



## **Office 365 FAQs**

**Enterprise Email**

## Table of Contents

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<b>Outlook for PC</b> .....	<b>3</b>
<b>Basics</b> .....	<b>3</b>
How do I set up my Office 365 account using Microsoft Outlook for PC? .....	3
How do I recover a deleted item in Microsoft Outlook for PC?.....	3
How do I check my mailbox size in Outlook for PC? .....	3
What is “cached mode” and how does it affect my Office 365 Outlook mailbox? .....	3
How do I share my calendar with another Office 365 user in Outlook for PC?.....	3
How do I archive Email items, run Auto Archive, and Recover Archived items? .....	3
How do I turn off Clutter? .....	3
How do I handle Junk Email in Outlook for PC?.....	4
How do I add junk filter lists in Outlook for PC?.....	4
How do I disable Outlook from automatically downloading pictures from HTML emails? .....	4
How do I set Microsoft Outlook as my default email agent in Internet Explorer? .....	4
How do I export my mail, contacts, and/or calendar from Outlook to a file? .....	4
Why does Outlook automatically update my University contacts without my authorization? .....	4
<b>Outlook for Mac</b> .....	<b>5</b>
<b>Basics</b> .....	<b>5</b>
How do I set up my Office 365 account using Outlook for Mac?.....	5
How do I check my mailbox size in Outlook for Mac? .....	5
How do I share my calendar with another Office 365 user in Outlook for Mac? .....	5
How do I make Outlook for Mac my default application for e-mail, calendar, and contacts? .....	5
<b>Apple Mail</b> .....	<b>6</b>
<b>Basics</b> .....	<b>6</b>
How do I set up my Office 365 account using Apple Mail? .....	6

## Outlook for PC

### Basics

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#### **How do I set up my Office 365 account using Microsoft Outlook for PC?**

Please visit [Configure Outlook for PC for Office 365](#).

#### **How do I recover a deleted item in Microsoft Outlook for PC?**

Please visit [Recover deleted items in Outlook for Windows](#).

#### **How do I check my mailbox size in Outlook for PC?**

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 for PC?**

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 turn off Clutter?**

Focused Inbox has replaced Clutter. If you do not want to use Focused Inbox or Clutter please take the steps below to enable and then disable the features.

1. Sign into the webmail, <http://email.miami.edu>
2. Click the gear and search for "Focused Inbox".
3. Select **Focused Inbox** from the results.
4. Under Focused Inbox, choose **Sort messages into Focused and Other**.
5. Click **Save**.
6. On that same page, choose **Don't Sort My Messages**.
7. Click **Save**

The Clutter folder will remain in Outlook after you turn Focused Inbox on or off. If you want to delete the Clutter folder, move any messages in the Clutter folder out to other folders and then right click on the folder and select **Delete Folder**.

**How do I handle Junk Email in Outlook for PC?**

Please visit [Change the level of protection in the junk e-mail filter.](#)

**How do I add junk filter lists in Outlook for PC?**

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 for Mac

### Basics

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#### How do I set up my Office 365 account using Outlook for Mac?

Please visit [Configure Outlook for Mac for Office 365](#).

#### How do I check my mailbox size in Outlook 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 for Mac?

Please visit [Share your calendar in Outlook for Mac](#).

#### How do I make Outlook for Mac my default application for e-mail, calendar, and contacts?

Follow these steps:

1. Open the Mail application.
2. On the **Mail** menu, click **Preferences**.
3. Click the **General** tab.
4. For **Default email reader**, select **Microsoft Outlook**.

## Apple Mail

### Basics

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#### **How do I set up my Office 365 account using Apple Mail?**

Please visit [Configuring Apple Mail for Office 365](#).