

## Microsoft Outlook 365


The School of Nursing, along with University of Michigan Health, recently upgraded to Microsoft Outlook 365. This new version looks a bit different than previous versions and includes some unfamiliar features. We've compiled the following list of tips and guides to help you get the most out of this powerful new email and scheduling software.

### Logging in to Outlook 365


#### Outlook on the web

1. Go to [outlook.office.com](https://outlook.office.com).
2. **Log in** with your University of Michigan Health email address (yourUniqueName@med.umich.edu) and Level 2 password
3. **Approve the Duo log in request.**  
*If you are unable to log in, you may need to [clear your browsing history](#).*

#### Outlook on Windows

1. Click the **Start Menu**.
2. Type **Outlook** into the **Windows Search Box**.
3. Click the **Outlook icon**  to launch Outlook.
4. Select your **work email account**.
5. **Log in** with your University of Michigan Health email (yourUniqueName@med.umich.edu) and Level 2 password.
6. **Approve the Duo log in request.**

#### Outlook on a mobile device

1. **Tap work profile** (Android devices only)
2. **Tap the Outlook icon** 
3. **You may need to log in** with your University of Michigan Health email (yourUniqueName@med.umich.edu) and Level 2 password.
4. **Approve the Duo log in request.**

### 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.

#### 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 the button highlight is removed).

#### Outlook on a mobile device

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 (Outlook 365 mobile app only)

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

#### Using swipe gestures

1. 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.

## 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.

### 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. On 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 a mobile device

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.

## Outlook 365 Timeouts

During long periods of inactivity, Outlook 365 will "time out" your connection. And while you cannot disable the timeout feature, you can refresh your connection to the Outlook server.

### To refresh Your Email connection...

#### Outlook on the web

1. Press the **F5** key or click the **Refresh Button** on your browser.  
*Either of these options will reload the entire page and will force the server to pull down new messages that are available.*

#### Outlook on Windows

1. Outlook will display a **Need Password message** when the connection is lost (bottom-right of the Outlook 365 window).
2. **Click this message** and re-enter your Level 2 password to reconnect.

#### Outlook on a mobile device

1. **Go to the top of your inbox, swipe down, and release** to refresh your application.
2. The Refresh Icon will appear (you may need to log in again).

## Additional Tips

- ✓ The **Delete**, **Mark as Junk**, and **Block** buttons have been relocated in Outlook 365.
- ✓ **You must configure each Outlook 365 platform separately.**  
*For example, if you want to disable the Focus Inbox feature on the web and mobile versions of Outlook 365, you will need to do so on both platforms.*
- ✓ **Establishing a connection via the Michigan Medicine VPN is no longer required when using the Outlook 365 Desktop application remotely.**
- ✓ **Always check your Junk Mail folder** for messages that may have been improperly tagged as junk.
- ✓ **Email Folder Retention:**
  - **Junk mail is kept 14 days** then *permanently deleted*.
  - **Messages in the delete folder are kept 5 days** then deleted (UMSN IT can retrieve your deleted messages for an additional *4 days before they are permanently deleted*).
  - **Sent messages are kept 180 days** then *permanently deleted*.
  - **Inbox and filed messages are kept indefinitely.**
  - **Permanently deleted messages cannot be recovered!**

Learn more in the [Outlook 365 LinkedIn Learning course](#). Have questions? Reach out to UMSN IT at (734) 764-6300 or [nursing-help@umich.edu](mailto:nursing-help@umich.edu).