Date of Current Revision: March 18, 2020 Primary Responsible Officer: AVP for MIS



### 1. PURPOSE

The purpose of this procedure is to define the process and uses of Outlook webmail at Fayetteville Technical Community College (FTCC). Outlook webmail is the primary vessel for users at FTCC. All users have access to Microsoft Outlook Webmail applications. Outlook Webmail is strictly for FTCC college and business documents.

This document will assist you with accessing Outlook Webmail. If after using this document you still have problems with logging into Outlook Webmail, please contact the FTCC Help Desk at 910-678-8502.

#### 2. SCOPE

This procedure applies to all College faculty and staff, whether full or part-time, paid or unpaid members of the College community. This procedure applies to all information collected, stored or used by or on behalf of any operational unit, department and person within the community in connection with College operations. In the event that any particular information at FTCC is governed by more specific requirements under other College policies or procedures the more specific requirements shall take precedence over this procedure to the extent there is any conflict.

### 3. ACRONYMS / DEFINITIONS

**MICROSOFT OUTLOOK.** Primarily an email application, it also includes a calendar, task manager, contact manager, note taking, journal, and web browsing.

HELP DESK. Is the primary single-point-of-contact for FTCC to provide IT support to all Faculty, Staff, and Students.

**MIS.** Management Information Services.

FTCC. Fayetteville Technical Community College.

#### 4. PROCEDURES

This document will show you how to access Outlook Webmail.

#### 4.1 HOW TO LOG IN TO Outlook Webmail

To access Outlook webmail, go to <u>outlook.com</u> Click on the sign in icon as shown in the image below.

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Use your AD username and password to login [AD username]@ad.faytechcc.edu

Sign in	
ADUsername@ad.faytechcc.edu	
No account? Create one!	
Sign in with a security key 🕥	
Sign-in options	
	Next



After successfully logging in you will be taken to the Outlook Webmail page.

**4.1.2.** Your FTCC mailbox will appear. As shown in the figure below.



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You are now successfully in Outlook Webmail.

## 4.2. Composing a new email in outlook webmail.

4.2.1 Click New Message

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	Archive			1		



4

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4.2.2 You can select recipients for email two ways

• One, by clicking the To: field

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Ð	Track-It tickets		5 a																		
⊳	Sent Items					Outlook	.com We	eb mail	test												
Û	Deleted Items					1															
	Add favorite																				
$\sim$	Folders																				
×	Inbox																				
0	Drafts a	2																			
	Sent Items																				
Ē	Deleted Items																				
0	Junk Email		Yesterday			\$	h A°	В	Ι	Ū	0	<u>A</u> =	=	•=	*2	33	E	100	30	®	×* 3
	Archive	(			i.	Sen		Discar	d	8	-	•	4								
-	Mater		4																		

• Two, choose your personal contacts or Default Global Address List to access all FTCC personal:

### Add recipients



FICE FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

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To       Select recipients to add         My Contacts       help         Contacts       Image: Contacts         All Rooms       All Ostribution Lists         All Ostribution Lists       All Groups         Offline Global Address List       Overview         Contacts       Overview         Contacts       Distribution Lists         All Groups       Overview         Offline Global Address List       Distribution Lists         All Groups       Contact         Offline Global Address List       Distribution Lists         All Groups       Email         Offline Global Address List       Contact         Offline Global Address List       Distribution Lists         All Groups       Email         Contact Information       Contact information         Distribution Evolution       Email         Distribution Evolution       Email         Contact Information       Chat         help@dafaytechcc.edu       Chat         help@dafaytechcc.edu       Chat	×
My Contacts Default Global Address List All Rooms All Users All Distribution Lists All Groups Offline Global Address List Public Folders	
Contacts Default Global Address List All Rooms All Distribution Lists All Contacts All Contact All Contacts All Contacts All Contact All	
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All Contacts All Contacts All Contacts All Contacts Contact Organization Files Email Offline Global Address List Public Folders U Email Email Email Email Email Contact information	
All Groups Offline Global Address List Public Folders Email help@faytechcc.edu	
Offline Global Address List Public Folders	_/
Public Folders	
Email help@faytechcc.edu	
help@faytechcc.edu	/
Add to contacts	

After you have selected the contact for your email click the Plus sign to add the recipient to your email. And click the X button in the top right-hand corner to exit the contacts.

**4.2.2.1** To choose your email recipient directly from email just begin typing the recipient's name in the To: or CC:

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Once you have selected all the recipients select Send.

### 5. EXCLUSIONS / EXCEPTIONS

No approved exceptions exist at this time.

### 6. RELATED COLLEGE DOCUMENTS, FORMS, AND TOOLS

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### 7. DOCUMENT ADMINISTRATION

#### 7.1. DOCUMENT OWNER

This document is owned by Management Information Services Office which is responsible for its content and maintenance. For questions or comments, please email <u>help@faytechcc.edu</u>.

#### 7.2. DOCUMENT REVIEW

This document is subject to periodic review to validate the content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP for MIS and ISE for review and comment prior to adoption.

#### 7.3. CHANGE HISTORY

Version	Description	Author	Date		
1.0	Initial publication	СВМ	3/19/2020		

#### 7.4. APPROVAL HISTORY

Version	Name	Title	Date
1.0	Pamela Scully	AVP for MIS	3/19/2020

### 8. APPENDIX

N/A