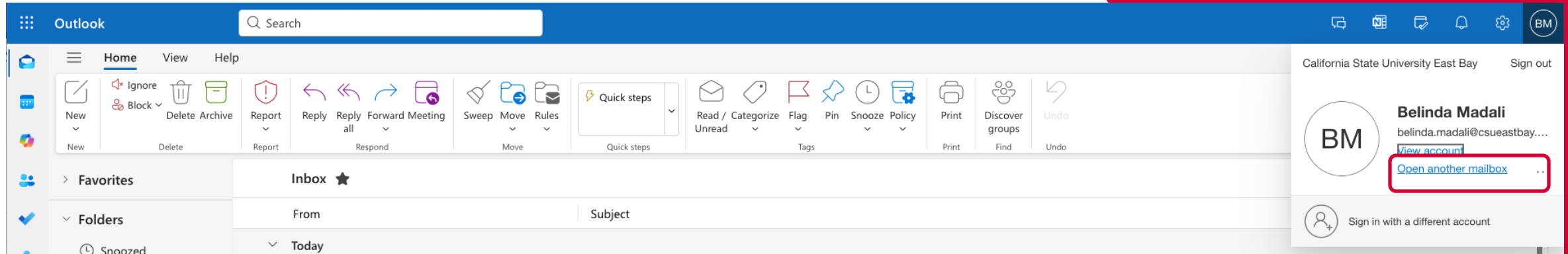# Accessing Delegated/Department/Non-person Mail Accounts

outlook.office.com/mail/

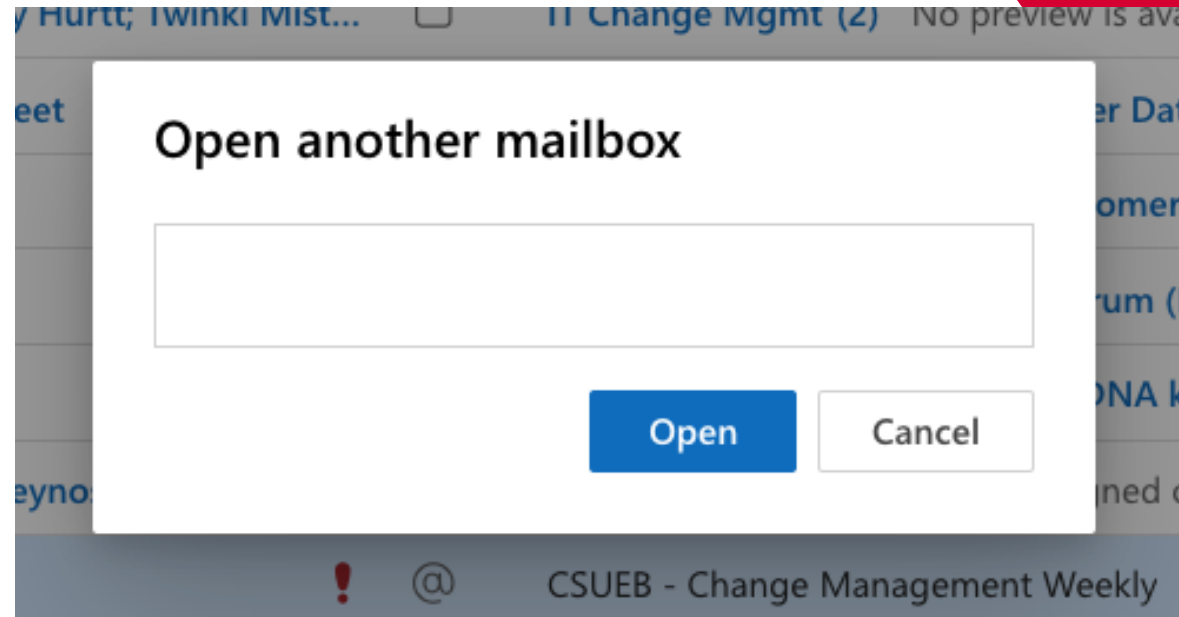# Accessing Delegated/Department/Non-person Mail Accounts

*You must know the name or email address associated with the mailbox and it must be migrated.

