

# Facilities Ancillary Services Best Practice

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## How to Set-Up Automated Email Response

### **INTRODUCTION (Purpose and Importance)**

The purpose of this best practice is to provide some instructions on how to set-up an automated email response within the Facilities Services ([Facility@viu.ca](mailto:Facility@viu.ca)) email account.

- Log onto Outlooks webmail
- Enter your personal user name and password
- Right top of the page, click the drop down men of your name
- It will open up a box where you need to select a mailbox – type Facilities Services and open
- Under the options button (top right of page) click drop down menu and select ‘set automatic replies’
- Message can be changed here.

Remember to save when done.