

Email and Outlook Tips

This guide covers common Outlook tasks and tips for managing your FVSD email.

Accessing Your Email

- **Outlook desktop app** — pre-installed on your FVSD computer
- **Outlook on the web** — go to <https://outlook.office.com> and sign in with your FVSD account
- **Outlook mobile app** — available on iOS and Android, sign in with your FVSD email

Setting Up Your Email Signature

1. Open **Outlook**
2. Click **File > Options > Mail > Signatures** (or in Outlook on the web: **Settings** (gear icon) > **View all Outlook settings > Mail > Compose and reply**)
3. Click **New** to create a signature
4. Enter your signature — a professional signature typically includes:
5. Your name
6. Your title/role
7. Your school
8. Your phone number (if applicable)
9. FVSD logo or school branding (if provided)
10. Set it to apply to **new messages** and **replies/forwards**
11. Click **Save**

Setting Up an Out-of-Office Reply

1. Open **Outlook**
2. Click **File > Automatic Replies** (or in Outlook on the web: **Settings > View all Outlook settings > Mail > Automatic replies**)
3. Select **Send automatic replies**
4. Set the **start and end dates**
5. Type your message — include when you'll be back and who to contact in your absence

6. Click **OK** or **Save**

Managing a Shared Mailbox

If you have access to a shared mailbox:

Viewing It

- In Outlook desktop, the shared mailbox should appear in your folder list on the left side
- If it doesn't appear, click **File** > **Open & Export** > **Other User's Folder** and enter the mailbox address

Sending From a Shared Mailbox

1. Open a **new email**
2. Click **From** and select the shared mailbox address
3. If the **From** field isn't visible, click **Options** > **From** in the toolbar
4. Compose and send — the email will appear to come from the shared mailbox, not your personal address

Creating Rules to Organize Email

If you get a lot of email, rules can help sort them automatically:

1. Right-click an email you want to create a rule for
2. Click **Rules** > **Create Rule**
3. Set the conditions (e.g., from a specific sender, with certain words in the subject)
4. Choose the action (e.g., move to a folder, mark as read)
5. Click **OK**

Common Questions

Q: I'm not receiving emails from a specific sender.

A: Check your **Junk Email** folder — the email may have been filtered. If you find it there, right-click it and select **Not junk**. If emails are consistently missing, contact IT.

Q: My mailbox is full.

A: Delete emails you no longer need, especially those with large attachments. Empty the **Deleted Items** folder. If you're still running low on space, contact IT.

Q: I need a distribution list created or updated.

A: Submit a ticket to IT with the list name, purpose, and who should be included.

Q: How do I recall a sent email?

A: In Outlook desktop, open the sent email, click **Message > Actions > Recall This Message**. This only works if the recipient is also on FVSD email and hasn't read it yet.

Contact IT

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

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