



# Law School Computing Services User Memo

## *Accessing and Using Shared Email Accounts in Outlook*

User Memo 37  
Revised: 5/19/21

### Overview

This document provides details for Law faculty and staff that have access to a department shared email account.

Many Law School departments and organizations use shared email accounts. Shared email accounts allow everyone in the department or organization to use the shared email account to conduct department business. Examples of shared email accounts are: [lscs-info@luc.edu](mailto:lscs-info@luc.edu) for Law School Computing Services and [LawMediaServices@luc.edu](mailto:LawMediaServices@luc.edu) for Law Media Services.

This User Memo gives instructions on how to access a shared email account using a web browser using the Outlook WebAccess and using the Outlook Desktop Client for Windows and for Macintosh. Law faculty and staff that have access to a shared email account can follow the instructions in this document to access it.

### Using a Shared Email Account from a Web Browser using Outlook WebAccess

Law faculty and staff, who have access to a shared email account may choose to access it from a web browser using Outlook WebAccess from a computer with access to the internet on and off campus.

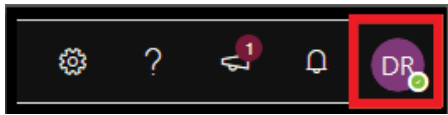
#### First Login to your Loyola Email Account

1. Open any web browser and navigate to <http://outlook.luc.edu>
2. Log in to your Loyola email account by entering your UVID and password and click on the “Login” button.

**Note:** If you are logging in from a computer off campus, you may be prompted to enter your MFA authentication in order to login into your email account using Outlook WebAccess.

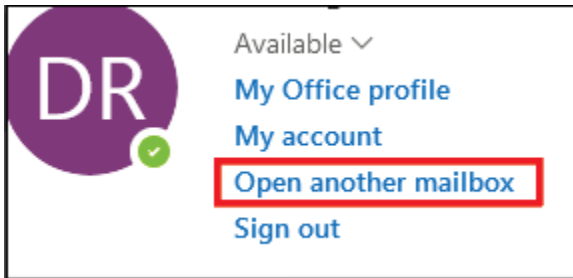
**Once you are logged in to you Loyola email account in the browser, do the following steps to open a shared email account that you have access to.**

1. Click on the Account Manager for the email account in the top right corner of the WebAccess webpage. The Account Manager is a round colored icon in the top right corner of the WebAccess webpage (The icon usually will have your initials. If you do not have your initials, you might have changed the icon to a picture).



Click the circle icon in the top right corner of Outlook Web

2. You will see a drop down box. Please click on “Open another mailbox”



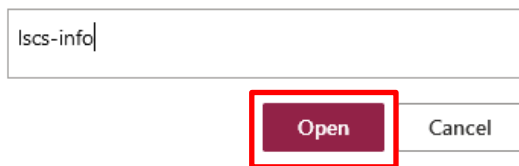
3. A window will open up in the middle of the web page “Open another mailbox”. Please enter the email address of the shared email account. Here is an example for ( lscs-info@luc.edu)

### Open another mailbox



4. Click on the name of the shared email account
5. Click the “Open” button.

### Open another mailbox



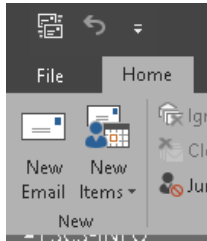
The shared email account you choose in step 4 above will open in another browser tab. You will see your Loyola email account in the first browser tab and the shared email account you open in another browser tab. You can switch between the two accounts by going to the browser tab with the account you want to use.

## Using a Shared Email Account with the Windows Outlook Desktop Client

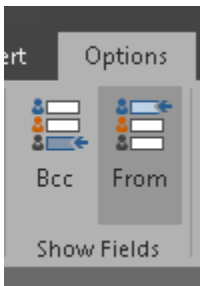
While working on a the Windows version of the Outlook Desktop Client either at home or on a computer at the Law School, you will not need to do anything to add a shared email account you have access to. A short time after you are given access to a shared email account, the mailbox for the shared account will appear in the Windows Outlook Desktop Client just below your Loyola email account mailbox.

## To send new mail from a shared email account in the Windows Outlook Desktop Client

1. Click on the “New” button in the upper left corner of the “Home” tab in the ribbon bar.



2. A new email message window will open, click on the “Options” tab in the ribbon bar and click the “From”



3. You will need see the “From” field. Fill out the form with the shared email address. After the first is sent, you will be able to choose which email account you want to send you message from. Your personal email or shared email account by clicking the “From” button.



**Important Note:** You will need to remember to look at the “From” field before you send an email to make sure you are sending from the correct email account.