**You must have rights to this account.

OPTION 1 (preferred method)

1. Click your profile on the top right.

2. Choose **Open another mailbox**.
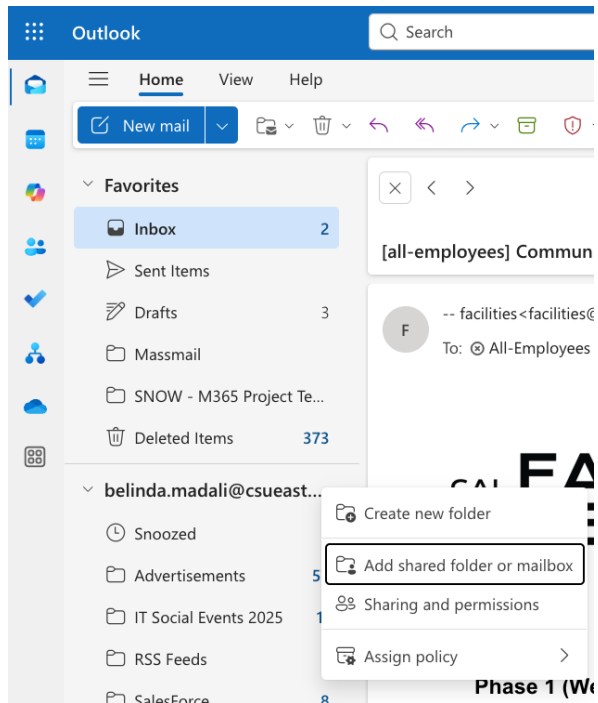
3. Open another mailbox dialog box.

Accessing Delegated/Department/Non-person Mail Accounts

1. Start typing the name or email

   address.

   Choose the account.

2. Click Open

3. The email account will open in a new tab.

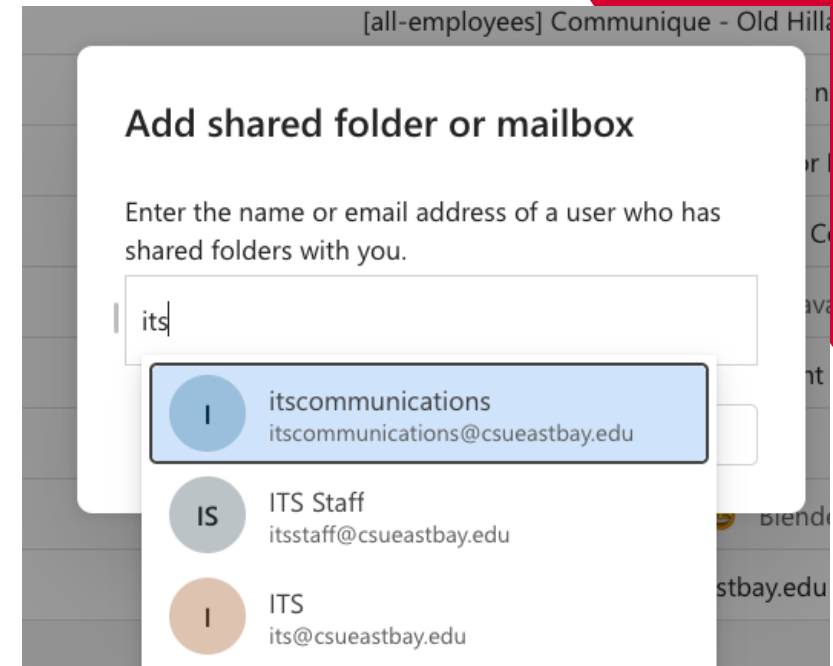4. You will now be able to send and receive from that account.
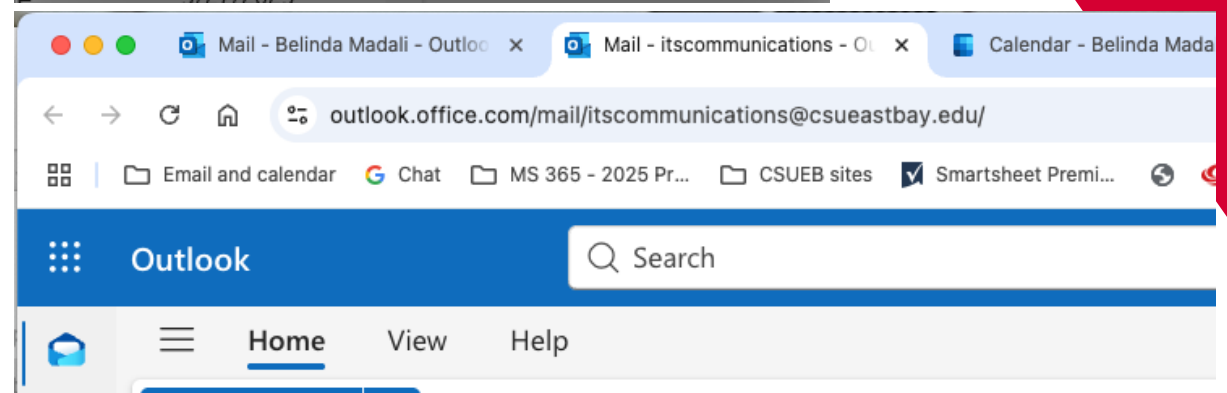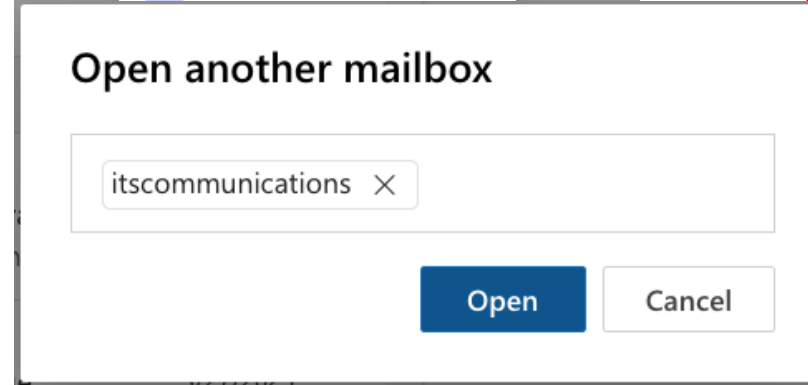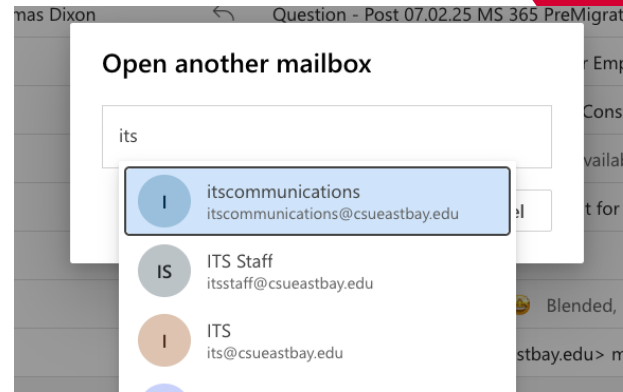
Option 2 : Accessing Delegated/Department/Non-person Mail Accounts Within Your Email View (same tab as your email)

