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

Effective: April 17, 2015
Last Updated: October 21, 2019

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. Go to Control Panel and open Mail
2. Left click on Show Profiles.

3. If your old mailbox profile is currently listed (xxxx@gc.cuny.edu), select it and left click Remove.
   (You should remove all mailbox profiles before adding your new non-human mailbox profile.)
4. Make sure there are no profiles listed, left click **Add**.

![Add profile dialog](image1)

5. Type in the name of the account you wish to add.

![Create new profile dialog](image2)
6. Left click on **OK**.

7. Delete any information contained in the **Your Name** field and the **Email Address** field. Your screen should look like this.
8. Enter the name and the email address of the account you wish to add. Leave the password empty and click **Next**.

![Add Account](image1)

9. Only if you receive a popup like the one below, select “**Use another account**”.

![Use another account](image2)
10. Enter your legacy GC email address (Including @gc.cuny.edu) and your GC network password. Also make sure to check “Remember my credentials”.

11. Left click **Finish**.
12. Make sure “Always use this profile” is selected and click OK.

13. Open Outlook. (You may be prompted to enter your GC account credentials)

14. Wait while Inbox is synched.