## Using a Shared Email Account with the Macintosh Outlook Desktop Client

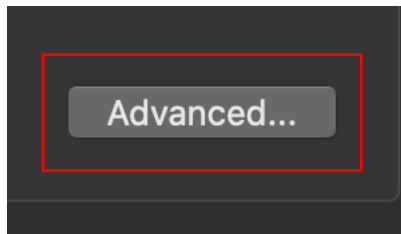
To use a shared email account on the Macintosh Outlook Desktop Client it will not automatically appear like it does on the Windows Outlook Desktop Client. On the Macintosh Outlook Desktop Client you must add a shared account before you can use it.

**Important Note:** You will need to have your personal Loyola email account already setup on the Macintosh Outlook Desktop Client before you can add a shared email account.

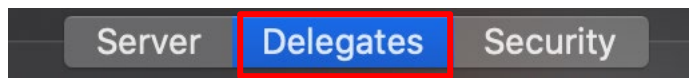
### Add a shared email account to your Macintosh Outlook Desktop Client

Follow the steps in the section below to add a shared account.

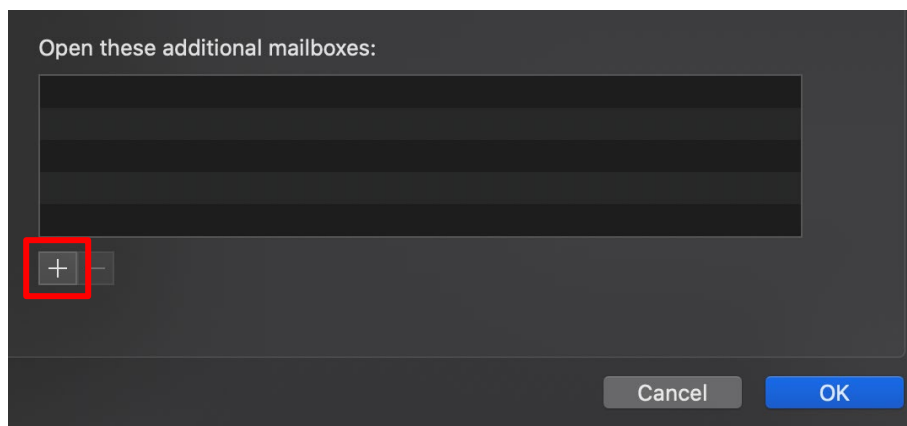
1. Start the Macintosh Outlook Desktop Client. Click on the “Tools” menu and select “Accounts” from the pop menu. The Accounts window will pop-up.
2. In the Accounts window make sure your Loyola email account is selected on the top left part of the accounts window. Then in the bottom right corner of the window, click the “Advanced” button.



3. On the next screen, at the top click the “Delegates” button. You will see the Delegate screen.

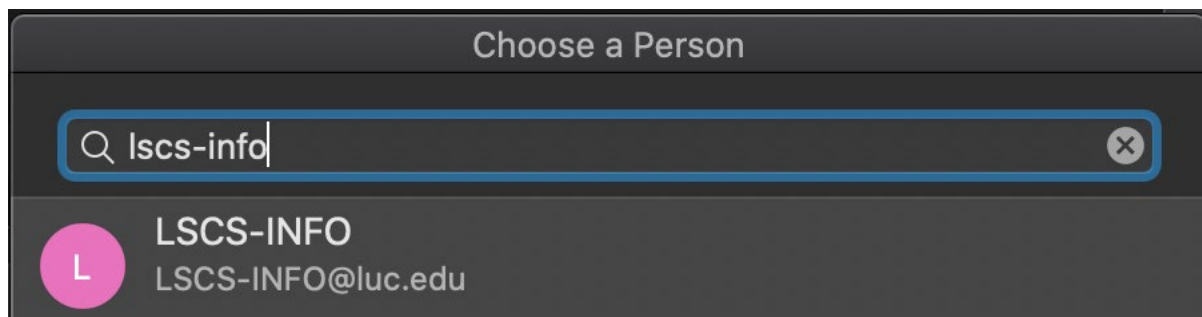


4. At the Bottom left of the Delegate screen, under the “Open these additional mailboxes” section, click on + ( plus icon)



5. In the “Choose a Person” window that pops up, in the search bar type the name of a shared email account you have access to that you want to add.

As you type the name, you will see the shared email account come up under the search bar. Click the name of the shared email account you want to add to select it. Then click the “add” button.



6. Next click the “OK” button at the bottom right of the “Delegates” window.
7. Next you can close the Accounts window by clicking the red circle in the top left corner.
8. After you close the “Accounts” window you will see the shared email account mailbox you just added below your Loyola account mailbox and you can start using it.

### **To send new mail from the shared account**

1. Start a new email
2. A new email message window will open. Click the “From” button and select the shared email account from the drop down.

**Important Note:** When you send a new email, you will need to remember to look closely at the “From” field before you send an email to make sure you are sending it from the correct email account.