

Outlook: Set up a Mail Merge for a shared mailbox

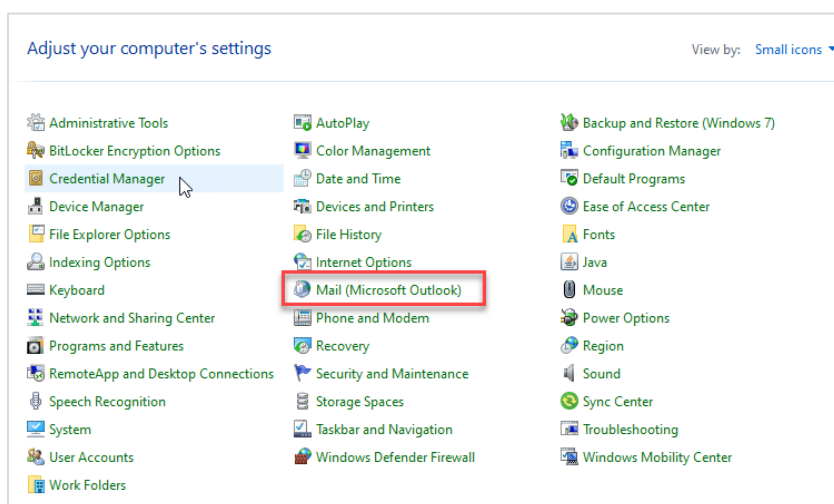
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Secondary email accounts are now being set up with server-side permissions. They will appear automatically in Outlook without needing a password.

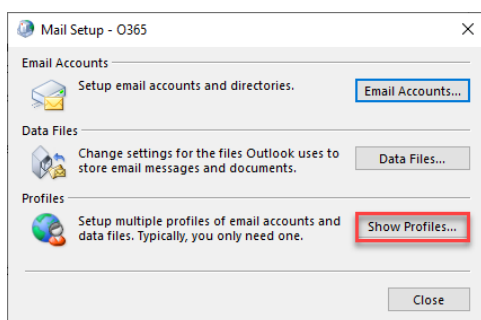
The best practice to run a mail merge from a secondary account is from its own email profile. The process below guides you through this one-time setup on Office 365 Outlook.

Set up an Outlook profile for a shared mailbox

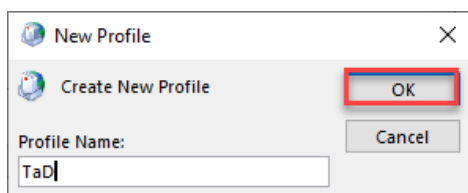
1. Close Outlook.
2. Click the **Windows Logo** start button in the bottom left, type **Control Panel** and click on this in the search results.
3. Click on **Mail**.



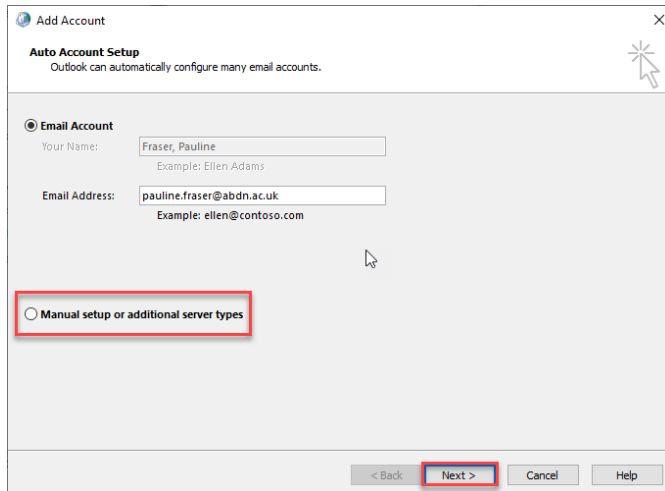
4. Click **Show Profiles**.



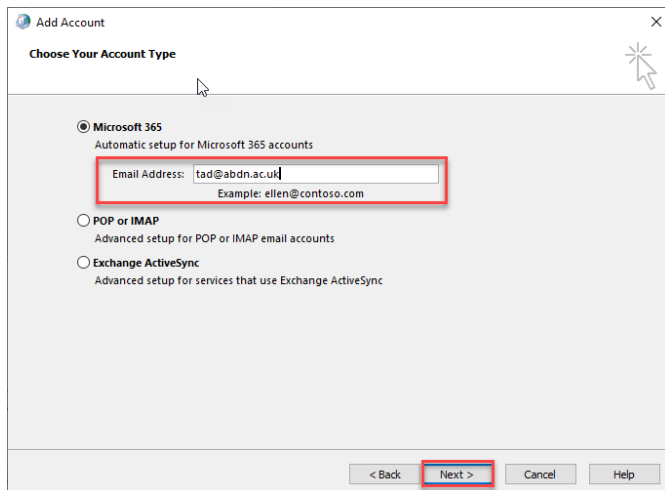
5. Click **Add**.
6. Enter a descriptive name for the secondary account e.g. TaD (Training & Documentation Team).



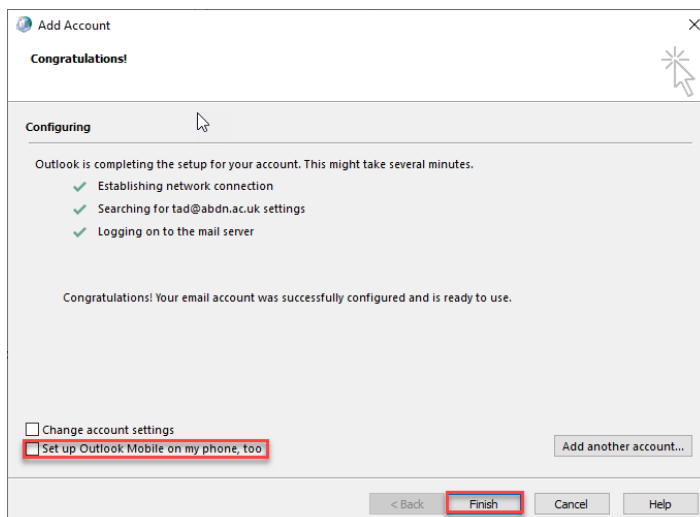
7. Click **OK**.
8. Select **Manual Setup** and **Next**.



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



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



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

12. Click **Finish**.

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

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14. 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.

Help and Support

For more information about working in Outlook Web App, visit [Microsoft's support page](#) and our [Guides and Links](#) on Toolkit or contact the IT Service Desk: myit.abdn.ac.uk.