Help Document Series: Accessing a Secondary/Group Mailbox
Outlook 2010

This document will guide you through the steps of accessing a secondary mailbox within Outlook 2010. 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 File menu, click Account Settings and select Account Settings....

Step 2
In the Account Settings window click Change.

Step 3
Click the More Settings button.

Step 4
Select the Advanced tab and click Add.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508-793-7745 or helpdesk@clarku.edu.
Step 5
In the Add Mailbox window type the name of the email address of the mailbox and click OK.

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

Your secondary mailbox will now appear in the Outlook Navigation pane on the left hand side.

Notes:
- Secondary mailboxes can also be accessed via the web client by going https://exchange.clarku.edu/exchange/mailbox@clarku.edu where “mailbox” is the actual mailbox name. When prompted for credentials, please use your own credentials.
- When you reply to, or send from, the secondary mailbox from within Outlook 2010, the message will be saved in 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 click From in the Show Fields section. You can then close the new message and the From field should appear in any subsequent messages.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508-793-7745 or helpdesk@clarku.edu.