

Moving FMIS Requests into an Outlook Folder Automatically

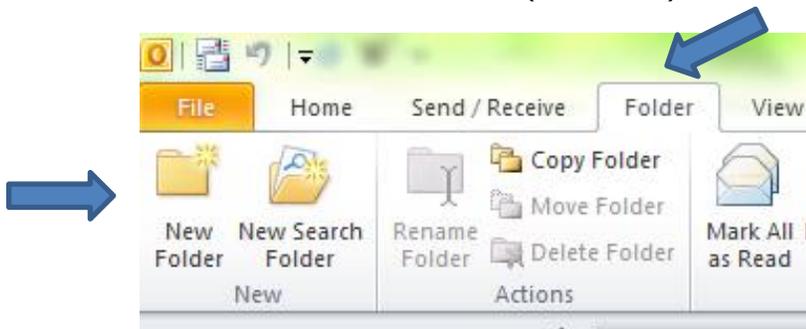
These instructions demonstrate how to move incoming email messages automatically from your inbox to another folder when the email arrives into your inbox. The easiest way to create rules is to select the mail message in your inbox and create rules from that message.

During this process, you can create a folder, or choose an existing folder, in which to store these automated mail messages. If you choose to have them moved directly to your deleted Items folder, they will be deleted when you empty the **Deleted Items** folder.

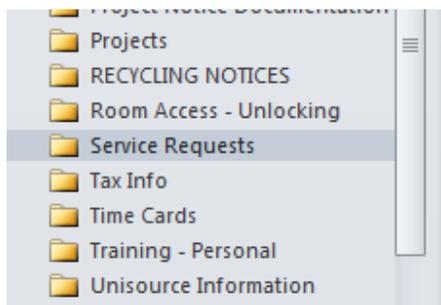
The steps below are specific to **FMIS Service Requests** that are automatically generated by FMIS to let customers know when their request has been scheduled and what the associated Service Request number and Work Order number is. The Service Request number and/or the Work Order number is required when asking for information about the status of your Service Request or Work Order from Facilities Management.

Steps:

1. Create a folder in your list of mail folders to store your FMIS requests in. Folder Tab > New Folder button (far left side).



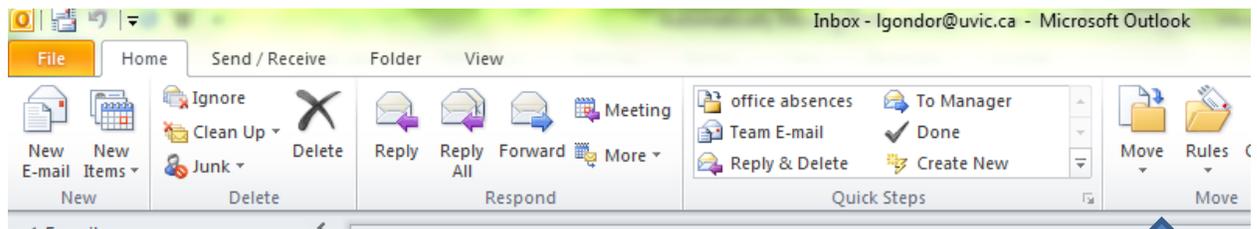
For example you may want to call it "Service Requests".



2. Select the email that you would like to incorporate into an automatic rule. I.E. the email from FAMIS@UVIC.CA with the subject line "Your Service Request".

