

This email is being sent to Official Faculty & Official Staff

Tuesday
March 12
2024

Technology Training and Tidbits

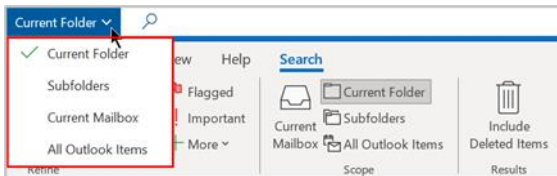
Technology training information, updates, and tips for
Goucher faculty and staff.

Volume 2
Issue 3

You've Got Mail! But Where Is It?

Trying to find that email you read last week? Waiting for an email that never hit your Inbox? We've all been there! Important emails that vanish mysteriously or never arrive can cause a bit of stress and we always wonder where these emails are hiding. Here are a few tools, locations, and clever tricks to help you track down those elusive Outlook emails and put your mind at ease.

Find Emails Using the Search Box



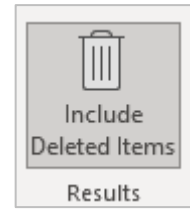
The Search Box is the easiest and most common method we use to search for things in Outlook. It has many features to help us search effectively. Start by navigating to the mailbox or folder you want to search, and then click inside the Search box at the top of the screen. Immediately you will be presented with recent searches and maybe some suggestions. To continue follow these steps:

1. From the drop-down menu to the left, choose one of the standard options; Current folder, Subfolders, Current Mailbox or All Outlook Items to search. (Note: "Current Mailbox" searches for mail items in all folders whereas "All Outlook Items" also searches for appointments, meetings, contacts, etc.)
2. Inside the search box type in a keyword, sender's name, subject, or a few words from the email content to get search results.

Pro Tip: *Emails in your Deleted Items and Archive folders may not be captured using the common search method. Read the next few tips for information on searching these folders.*

Didn't Need It, So You Deleted It!

Often, we read part of an email, determine it's unimportant at the time and delete it. Then days later we realize it might be useful. Deleted items are not automatically included in common search methods. When using the search box, be sure to click the **Include Deleted Items** button from the Search ribbon or select the **Deleted Items** folder along the left navigation or from the **Home** ribbon to search. Our Knowledgebase article, "[How do I recover a deleted message in Outlook?](#)" has more information about recovering items from the Delete Items folder. And, for even more information about Outlook searching, including the calendar and contacts, read the Microsoft article, "[How to search in Outlook.](#)"

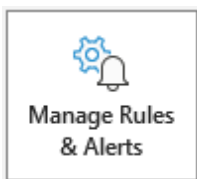


***Pro Tip:** You can also find emails quickly using the **Find** group on the **Home** ribbon to filter your messages for unread emails, emails with attachments, tags, and more.*

Dive into Your Archive

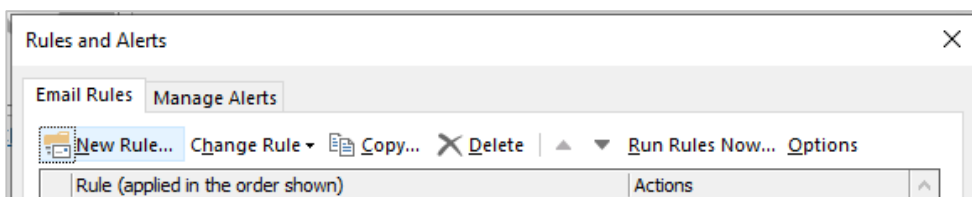
The **Archive folder** is a good place to store emails that we want to refer to later. Older emails are automatically sent to the Archive folder after a defined period. So, it's possible an email was archived without you realizing it. The Archive folder can be found along the left navigation or on the **Home** ribbon.

Diversions by Rules and Filters



If you're still coming up empty handed, roll up your sleeves and dig deeper. Rules and filters can divert your emails to other locations. Check email settings to see if [rules or filters](#) are responsible. Try this:

1. From the File tab in Outlook, click **Info**, then **Manage Rules & Alerts**.
2. Check for rules already created, delete any that are unfamiliar to you or revise as needed.



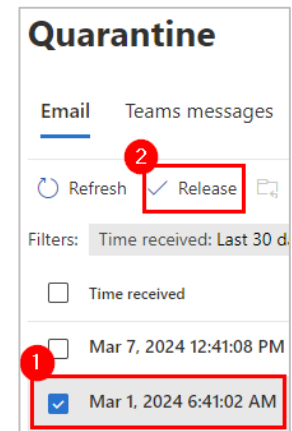
Quick Tip!

Check the Quarantine Scene

Odds are you'll be successful at finding the email you're looking for using any of the methods above. However, there is one more possible hiding place for missing emails! We use **Microsoft's Defender** to protect us from SPAM and malicious emails. Defender quarantines suspected emails. So, it's possible that legitimate emails you are looking for have landed in quarantine. The good news is you can release them.

If an email is caught in quarantine, it's held there for 30 days until you release it. You'll receive email notification of the quarantined email along with a link to the [Microsoft Defender](#) quarantine site. There you can safely view when the email was received, the sender, and subject of the email. Follow these steps to release the email:

1. Click the checkbox beside the email.
2. Then, click **Release** at the top.
3. Next, enter a reason for the release, and click **Release Message**. The released email will be sent to your Inbox unless you have rules or filters setup.



Pro Tip: You do not have to wait to receive notification of a quarantined email. Use the link above to check the quarantine site anytime you suspect an email has been held.

IT Training Events

Basics for Beginners – Workshops for getting started.

Excel Calculations for Beginners

April 9, 2024 / 1:00 – 2:00 p.m. / Online

Working with numbers in Excel doesn't have to be daunting. Whether you are new to Excel or looking to level up your skills, learn how to use functions and formulas with confidence.

Beyond the Basics - Workshops that build on foundational training.

NEW! Excel Calculations: Pivot Tables

April 25, 2024 / 11:00 – 11:45 p.m. / Online

You are familiar with the basics of Excel, and you have a large amount of data to make sense of. PivotTables are the solution to help you understand it all. Discover how to efficiently calculate, summarize, and analyze your data, revealing meaningful comparisons, patterns, and trends.

NEW! Productivity Pros – Workshops geared toward adding new skills for productivity.

Introduction to Automation

March 19, 2024 / 9:00 – 10:00 a.m. / Online

Unlock the full potential of Microsoft Automation in this one-hour class! Join us as we delve into the world of automation tools, streamlining your tasks, and maximizing efficiency within Microsoft applications. From creating automated workflows to mastering time-saving techniques, this class is your gateway to a more productive and streamlined digital experience.

Design and Deliver – Workshops designed to help you create engaging visual presentations.

Creating Instructional Videos: Short and Sweet

March 28, 2024 / 1:00 – 2:00 p.m. / Online

[Click here to view course descriptions and register for IT workshops.](#)

To view previous editions of the Technology Training & Tidbits newsletters [click here](#).

To make a training request for yourself or your department, please contact the Help Desk at helpdesk@goucher.edu.

For information on other IT technologies visit the [Goucher College Technology Knowledgebase](#).