

# Sending an Outage Notification from Outlook 365 Web Client

10/17/2017

Navigate to  
email.wustl.edu and click  
Login to Office 365

Washington University in St. Louis

# Office 365

EMAIL CLIENT SETUP OFFICE APPS HOW-TO USE GUIDELINES SUPPORT

**Office 365** @ Washington University in St. Louis

Office 365 is a set of advanced email and collaboration tools being used at Washington University in St. Louis. This site is intended to provide timely service status information as well as information on how to leverage Office 365 services to their fullest.

**Current Service Status:**

Service	Status	Notes
Email timely delivery	✓	No issues.
Outlook Web Access	✓	No issues.
Desktop email client connections	✓	No issues.
Mobile device connections	✓	No issues.
Skype for Business (formerly Lync)	✓	No issues.
OneNote	✓	No issues.

[Login to Office 365](#)

New WUSTL Student?  
[Click here to activate](#)

**OFFICE 365 EDU NEWS**

- [Exchange Online Mail Protection Power BI Report](#)
- [How to kill an active user session in Office 365](#)
- [Increase OneDrive for Business Storage to 5TB](#)
- [How do I hide the Azure AD management blade from non-admin users?](#)
- [Office 365 eDiscovery between two or more users](#)

Click your name in the top right corner and select “Open another mailbox...”

The screenshot shows the Microsoft Outlook web interface. The top navigation bar includes 'Office 365' and 'Outlook'. The main content area displays an 'Inbox' with several email entries. On the right side, a 'My accounts' sidebar is open, showing the user's profile 'Gray, Rudo' and the email address 'rudogray@wustl.edu'. A red arrow points to the 'Open another mailbox...' option in the sidebar. Below the main content area, there is a message that says 'Select an item to read' and a link that says 'Click here to always select the first item in the list'.

Search Mail and People

New | ...

Undo

Office 365 Outlook

Gray, Rudo

My accounts

Gray, Rudo  
rudogray@wustl.edu

Sign in to IM

Open another mailbox...

My account

Sign out

Inbox

Next: No events for the next two days. Agenda

Caruso, Christina  
Facilities Work Order FMR0206867 -- Resolved- 6:30 AM  
Hello, For the conference room, all of the lights are wor...

Saadia Andleeb  
Residence required 4th to 18th november 4:14 AM  
Hi, I am visiting the Washington University School of Me...

kimberly.duncan@wustl.edu  
MEDPARK Report Group Reports 4:06 AM  
The MEDPARK Report Group reports have been generat...

Yesterday

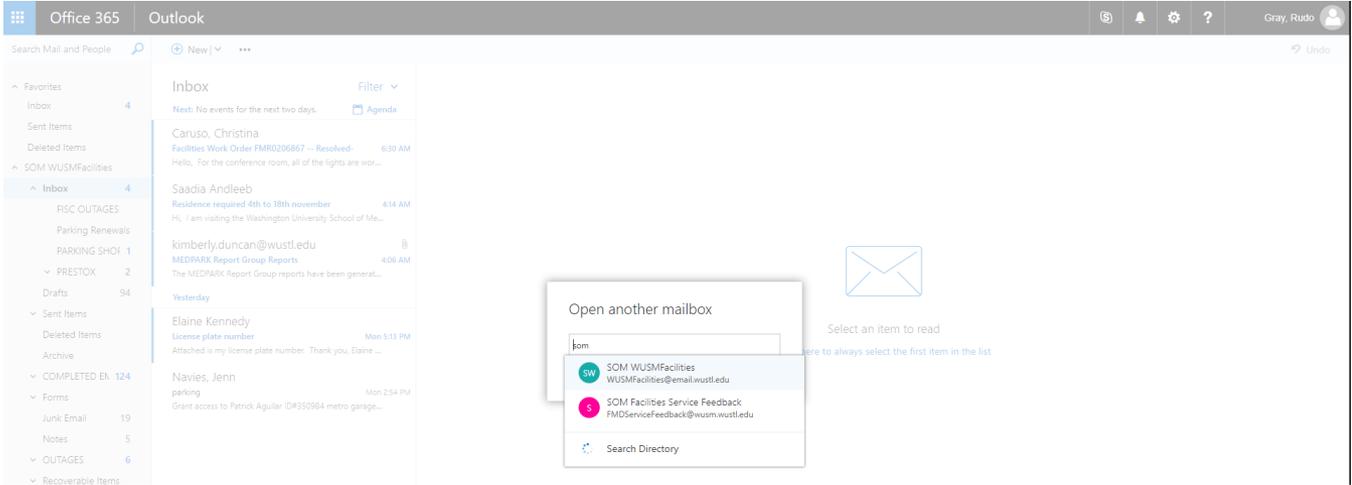
Elaine Kennedy  
License plate number Mon 5:13 PM  
Attached is my license plate number. Thank you, Elaine ...

Navies, Jenn  
parking Mon 2:54 PM  
Grant access to Patrick Aguilar ID#350984 metro garage...

