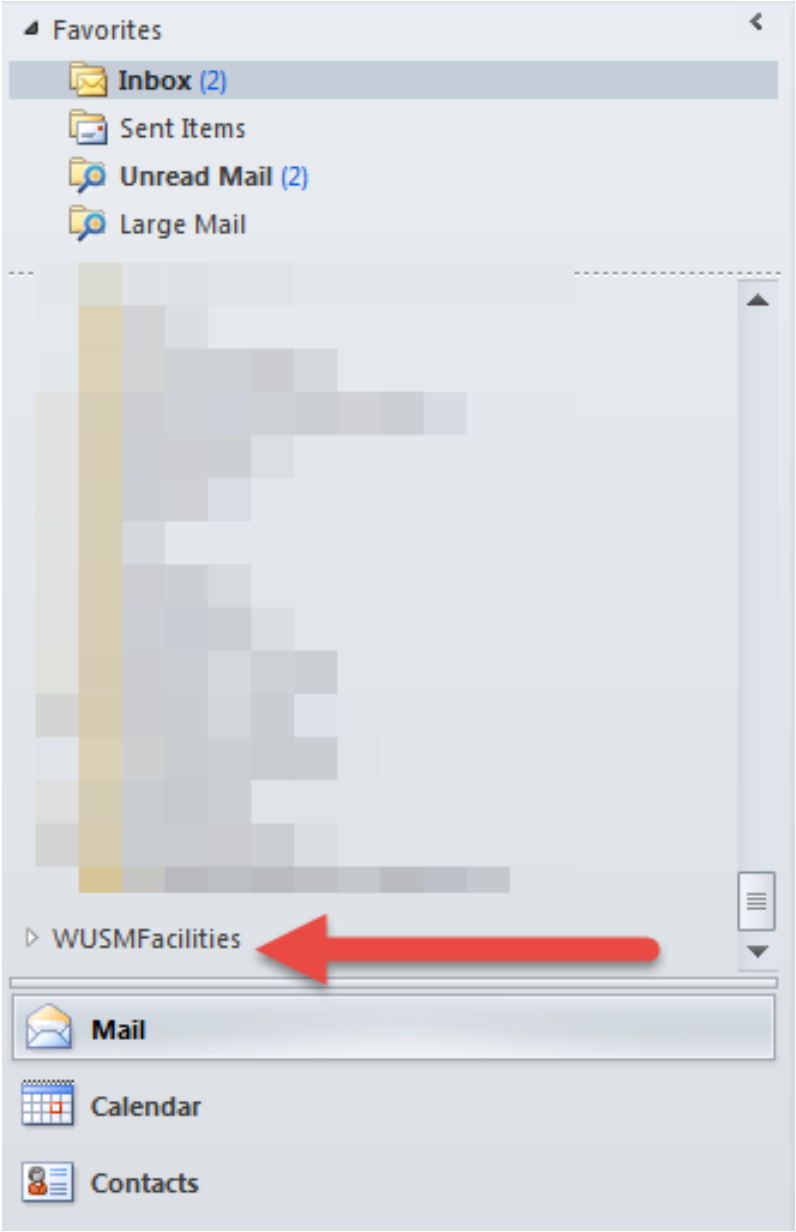
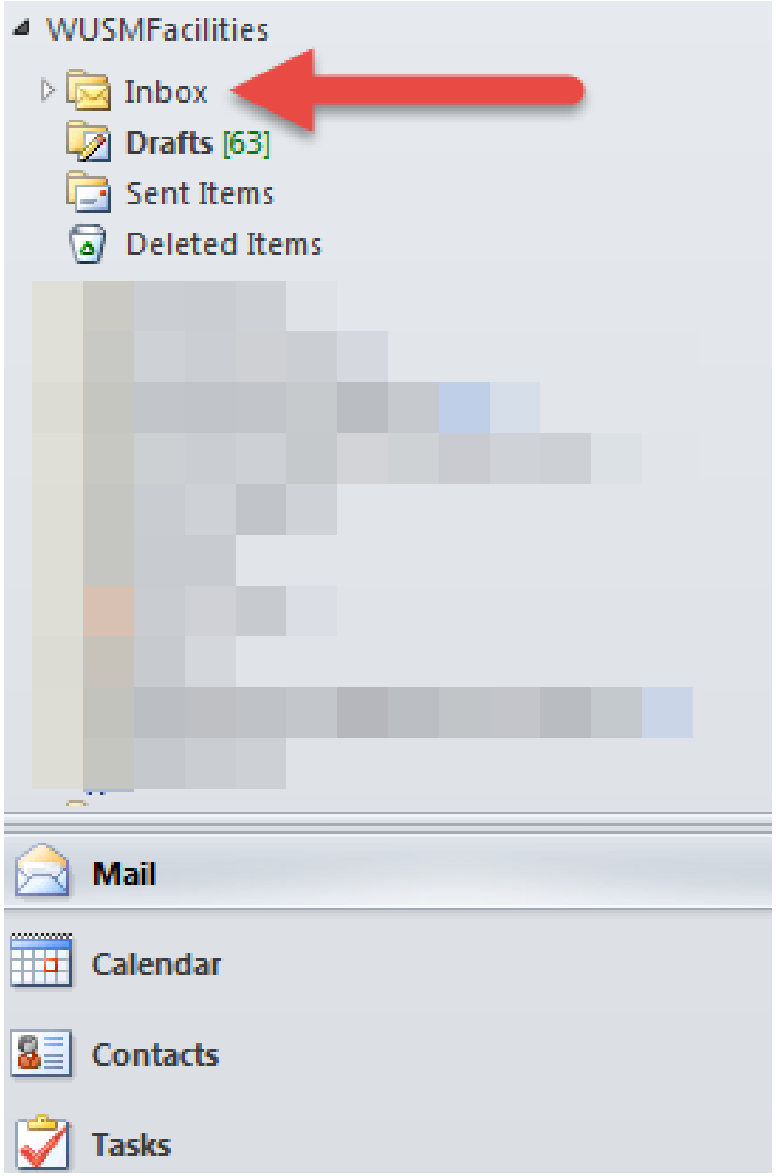
Sending an Outage Notification

