

What's New in Exchange 2010?

A quick guide to the most significant changes you will see when your account is migrated to Exchange 2010

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Top 10 Changes in Exchange 2010

1. **Email Retention Policy:** Your emails will be retained online longer: 18 months in your primary mailbox, with indefinite archiving. Resource account owners can choose from three retention policy options.
2. **Email Archives:** The online archive takes the place of auto archiving. You can no longer auto archive your email. Previously archived messages will remain in their same location. You can access your online archive through Outlook for Windows and the Outlook Web Application. You cannot access your online archive through Outlook 2011 for Mac.
3. **Outlook Voice Access:** Access your voicemail, e-mail, calendar, personal contacts, and the DePaul directory by phone, using either voice or touchtone commands.
4. **Voicemail Preview & Missed Call Notifications:** Voicemails will be sent straight to your Outlook inbox in an email containing a text preview, an MP3 of the recorded message, and caller information. You will also receive email notifications of missed calls. You can even choose to receive text message notifications of missed calls and voice messages.
5. **Outlook Web Application (OWA):** Access your email, online archive, calendar, shared calendars, tasks, contacts and the DePaul Global Address Book online from anywhere, using the new and improved Outlook Web App (OWA). Access OWA in most major browsers.
6. **Self-Help Options Online:** The OWA Options menu offers a wide variety of choices to customize your email, calendar, and phone experience. Among the many options you will find are Inbox Rules, Automatic Replies, Search for Delivery/Read Reports, Calendar Appearance, Voicemail Options, Missed Call Notification Preferences, Reset Voicemail PIN, Mobile Phone Details, Mobile Phone Wipe Device, and Block or Allow Junk Mail Settings.
7. **Out of Office Assistant:** Schedule out of office auto-replies ahead of time, and customize messages for internal and external contacts.
8. **Email Conversation View:** Improve the management of email, with conversation view. Sort email messages by conversation to view the complete course of the conversation, including responses from your Sent folder. There is no more searching for the various parts of a conversation.
9. **Mail Tips:** Receive real time information about your message and its recipients before you click Send. Immediately know information such as if a recipient is out of the office, if a message is larger than the limit, if a message is destined for a large audience, and more.
10. **Outlook 2011 for Mac Users:** Outlook 2011 is now available for Mac users with Exchange 2010 accounts. Once your account has been migrated, you will no longer be able to use Entourage and will need to upgrade to Office 2011.

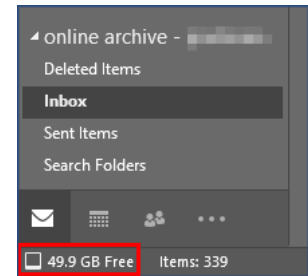
Email Retention and Archives

Updated email retention policies and email archive procedures

DEFAULT POLICY- APPLIES TO YOUR PRIMARY/PERSONAL MAILBOX

Email Retention

- Messages will move to the online archive 18 months from the original send/receive date.
- Messages will be retained in the online archive indefinitely and will never be automatically deleted; however, the online archive is limited to a maximum of 50GB in size.
- Your available archive space is shown in the bottom-left corner of the Outlook client when you are viewing a folder within the archive, as in the screenshot to the right.
- Exceptions: Items in 'Deleted Items', 'RSS Feeds', and 'Sync Issues' folders will be deleted after 90 days.



Email Archive

- Your online archive is located in the navigation pane beneath your inbox, in most versions of the Microsoft Outlook Application as well as the online Outlook Web Application (OWA.) Your online archive is **not** available in Outlook 2016 for Mac.
- Only the owner of a mailbox has access to the archive, not users with delegate access.

RESOURCE ACCOUNT POLICY- FOR RESOURCE ACCOUNT OWNERS

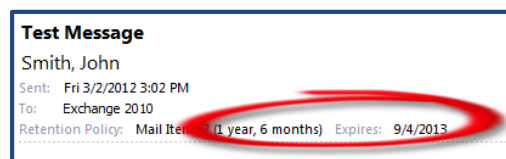
Owners of resource accounts may choose from three email archive and retention policies.

