DMC Citrix

Outlook First Time Settings

For additional assistance please contact the Tenet Health Service Desk @ 800-639-7575

Overview

As mentioned in the End User Guide, the new Citrix environment is application-based, which means there is no desktop. As such, if you would like to use email, then you will need to launch the "Outlook Email" app. The first time you use Outlook in the new environment, it will have some default settings which you can change to meet your needs, such as default signatures for new and reply emails. After you change these settings, Outlook will retain them for future use.

Please follow the one-time instructions below to help you setup your default email signature for new and reply/forward emails, fix missing images/logos, attach any PST files, and set your desired reading pane view.
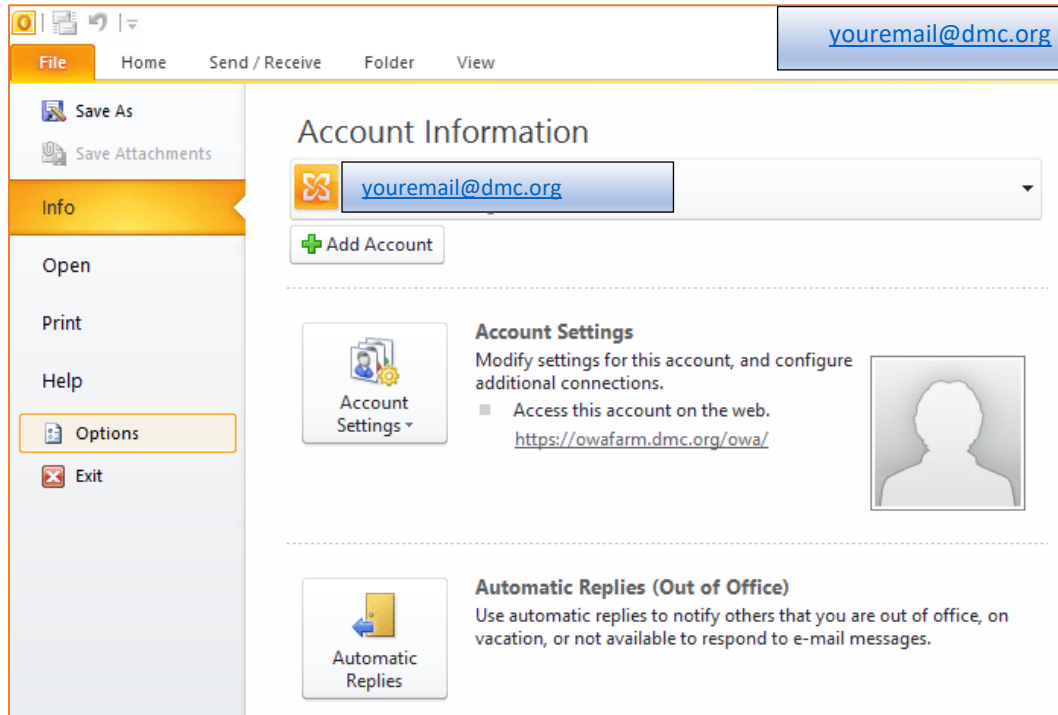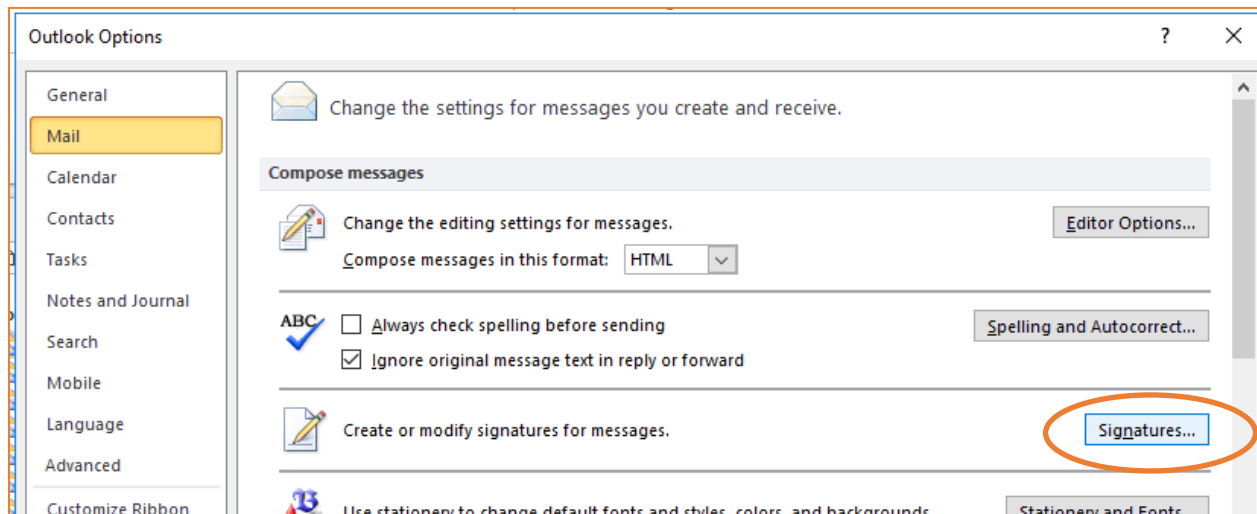
Table of Contents

Section 1: Setting Your Default Signatures

In the new Citrix farm, you will need to set your default signature for both new emails and reply/forward emails.