1. In Mail in the left navigation pane.

   Click the icon with the three vertical dots

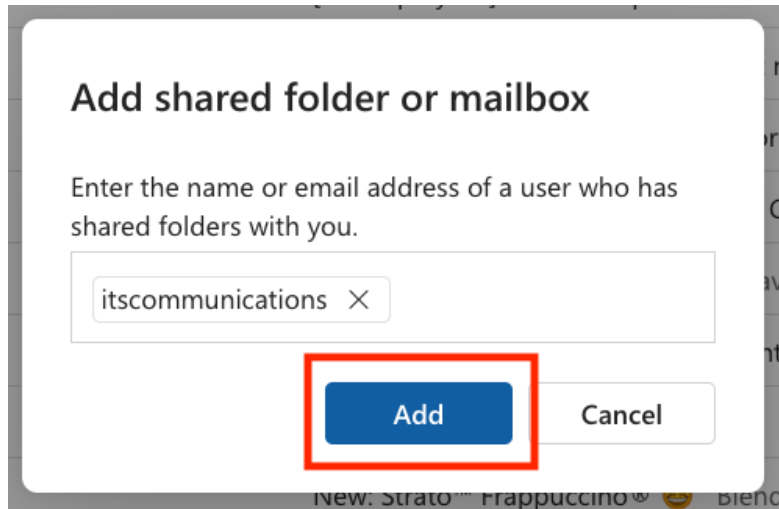   next to your email address on the left nav

2. Start typing the name or email address.
   Choose the account.

Accessing Delegated/Department/Non-person Mail Accounts

3. Click Add.

4. Once you've added the mailbox, it will show below your list of Folders.

Example:

Mailbox is named "itscommunications".