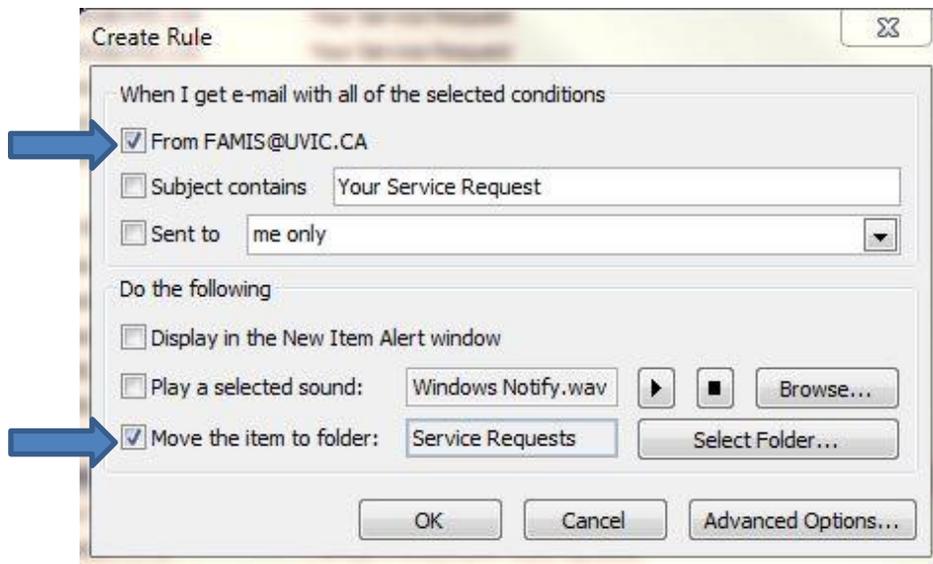


3. Click the **Rules** button on the **Home Tab**



4. Select **Create Rule** (from the drop down list / arrow)

5. The Create Rule dialog box will appear with a series of check boxes.



6. "When I get e-mail with all of the selected conditions"

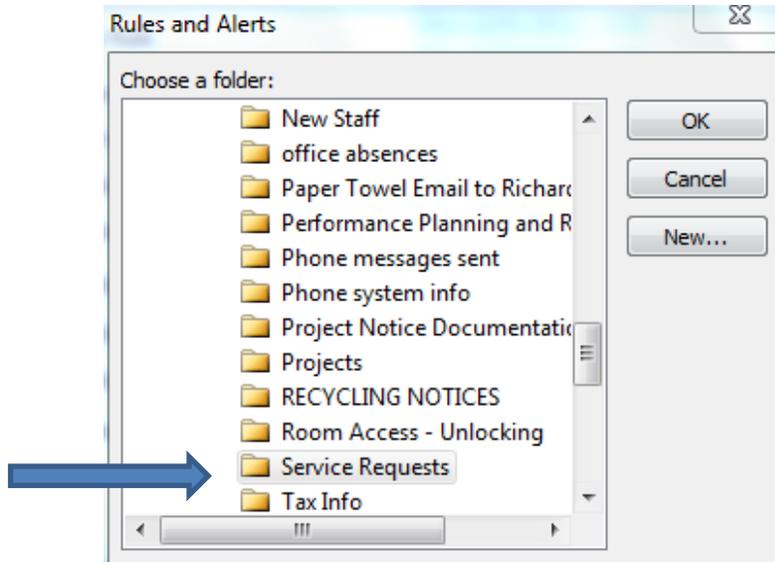
Select the first check box:

From FAMIS@UVIC.CA

7. In the bottom half of the same dialogue box labelled "Do the following", select the check box beside the item:

Move the item to the folder:

8. A list of all of your Outlook folders will appear and from this list you choose the folder that you want to store your FMIS automated emails into. I.E. the folder you created in step one that I called "Service Requests". (If this window does not automatically appear select the button in the dialog box indicating **Select Folder...**)