- Select the "File" tab, and then choose "Options"

- On the "Outlook Options" screen, select "Mail," and then click on "Signatures…"

- On the "Signatures and Stationery" screen:
  o The signature(s) you have previously created will show in the box under "Select signature to edit."
  o The first time you open Outlook in Citrix, the default signature for "New messages" and "Replies/forwards" is blank.
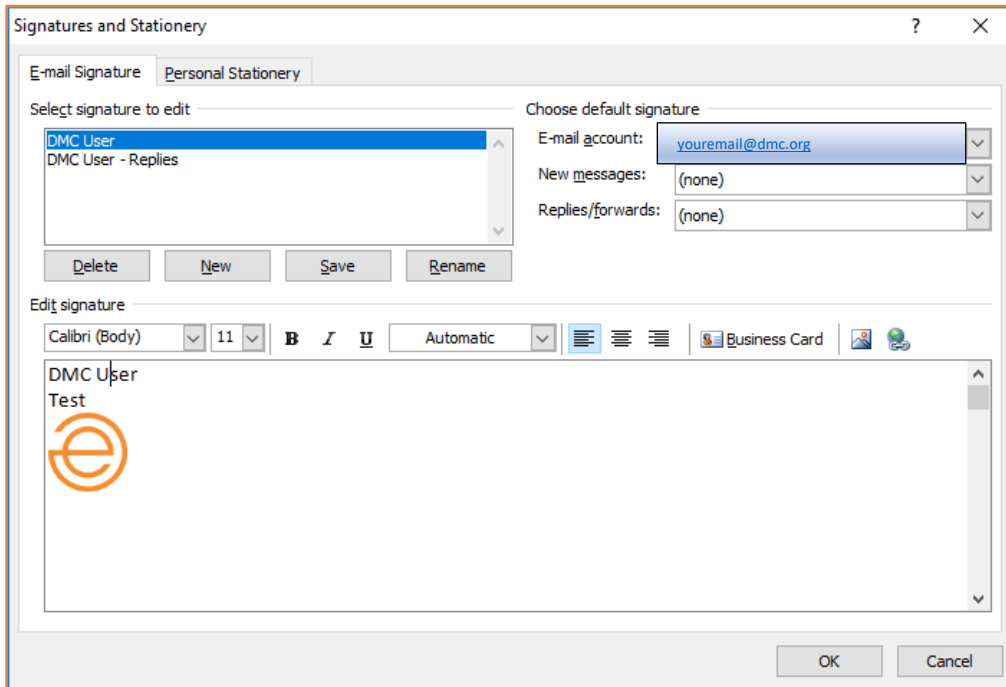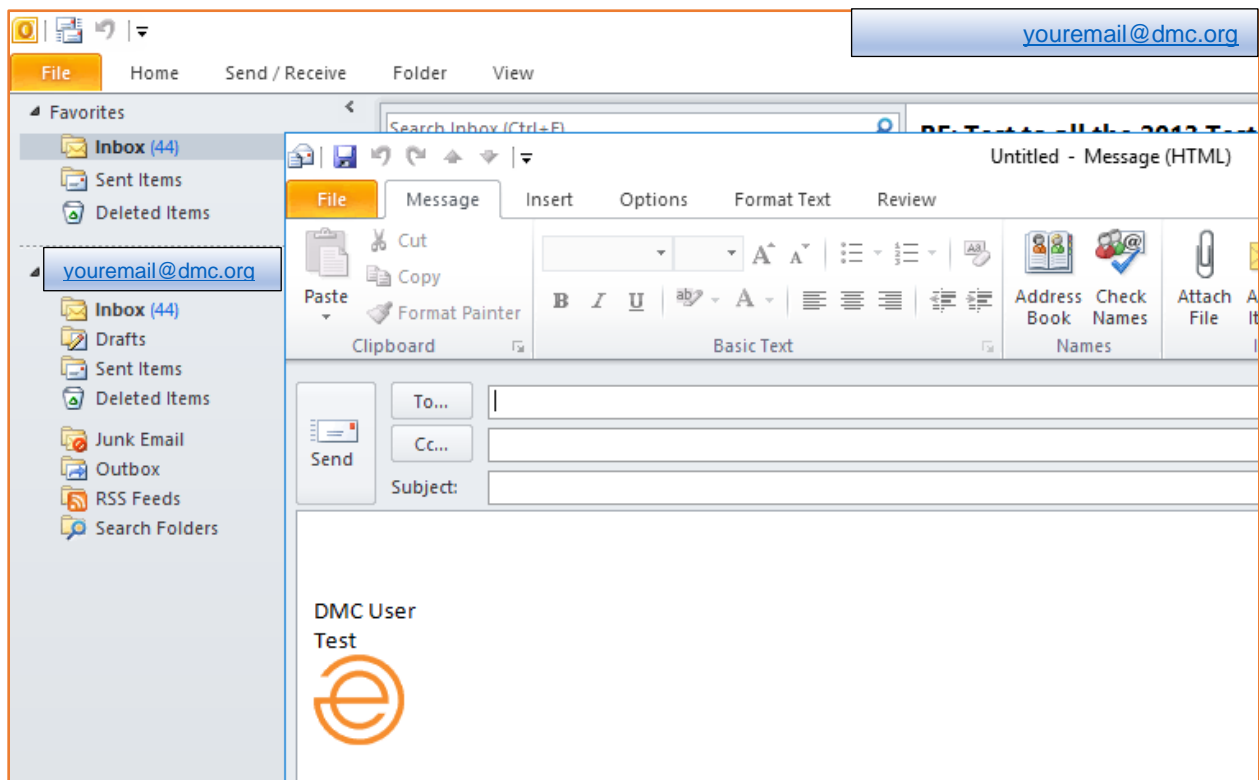

