Accessing a UAConnect Department or Service Account Using Outlook 2007 or Outlook 2010
These instructions will assist you in accessing your new UAConnect Departmental Account using Outlook 2007 and 2010.

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 > Other User’s Folder**...
2. In the **Open Other User’s Folder dialog box** choose the **Name...** button to open the folder from the **Global Address List (GAL)**.
3. Choose the name for the **Department Account** from the GAL, and click **OK** button.
4. The name appears 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:

1. To add the department mailboxes to your folder list:

   In Outlook 2010:
   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...

   In Outlook 2007:
   a) From the Tools menu, 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 or name (in lastname, firstname format) of the account to whose mailbox you have shared access.

4. You should now see the additional mailbox in the Folder List. (If you can’t 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.

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 Options > Show From. The From... button should now appear on your new message form.

2. Click the From... button, and choose the Department Account name from the Global Address List (GAL), or if you know the name you may simply type it in the From field. (Caution: If you type in an incorrect name, or select an account that you haven’t been assigned Send As rights to, your email message will not be delivered to the appropriate recipients.)