How to Configure Outlook to Connect to another Mailbox

If you currently monitor a non-human mailbox, such as the English Student Association, you can configure your desktop version of Outlook to connect directly to that mailbox. This action is performed by creating an Outlook profile for the desired mailbox.

Before setting up your connection to the non-human mailbox, you must first notify IT Services (ITServices@gc.cuny.edu) that you require access to the non-human mailbox. IT Services will open a ticket for your request and grant you the permissions for the desired mailbox. Once this has been completed, they will notify you and you can then configure your desktop version of Outlook to connect to the non-human mailbox.

1. Click the **Start** button from bottom left of the screen.

2. On the bottom type “mail” into the search box and left click on “**Mail**” at the top.
3. Left click on **Show Profiles**.

![Mail Setup - brashy](image)

4. If your old mailbox profile is currently listed (xxxx@gc.cuny.edu), select it and left click **Remove**. (You should remove your old personal mailbox profile before adding your new non-human mailbox profile.)

5. Once you have removed your old mailbox profile, left click **Add**.
6. Type in the name of the account you wish to add.

7. Left click on OK.
8. Delete any information contained in the **Your Name** field and the **Email Address** field. Your screen should look like this.

9. Enter the name and the email address of the account you wish to add. Leave the password empty and click **Next**.
10. If you receive a popup like the one below, select “Use another account”.

![Image of popup]

Use another account
11. Enter your legacy GC email address (Including @gc.cuny.edu) and your GC network password. Also make sure to check “Remember my credentials”.

![Email Security Image]

12. Left click Finish.

![Add Account Image]

13. Make sure “Prompt for a profile to be used” is selected and click OK.
14. Open **Outlook**.

15. Choose your new profile at the prompt and click **OK**. (You may be prompted to enter your GC account credentials again – see step 11).

16. Wait while Inbox is synched.