How to access a shared email account in Outlook 2010

**Scope:** these instructions will walk you through how to add a shared email account to your Outlook 2010 client.

**Instructions:**

1) In Outlook 2010, click on File, then click on Add Account.

![Outlook 2010 Add Account](image)
2) On the Add New Account window, enter in the name of the shared account on the “Your Name” field, the email address of the shared email account on the “E-mail Address” field, and on the password lines, enter in your ODU Faculty / Staff email account password (the same as your MIDAS password). Then click Next.
3) Outlook will then attempt to open up that shared email account using your logon credentials. If you have rights to the account, it will succeed. Then click Finish.

4) You will receive a warning that you must restart Outlook. Click OK on the warning, then close Outlook.
5) When you next start Outlook, the shared email account will be opened, and it will be displayed on the left panel where it shows your folders. You may need to scroll all the way down to see it.
**Sending a message as the shared account**

You will be able to send and receive mail messages using the shared mailbox as you would your own mail messages. To send the email from the shared account, make sure you first click on any folder or message within that shared email account, and then the message will default to the shared email account in the From field.

To switch back to your own account, just click on any folder or email within your account, and then any new email that you create will default to your own account.
Alternatively you can click on the From button, and select which shared email account you want to send from.
Replies
To have replies to the email be directed to an alternate email address:
1) Open a new email
2) Click on the options tab
3) Click on “Direct Replies To:

![Screenshot of email options]

4) Either type in an alternate email address for replies to be redirected to, or click on the “Select Names” button and choose the account you want from the address book. Click Close.

![Screenshot of email properties]
Removing a shared mailbox

To remove a shared email account from Outlook, right click on the account in you want to remove, and then select “Remove ‘name of shared email account’”.

After you remove the account, you should restart Outlook to complete the changes.