2/10/16

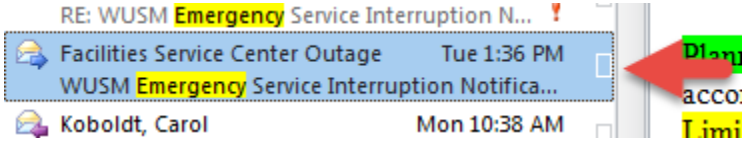
Find the WUSMFacilities inbox at the bottom of your email.

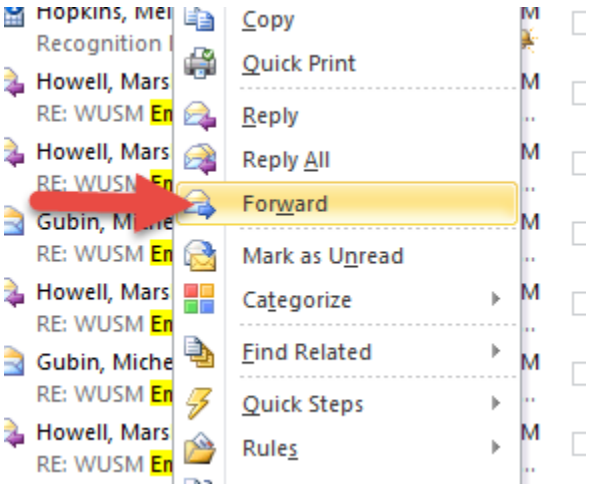


Click on “inbox”.

