

University of California Office of the President

Information Technology Services
Outlook Email Performance Caching

August 20, 2015

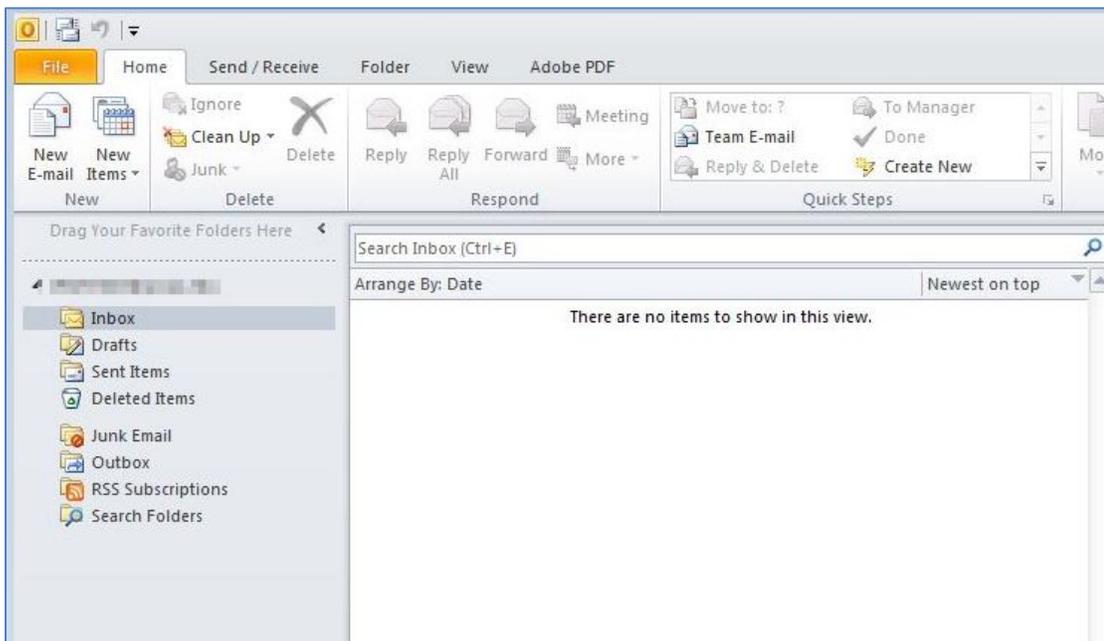
OUTLOOK E-MAIL PERFORMANCE CACHING

Performance caching is being set up for how we manage email and calendaring on Outlook 2010. This will provide better performance and responses from your Outlook client after we migrate to Office 365.

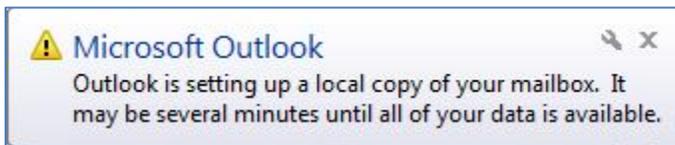
In preparation for the migration, we will be enabling an online cache copy of your email.

You will be notified of the change and here is an overview of what to expect.

1. When you start Outlook is started for the first time after we have enabled the cache, Outlook may appear to be blank.



2. The following message will be visible:



3. After a few seconds, Outlook will begin to download your email and calendar items. This download can take from 5 to 15 minutes, but within one minute your most current emails and items should be available for you to read and respond. You may use Outlook as usual while your remaining items are downloaded in the background.
4. A bar in the bottom right corner of Outlook will display the download progress to keep you updated. This may take some time, so please be patient.



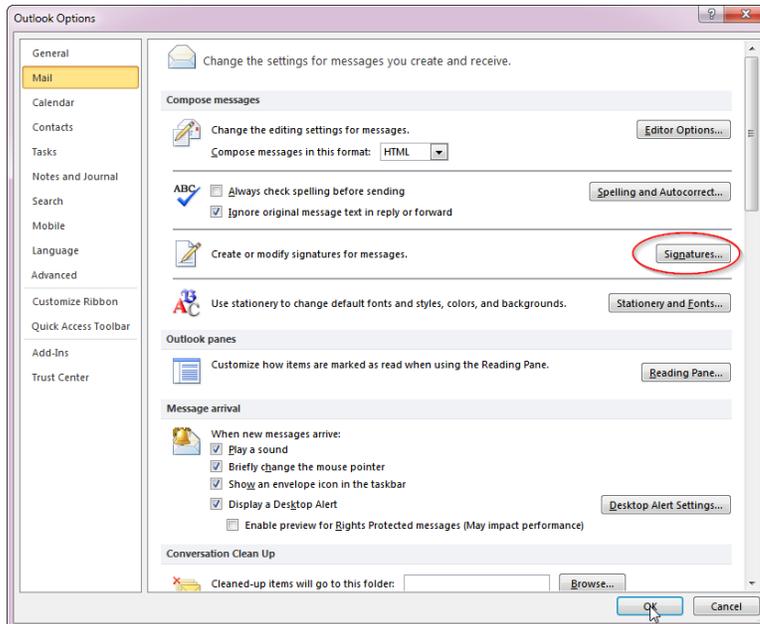
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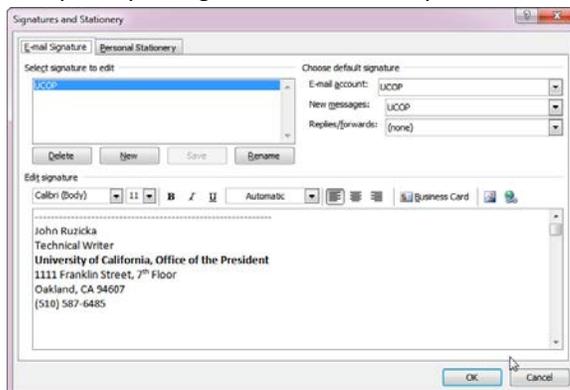
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5. Re-select your signatures by clicking **"File→Options"**. Select **"Mail"** from the left navigation panel. Choose **"Signatures"**.



6. Verify that your signatures are correctly saved.



7. Click **"OK"** to close the Signatures box and then click **"OK"** again to close the **"Preferences"** dialog box.

This is a one time process for enabling the online cache. We apologize for any inconvenience.