- Click on the drop-down next to "New messages" to select the signature you want to apply to all new messages.
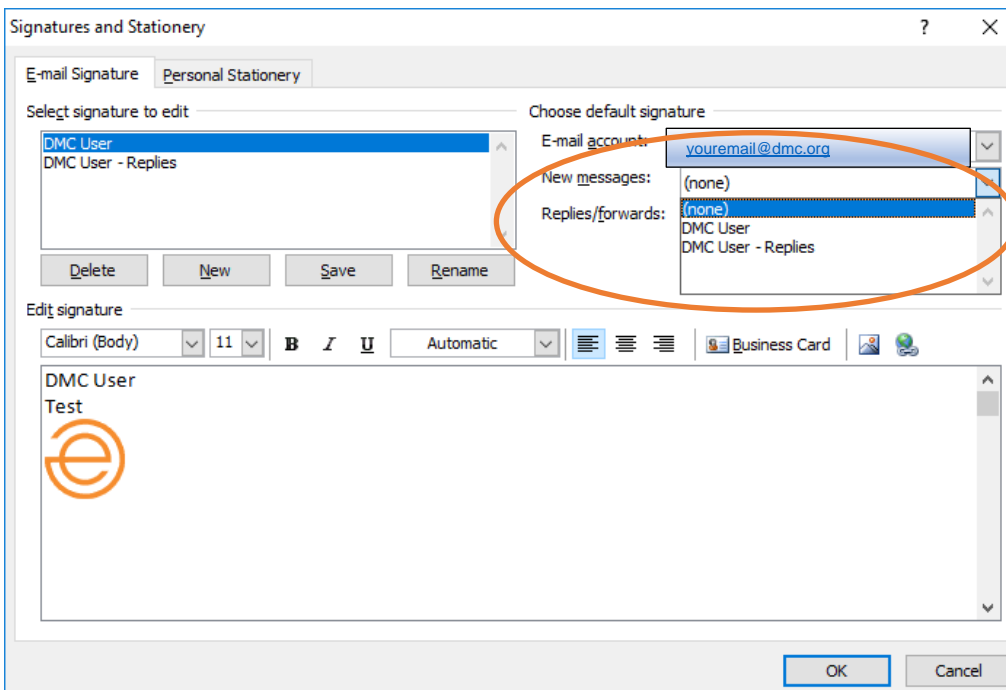
- Repeat the same process for "Replies/forwards" as well, if applicable.
- Once you have everything set, click on "OK" on this screen, and then click on "OK" on the next screen as well.
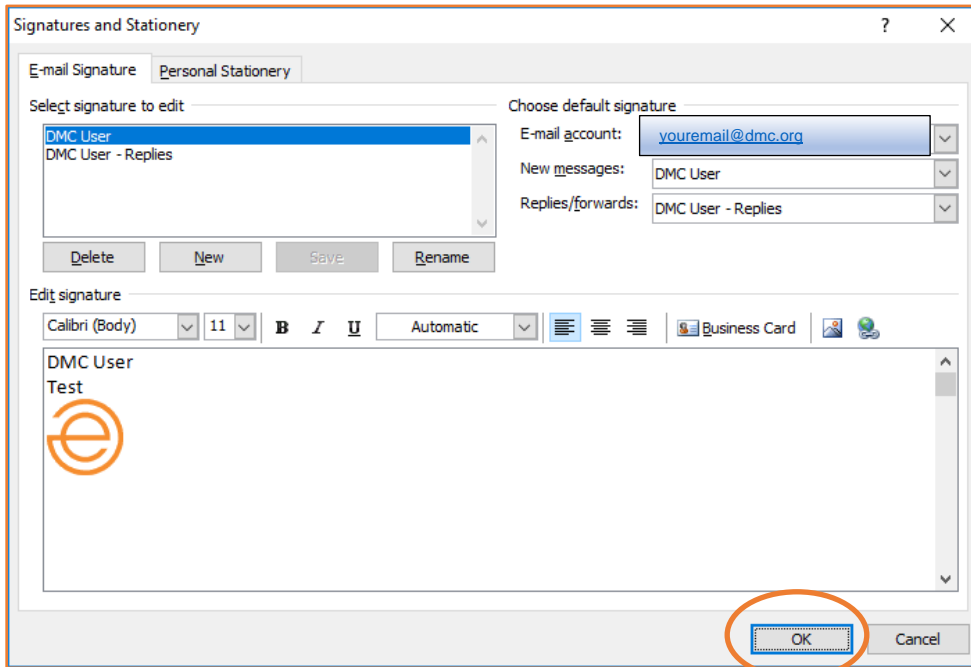

