



NSSC Responsiveness Program Procedures Out of Office E-mail

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When out of the office for one day or more, employees are required to have the following components in their message:

- You are out of the office
- When you're expected to return
- When you will reply to the customer's e-mail
- Customers may e-mail the Customer Contact Center at: nssc-contactcenter@nasa.gov
- Customers may call the Customer Contact Center toll free at 1-877-677-2123

Example:

"Thank you for your e-mail, I'm out of the office until _____. I will respond to your e-mail when I return. If you need immediate assistance, you may e-mail the Customer Contact Center at nssc-contactcenter@nasa.gov, or you may call them toll free at 1-877-677-2123."

How to turn on the "Out of Office Assistant" for Microsoft Office Outlook 2007:

- On the **Tools** menu, click **Out of Office Assistant...**
- In the **Out of Office Assistant** dialog box, select **Send Out of Office auto-replies**.
- If you want to specify a set time and date range, select the **Only send during this time range** check box. Then set the **Start time** and **End time**.
- In the **Inside my organization** tab, type the message you want to send within your organization, and in the **Outside my organization** tab, type the message that you want to send outside your organization.
- Click **OK**.
- If you selected the **Only send during this time range**, the **Out of Office Assistant** feature will continue to run until the date and time set for the **End Time**. Otherwise, the **Out of Office Assistant** will continue to run unless you select the **Do not send Out of Office auto-replies** option.

How to turn on "Automatic Replies (Out of Office)" for Microsoft Office Outlook 2010:

- Open Outlook
- Under **File** tab
- Click **Automatic Replies (Out of Office)**.
- In the **Automatic Replies** dialog box, select the **Send Automatic Replies** check box.
- If you want to specify a set time and date range, select the **Only send during this time range** check box. Then set the **Start time** and **End time**.
- In the **Inside my organization** tab, type the message that you want to send within your organization, and in the **Outside my organization** tab, type the message that you want to send outside your organization.
- Click **OK**.
- If you selected the **Only send during this time range**, the **Automatic Replies (Out of Office)** feature will continue to run until the date and time set for the **End Time**. Otherwise, the **Automatic Replies (Out of Office)** will continue to run unless you select the **Do not send automatic replies** option.



To turn on the “Out of Office Assistant” from home (without VPN):

- Log on to NASA Webmail using your current Outlook email login and password at: <https://webmail.nasa.gov/>
- Click on **Options** on the right side of the screen.
- Then **Automatic Replies** on the left side of the screen.
- If desired, select to **send automatic replies only during this time period**, and choose a start and end date from the drop-down box.
- Compose an away message for those inside your organization, as well as external senders.
- When you are done save your changes, by clicking the save icon at the top of the page.
- If you selected **send out of office auto-replies only during this time period**, the **Automatic Replies (Out of Office)** feature will continue to run until the date and time set for the **End Time**. Otherwise, the Automatic Replies (Out of Office) will continue to run unless you select the **Do not send automatic replies** option.