How do I configure a separate Outlook profile for a shared mailbox?

If you currently monitor a shared (non-human) mailbox, such as a departmental mailbox or a mailbox for conferences or specialized activities, you can configure your desktop version of Outlook to connect to the shared mailbox. This action is performed by creating an Outlook profile for the desired mailbox. This profile will enable you to send directly from the shared mailbox instead of sending “on behalf of” the shared mailbox.

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

![Show Profiles](image1.png)

4. Left click **Add**.

![Add](image2.png)
5. Type in the name of the shared mailbox you wish to add.

![New Profile Window]

6. Left click on OK.

![New Profile Window with Profile Name]

7. Delete the email address box if it has anything in it. Your screen should look like this.

![Add Account Window]
8. Enter the name and the email address of the shared mailbox you wish to add. Leave the password empty and click **Next**.

9. Left click **Finish**.
10. Make sure “Prompt for a profile to be used” is selected and click OK.

11. Open **Outlook**.
12. Choose your new profile at the prompt and click **OK**.

13. The shared mailbox will open. (When you access the mailbox for the first time, it may take a few moments to open.)