- Now, once you select "New E-mail," your chosen signature will show up in the new message screen.

Section 2: Replacing a Missing Image/Logo in Your Signature

If your email signature is showing a red "X" instead of the image/logo you were seeing previously, this section will help guide you on how to replace it.

In certain cases, this image/logo was added with an older email client and will not show up in the new Citrix farm. To replace the red "X" with the proper image/logo, open Outlook, choose "File → Options," and then choose "Mail → Signatures..." Find your signature with the red "X," then select the missing image and delete it.
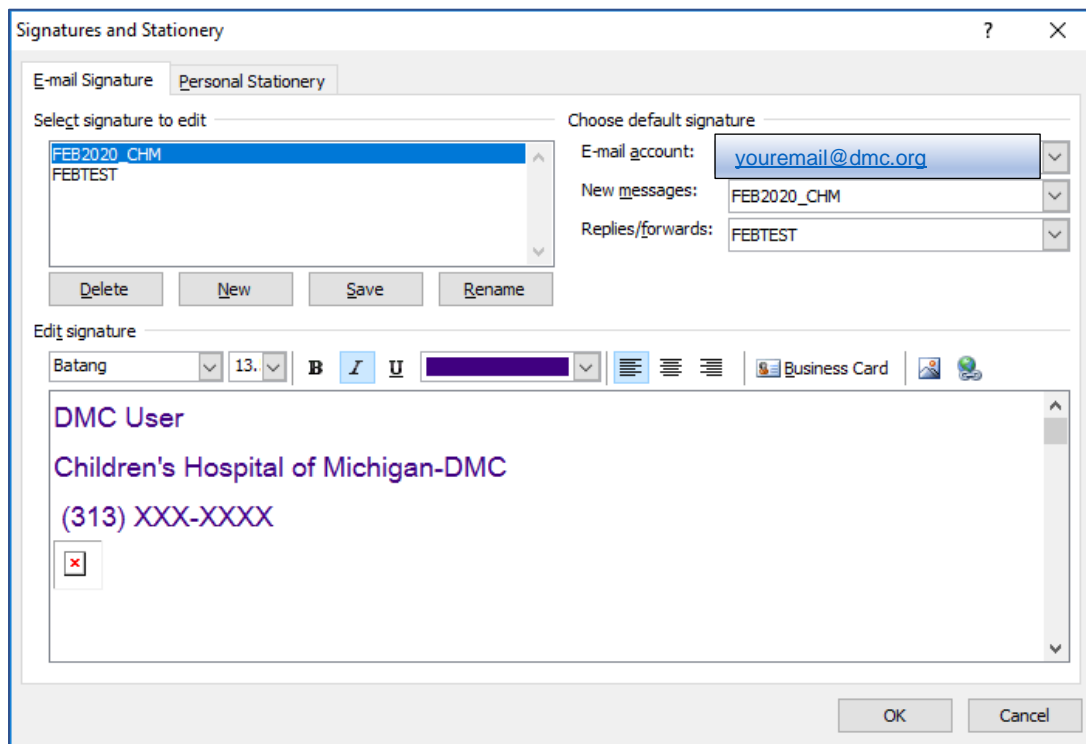
Then, choose the "Insert Picture" icon (to the right of "Business Card"):
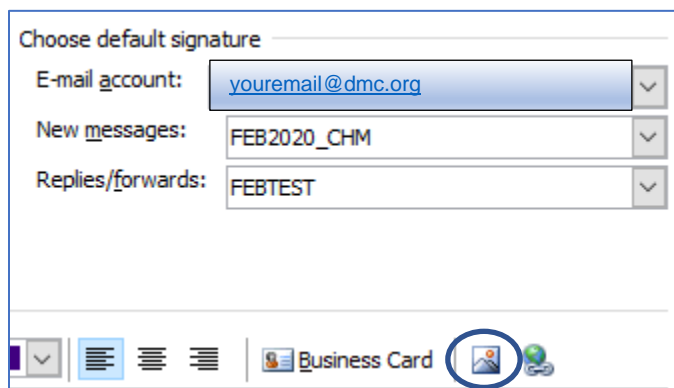
On the "Insert Picture" window, locate and select your image/logo, and then click "Insert."
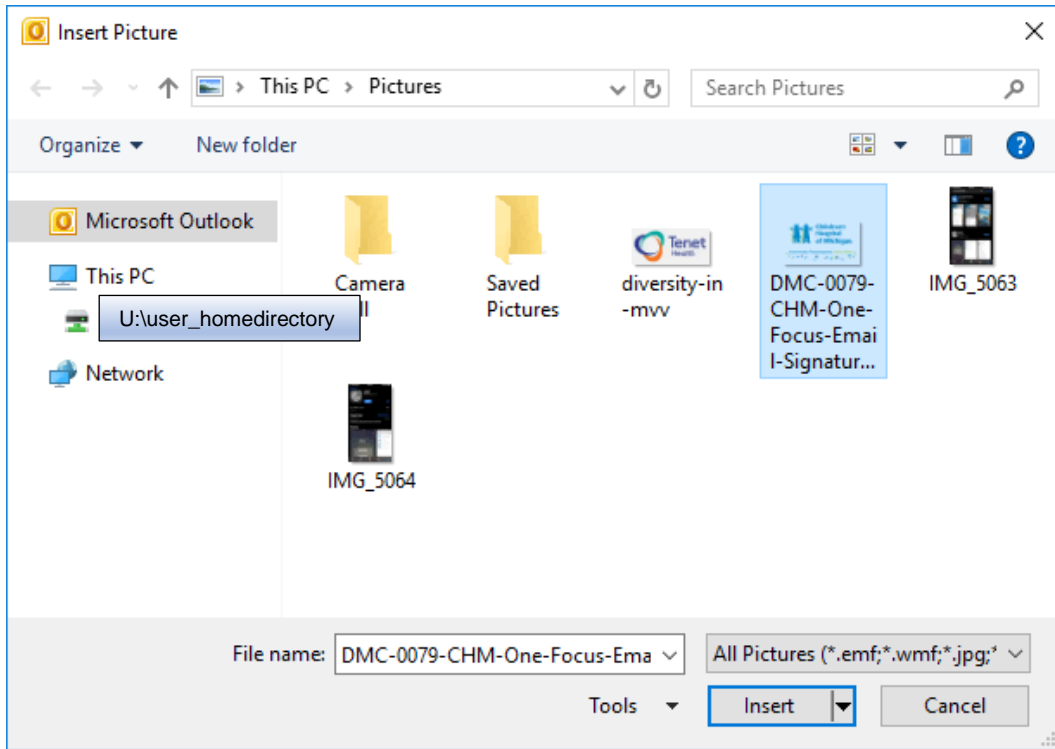

