

## Frequently Asked Questions

Question	Information or Link to Knowledge Articles
Delete and Add Profile	<a href="https://www.vumc.org/it/files/it/public_files/Delete%20Outlook%20profile.pdf">https://www.vumc.org/it/files/it/public_files/Delete%20Outlook%20profile.pdf</a>
When logging into V.O. the client defaults to V.E.	Configure V.O. first (defaults to mailbox that is configured first)
Accessed Pulse Secure with new VU ID	<p>VUMC VPN Instructions: <a href="https://pegasus.mc.vanderbilt.edu/ViewKnowledge.aspx?id=10221">https://pegasus.mc.vanderbilt.edu/ViewKnowledge.aspx?id=10221</a></p> <p>VU VPN Instructions: <a href="https://it.vanderbilt.edu/security/secure-communications/remote-access/junos-pulse-win.php">https://it.vanderbilt.edu/security/secure-communications/remote-access/junos-pulse-win.php</a></p>
What is the server name?	<p><b><u>VUMC</u></b>: Email.vumc.org  <b><u>VU</u></b>: Email.Vanderbilt.edu</p>
What is the domain name?	Vanderbilt\VUnetID
How many machines can connect to Office 2016? Are additional licenses needed?	<p>Each user can install Office on 5 PCs or Macs, 5 tablets (Windows, iPad, and Android), and 5 phones.</p> <p><a href="https://products.office.com/en-us/business/office-365-enterprise-e3-business-software">https://products.office.com/en-us/business/office-365-enterprise-e3-business-software</a></p>
How to create calendar rules/forward email for Outlook client	<a href="https://www.vumc.org/it/files/it/public_files/Faculty%20Outlook%20Client%202016%20Create%20Rules_07.26.18_FINAL.pdf">https://www.vumc.org/it/files/it/public_files/Faculty%20Outlook%20Client%202016%20Create%20Rules_07.26.18_FINAL.pdf</a>

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How to redirect Calendar invites on a MAC using Office 2016	<a href="https://www.vumc.org/it/files/it/public_files/Faculty%20How%20to%20redirect%20Calendar%20invites%20on%20a%20MAC_07.27.18_FINAL.pdf">https://www.vumc.org/it/files/it/public_files/Faculty%20How%20to%20redirect%20Calendar%20invites%20on%20a%20MAC_07.27.18_FINAL.pdf</a>
Delegating Access & Managing Another Person's Mail/Calendar with Outlook	<a href="https://www.vumc.org/it/files/it/public_files/Delegating%20Access%20final.pdf">https://www.vumc.org/it/files/it/public_files/Delegating%20Access%20final.pdf</a>
How to create a rule for Outlook Web Application	<a href="https://www.vumc.org/it/files/it/public_files/How%20to%20forward%20email%20final.pdf">https://www.vumc.org/it/files/it/public_files/How%20to%20forward%20email%20final.pdf</a>
Update distribution list	Submit Pegasus ticket
GAL distribution list	Mail will default to V.O. email address
Outlook address book	Update contact
Outlook Web Application (OWA)	<p>If you need to access email before your Outlook client is configured with two mailboxes, please access OWA. Note, OWA will default to @VUMC.org account; Open application in two different browsers (e.g. Chrome and Firefox) or configure browser as incognito. You may perform a keyboard shortcut by the following:</p> <p>PC: Press Ctrl + Shift + n  Mac: Press ⌘ + Shift + n  I.e. and Firefox: Ctr + Shift + P</p> <p>VUMC: <a href="https://email.vumc.org">https://email.vumc.org</a>  VU: <a href="https://email.vanderbilt.edu">https://email.vanderbilt.edu</a></p>