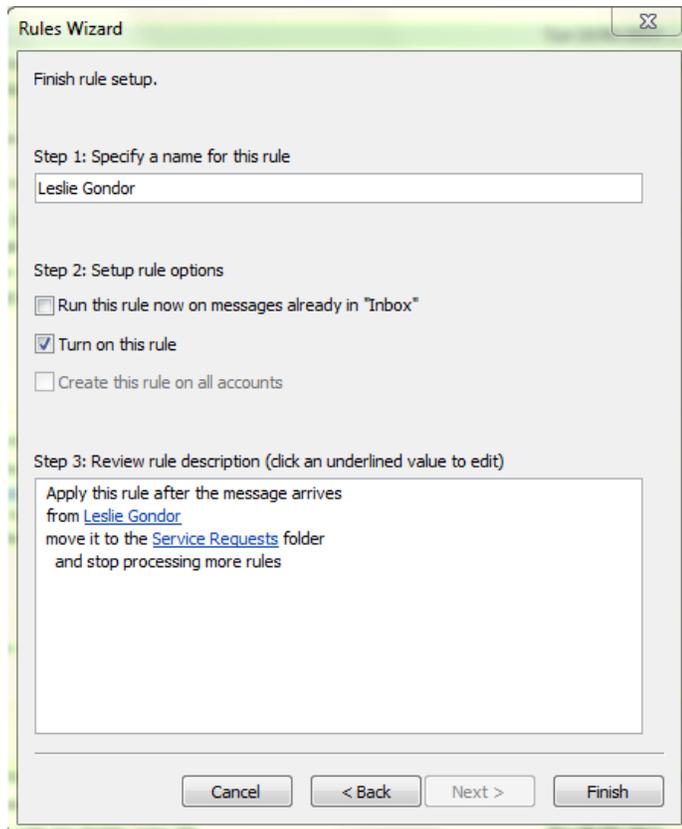


9. Select the **OK** button
10. In the window that appears next, select the check box that indicates that you would like to "Run this rule now on messages already in the current folder".



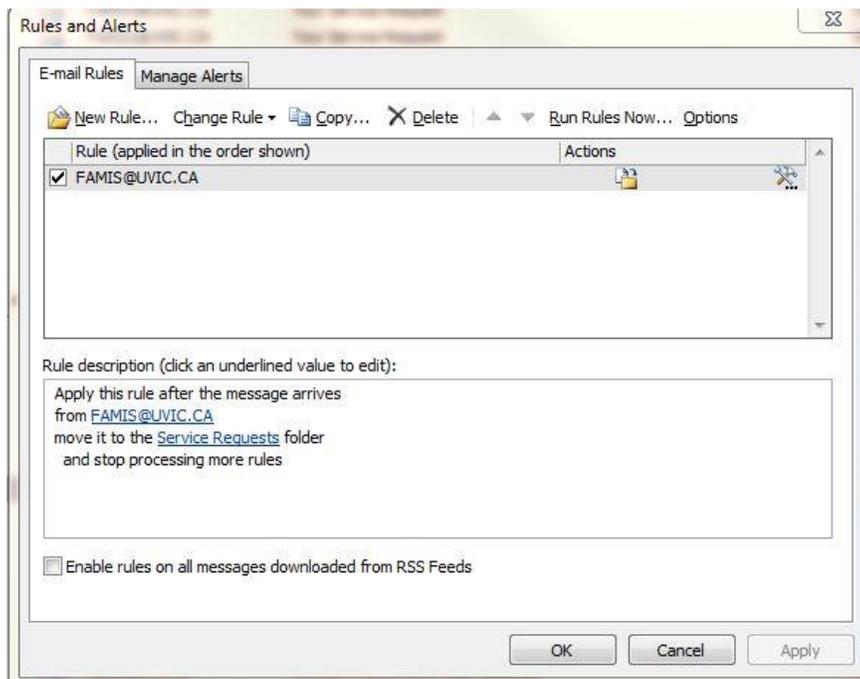
11. Select the **OK** button.

Note: You may get another dialogue box asking if you want to run this rule each time you receive emails from this email address. Check the check box to allow this rule to happen for all Service Request Emails.



12. Your rule runs on the entire inbox and will run each time you receive emails from FMIS@UVIC.CA

When you go into the **Rules and Alert** dialog box, you will see the following rule:



13. Remember that this folder will go **bold** when you have unread mail in it.

If you need to make any changes to your rule it is easier to delete a rule, which does not work properly, than to edit it.