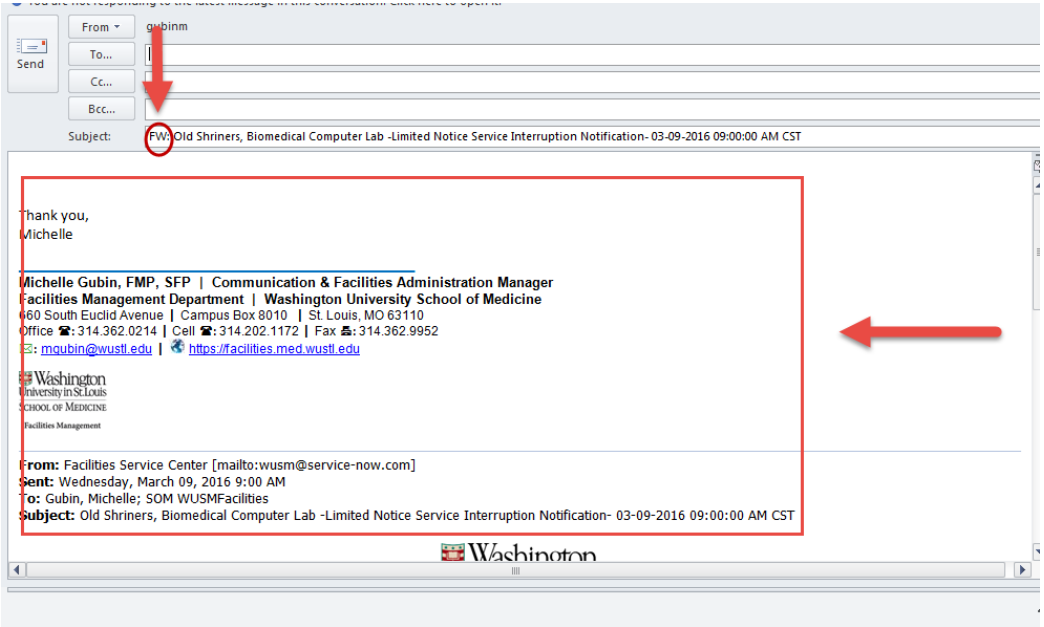


Find the Outage Notification form and click “forward”.

