Outlook: Adding and using a Generic Email account

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.
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
   - 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:

\(^1\) The process described in this guide is only possible if you know the login details for the generic account.
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.

   ![New Email Screen](image)

   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 IT Service Desk using MyIT: [https://myit@abdn.ac.uk](https://myit@abdn.ac.uk)