Adding and using a Generic Email Account:
Outlook 2013
IT Services Documentation Team. September 2014 (Reviewed August 2015)

A generic email account is one that is not associated with an individual, but instead with a department, team, or group of people. It will have a generic email address, e.g. registry@abdn.ac.uk, servicedesk@abdn.ac.uk, or communications@abdn.ac.uk.

If you have been granted access to a generic email account, you can add it to your Outlook. This allows you to send messages from the generic address rather than from your own personal university email address; any replies to these messages will go to the generic account.

You can also view messages sent to the generic account’s Inbox, or view its Calendar.

Adding a generic account to Outlook

1. Open your Outlook and click the File menu. The Account Information window is displayed.

2. Click the Add Account button:

3. Complete the text fields as follows:
   - **Your Name:** the name of the generic account, e.g. Training Department
   - **E-mail Address:** the email address for the generic account in the form accountusername@abdn.ac.uk, e.g. abc123@abdn.ac.uk
   - **Password:** the password for the generic account
   - **Re-type password**

4. Click the Next > button.
5. The **Add Account** dialogue box appears and checks that the configuration settings for the account are correct.

Once Outlook has successfully configured the additional email account, click on the **Finish** button:

![Add Account Dialogue Box]

6. You will be prompted to restart Outlook to complete the process:

![Restart Outlook Prompt]

7. Close then restart Outlook and at the prompt, enter `username@abdn.ac.uk` and password for the generic account:

![Username and Password Prompt]

**Note:** Click the checkbox **Remember my credentials** so that you do not have to retype the email address and password every time you start Outlook.

8. The generic account’s mailbox appears under your own mailbox, in the folder list at the left side of the Mail window:

![Mailbox List]

**Notes:**

If you have many mail folders listed under your own mailbox, you may have to collapse your own mailbox by clicking on the arrow next to it in order to see the generic mailbox. Alternatively, scroll down to the bottom of your own mailbox folder list to see the generic mailbox.

You may have to click the arrow alongside the generic account’s mailbox to view its folders, e.g. Inbox, Sent items, etc.
Sending an email from the generic address

1. Click on the generic account in your mail folder list:

2. Click the **New Email button** on the ribbon or press `[Ctrl] N` to create a new email message:

   The generic email address should appear in the **From...** field as the sender of the message.

   If it doesn’t, then you haven’t selected the generic account from your mail folder list as described in step 1 above.

3. Create and send the message in the usual way.

4. The message recipient will see the generic account’s mail name in the message header area:

   **Note**: Messages sent from the generic account are filed in its own Sent Items folder.

Further information and help

Contact the Service Desk: [https://myit@abdn.ac.uk](https://myit@abdn.ac.uk)