

Email Management Challenge #3 – Swimming: System-Generated Notifications
Dip your goggles in the pool and dive in! This challenge will take approximately 25 minutes to complete.

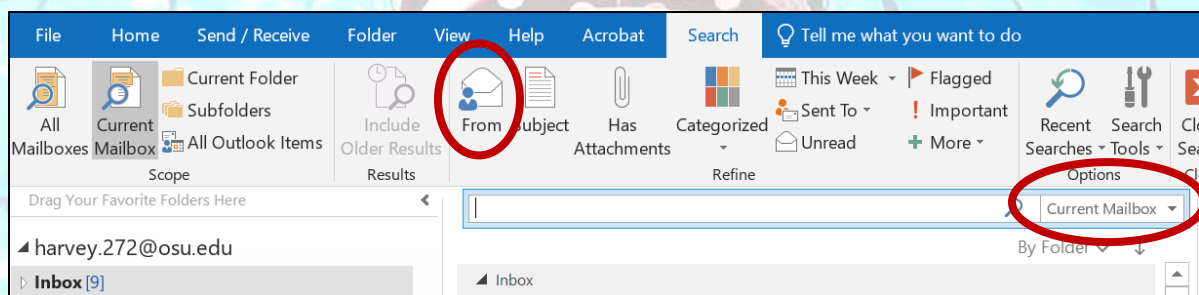
System-Generated Notifications:

- HR Timekeeping and Leave Requests (old e-systems)
- Workday notifications (HR & B&F auto-responses)
- IT HelpDesk ticket auto-responses
- Cybersecurity phishing scam alert auto-responses
- Docusign notifications
- BuckeyeLearn training registration confirmations
- eRequest Business & Finance System auto-responses
- Qualtrics surveys status updates
- Outlook [meeting responses](#)
- [Skype call logs](#)
- [Voice mail](#) messages

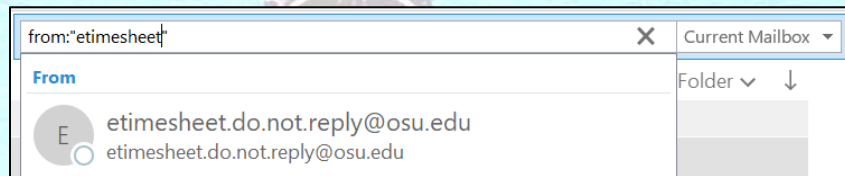
Reminder: you do not need approval before deleting transient emails. View the [Challenge Introduction](#) for more information.

Steps for deleting system-generated notifications:

1. Empty your *Deleted Items* folder.
2. **Click on your *Inbox* folder.** Then click the search bar which will open the **Search** tab. Next to the search tab, confirm the drop-down menu is set to **Current Mailbox**.



3. **Click the *From* button.** The following prompt will automatically appear in the search bar:
from:"Sender Name", with "**Sender Name**" highlighted. Type: **etimesheet**. This will prompt the email address etimesheet.do.not.reply@osu.edu to appear in the drop box below. Click the email address in the drop box and hit **Enter**.



The screenshot shows an Outlook search bar with the text "from:etimesheet" entered. Below the search bar, a dropdown menu is open, displaying the email address "etimesheet.do.not.reply@osu.edu" with a circular icon containing the letter 'E' to its left. To the right of the search bar, there are two dropdown menus: "Current Mailbox" and "Folder".

4. **Do you see results?** Are you only seeing messages that were sent as a system-generated timesheet notification?

TIP:

Outlook only pulls search results from the last 365 days. To find results older than 1 year old, scroll to the bottom of the search results and click the **MORE** link.

