

# Outlook: Mail Merge for Shared Mailbox

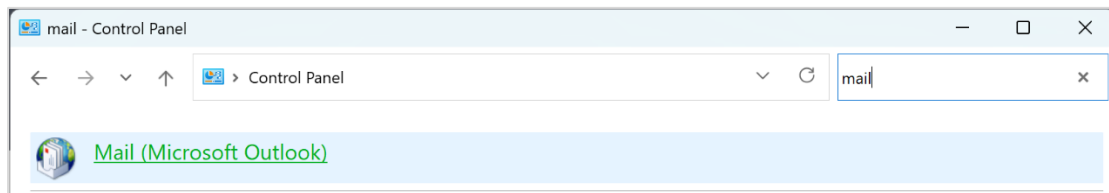
## Outlook: Set up a Mail Merge for a shared mailbox

Secondary email accounts are now being set up with server-side permissions. They will appear automatically in Outlook without needing a password.

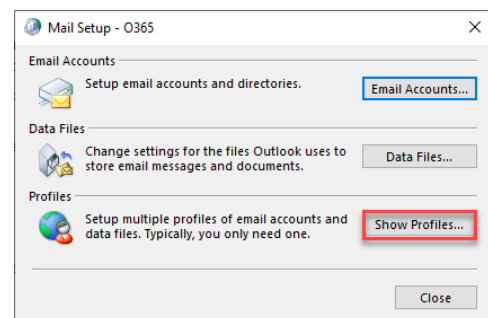
The best practice to run a mail merge from a secondary account is from its own email profile. The process below guides you through this one-time setup on Office 365 Outlook.

### Set up an Outlook profile for a shared mailbox

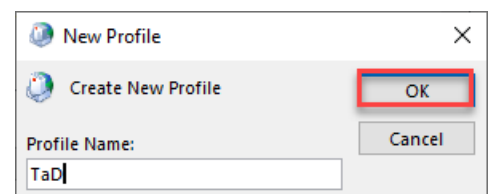
1. Close Outlook.
2. Click in the Search bar next to the Windows logo, type **Control Panel** and click on this in the search results.
3. Click in the Search bar in the top right of the window and type “mail” and click on the link.



4. Click **Show Profiles** and then click **Add**.

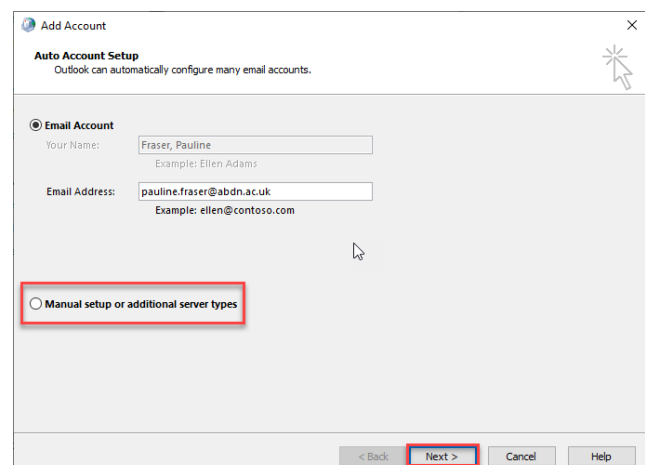


5. Enter a descriptive name for the secondary account e.g. TaD (Training & Documentation Team) and click **OK**.



6. Select **Manual Setup** and **Next**.

7. Beneath Microsoft 365, enter in your secondary email address and **Next**.



**Add Account**

**Choose Your Account Type**

☒ **Microsoft 365**  
Automatic setup for Microsoft 365 accounts

Email Address:   
Example: ellen@contoso.com

☐ **POP or IMAP**  
Advanced setup for POP or IMAP email accounts

☐ **Exchange ActiveSync**  
Advanced setup for services that use Exchange ActiveSync

< Back **Next >** Cancel Help

8. Enter the email address of the account, e.g. tad@abdn.ac.uk and **Next**.

**Add Account**

**Congratulations!**

**Configuring**

Outlook is completing the setup for your account. This might take several minutes.

- ✓ Establishing network connection
- ✓ Searching for tad@abdn.ac.uk settings
- ✓ Logging on to the mail server

Congratulations! Your email account was successfully configured and is ready to use.

☐ Change account settings  
☒ **Set up Outlook Mobile on my phone, too**

Add another account...

< Back **Finish** Cancel Help

9. Untick **Set up Outlook Mobile on my phone, too**.

10. Click **Finish**.

11. Make sure the prompt for a profile to use is selected and **OK**.

Now that the setup is complete, you will be prompted for which profile to use when you start Outlook. Select the descriptive name for the shared account when you wish to do a mail merge from this mailbox.

## Further information and help

More information about working in Outlook Web App, visit [Microsoft's support page](#).

You can also use MyIT to log calls with the University's IT Service Desk [myit.abdn.ac.uk](mailto:myit.abdn.ac.uk)