Office 365 FAQs

Enterprise Email
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Outlook 2016/2013

Basics

How do I set up my Office 365 account using Microsoft Outlook 2016/2013?
Please visit Configure Outlook 2013/2016 for Office 365.

How do I recover a deleted item in Microsoft Outlook 2016/2013?
Please visit Recover deleted items in Outlook for Windows.

How do I check my mailbox size in Outlook 2016/2013?
Please visit What is the size of my mailbox??

What is “cached mode” and how does it affect my Office 365 Outlook mailbox?
Outlook enters cached mode when it is unable to connect to the server. When the connection is restored, it automatically syncs any changes you made while disconnected.

How do I share my calendar with another Office 365 user in Outlook 2016/2013?
Please visit Share an Outlook calendar with other people.

How do I archive Email items, run Auto Archive, and Recover Archived items?
For information on archiving please review this site.

How do I handle Junk Email in Outlook 2016/2013?
Please visit Change the level of protection in the junk e-mail filter.

How do I add junk filter lists in Outlook 2016/2013?
Please visit Use Junk e-mail filters to control which messages you see.

How do I disable Outlook from automatically downloading pictures from HTML emails?
Please visit Change whether pictures in messages are automatically downloaded.

How do I set Microsoft Outlook as my default email agent in Internet Explorer?
Please visit Make Outlook the default program for e-mail contacts and calendar.

How do I export my mail, contacts, and/or calendar from Outlook to a file?
Please visit Export or back-up e-mail contacts and calendar to an Outlook pst file.
Why does Outlook automatically update my University contacts without my authorization?
Outlook and OWA clients are designed to resolve the University email address you enter to an existing University Global Address List contact, if one does exist. Your contact will resolve and automatically populate information (Ex: Business Phone, Department, etc.) that already exists in the University Global Address List. There is unfortunately no way to keep the email address from resolving to the contact in the Global Address List. However, you can store additional information that does not get overwritten such as extra phone numbers and notes for the contact. Please Note: This does not occur for outside email addresses, such as Gmail or Yahoo.
Outlook 2016 for Mac

Basics

How do I set up my Office 365 account using Outlook 2016 for Mac?
Please visit Configure Outlook 2011/2016 for Office 365.

How do I check my mailbox size in Outlook 2016 for Mac?
1. In your mail folders list, right-click your Exchange mailbox. From the drop-down menu, choose Properties... or Folder Properties....
2. Click the Storage tab to view the size of each folder on the server.
3. When you're finished, click OK.

How do I share my calendar with another Office 365 user in Outlook 2016 for Mac?
Please visit Share your calendar in Outlook 2016 for Mac.

How do I handle Junk Email in Outlook 2016?
Please visit Block or unblock a sender in Outlook 2016 for Mac.

How do I Make Outlook 2016 my default application for e-mail, calendar, and contacts?
Follow these steps:
1. Run the Mail application.
2. On the Mail menu, click Preferences.
3. Click the General tab.
4. For Default email reader, select Microsoft Outlook.
Outlook 2011 for Mac

Basics

How do I set up my Office 365 account using Outlook 2011 for Mac?
Please visit Configure Outlook 2011/2016 for Office 365.

How do I check my mailbox size in Outlook 2011 for Mac?
• Take the following steps to verify how much space your account is currently using when you are using Outlook 2011 for Mac:
• Right-click (Or control click) on your inbox and select Folder Properties....
• Click the Storage tab.
• The size will display in KB. Divide the number by 1,000,000 to determine the amount of GBs being used.

How do I share my calendar with another Office 365 user in Outlook 2011 for Mac?
Take the following steps to share your calendar in Outlook 2011 for Mac:
• Select the calendar you wish to share calendar, and then click Permissions in the Home tab. In the permissions window, click Add User, and then choose the individual for whom you’d like to assign permissions.
• Once the user has been added to the list, assign the desired permissions.

Take the following steps to view a shared calendar in Outlook 2011 for Mac:
• Chose File > Open > Open Other User’s Folder.
• Click the Address Book icon and enter the last name, first name and select Find.
• Select the name and click OK.
• Make sure Type = Calendar and click OK.

Note: The user name will appear under Shared Calendars. It may take a few minutes for the calendar items to load once you select the person's calendar.

How do I handle Junk Email in Outlook 2011 for Mac?
Please visit About junk e-mail protection.

How do I make Outlook 2011 for Mac my default for email, calendar, and contacts?
Please visit Make Outlook your default application for e-mail calendar and contacts.
Apple Mail

Basics

How do I set up my Office 365 account using Apple Mail?
Please visit Configuring Apple Mail for Office 365.

How do I set up my Office 365 account using Apple Mail using IMAP?
Please visit Configuring Apple Mail for Office 365.