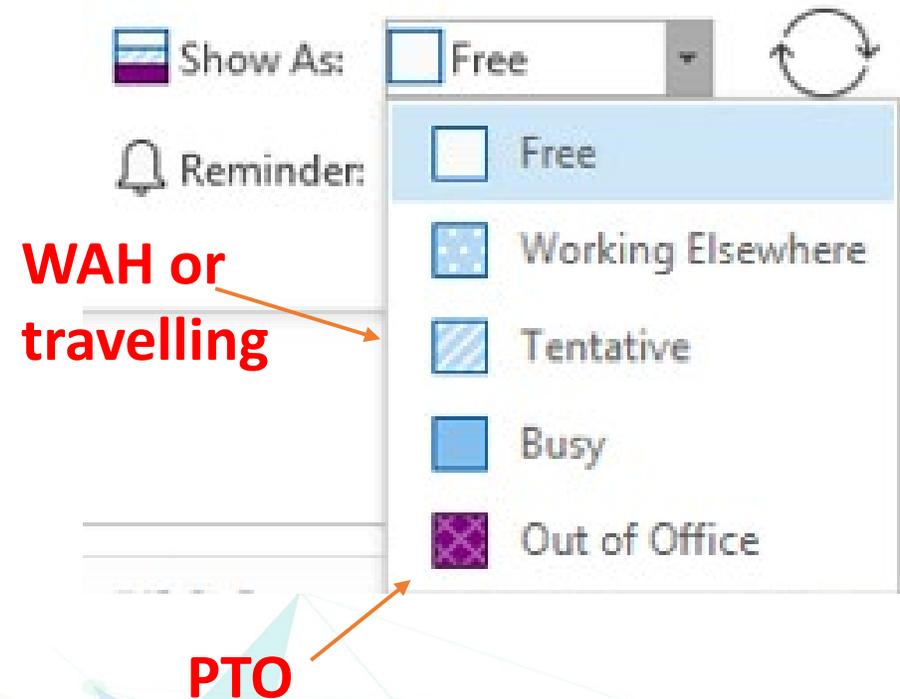
Staff and Event Calendar – Out of the Office

- Once all the details are set and the your title is correct click on the "Copy to My Calendar" icon to make a copy onto your Personal calendar. This will help other staff see your availability through the scheduling assistant

- Now click on Save and Close and the entries will be made on the shared staff calendar and your personal calendar.

Copy to My Calendar

Save & Close

Calendar - ggerosa@aom.... ✕

FRIDAY

7

Greg (PTO)

◀ Calendar - Staff and Eve... ✕

FRIDAY

7

Arpan [PTO]

Greg (PTO)

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Reference Links

- Outlook Help Center: https://support.office.com/en-us/outlook?wt.mc_id=otc_outlook

- Outlook Training Center: https://support.office.com/en-us/article/outlook-for-windows-training-8a5b816d-9052-4190-a5eb-494512343cca?wt.mc_id=otc_home&ui=en-US&rs=en-US&ad=US

- Outlook Automatic Replies Help: https://support.office.com/en-us/article/send-automatic-out-of-office-replies-from-outlook-9742f476-5348-4f9f-997f-5e208513bd67

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Checking voicemail messages from outside the office

1. Dial your direct line (Wait for voicemail to pick up)
2. Press " * "
3. Enter your Voicemail PIN, then press " # "

Please note: a notification (and audio file) of voicemails should automatically be sent to your @aom.org email address and by default a copy sits in your voicemail box.

Alternative online voicemail/message review

1. **Log into the User Portal**
   a. Log into your LightPath portal with your phone number and voicemail PIN
   b. Http:// http://lightpathhostedvoice.com/
   c. Username is your full phone number such as 9143261842.
   d. Your initial password (if you haven't changed it yet) is **4AOMphone!**
   e. If this does not work please contact us at helpdesk@aom.org

C. Go to the "**Messages & Calls**" tab, click the blue arrow next to a message to listen to it, or review the call logs to see who called but didn't leave a message.

