Creating Outlook Profiles

In most situations, in order to access your email all you have to do is launch Microsoft Outlook. However, in the case of Generic Accounts (most often used as business mailboxes or for student workers), the situation changes a bit. This happens because the person you logged into the computer with is probably not the same person who "owns" the email account. To get around this, all you have to do is manually configure an Outlook profile and set it as the default. From that point forward, when you login to that computer and launch Outlook to access the generic email account.

Adding a Custom Outlook Profile

To begin, make sure Outlook is **NOT** running.

Click Start->Settings->Control Panel.

Open the **Mail** applet ( ).

The list of currently configured Mail Profiles will be shown.

**Note:** *This list will probably be blank or include the default "UCO" on your first run.*

Click **Add...**
Enter a descriptive name for the profile, such as the name of the mailbox.

Example: Type Support if this profile will be used to access support@uco.edu

Click OK to continue.

A screen will appear and auto-populate the fields with the information of the person you are logged in as. It is very important that you check the box at the bottom of the screen Manually configure server settings or additional server types.

Click Next. You will be asked what type of account you wish to add. Choose Exchange server.

You will be asked what the Exchange server name is. Type exchange.uco.local.

Leave "Cached Exchange Mode" checked.

In the User Name field, type the email address before the @ sign. Example: type "support" if you wish to set the username of the Technology Support mailbox.

To ensure you are referencing the correct account, click the Check Name button just to the right of the field.

Click the More Settings... button at the bottom right-hand side of the window.
In the "More Settings" dialog that appears, click the **Security** tab at the top.

Put a checkmark in the box next to **Always prompt for logon credentials**.

Click **OK**. You will be prompted for the credentials of the account.

Enter the username as **username@uco.local** instead of "@uco.edu", and then enter the password for the generic account.

Once you have authenticated, click **Next** on the Account Settings screen.

Click **Finish** on the confirmation screen that appears.
Back in the Profiles List (Control Panel->Mail), tick the box for "Always use this profile" and make sure the profile you just created is selected.

Now launch Outlook and you will now have your client configured to access your generic mailbox!