

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: 5 years for standard user accounts. 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. If you need to retain your messages beyond 5 years, you will need to do a manual archive of your inbox. You can access your online archive through Outlook 2007 and 2010 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. Please note that Outlook 2011 for Mac will only work with @mail.depaul.edu mail accounts that have been migrated from Exchange 2003 to Exchange 2010. This means that if you have access to resource or other delegate accounts that are still on the Exchange 2003 server, you will still need to access those accounts through Entourage or Webmail until they are migrated.

Email Retention and Archives

Updated email retention policies and email archive procedures

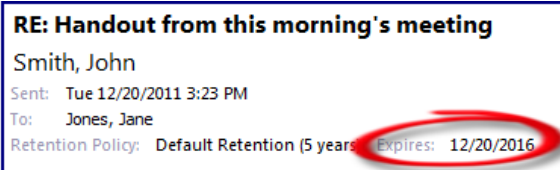
DEFAULT POLICY- APPLIES TO YOUR PRIMARY MAILBOX

Email Retention

- Messages will move to the online archive 18 months from the original send/receive date.
- Messages will be deleted from the online archive 5 years from the original send/receive date.
- 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 both Outlook 2007 and 2010 for Windows and the Outlook Web Application. Your online archive is **not** available in Outlook 2011 for Mac.
- Only the owner of a mailbox has access to the archive, not users with delegate access.
- In most accounts, messages will be deleted from the archive 5 years from the original send/receive date.
- The date that a message will be deleted from the online archive is listed in the message .
- The online archive takes the place of auto archiving. You can no longer auto archive your email. Messages that were archived prior to the Exchange 2010 migration will remain in their same location.
- If you need to retain your messages beyond 5 years, you will need to do a manual archive of your inbox annually.



RESOURCE ACCOUNT POLICY- FOR RESOURCE ACCOUNT OWNERS ONLY

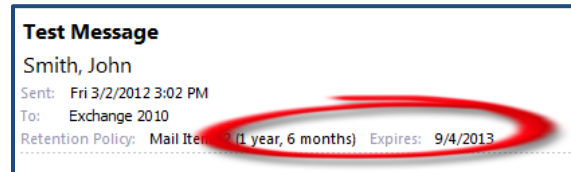
Owners of resource accounts may choose from three email archive and retention policy options. The default 90-day policy will be applied to your account automatically. To choose either the 18-month policy or the 5-year policy, please contact the TSC at ext. 2-8765 or tsc@depaul.edu.

Default 90-Day Archive and Retention Option

- Applied to resource mailboxes by default. Do nothing to select this option.
- Messages will be deleted 90 days from the original send/receive date.
- The date that a message will be deleted from the inbox is listed in the message.
- Messages will not be archived.

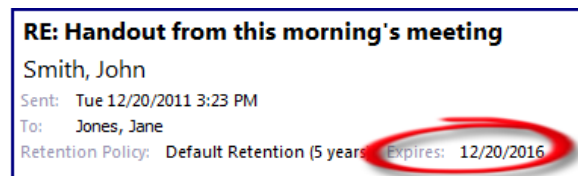
18-Month Archive and Retention Option

- Applies to resource mailboxes where the owner has selected the 18 month archive and retention policy. Contact the TSC to select this option.
- Messages will be moved to the online archive 90 days from the original send/receive date.
- Messages will be deleted from the online archive 18 months from the original send/receive date.
- The date that a message will be deleted from the online archive is listed in the message.
- Exceptions: Items in 'Deleted Items', 'RSS Feeds', and 'Sync Issues' folders will be deleted after 90 days.
- Your online archive is located in the navigation pane beneath your inbox, in both Outlook 2007 and 2010 for Windows and the Outlook Web Application. Your online archive is not available in Outlook 2011 for Mac.
- Only the owner of a mailbox has access to the archive, not users with delegate access.



