Help Document Series: Accessing a Secondary/Group Mailbox
Outlook 2007

This document will take you through the steps of accessing a secondary mailbox within Outlook 2007. Adding the mailbox to your existing profile affords you the ability to manage multiple mailboxes within one profile.

Step 1
From within **Outlook** click on the **Tools** menu, select the **Account Settings**…

Step 2
In the Account Settings window click **Change**.

Step 3
Click the **More Settings** button

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508-793-7745 or helpdesk@clarku.edu.
Step 4
Go to the Advanced tab and click Add.

Step 5
In the Add Mailbox window type the name of the mailbox (without the @clarku.edu) and click OK.

Step 6
Click Apply, OK, Next, Finish and finally Close.

Your secondary mailboxes will now appear on the Left hand menu bar of Outlook.

Notes:
- Secondary mailboxes can also be accessed via the web client by going https://exchange.clarku.edu/exchange/mailbox@clarku.edu where "mailbox" the mailbox name. When prompted for credentials, please use your own credentials.
- When you reply to or send from the secondary mailbox from within Outlook 2007, the Sent Item will go into your primary mailbox (usually your personal mailbox) Sent Items folder.
- To send from the secondary mailbox, you will need to activate the From field. To do this, create a new blank message and click the Options tab and then activate Show From. You can then close the new message.