Accessing your User Portal to setup Call Forwarding

- Log into your LightPath portal with your phone number and voicemail PIN
- Http:// http://lightpathhostedvoice.com/
- Username is your full phone number such as 9143261842.
- Your initial password (if you haven't changed it yet) is **4AOMphone!**
- If this does not work please contact us at helpdesk@aom.org

- Select the "**Call Manager**" Tab
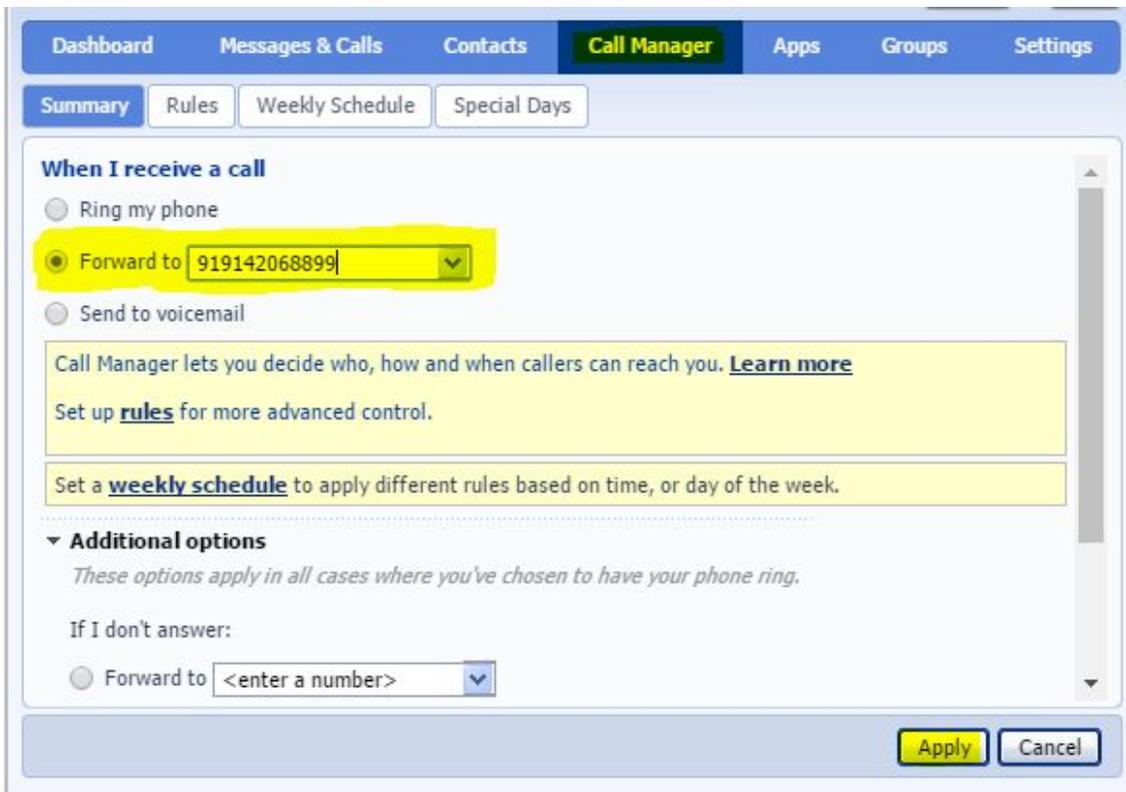
- In the "**Summary**" tab, where it reads "When I receive a call"
- Select the "**Forward to**" radio button *(2nd option)*

- Enter 9 1 and the full phone number *(including area code)* you wish to have your line forwarded to - with **no spaces** *example* **919149232607**

You can forward to a cellphone or landline/voice over IP home phones - remember to use a 9 and a 1 and no spaces with the full phone number including area code if directing it off-site. You can also forward to another AOM 3-digit extension (if someone is handling your calls while you are a way).

- Click "**Apply**"

NOTES: When using this option, all calls and voicemails will be sent and stored on the number you forwarded your calls to *(home or cell)*, NOT the AOM's voicemail system.

This is not time bound, so all calls will be sent to the designated number at all times, any hours of the day/night until the feature is turned off.

Therefore, after the work day is over, or upon your return to the office, you MUST set this option back to "Ring my phone" to resume normal functionality.

Alternative, use the "If I don't answer" option.

- Repeat same login procedure as above, click "**Call Manager**," leave the "**When I receive a call**" set to the "**Ring my phone**" *(which is your desk phone)*
- Scroll down and in the "**Additional options**" section
  - "**If I don't answer**":
    - Select "**Forward to**"
    - Enter 9 1 and the full phone number (including area code) you wish to have your line forwarded to - with no spaces *example* **919149232607**

You can forward to a cellphone or landline/voice over IP home phones - remember to use a 9 and a 1 and no spaces with the full phone number including area code if directing it off-site. You can also forward to another AOM 3-digit extension (if someone is handling your calls while you are a way).

