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.

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Account Information

- Microsoft Exchange
- Add Account
- Account and Social
  - Change settings for this account connections.
    - Access this account on
  - Account Settings
    - Add and remove accounts or change existing connection settings.
- Social Network Accounts
  - Configure Office to connect to social networks.
- Delegate Access
  - Give others permission to receive items and respond on your behalf.
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**.

![Microsoft Exchange dialog box]

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

![Club-Chess mailbox]

**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.