5-Year Archive and Retention Option

- Applies to resource mailboxes where the owner has selected the 5 year archive and retention policy. Contact the TSC to select this option.
- Messages will be moved to the online archive 90 days from the original send/receive date.
- Messages will be deleted from the online archive 5 years from the original send/receive date.
- The date that a message will be deleted from the online archive is listed in the message.
- Exceptions: Items in 'Deleted Items', 'RSS Feeds', and 'Sync Issues' folders will be deleted after 90 days.
- Your online archive is located in the navigation pane beneath your inbox, in both Outlook 2007 and 2010 for Windows and the Outlook Web Application. Your online archive is not available in Outlook 2011 for Mac.
- Only the owner of a mailbox has access to the archive, not users with delegate access.
- 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. If you need to retain your messages beyond 5 years, you will need to do a manual archive of your inbox annually.



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.

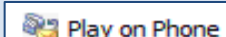


In **OWA via Other Browsers**, click the attachment to download & play the MP3.

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

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

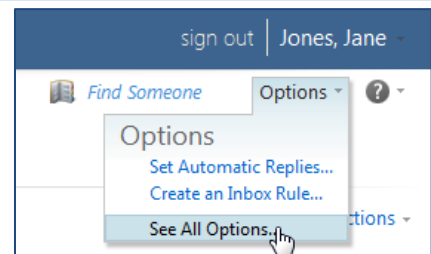
 28028 (4 seconds) Voice Mail.mp3 (11.5 KB) [Preview](#)

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.



You can choose which greeting callers will hear when they reach your voice mail.

Default voice mail greeting

Greeting that lets callers know I'll be away for an extended period of time

[Call me to play or record the selected greeting...](#)

Switch back and forth between your standard outgoing voicemail greeting and your extended away outgoing voicemail greeting

Call your phone to preview or record the selected outgoing voicemail greeting

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:

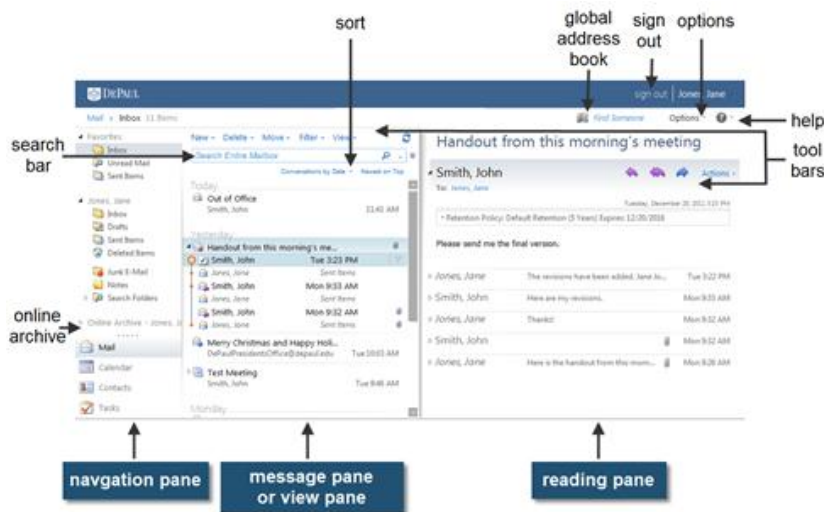
- IE 7 & later
- Firefox 3.0.1 & later
- Chrome 3.0.195.27 & later
- Safari 3.1 & later

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



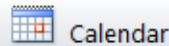
For more detailed information on Outlook Web App, see the document titled: [OWA Quick Guide.pdf](#)

FEATURES



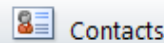
Mail

- 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



Calendar

- 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



Contacts

- Create, delete, & organize contacts



Tasks

- 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

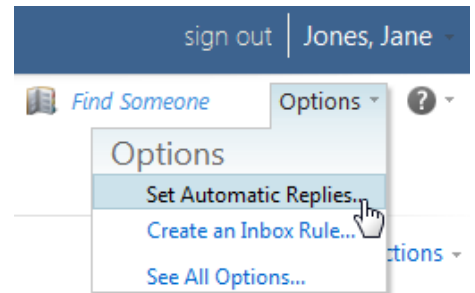
When you turn on Automatic Replies, Outlook automatically sends reply messages that you have prewritten to anyone who sends you an email message. Outlook sends only one automatic reply to each sender during your time away and does not respond to subsequent messages from the same sender until you turn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