HOW TO GAIN ACCESS TO A GENERIC MAILBOX – OUTLOOK 2013

If you wish to gain access to a generic mailbox, the first thing to do is to contact the owner of the mailbox and ask them to give you access rights to the Mailbox and all of the required folders. If you do not know who the mailbox owner is then contact the IT Support Desk by email at itsupport@napier.ac.uk or by calling ext. 3000.

Once the mailbox owner has given you access rights to the folders then you should email the IT Support Desk with the following information:

- Your Name
- Your Department
- Your Extension Number
- The Mailbox Name

The IT Support Desk will then log a call and pass your details to the Information Services Outlook Administrator to give you delegate rights to the mailbox (this is an added security measure that Microsoft have included).

Once you have been given access to the mailbox, you will be contacted by central support desk. Please note: The following instructions applies on each machine, so if you change or use another machine for short period of time then you will need to re-add the mailbox.

SETTING YOUR ACCOUNT TO ACCESS THE MAILBOX

Once you have permissions to access the generic mailbox:

1. From within Outlook click File:
2. Select **Info** and click on the **Account Setting** button, choose **Account Settings**:

3. From the Email Accounts screen click **Change**:
4. From the Change Account screen, click **More Settings**:

![Change Account window](image)

5. Click on the **Advanced** tab:

![Microsoft Exchange window](image)
6. Click on the **Add** button:

![Microsoft Exchange dialog box](image)

7. Enter the **generic account name** in the Add mailbox field and click **OK**:

![Add Mailbox dialog box](image)

You will now see the account listed under the “Open these additional mailboxes” heading.

8. Click **OK**.
9. Click **Next**.
10. Click **Finish**.

**SHOW THE FROM FIELD**

In order to send messages on behalf of the generic mailbox you will need to enable the “From” field of the new message screen.

To show the “From” field:

1. Open a **new message**.
2. Click on the **Options** tab.
3. Click the **From** button and the From field will appear:

Outlook will remember which mailboxes you have sent “on behalf of” on previous occasions giving you the option to select from a drop down list.

If you have any further questions regarding generic mailboxes, please contact the IT Support Desk by email or by telephoning ext. 3000.

**HOW TO REMOVE A GENERIC MAILBOX FROM YOUR PROFILE**

If you no longer use a generic mailbox you may wish to remove it from your profile.

To remove a generic mailbox from your profile:

1. From within Outlook click **File**: 
2. Select **Info** and click on the **Account Setting** button, choose **Account Settings**:

![Account Information](image1)

3. From the Email Accounts screen click **Change**:

![Account Settings](image2)

4. From the Change Account screen, click **More Settings**:
5. Click on the **Advanced** tab:

11. Highlight the mailbox you wish to remove and click **Remove**.
12. You will see a popup asking if you are sure you want to remove the mailbox, click Yes.

13. Click OK.

14. Click Next.

15. Click Finish.