

# Creating a Separate Email Identity in Microsoft® Outlook®

If you work in a team (e.g. Help Desk or Support Group) and want email recipients to reply back to a generic email address rather than to you personally, you can use an 'email identity'. This will allow you to choose what a recipient will see in the 'From' field when they receive a message from you.

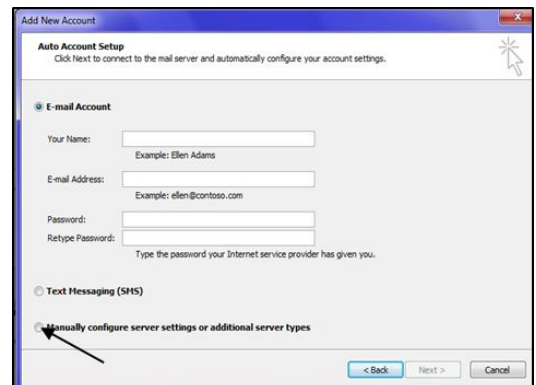
**Note:** These instructions are for both Outlook 2007 and 2010. Where the two differ, instructions for the 2007 version are given in square brackets.]

## BEFORE YOU BEGIN

Before you can complete the instructions in this document, an email address for the group (along with a shared folder) must already exist. If one needs to be created contact the ICT Servicedesk ([ICTServicedesk@bradford.ac.uk](mailto:ICTServicedesk@bradford.ac.uk), or ring ext 3333).

## SETTING UP THE IDENTITY

1. In Microsoft Outlook, click on the **File [Tools]** menu and select **Account Settings...**
2. Select the E-mail tab and click on **New**.
3. In the Choose Service window, ensure **E-Mail Account** is selected. Click on **Next**. [In the Choose E-mail Service window, ensure **Microsoft Exchange, POP3, IMAP, or HTTP** is selected and then click **Next**.]
4. In the Auto Account Setup window, select **Manually configure server settings or additional server types** in the bottom left-hand corner.
5. Click on **Next**.
6. Choose the **Internet E-mail** option. Click on **Next**.
7. In the Internet E-Mail Settings window, complete the sections:



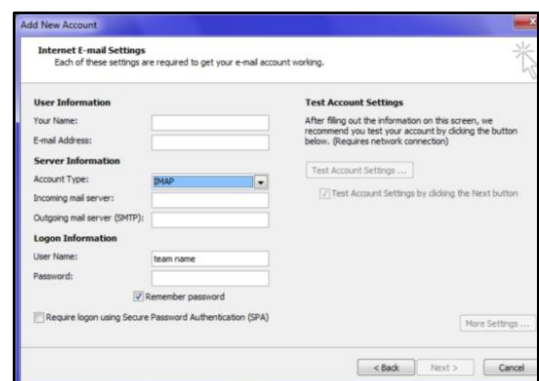
**Your Name:** Insert the team's name.

**E-mail Address:** Enter the email address of the team.

**Account Type:** Select IMAP.

**Incoming mail server:** Type in:  
`imap.brad.ac.uk`

**Outgoing mail server:** Type in:  
`smtp.brad.ac.uk`

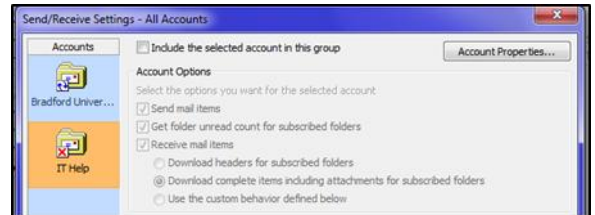


**User name:** Insert the name of the team, but do not enter a password.

8. In the same window, click on **More Settings...**, and on the **General** tab, insert the name of the team in the Mail Account box.
9. Click on **OK, Next, Finish** and **Close**.

## SETTING UP THE SEND/RECEIVE SETTINGS

1. Click on the **Send / Receive** tab, select **Send / Receive Groups** and then **Define Send / Receive Groups**  
[From the **Tools** menu, select **Options....**]
2. On the **Mail Setup** tab, click on the **Send / Receive...button**.
3. In the Send / Receive Groups window, click on the **Edit...** button.
4. In the Accounts pane, select your new account, and then **uncheck** the option: **Include the selected account in this group**.
5. Click on **OK, Close**.  
[Click on **OK, Close** and **OK**.]



## SUBSCRIBING TO A SHARED MAILBOX

1. Right-click on your Inbox in the Bradford University list of mailboxes, and select **IMAP Folders....**
2. In the IMAP Folders window, select the **All** tab, and then click the **Query** button.
3. In the Folders list, scroll down the list and select the shared mailbox(s) you want to subscribe to.
4. Click on **Subscribe**, followed by **Apply**.

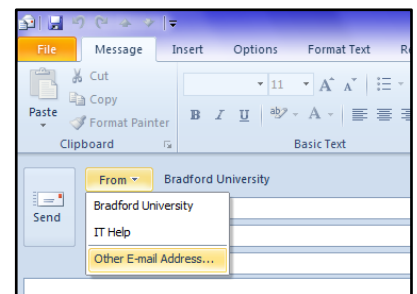
To check if this has worked click on the Subscribed tab and then click on Query. Your shared mailbox(s) should appear in the list of folders, and also in the main Navigation pane under Bradford University.

5. Click on **OK**.

## COMPOSING AN EMAIL USING THE NEW ACCOUNT

A From [Account] button, now appears in all New, Reply and Forward message windows. (You may also want to set up a specific signature associated with the new account. Click on the **Signature** button in the new message window.)

1. From the drop down list next to From select the new account name.  
[Click on **Account** and select the new account name from the pop-up menu]



The recipient will see the email address of the new account in the From: field, (rather than your personal one).

2. Fill out the To: and Subject fields and then complete and send the message as normal.

## NOTE

If desired, you can add your new shared folder(s) to your Favorites in the Navigation pane. Right click on the folder and choosing **Show in Favorites**. Do not attempt to 'drag' the folder.