Open a Departmental or Group mailbox in Outlook client (Windows)

Use this article if you need to open a Departmental or Group mailbox or send from another mailbox in Microsoft Outlook. This article assumes you have requested permission to the mailbox and submitted a request to SOMIT to have access provided. If you would like access to another faculty or staff member’s mailbox, there are instructions on the internet for how that person can grant you appropriate access.

Step-by-step guide

To open a Departmental or Group mailbox in Microsoft Outlook on a Windows machine:

1. Request access to the mailbox by submitting a ticket to SOMIT
2. In Outlook, click the blue File tab.
3. On the left side, select Info, then click Account Settings, and Account Settings... again.
4. In the Account Settings window, click the **Change**... button.
5. In the Change Account window, click the **More Settings...** button.
6. In the Microsoft Exchange window, click the **Advanced** tab, and then the **Add...** button.

7. Type the name of the mailbox that you need to add, and then click **OK**. The example below is “club-chess.”

8. Back in the Microsoft Exchange window, you'll see the mailbox listed under “Open these additional mailboxes.”
9. Click **Apply** and then **OK**.

10. Click **Next**, then **Finish**, then **Close**. The secondary mailbox will now be listed on the left in the Outlook navigation pane.

Send an email message as the secondary mailbox:

1. Start a new message.
2. Click the **Options** tab.
3. In the **Show Fields** section of the ribbon, click **From**.
4. The **From...** field will now be available above the **To...** field.
5. In the **From** box, type the e-mail address that you are sending the message from or click the **From** button to select from the Global Address List.
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