

GSD. Outlook - Issue of Outlook Reminders Keep Popping up

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General Information:

Possible symptoms/errors:

Users has an issue with Outlook Reminders Keep Popping up

Alternative names of the system:

Outlook 2016

IMPORTANT NOTICE:

N/A

Solution:

A. Create a new task

1. In Outlook, under Home tab, ask user to click New Items and select Task.
2. In Subject field, inform user to type in a name for the task.
3. Advise user to set the Start date and Due date.
4. In the Priority field, ask user to set the task's priority level. User can choose from Low, Normal or High.
5. Advise user to select Reminder and set the date and time if they want a pop-up reminder for the task.
6. Once done, ask user to click Save & Close to save their task.
7. To check the created task, advise user to click the Tasks icon in the navigation pane.

B. Create a new task from the To-Do bar

1. In the Outlook navigation pane, ask user to select Tasks.
2. Advise user to double click the Type a new task box to open a new task window.
3. Ask user to enter the task details and and click Save & Close.

C. Create a Task from an Outlook Item

This is to create a task from email message, calendar item, or contact.

1. Ask user to click to select the email or the Outlook item which you want to be created as task. Advise user to drag the item to the Tasks icon in the Outlook navigation pane.
2. It will automatically create a task that contains the information that was provided to user in the Outlook item. Ask user to click Save and Close to save the created task.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A