**Note:** This fact sheet has been based on the process for Outlook 2013. The process for Outlook 2016 or later is similar and detailed in a separate fact sheet.

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:

   ![Add Account dialogue box](image)

   The **Add Account** dialogue box appears:

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:

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

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

**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**:
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