  - Click "**Apply**"

This might be helpful if you are going to be in a meeting, but are expecting an important call, or if you simply want to be reached at all times. The person calling has to sit through a few more rings in this scenario, but you won't miss a call.
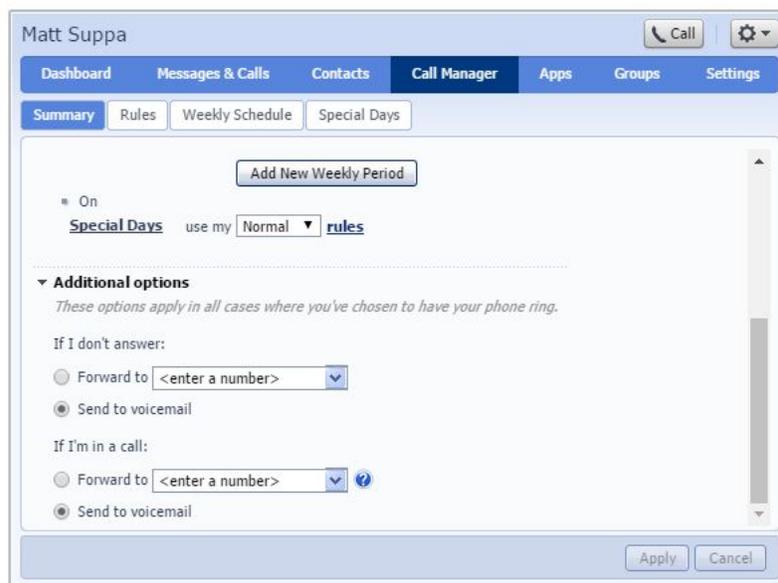
Regularly work at an alternative location (Annual Meeting or WAH)

- Log into your LightPath portal with your phone number and voicemail PIN
- Http:// http://lightpathhostedvoice.com/
- Username is your full phone number such as 9143261842.
- Your initial password (if you haven't changed it yet) is **4AOMphone!**
- **If this does not work please contact us at helpdesk@aom.org**

91432618xx | 4AOMphone!

- Select the "**Call Manager**" Tab
- Select the "**Rules**" sub-tab *(one time setup)*
    - o Click the "**Add New Set of Rules**"
    - o Give the rule a name such as "Remote"
    - o Click "**Ok**"
- Highlight the new "Remote" rule in the list and click "Edit"
- Enter 9 1 and the full phone number (including area code) you wish to have your line forwarded to - with <u>no spaces</u> *example* **919149232607**

You can forward to a cellphone or landline/voice over IP home phones - remember to use a 9 and a 1 and no spaces with the full phone number including area code if directing it off-site. You can also forward to another AOM 3-digit extension (if someone is handling your calls while you are a way).

- Change the length of time to 30 seconds *(or less)*
- Click the "**Add**" button
- Click the "**Finish**" button
- Click the "**Apply**" button

Your one-time setup rule for working away from the office is now setup.

You can now simply log in and change to this newly created rule from the "**Call Manager**" → "**Summary**" tab when you are working remotely. Go to the "**When I receive a call**" and select *Use my "Remote" rules* option*. When activated, this rule will ring the remote number you provided (at all times) and if you do not answer, it will go to your AOM voicemail. Don't forget to return back and put it back to "Ring my phone" when you are not working remotely and are back in the office.