Note: Although most images should be in your "Pictures" (or "My Pictures") folder in your home directory, we cannot guarantee it. Best practice would be to copy the image to this folder PRIOR to inserting it into your signature.

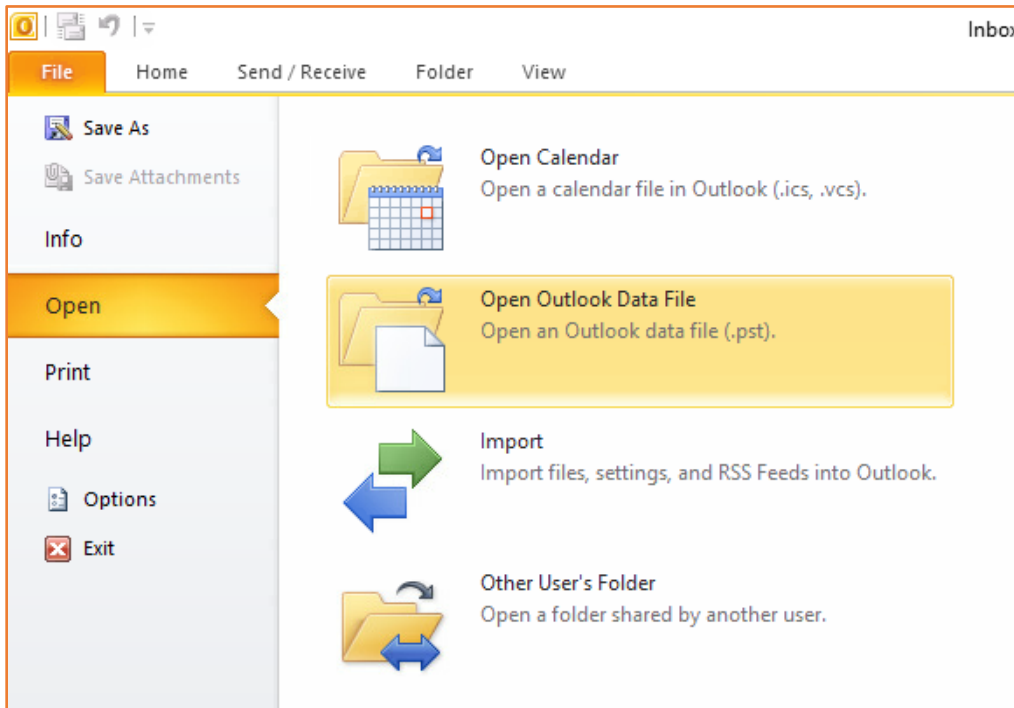Click on "Save" to save