O365 Email Management Challenge #3 – Swimming: System Notifications

Dip your goggles in the pool and dive in! This challenge will take approximately 35 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: approval is not required to delete transient emails. View the Challenge Introduction for more information.

Steps for deleting system-generated notifications:
1. Empty the Deleted Items folder.
2. Click on the Inbox folder and then the Search bar. Type: etimesheet and click the etimesheet.do.not.reply@osu.edu email address in the drop box below.
3. Do you see results? Are you only seeing messages that were sent as a system-generated timesheet notification?
4. 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.
5. Delete all qualifying emails.

6. Now repeat steps 2-5 for other types of system-generated notifications. Here are some email addresses to search for:

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

Deleting Meeting Responses

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

1. Click on the Sent Items folder. Type: Accepted into the Search bar.

2. Select all messages with a calendar icon by clicking the circle in the left corner and click Delete All. [Note: this will only delete the meeting response, not the calendar event or its attachments.]

3. Repeat the search again by typing the term Declined in the Sent Items Search bar for the meetings you rejected.

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.
Delete the Skype call log by right-clicking on the Conversation History folder and click Empty Folder. This is a log of incoming and outgoing Skype calls, but not voice mail messages. Call logs are transient and can be deleted. (Record “0” in the Qualtrics survey; the storage usage is included the total space used.)

IMPORTANT FINAL STEP: Complete the Qualtrics survey to record the number of emails moved to the Deleted Items folder and the new storage usage for your Inbox so we can track your team’s progress! (Instructions for clearing the Deleted Items folder and locating your storage usage 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.