

Staff email – Automatic Replies (Out of Office)

Outlook's **Automatic Replies** feature (in previous versions of Outlook, this was called Out of Office Assistant), sends an automatic reply to email messages you receive while you are away from the office, or otherwise unable to respond. Automatic Replies can be activated via Outlook or Outlook Web App (OWA).

Your automatic reply settings are stored on the server. This means that you can turn on, turn off, or modify your messages using either Outlook, or OWA 365, or a combination of both.

Set up an Automatic Replies in Outlook

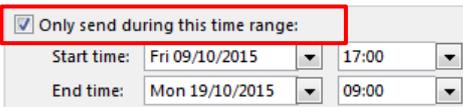
1. In Outlook's **Mail** area, click the **File** tab.
2. Click **Automatic Replies**.



3. Click **Send automatic replies**.



4. If you want, tick the **Only send during this time range** checkbox and from the **Start time** and **End time** drop-down lists, select the date and time range as appropriate.



5. On the **Inside My Organization** tab, type your automatic reply for senders **within the University**.



Tip: Where possible, provide a very general message. Although unlikely, disclosing too many details of your absence could leave your home vulnerable to theft or break in. If you include alternative contact details in your message, e.g. you recommend that urgent enquiries are directed to a colleague in your absence, please ensure that your colleague is aware of this arrangement.

Note: Your signature text is not automatically appended to this message. If you want to add a signature, you will need to type it at the end of your message.

6. On the **Outside My Organization** tab, tick whether you want to auto-reply to people outside my organization and if so, type your automatic reply for senders external to the University.



Note: When sending a message to External senders, you can choose to send to only those senders who are listed in your Contacts list, or to all senders.

7. Click **OK** to save your settings.
8. Your automatic reply is now active. The mail server keeps track of who it replies to and your message will be sent once only to each sender.

Your automatic reply message will be sent until you turn it off, or until the date you specified in step 4.

Turn off Automatic Replies in Outlook

- If you login to Outlook while **Automatic Replies** is active, you will be asked if you want to turn it off.
- If you have scheduled a **Start** and **End** time for your automatic reply, you can ignore this prompt as your messages will stop at the end time you specified. Click the cross in the right corner to hide the prompt.
- Otherwise, click the **Turn off** button to turn off your Automatic Replies.

Set up Automatic Replies in Outlook Web App (Office 365)

1. Log in to Outlook Web App at <https://outlook.com/abdn.ac.uk>
2. Click the **Settings** icon (top right), then click **View all Outlook settings** from the foot of the list.
3. The Settings dialog opens. Make sure **Email** is selected in the left pane, then click **Automatic replies** in the centre pane.
4. Click the **Turn on automatic replies** toggle.



Automatic replies



If you wish, tick the **Send replies only during a time period** checkbox and from the **Start time** and **End time** drop-downs, select the desired date and time range.

| | | | | |
|-------------------------------------|--|--|-------|---|
| <input checked="" type="checkbox"/> | Send replies only during a time period | | | |
| Start time | 15/07/2019 | | 09:00 | ▼ |
| End time | 19/07/2019 | | 17:00 | ▼ |

5. Tick the checkbox(es) as required to set your calendar options for the period your Automatic Replies are turned on.

| | |
|-------------------------------------|--|
| <input type="checkbox"/> | Block my calendar for this period |
| <input checked="" type="checkbox"/> | Automatically decline new invitations for events that occur during this period |
| <input type="checkbox"/> | Decline and cancel my meetings during this period |

6. Under **Send automatic replies inside your organisation**, type your automatic reply for senders **within the University**.
7. Choose to send automatic replies to senders **external to the University**. If you choose this option, you can also choose to send only to those who are listed in your **Contacts**.

| | |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | Send replies outside your organisation |
| <input checked="" type="checkbox"/> | Send replies to contacts only |

8. Click **Save** to save your settings then close the Settings dialog using the **X** in the corner.

| | | |
|-------------|---------|---|
| Save | Discard | × |
|-------------|---------|---|

Turn off Automatic Replies in Outlook Web App

If you login to OWA while **Automatic Replies** is active, you will be prompted to turn it off. Click **Turn off** if you wish to do so. If you wish to leave Automatic Replies turned on, simply click the **x** to close the prompt.

If you have scheduled a **Start** and **End** time for your out of office messages, you can ignore this prompt – Automatic Replies will be turned off automatically at the End time you specified.

Further information and help

Use MyIT to log calls with the IT Service Desk: <https://myit.abdn.ac.uk>