- 90-Day Retention Policy (Default)
- 18-Month Archive and Retention Policy
- Indefinite Archive and Retention Policy

The default 90-day policy will be applied to your account automatically. Owners may request a change in policy using this form: offices.depaul.edu/is/support/forms/Pages/email-retention.aspx

	90-Day	18-Month	Indefinite
Primary Mailbox Retention	90 days, then delete	90 days, then move to archive	90 days, then move to archive
Archive Mailbox Retention	No archive	18 months, then delete	Never delete automatically, but limited to 50GB size
Exceptions	N/A	These folders have a 90-day retention limit: <ul style="list-style-type: none">• Deleted Items• RSS Feeds• Sync Issues	These folders have a 90-day retention limit: <ul style="list-style-type: none">• Deleted Items• RSS Feeds• Sync Issues

- Resource accounts for which you are the owner will appear automatically in Outlook.
- Online archives for resource accounts are listed in the Outlook navigation pane, below your personal mailbox.
- Online archives for resource accounts are only accessible through the Outlook client for Windows. They are not available in Outlook for Mac OS or in the Outlook Web App.
- If your resource account is subject to either the 90-Day or 18-Month retention policies, each message will list an expiration date as pictured below. This is the date on which the message will be deleted from the primary mailbox (for 90-Day retention) or from the archive (for 18-Month retention).



Exchange 2010 Voicemail and Outlook Voice Access

Access your voicemail, email, calendar, contacts, and the DePaul directory by phone
Access your voicemail messages in your email inbox with Unified Inbox
Set voicemail options, including your pin, outgoing message, and extended away message

OUTLOOK VOICE ACCESS

By phone, access your Outlook:

- Voicemail*
- E-Mail Inbox
- Calendar
- Personal Contacts
- Personal Options
- DePaul Directory

**Only voicemail messages that are located in your Outlook folders will be accessible by telephone. Deleted and archived messages are not accessible.*

If you have a Cisco phone:



From an **internal phone**, dial ext: **2-MAIL** or **2-6245**. Use your extension and pin to log in.

From an **external phone**, dial **312-362-MAIL** or **312-362-6245**. Use your extension and pin to log in.

Or, dial your own extension. When your outgoing message begins to play, dial *. Use your pin to log in.

For all other phones:



From an **internal phone**, dial ext: **2-5500**. Use your extension & pin to log in.

From an **external phone**, dial **312-362-5500**. Use your extension and pin to log in.

Or, dial your own extension. When your outgoing message begins to play, dial *. Use your pin to log in.

For a full list of Outlook Voice Access touchtone and voice commands, see the document: **Voicemail and Outlook Voice Access.pdf**

UNIFIED INBOX

From your Outlook email inbox, access:

- Missed call notifications
- Voicemail notifications which include:
 - Text preview of the voicemail message
 - MP3 file of the voicemail message
 - Caller information

The Exchange server converts voicemail messages into email messages. Only voicemail messages located in your standard Outlook folders are accessible by telephone. Messages that are in your online archive or that you have deleted from Outlook are not accessible by phone.

How to Play Voicemail from your Inbox

In **Outlook 2010** and **OWA via Internet Explorer**, click the play button embedded in the email to hear the message.



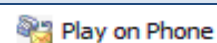
In **OWA via Other Browsers**, click the attachment to download & play the MP3.

Attachments: 26252 (42 seconds) Voice M~1.mp3 (83 KB)

In **Outlook 2011 for Mac**, click Preview.

28028 (4 seconds) Voice Mail.mp3 (11.5 KB) [Preview](#)

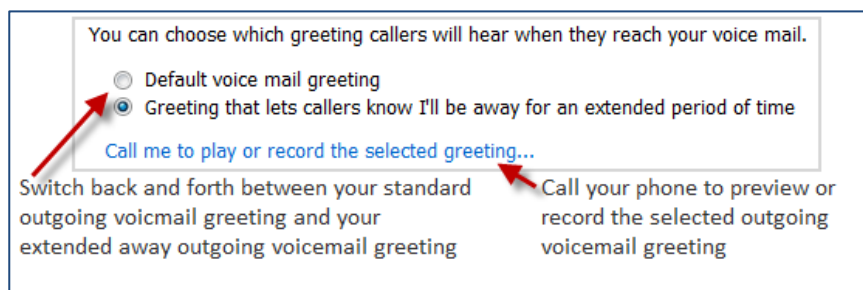
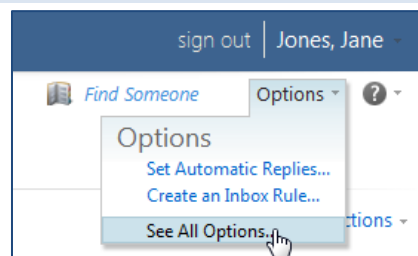
To dial your extension, from **Outlook 2010** click:



VOICEMAIL OPTIONS

You can access your voicemail personal options by logging into the [Outlook Web App](#) and clicking **Options**.

- **Reset PIN:** Reset your voicemail PIN
- **Outlook Voice Access:** Change which email folder is read to you when you call Outlook Voice Access
- **Voice Mail Preview:** Turn on and off the email text preview of voicemail messages
- **Notifications:** Turn on and off email and text message notifications, alerting when you miss a call or receive a voicemail
- **Play on Phone:** Change the default number the mail system calls when you click Play on Phone
- **Greetings:** Record your outgoing voicemail message and switch between your standard and extended-away outgoing voicemail greetings.



