Operations Teams Newsletter

February 2022

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Chief Operation Officer

As the midway point of the winter term approaches, we are able to look back at the preceding months and use feedback from our community to provide important updates from our operations teams in this edition of the *U-M School of Nursing Operations Teams Newsletter*. The recent upgrade to Microsoft Outlook 365 has generated a number of commonly asked questions from our staff and faculty, so our operations teams have developed an easy how-to guide to help make the user experience better for you. You can access this how-to guide, as well as an updated contact sheet for our operations teams in this newsletter.

Finally, I want to welcome new staff to our community and recognize the many contributions our current staff have made during this academic calendar.

Welcome new staff

Please take a moment to meet your newest colleagues and welcome them to the U-M School of Nursing community.

Ben Landsiedel
*Administrative Assistant Intermediate
Faculty Support & Facilities*

Erica Monty
*HR Generalist Intermediate
Human Resources*

Stephanie Parada
*Scholarship Coordinator
Finance & Financial Aid*

Ariel Roberts
*Student Administration Assistant Associate
Admissions & Records*

Shannon Silva
*Administrative Assistant Intermediate
in Faculty Support & Facilities*

Jenna Smallidge
*Graphic Design Coordinator
in Communications & Marketing*

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Microsoft Outlook 365 user tips & easy how-to guide

While the recent upgrade to Microsoft Outlook 365 has given staff a more robust email and scheduling tool, our U-M School of Nursing IT team understands the new version poses some challenges for staff as they familiarize themselves with this new set up. In addition to a comprehensive tip sheet and easy how-to guide that covers all the most important information, you can find tips for navigating some of the most common questions about Microsoft Outlook 365 below.

Download

Focused Inbox

This new feature pre-sorts emails into two categories: Emails from people you frequently communicate with are gathered into a folder called Focused. While "less important" emails (advertisements, spam, or messages from less common email addresses), are gathered into a folder called Other. Focused Inbox is turned on by default.

To turn off Focused Inbox:

Outlook on the web

1. **Click** the **Gear Icon** in the upper right corner of the screen to show the options panel.

2. **Click** the **toggle button** next to Focused Inbox (the dot will move next to off).

Outlook on Windows

1. From the **Menu bar**, **click View**.

2. **Click** the **Show Focused Inbox** button (feature is disabled when button highlight is removed).

Outlook on mobile

1. **Tap** the **Icon** to the left of the **Inbox**.

2. On the sidebar that appears, **tap** the **Gear Icon**.

3. On the options screen, **tap** the **toggle button** next to **Focused Inbox** to disable.

Swipe to Organize (Oulook 365 mobile app only)

Swipe actions can help you quickly archive, delete, and organize emails on your phone.

Using swipe gestures

To swipe an email in Outlook, **place your finger on an email and slide it to the left or right.**

Swiping left moves an email to the Archives folder.

Swiping right allows you to customize swiping behavior.

Changing swipe behavior

1. **Tap** the **Icon** to the left of the **Inbox**.

2. On the sidebar that appears, **tap** the **Gear icon**.

3. On the settings screen, tap **Swipe Option** to customize swipe actions.

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Conversation View

This view collapses all emails associated with a communication chain into a single item. When Conversation View is enabled, you can click on the > symbol next to a conversation's subject line to see all associated messages. If you'd prefer to see all messages associated with communication chains by default, you can disable conversation view.

To turn off Conversation View:

Outlook on the web

1. **Click** the **Gear Icon** in the upper right corner of the screen to show the options panel.

2. Locate the **Conversation View** setting and **click** the button next to **Off**.

Outlook on Windows

1. From the **Menu bar**, click **View**.

2. Click **Current View**

3. Click the **Show as Conversations** button (feature is disabled when the button highlight is removed.)

Outlook on mobile

1. **Tap** the **Icon** to the left of the inbox.

2. On the sidebar that appears, **tap** the **Gear Icon**.

3. On the settings screen, **tap** the **toggle button** next to **Organize Mail by Thread** to disable.

Contacting operations teams

Progress is abound at the U-M School of Nursing thanks to the ongoing collaboration between our operations teams. As we welcome new staff and faculty to our community during these dynamic times, it is important to know how to contact each team and understand the broad scope of the services they provide. You can access a listing of our operations teams and their contact information on our website.