There are more items in this folder on the server
[Click here to view more on Microsoft Exchange](#)

5. **If you got results, now REALLY skim the list.** Do you still need the information in these messages for reference? You can access Timesheet and Leave requests in [Workday](#).
6. **Delete all qualifying emails.**
7. **Now repeat steps 2-6 for other types of system-generated notifications.**
Here are some email addresses to search for:

System Notice Type (Bookmark these links)	Email Addresses
Cybersecurity phishing scam response	security@osu.edu
OCIO IT Help & Support	servicedesk@osu.edu
Leave approvals (<i>old website, replaced by Workday</i>)	eleave.do.not.reply@osu.edu
eRequest & eReport responses	erequest.do.not.reply@osu.edu
BuckeyeLearn registration confirmations	BuckeyeLearn-noreply@osu.edu
DocuSign (<i>delete the email after completing the requested action; documents can be downloaded from the website</i>)	dse@docusign.net
Workday notifications (HR and B&F)	osu@myworkday.com
Qualtrics survey status updates	updates@notifications.qualtrics.com

TIP:

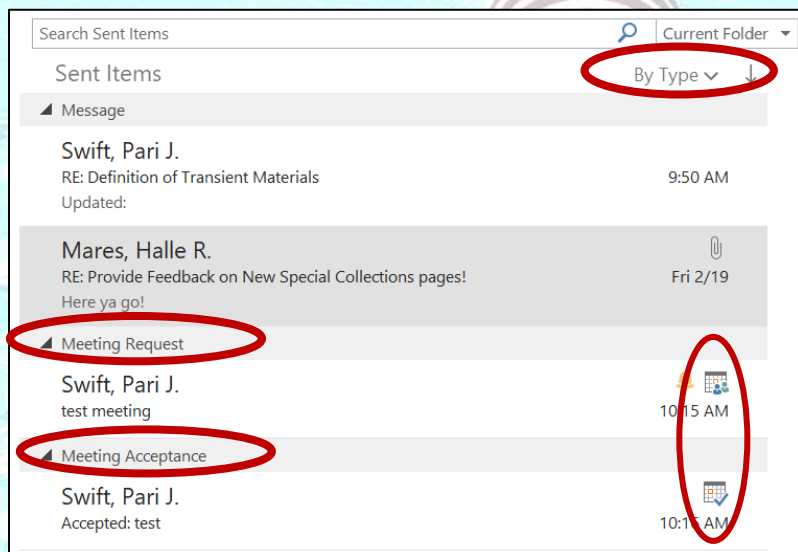
Just like [Workday](#) time and leave balances, you can directly visit the website that sends auto-generated emails to you, often receiving the same or more information if you need it for reference.

Bookmark the websites to the left.

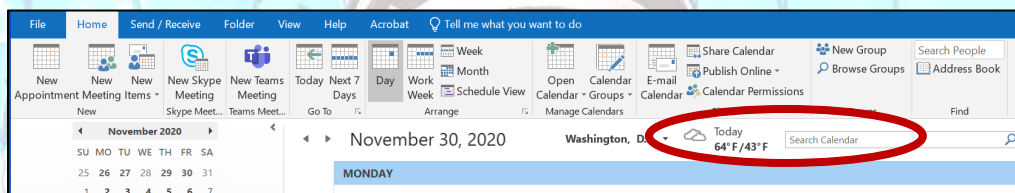
Now let's search for Meeting responses.

Once a meeting is accepted or declined, the response sorts to your **Sent Items** folder. The **Sent Items** folder requires maintenance, just like the **Inbox** folder.

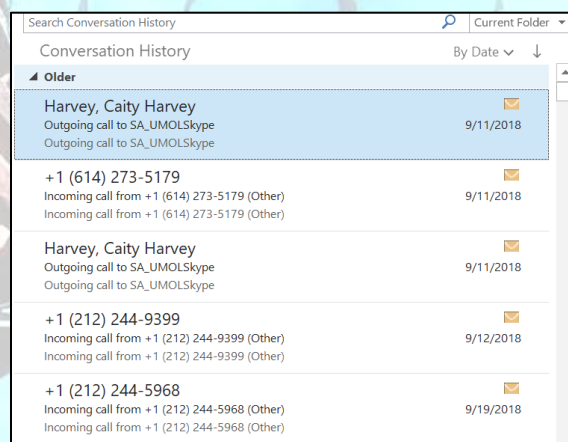
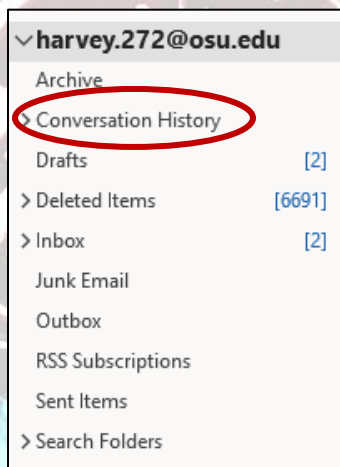
1. In your **Sent Items** folder, click the drop-down menu below the **Search** bar, and change the **Sort** feature to **By Type**.
2. Scroll until you see items with a calendar icon. The responses should appear under headers with **Meeting** in the title.



