

Managing Multiple Accounts

Individuals may need to manage other mailboxes, such as a departmental account, in addition to their personal mailbox. First, make sure you have rights to that mailbox, and that you know the exact mailbox name. Arrange with the individual to delegate rights, or with the Helpdesk\Mail Administrators to provide you with proper rights to group accounts.

Delegating Limited Rights to Other Exchange Users

Individuals can delegate specific rights and privileges to another user on the Business School Exchange system for each of their Outlook folders. If you need full rights to the whole mailbox account, please contact the Helpdesk\ network administrators. In Outlook, go to Tools - Options - Delegates. Click on the Add button and select the Exchange user to whom you wish to delegate rights. You will then be prompted to select which rights. In their copy of Outlook, they can then log in as themselves and go to File - Open - Other User's folder and pick your name and folder they wish to open. Your folder will then display in their folder list.

If you have full rights to another account

Option 1: Open the most frequently used account in Outlook, and then open your other account in the web browser. Note this web connection will eventually time out with out use. (Easy, best for infrequent access.)

Option 2: Create a profile for each account, make sure Outlook prompts your for profile and password (see instruction sheets for this), then Exit and Logout of Outlook using one profile, then re-open Outlook and log into another profile. (Not recommended). See [Creating A Profile](#) for instructions.

Option 3: Open all of your accounts in the same window. (Recommended)

Log into your personal account using your profile. You can then choose to either open the delegated account for that session only, or set up Outlook to open it every time with your profile.

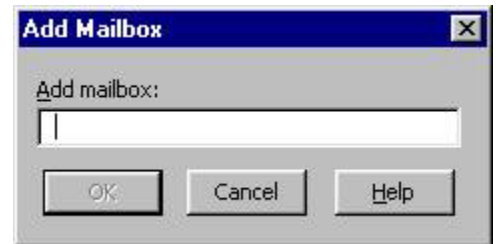
To open it for that session only: on an occasional basis, you can open it using the web browser, or you can go to File - Open - Other User's Folder and select the folder you have access to. It will then appear in your folder list.

To open it every time with your profile: go to Tools - Services. Select the Exchange Server and click on the Properties button and choose the Advanced tab. Next to Open these Additional Mailboxes click on the Add button.

You will need to know the exact mailbox name. This information can be taken from the Global Address List (such as when you click the TO button when addressing a message). It is the name of the person as it is spelled in the list, except in the Global Address List it is in the format last name, first name and for this purpose it should be entered first name (space) last name.

In the Folder list, you will notice you have your personal mailbox and folders, and the mailbox and folders for the delegated account you have opened.

You can create shortcuts to frequently used folders, such as the Inbox for your delegated mailbox in addition to the shortcut to your own



Inbox. Simply drag the folder onto your Outlook bar. To remove it, right click on the shortcut and choose "Remove from Outlook bar".

Sending Mail from Other Accounts

In a message window, click on the View menu, and select the From Field. You can then type in the other mailbox name or select it from the list. It will be sent from this account IF you have rights to it, rather than appearing to the recipients that it was sent from your primary account.

A Note about Sent Mail

There is an unfortunate occurrence with Outlook that when you are managing two accounts and send mail from one account, your message log will be placed in the Sent Mail folder for the individual, not in the Sent Mail folder for that account. You will need to go into your personal Sent Mail folder, select the messages sent from the other account, and drag them into the Sent Mail folder for the proper account. This problem does not occur using the Web version.