How do I Configure Outlook to Connect to a Non-Human Mailbox (Mac)

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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 Finder from bottom left of the dock.
2. On the left side click Applications.
3. Scroll to **Microsoft Outlook** and double click.

4. Left click on **Outlook**, then **Preferences**.
5. Left click on **Accounts**.

6. Left click the + button on the bottom left.
7. Left click **Exchange**

8. Enter the email address for the account you're trying to connect to.

9. Enter your GC email address (including @gc.cuny.edu).
10. Enter your GC password.

11. Click **Add Account**.

12. Wait while inbox is synced.