❖ Please note, you will need to remember to change the "From:" to the appropriate sender. If you can not see the "From:" when composing an email, click the "Options" tab and choose "Show From"

Accessing Delegated/Department/Non-person Mail Accounts

3. Click Add.

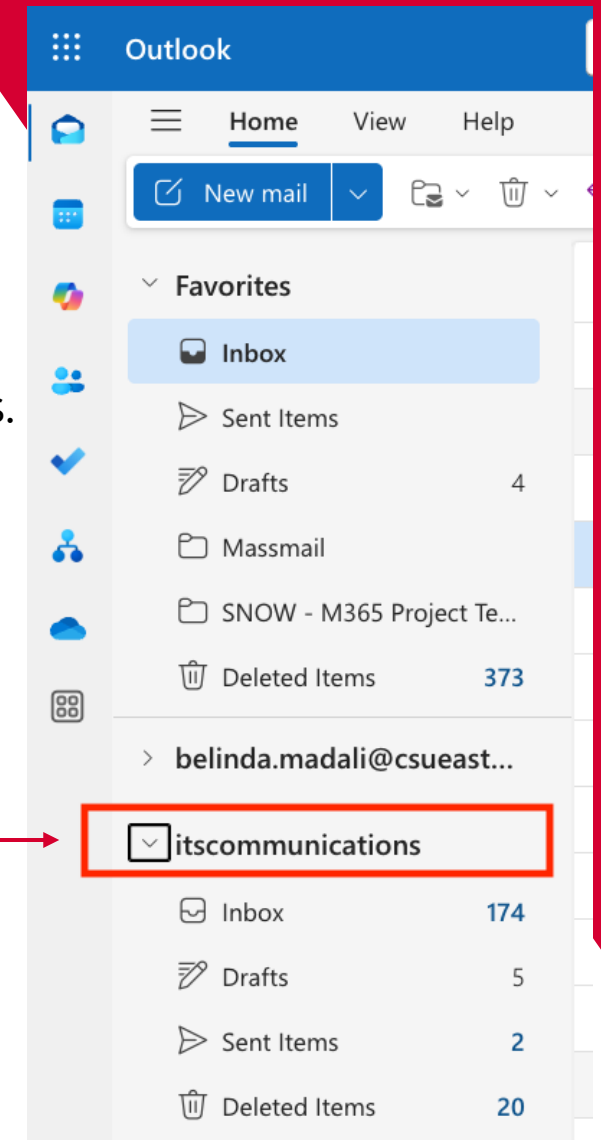
4. Once you've added the mailbox, it will show below your list of Folders.
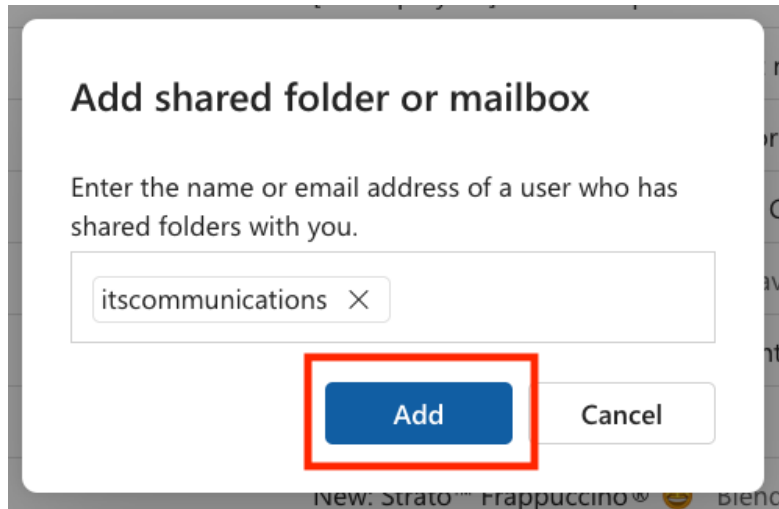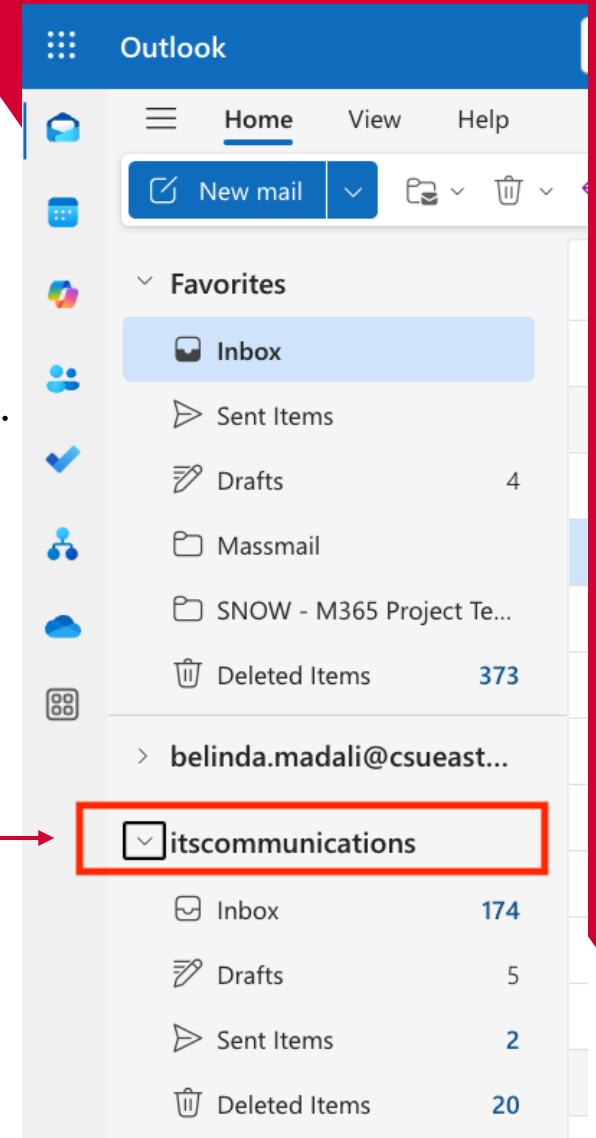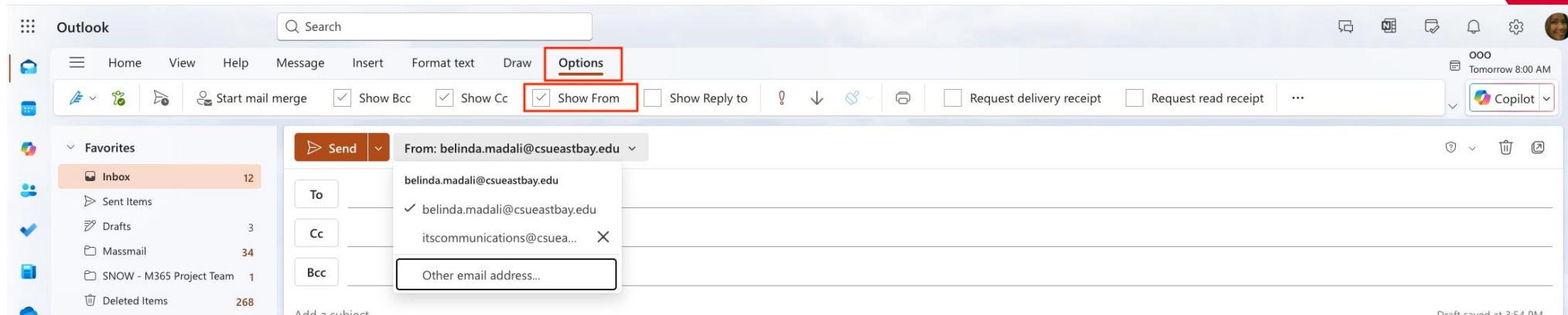
Example:

Mailbox is named "itscommunications".

❖ Please note, you will need to remember to change the "From:" to the appropriate sender. See next slide.

Accessing Delegated/Department/Non-person Mail Accounts

5. If you do not have the option to change the "From":

  • Compose an email

  • Go to Options

  • Choose "Show From"

  • You will now be able to choose which account you'd like to send From.

We are here for you!

If there are any issues or extensive training needed.

Open a Service Desk ticket:

- Send email to:

  servicedesk@csueastbay.edu

- Go to the Service Desk website to submit a ticket. BUT you may find your answer in one of the links listed on that page:

  www.csueastbay.edu/servicedesk

CAL STATE EAST BAY