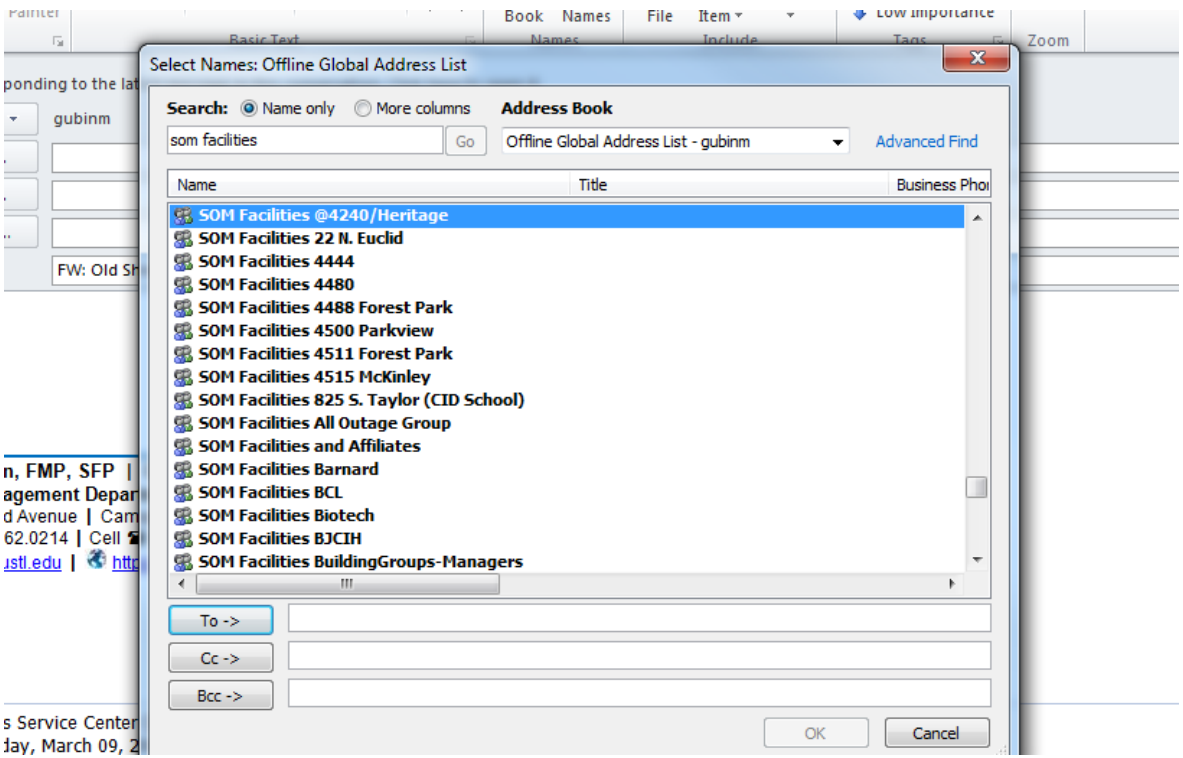




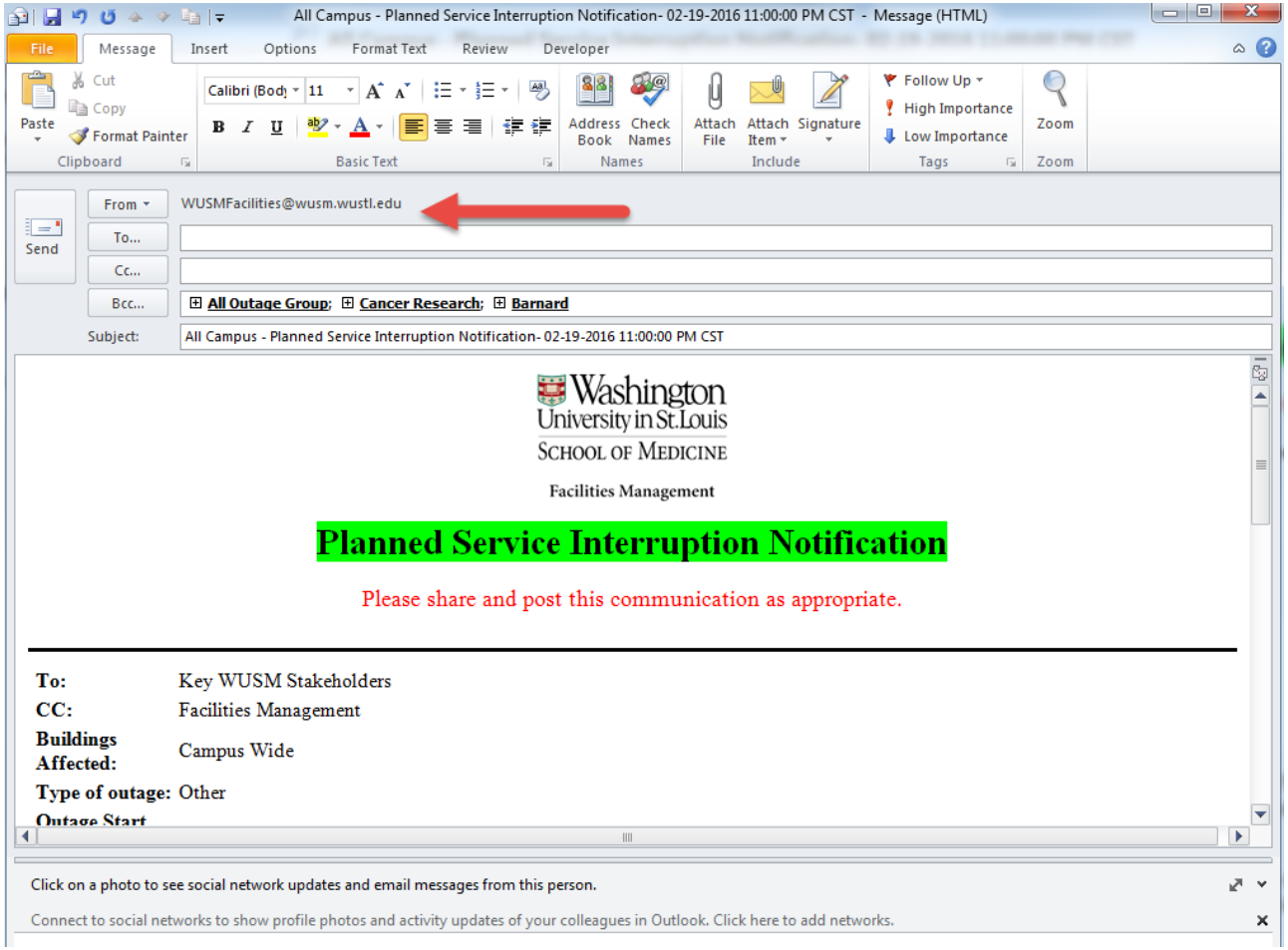
Delete your signature and remove “FW:” from the subject line. Click on “BCC”.



Go into the global address book and type in “SOM Facilities” and the outage distribution lists will pop up. Select the ones applicable to the outage by holding control and selecting (or holding shift and selecting them all). Remember to select “all outage group” plus the other applicable buildings. Make sure these are listed in the BCC line.



Make sure it says WUSMFacilities@wustl.edu in the from field. Send the outage.



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.