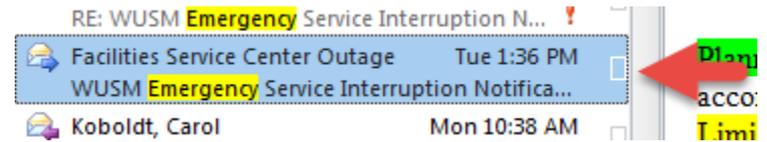
Select an item to read

Click here to always select the first item in the list

# Type in "SOM WUSMFacilities" and click Open



Find the Outage Notification form, open it and click “forward”.



East Building -Planned Service Interruption Notification- 10-21-2017 07:00:00 AM CDT

Facilities Service Center <wusm@service-now.com>  
Today, 8:11 AM  
Lewis, Michelle; SOM WUSMFacilities; Weatherburn, Troy

To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, click here.

To always show content from this sender, click here.

You forwarded this message on 10/17/2017 8:30 AM

**PLANNED SERVICE INTERRUPTION**

Please share and post this communication as appropriate.

**Buildings Affected:** East Building

**Type of Outage:** Exhaust Fan

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**Outage Start:** 10-21-2017 07:00:00 AM CDT  
**Outage End:** 10-21-2017 12:00:00 PM CDT

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**Impact:** There will be no exhaust in the basement during this time. This is being done to repair the exhaust fan. This will not affect the cyclotron area.

We thank you for your patience and understanding at this time.

Delete your signature (IF APPLICABLE) and remove “FW:” from the subject line. Click on “BCC”.

Send Attach Discard ...

To

Cc

Fw: East Building -Planned Service Interruption Notification- 10-21-2017 07:00:00 AM CDT

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**From:** Facilities Service Center <wusm@service-now.com>  
**Sent:** Tuesday, October 17, 2017 8:11 AM  
**To:** Lewis, Michelle; SOM WUSMFacilities; Weatherburn, Troy  
**Subject:** East Building -Planned Service Interruption Notification- 10-21-2017 07:00:00 AM CDT

  
Washington University in St. Louis  
SCHOOL OF MEDICINE

Operations & Facilities Management

Click “BCC” to expand your directory options.

Click the double arrows to navigate to the Offline Global Address List

Type in “SOM FACILITIES” into the search bar and click search and the outage distribution lists will pop up. Select the ones applicable to the outage by clicking the “+” Remember to select “all outage group” plus the other applicable buildings. Click “save”.

The screenshot shows an Outlook web interface with a search for "SOM FACILITIES" and a distribution list for a service interruption. The search results are as follows:

Search results
S4 SOM Facilities @4240/Herita... Heritage@gowustl.onmicrosoft.com
S SOM Facilities 22 N. Euclid 22N.Euclid@gowustl.onmicrosoft.com
S4 SOM Facilities 4444 4444FP@gowustl.onmicrosoft.com
S4 SOM Facilities 4480 4480Clayton@gowustl.onmicrosoft.com
S SOM Facilities 4488 Forest Pa... 4488ForestPark@gowustl.onmicrosoft.com
S SOM Facilities 4500 Parkview 4500Parkview@gowustl.onmicrosoft.com
S SOM Facilities 4511 Forest Park 4511ForestPark@gowustl.onmicrosoft.com
S SOM Facilities 4515 McKinley 4515McKinley@gowustl.onmicrosoft.com

The distribution list for the service interruption is as follows:

Members
DL Dodd, L dodd@wustl.edu
JA Johnson, W wjohnson@wustl.edu
MJ Meyer, J meyer@wustl.edu
MR Monahan, R rmonahan@wustl.edu

The service interruption details are as follows:

**NTERRUPTION**  
Communication as appropriate.  
Clinical Sciences Research Bldg  
Building Unit  
10-20-2017 01:00:00 AM CDT  
10-20-2017 05:00:00 AM CDT  
The air handling system there will be no supply air available to th

We thank you for your patience and understanding at this time.

Issued By: Facilities Integrated Service Center  
Phone: 314-362-3100  
Outage #: OUTAGE0002342  
Ref:MSG5564668

Make sure these are listed in the BCC line. Send the outage.

The screenshot shows an email client interface. At the top, there is a toolbar with 'Send', 'Attach', and 'Discard' buttons. Below the toolbar, a grey bar indicates 'This message will be sent to 134 recipients. Show details'. The email header shows 'To' and 'Cc' fields, which are currently empty. The 'Bcc' field is populated with two groups: 'S4 SOM Facilities 4444' and 'S SOM Facilities All Outage Group'. The email subject is 'Fw: East Building -Planned Service Interruption Notification- 10-21-2017 07:00:00 AM CDT'. The main body of the email contains the following text:

**From:** Facilities Service Center <wusm@service-now.com>  
**Sent:** Tuesday, October 17, 2017 8:11 AM  
**To:** Lewis, Michelle; SOM WUSMFacilities; Weatherburn, Troy  
**Subject:** East Building -Planned Service Interruption Notification- 10-21-2017 07:00:00 AM CDT

  
Washington  
University in St. Louis  
SCHOOL OF MEDICINE

Operations & Facilities  
Management

**PLANNED SERVICE INTERRUPTION**

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**Buildings Affected:** East Building

# Important Items to Note:

- Use the BCC line for all addresses.
- Remove your personal signature.
- If the outage form looks wrong or you have questions, contact the technician or supervisor by looking up the outage in ServiceNow.
- Only send emergency outage notifications when you have received approval from an assistant director-level or above.