See screenshots below:
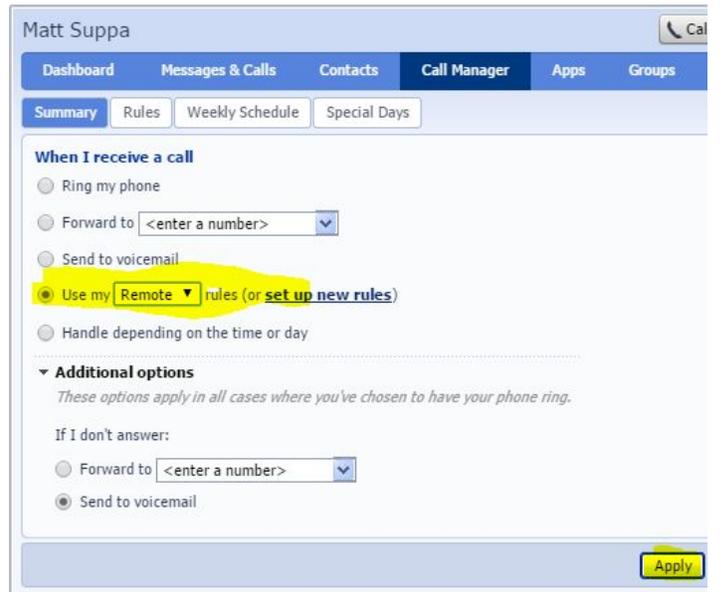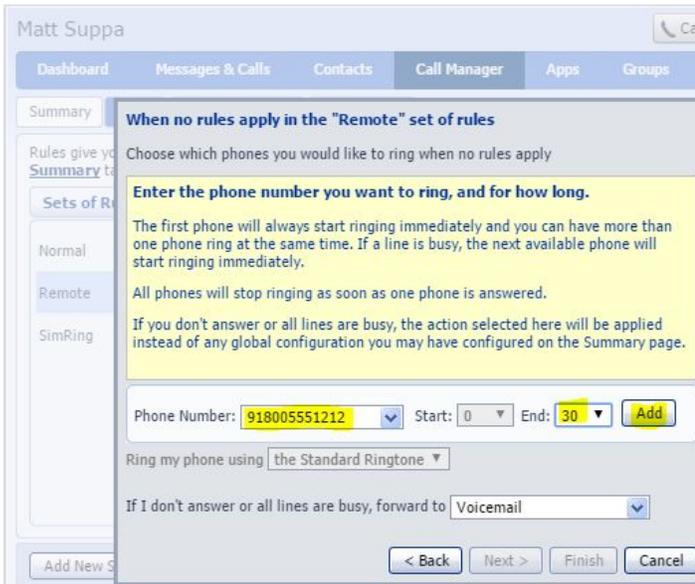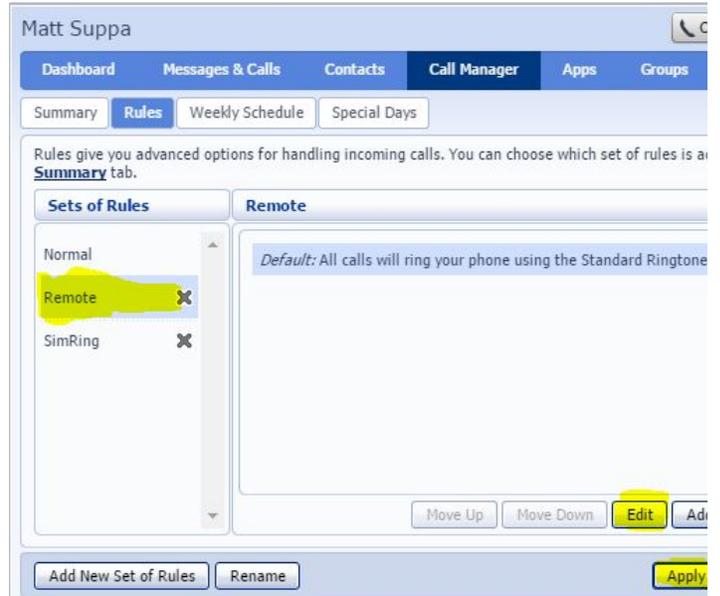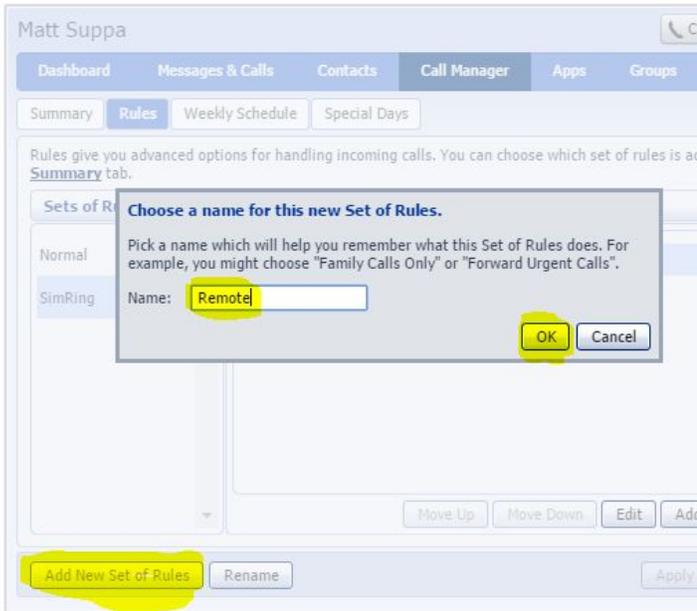
For more documentation for your phone and settings feel free to visit the following link

https://golightpath.com/documents/10157/871653/CommPortal+EndUserGuide/07fc9754-34cf-4e49-abee-083a9f1557ce