your changes, then choose "OK," and then choose "OK" again on the next screen.
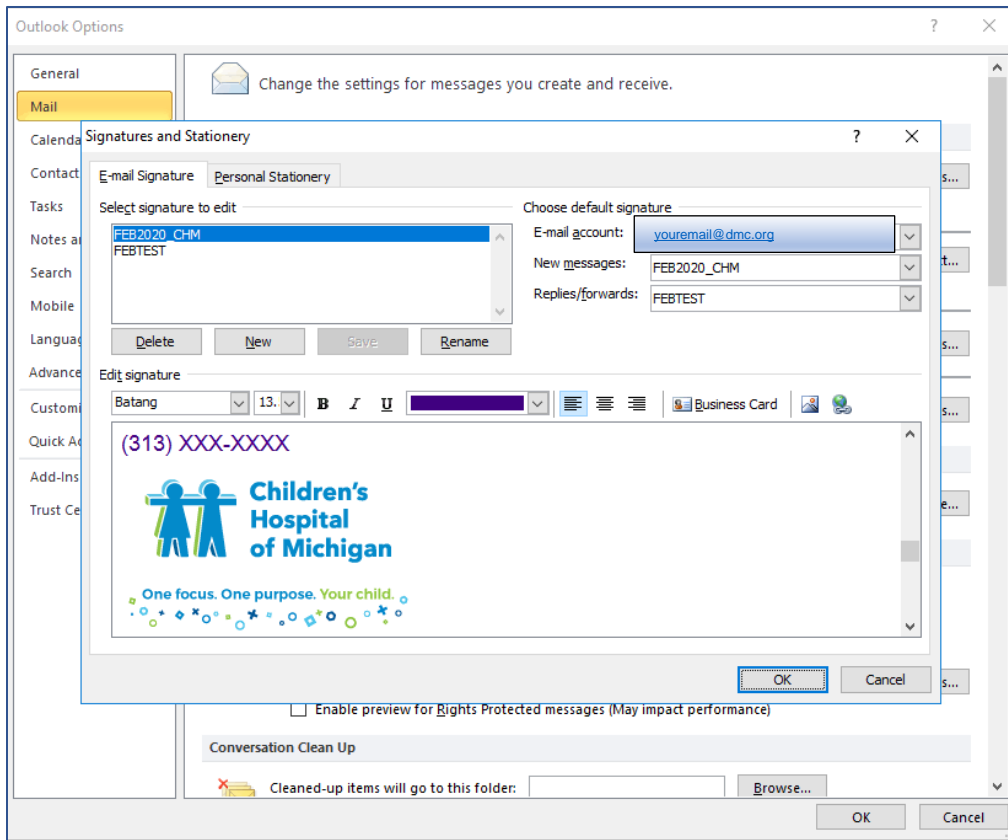
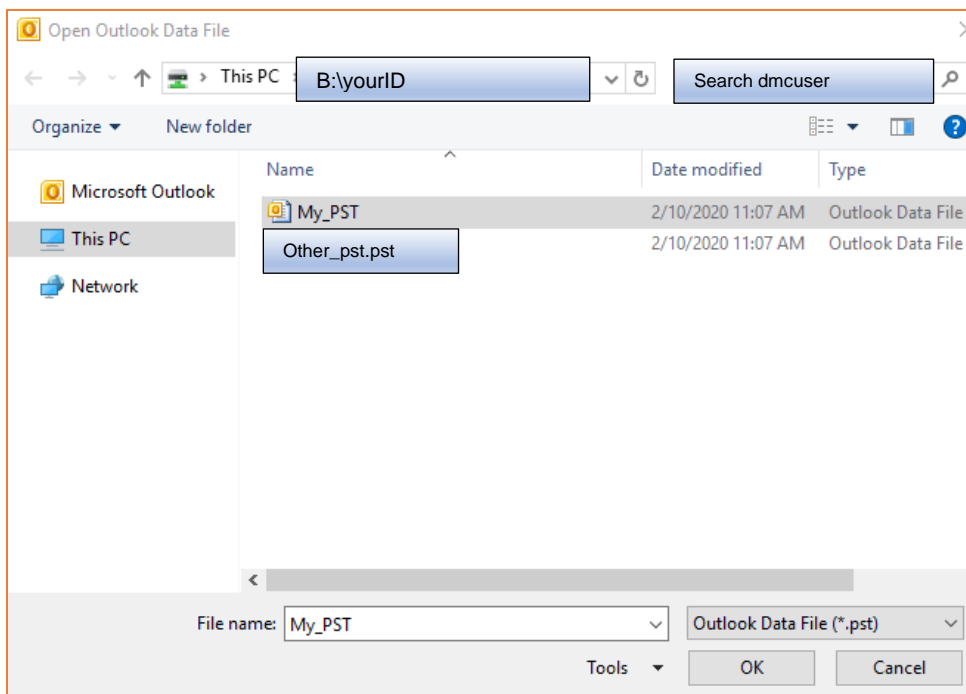Your image/logo will now appear in your email signature.
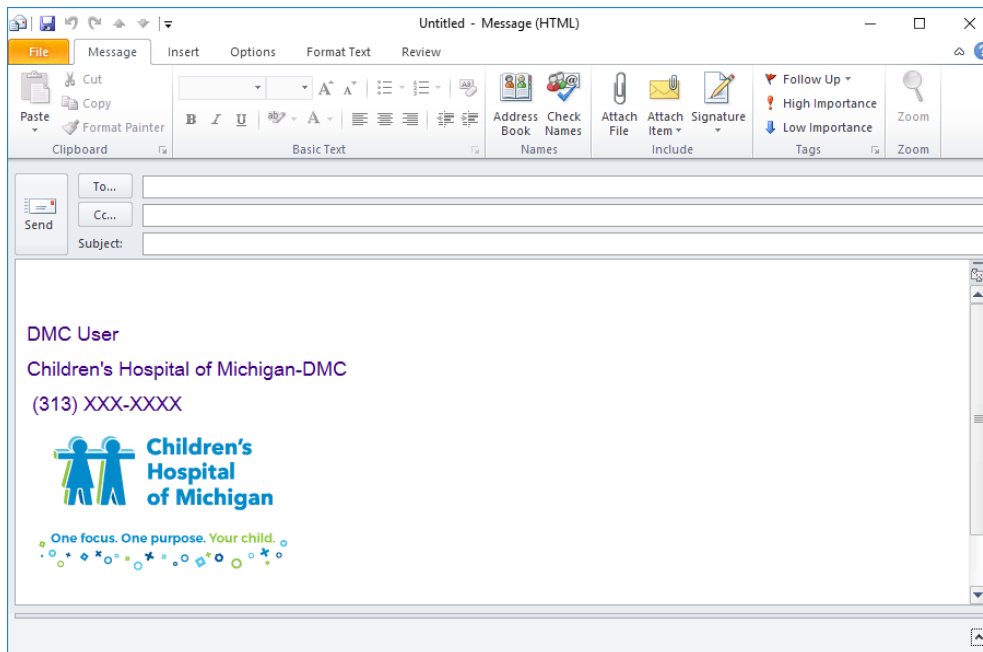
Section 3: Attaching PST Files

