

[Day 1] Troubleshooting Process

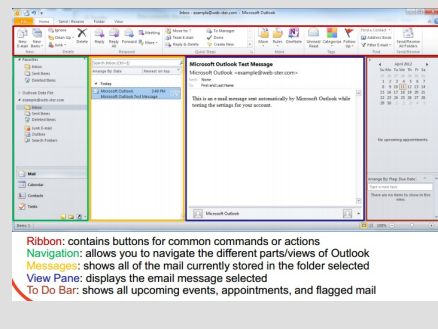
1. Identify Problem
2. Establish Theory
3. Test Theory
4. Plan of Action
5. Verify Functionality
6. Document Solution

[Day 1] Outlook Configuration

1. Configuring Gmail
 - Enable Forwarding
 - Enable POP/IMAP
2. (Manually) Configuring Outlook
 - Fill in info.
 - Server type: IMAP
3. More Settings > Advanced
 - Incoming Server (IMAP): 993
 - Encryption Type: SSL
 - Outgoing Server (SMTP): 587
 - Encryption Type: TLS

Change Outgoing Server to 587 if needed
4. More Settings > Outgoing Server
 - Enable authentication for outgoing server (SMTP)

[Day 2] Navigating Outlook



[Day 2] Writing Emails

Use **High Importance** if a reply is urgently needed.

Use **Autocorrect** to spell check emails.

Use **Automated Replies** if will be out of office for some time. Provide emergency contact information if needed.

Signatures

Your Name

Genesys Works Young Professional
name@email.com
555-555-5555

C

By [joanathie](https://cheatography.com/joanathie/)
cheatography.com/joanathie/

Not published yet.

Last updated 25th June, 2014.

Page 1 of 1.

Sponsored by [Readability-Score.com](https://readability-score.com)

Measure your website readability!

<https://readability-score.com>