3. Now, select all messages with a calendar icon and hit **Delete**.
[Note: this will only delete your response to the meeting, not the event from your Calendar.]



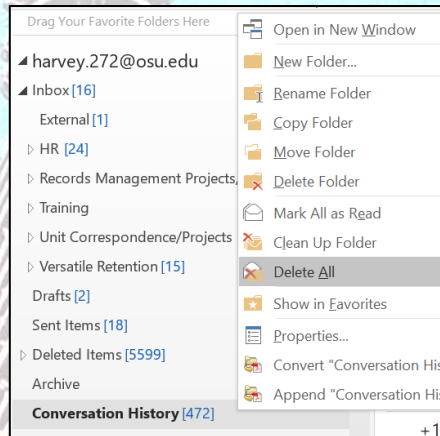
Finally, let's clear out your Skype call log by clicking on the **Conversation History** folder. This is a log of your incoming and outgoing Skype calls, but not [voice mail messages](#). Call logs are transient and can be deleted. (Your folders may appear in a different order.)



TIP:

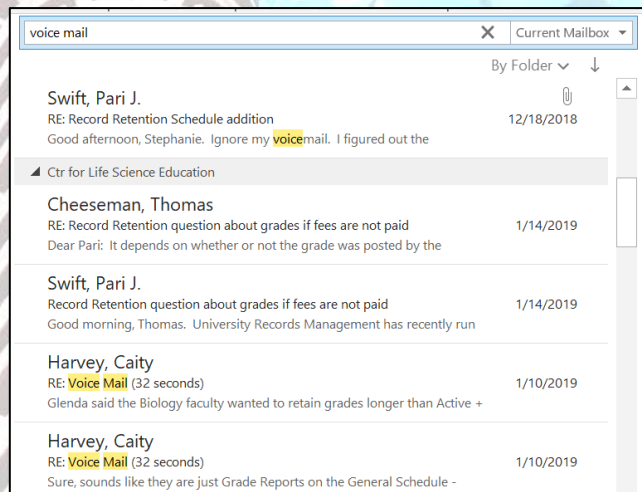
If you need to find an old meeting or attachments for reference, search by meeting title, participant names or keywords directly in your Calendar. It's faster than searching in your Inbox which pulls email message results.

1. But first, let's capture the **Conversation History Total Folder Size**. (Steps found in [Challenge Introduction](#).)
2. **Record the Total Folder Size in Qualtrics**, then **right-click** the **Conversation History** folder and click **Delete All**.



TIP:

To find and [listen to voice mail](#), search for the term “Voice Mail” in the Inbox search bar or by typing the caller’s phone number and click the Play button in the message. Voice mail is auto-deleted after 30 days. You can [change retention on voice mail](#) if you need to retain it longer than 30 days.



IMPORTANT FINAL STEP: Complete the [Qualtrics](#) survey to record the number of emails moved to the **Deleted Items** folder and the new **Total Folder Sizes** for your **Inbox**, **Sent** and **Archive** folders so we can track your team’s progress! (*Instructions for clearing your Deleted Items folder and locating your Total Folder Size can be found in the [Challenge Introduction](#)*).

30 laps swum!

You are now ready for Challenge 4 – Baseball: Non-Records!

Challenge Wrap-Up: Now that you’ve learned that you can delete system-generated notifications and access your activity-related information from the source websites, get in the habit of deleting auto-notices as you receive them. To learn more strategies for organizing your email, review [Email Management Guidelines](#).