Outlook: Adding and using a Generic Email account

> ⚠ The University is moving towards a system of using shared mailboxes, with server-side delegation. This means that fewer teams will be using generic email accounts with shared passwords as described in this guide.
> We have several guides on using shared mailboxes within the Outlook tool on Toolkit. See also shared mailboxes information on StaffNet.

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[1]. 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. The **Add Account** dialogue box appears:

4. **Enter** the email address for the generic account in the form *accountname@abdn.ac.uk*, e.g. *tad@abdn.ac.uk*.

5. Click on **Connect**.

6. If prompted choose Exchange. You may need to close and restart Outlook.

7. If asked to Sign in, **change** the generic account **username** from the form *accountname@abdn.ac.uk* to the form *username@abdn.ac.uk* e.g. *s99jb7@abdn.ac.uk*.

8. When prompted **enter** the **password** for the generic account and **Sign in**.

9. If/when prompted to **Stay signed in to all your apps**:

   − **Untick** Allow my organisation to manage my device.

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[1] The process described in this guide is only possible if you know the login details for the generic account.

− **_Do not_** click OK but instead click **No, sign in to this app only**.

10. You will see confirmation when the generic account has been successfully configured and added.

    You may be prompted to restart Outlook.

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

▷ l.j.stephen@abdn.ac.uk

▷ docuteam@abdn.ac.uk

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.

If you wish, you can add the generic account's Inbox to your Favourites so it will be displayed at the top. To do this, right click on the folder and select **Add to Favourites**.
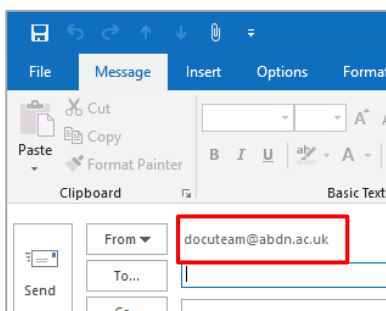
Sending an email from the generic address

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

◢ **docuteam@abdn.ac.uk**
▷ Inbox
Drafts
Sent Items
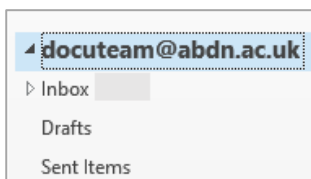
2. Click the **New Email button** on the ribbon or press **[Ctrl] N** to create a new email message.

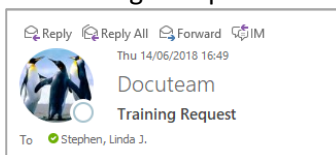   The generic email address should appear in the **From…** field as the sender of the message.

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 IT Service Desk using MyIT: myit.abdn.ac.uk.