Outlook Web Application

Access email, contacts, calendar, tasks, and personal options from a web browser with OWA

LOGIN

<http://outlook.depaul.edu>

works in most major browsers:

- IE 7 & later
- Firefox 3.0.1 & later
- Chrome 3.0.195.27 & later
- Safari 3.1 & later

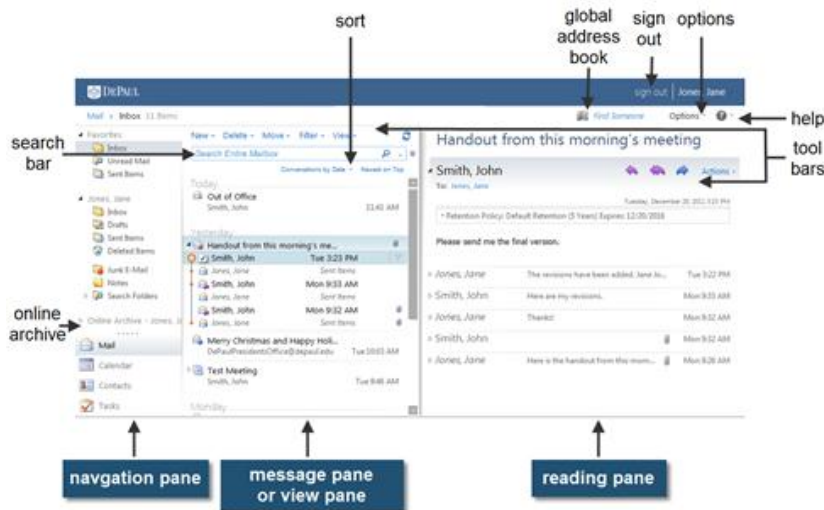
Select either:

This is a public or shared computer Select this option if you use Outlook Web App on a public computer. Be sure to sign out when you've finished and close all windows to end your session.

This is a private computer Select this option if you're the only person who uses this computer. Your server will allow a longer period of inactivity before signing you out.

Enter your **Campus Connect username and password**. Click **Sign in**.

OWA SCREEN

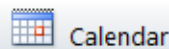


For more detailed information on Outlook Web App, see the document titled: [OWA Quick Guide.pdf](#)

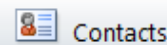
FEATURES



- Access email and voicemail messages in a unified inbox
- Access email archive
- Organize inbox with sorting, filtering, & rules
- Drag & drop mail between folders
- Schedule enhanced out of office replies
- Request read receipts



- Access your calendar & shared calendars
- Change permissions
- Schedule appointments & meetings
- Respond to meeting requests
- Set reminders
- View real time calendar for meetings and room bookings



- Create, delete, & organize contacts



- Create, sort, categorize, & mark complete tasks and flagged items

Out of Office Assistant

Set out of office auto email replies with the Out of Office Assistant

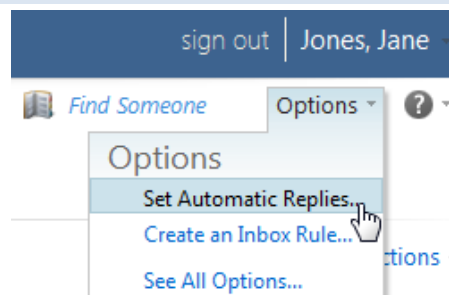
When you turn on Automatic Replies, Outlook automatically sends reply messages that you have prewritten to anyone who sends you an email message. Outlook sends only one automatic reply to each sender during your time away and does not respond to subsequent messages from the same sender until you turn it off and back on.

With the Out of Office Assistant in Exchange 2010, you can now:

- Set a start and end date in advance.
- Tailor specific messages for internal and external senders. Internal senders are senders from inside DePaul, @depaul.edu.
- Choose to send Automatic Replies messages only to internal senders.

TURN ON AUTOMATIC REPLIES

In the Outlook Web App, select **Options**, then select **Set Automatic Replies....**



AUTO REPLIES FOR INTERNAL (DEPAUL.EDU) SENDERS

To turn on, select **Send automatic replies**. Enter text of message in the text box.

AUTO REPLIES FOR EXTERNAL SENDERS

To turn on, select **Send automatic reply messages to senders outside my organization**. Choose either to send replies only to those in your Contacts list, or to send replies to all senders. Enter text of message in the text box.

PRESCHEDULE AUTO REPLIES

To preschedule start and end dates, check **Send replies only during this time period**, and choose a Start time and End time.