Accessing a UAConnect Department or Service Account
Using Outlook 2013
These instructions will assist you in accessing your new UAConnect Departmental Account using Outlook 2013.

**Opening the Departmental or Service Account One-Time**

If you have been granted **Full Access** permissions for the account, you will be able to access the new UAConnect shared Department Account using the following method:

1. Choose **File > Open & Export > Other User’s Folder**...

![Open Dialog](image)

2. In the **Open Other User’s Folder dialog box** either enter the **full name** for the departmental or service account in the field, or choose the **Name**... button to open the account from the Global Address List (GAL).

![Open Other User's Folder](image)
NOTE: If there are account names that match the departmental account name you enter, you will be presented with all the search results from the GAL.

3. Choose the correct name for the **Department Account** from the GAL, and click the **OK** button.

4. The name appears underlined in the **Open Other User’s Folder** dialog box. To open, click the **OK** button again.

These steps allow you to open the department account’s Inbox, however to permanently add the account’s list of mailboxes to your Outlook **Folder List**, you will need to perform the following steps:

**Adding the Departmental or Service Account to your Outlook Folder List**

1. To add the department mailboxes to your folder list:
   a) From the **File** tab, select **Account Settings**. From the drop-down list, select **Account Settings**...
   b) Highlight **Microsoft Exchange**, and click **Change**.
   c) Click **More Settings**...

2. Click the **Advanced** tab, and then click **Add**...

3. In the **Add Mailbox** field, enter the username of the user or account name of the Departmental/Service account to which you have shared access.

4. Click **OK** then **Next**> and **Finish** then **Close** to return to your Outlook home page.
5. You should now see the additional mailbox in the Folder List on the left side of the Outlook window. (If you cannot see the Folder List, select View, and then Folder List. If you cannot expand the Folder List, you do not have permission to access the mailbox.

**Sending As the Departmental or Service Account**

If you have Send As rights for the new UAConnect Department Account, you will be able to send email messages that appear to be sent from the account.

To create email messages appearing to be sent from the account:

1. Open a New message, choose the Options tab, and toggle From under the Show Fields section. The From button should now appear on your new message form above the To… and CC… buttons.
2. Click the From button, and choose the Department or Service Account name from the dropdown menu, or you may enter the departmental account in the From field. (Caution: If you enter in an incorrect name, or select an account that you have not been assigned Send As rights to, your email message will not be delivered to the appropriate recipients.)