This section will guide you on how to attach a PST (mail archive) file into Outlook if it is not showing up when you open Outlook.
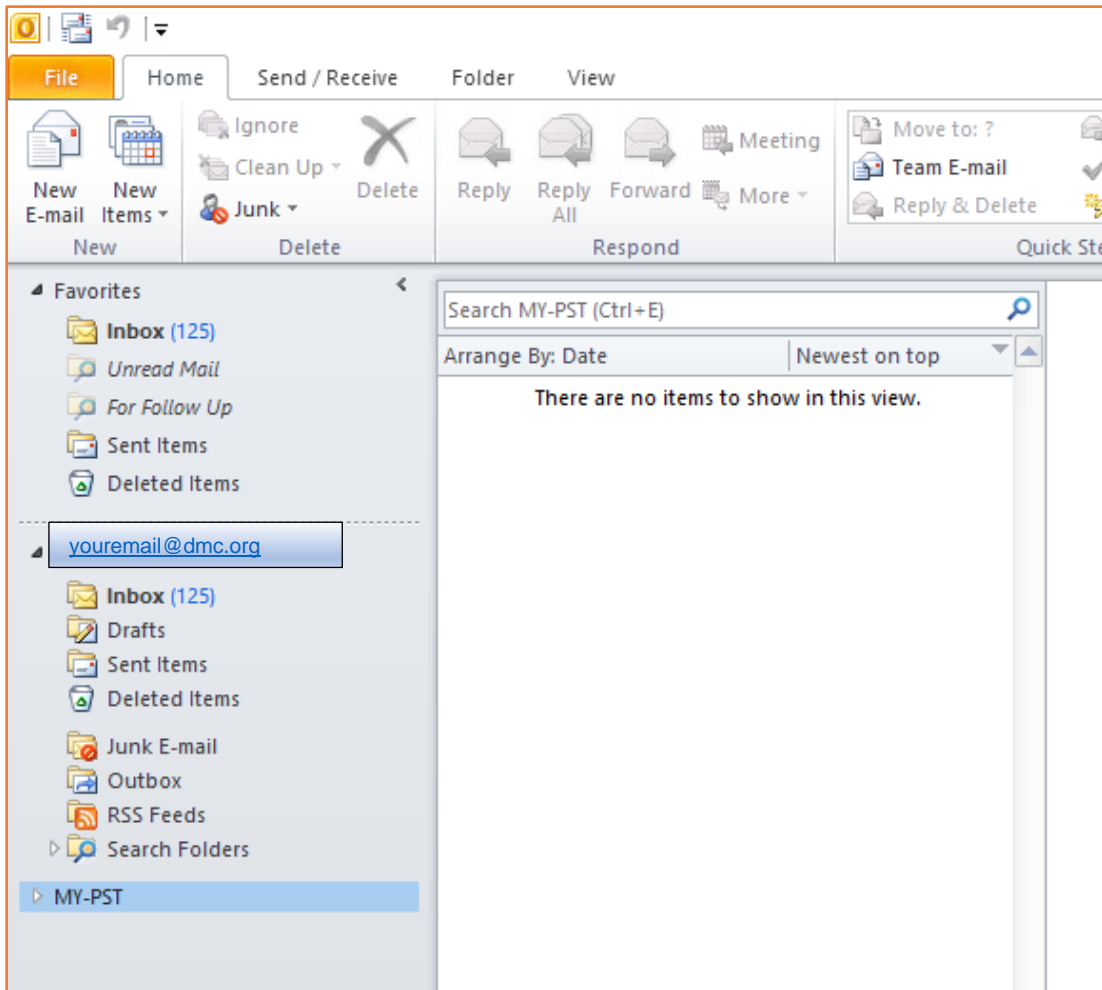
- Click on "File" → "Open" → "Open Outlook Data File"

