Creating a Mail Profile for a Departmental or Shared Email Account

This guide covers how an owner of a shared email account can create a mail profile to be able to open that account directly in Outlook. This is needed if you need to grant access or permissions to other faculty or staff.

Creating the Profile

- With Outlook closed, go to Start and then choose Control Panel.
- In the View by: drop-down in the upper right-hand corner of the window, select either Large icons or Small icons.
- Find and open the Mail control panel.
- Click Show Profiles…
- Click Add…
- Give the profile a name so you can identify it and click OK.
- Replace your E-mail address with the account’s email address.
- Replace Your Name with the account’s name.
- Leave the password fields blank and click Next.
- Outlook will configure the email settings and will display a message that the account is successfully configured. Click Finish.
  - If Outlook does not successfully configure, this means that you may not be the owner of the account. Contact the IT Help Desk at 410-677-5454 for assistance.
- Select **Prompt for a profile to be used** so that Outlook will present you with a drop down of profiles to log into on startup and then click OK.
- Start Outlook.
- At the Choose Profile prompt, choose the profile for the account you want to open.
- The account will open in Outlook.
  - If you are prompted for a username and password, this means you may not be the owner of the account. Contact the IT Help Desk at 410-677-5454 for assistance.