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:
   
   The **Add Account** dialogue box appears:

   ![Add Account Dialogue Box](image)

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 *accountname@abdn.ac.uk*, e.g. *tad@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.
6. In the pop-up box that appears enter the generic account details in the form:
- **Username** for the generic account in the form `accountusername@abdn.ac.uk` e.g. `abc123@abdn.ac.uk`
- **Password**: the password for the generic account
  
  There is a checkbox to remember these details.
  It is recommended that you do not tick this on first set up.

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

![Finish button](image)

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

![Restart Outlook](image)

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

![Enter username and password](image)

**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.

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

![Mail window](image)

**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:

![Generic Account in Mail Folder List](image)

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

   ![New Email](image)

   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:

   ![Message Header](image)

   **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)