If you have any other telecommunications or technical support needs, please contact AOM Helpdesk

Support: Website: https://staff.aom.org

Email: helpdesk@aom.org

Phone: +1 (914) 326-1840

AOM VPN Instructions

When to use the AOM VPN

- If you are working from home or remotely (outside of the AOM office)

AND

- **You need access to internal systems**

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1) ***Cisco AnyConnect Secure Mobility Client*** is required to access our servers. Please email me directly if you need the install files for this software. ***ggerosa@aom.org***
2) Launch ***Cisco AnyConnect Secure Mobility Client*** and click the gear icon on the lower left to access the application settings.
3) In the settings box, uncheck/deselect the bottom box that reads "Block connections to untrusted servers"
4) In the same settings box, place check/mark the option above it for "Allow local (LAN) access when using VPN (if configured)"

Cisco AnyConnect Secure Mobility Client

AnyConnect Secure Mobility Client

Virtual Private Network (VPN)

Preferences | Statistics | Route Details | Firewall | Message History

☐ Start VPN when AnyConnect is started
☑ Minimize AnyConnect on VPN connect
☑ Allow local (LAN) access when using VPN (if configured)
☐ Block connections to untrusted servers
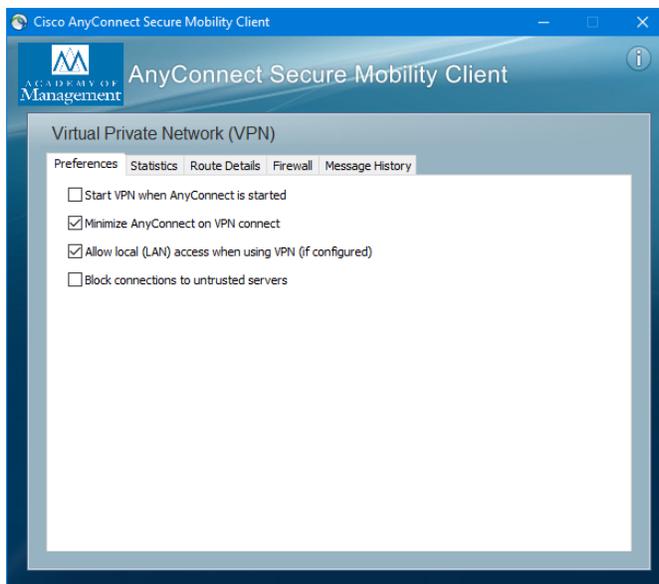
5) Close the settings box
6) Type the following text into the address box **vpn.aom.org**

Cisco AnyConnect Secure Mobility Client

VPN:
Ready to connect.
vpn.aom.org   Connect
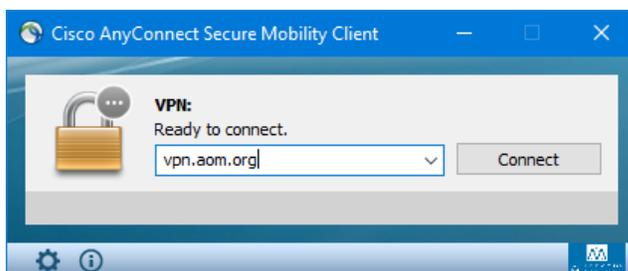
7) Click the "Connect" button

You should be then prompted for your VPN username and password.
NOTE: This is NOT your computer login password, but has been assigned for you. If you can't remember it, please email helpdesk@aom.org

Your Cisco VPN client may upgrade and when it is finished, the AOM Logo will appear briefly in

the lower right hand corner of the screen and tell you that you are now connected.

You can always verify your connections status in your taskbar.
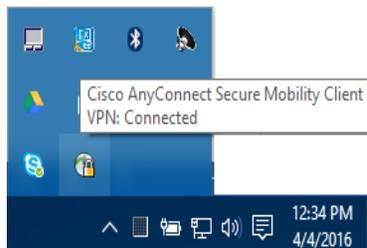
!   Don't forget to disconnect after utilizing these AOM resources.
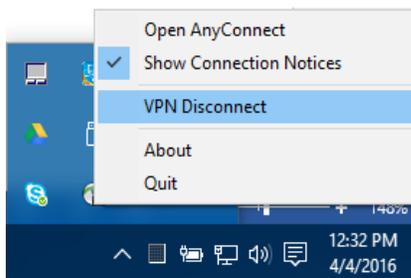
If you have any questions, please email helpdesk@aom.org.