- Choose your "MY_PST.PST" (or other PST files as needed) file and then click "OK."
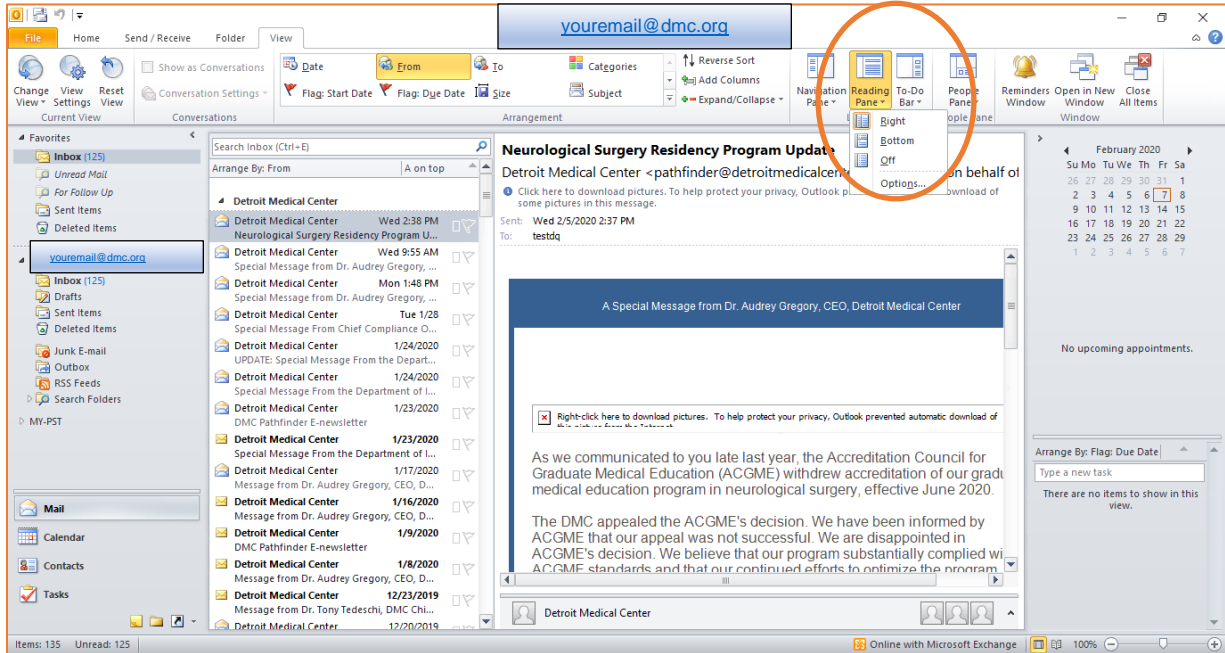
- Your "My_PST.pst" file should now show up in your Outlook mailbox.

- Any PST file you attach will be retained for all future Citrix sessions, unless you manually choose to close it in Outlook.

Section 4: Setting the Reading Pane Location

- Click on the "View" tab.
- Click on "Reading Pane," which will then give you a drop down to choose from **Right**, **Bottom**, or **Off**.

- Once you make your selection, it will apply it to your current view.