

How to configure functional mailboxes in Outlook

Contents

Purpose	3
Document Support Boundaries	3
Outlook 2010 - adding a functional account as a separate account.....	4
Missing emails when I open Outlook on another computer	14
Logging onto another computer and need quick access to email	14

Purpose

This document is designed to assist and answer the most frequently asked questions with regards to configuring Outlook 2010 to gain access to your functional mailboxes following migrations to Office 365.

Document Support Boundaries

This Document is written to support the following mail clients

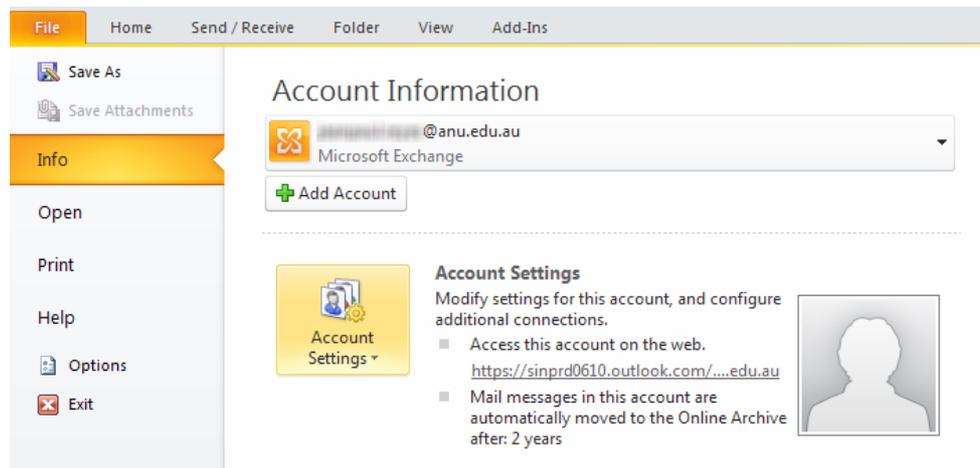
- Outlook 2010 (Windows)

Note: For any other versions of Email clients, please consult your manual, built in help system, place of purchase or use online searches for configuration instructions.

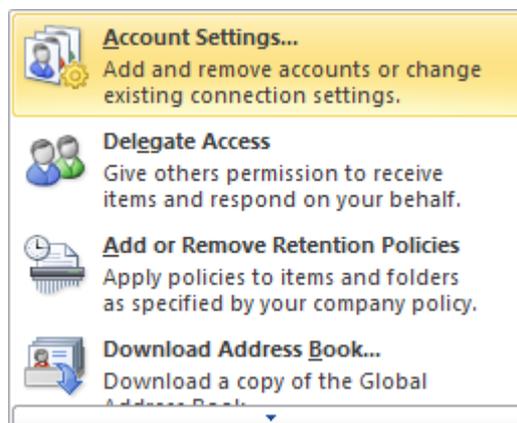
Outlook 2010 - adding a functional account as a separate account

Read and/or write access to the functional mailbox needs approval from your department. Please check with your department EA or director for access rights to the specific functional mailbox.

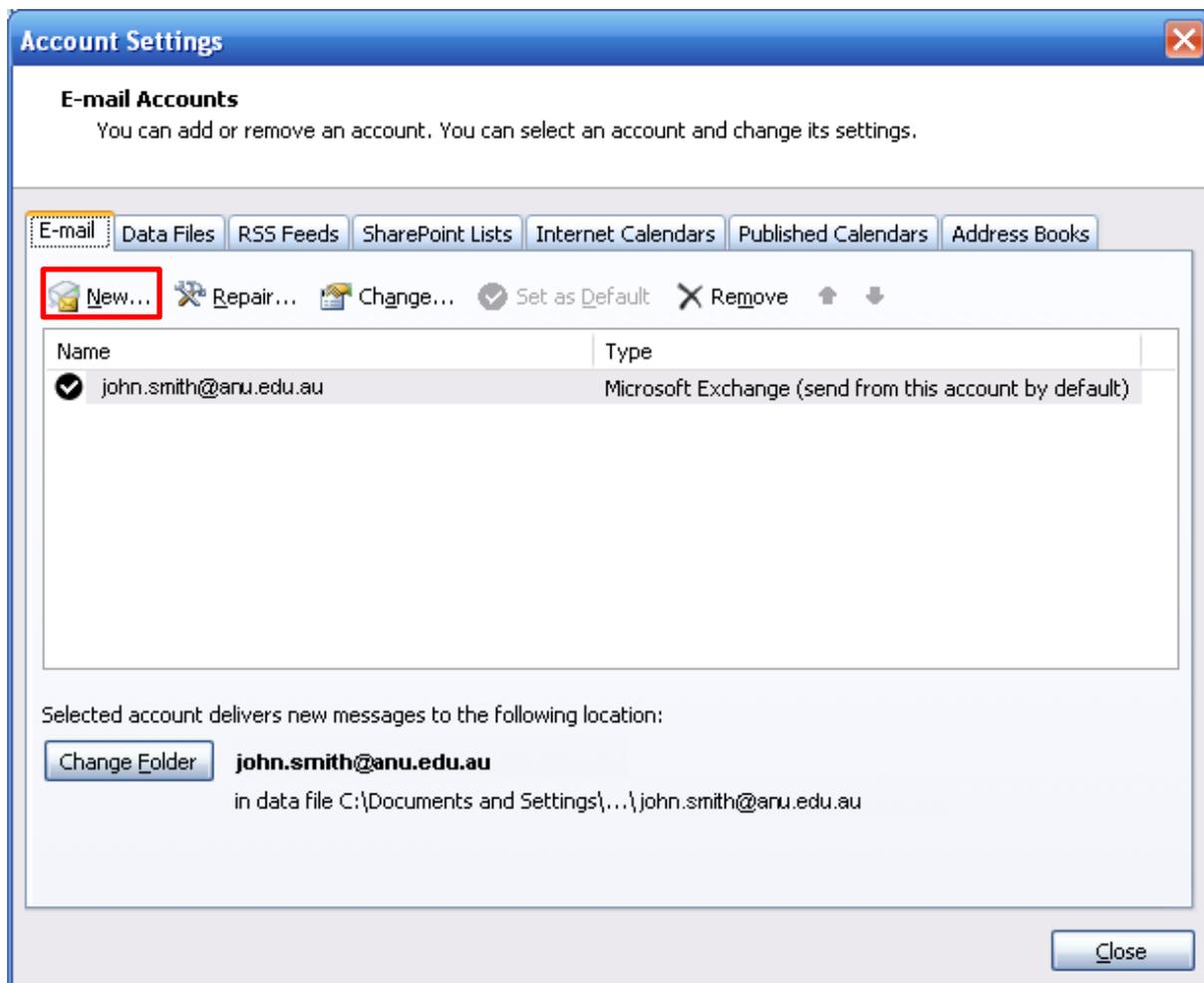
1. Select the **File** tab.
2. In the **Info** menu select **Account Settings**.



3. Select **Account Settings** menu item.



4. Select **New**.

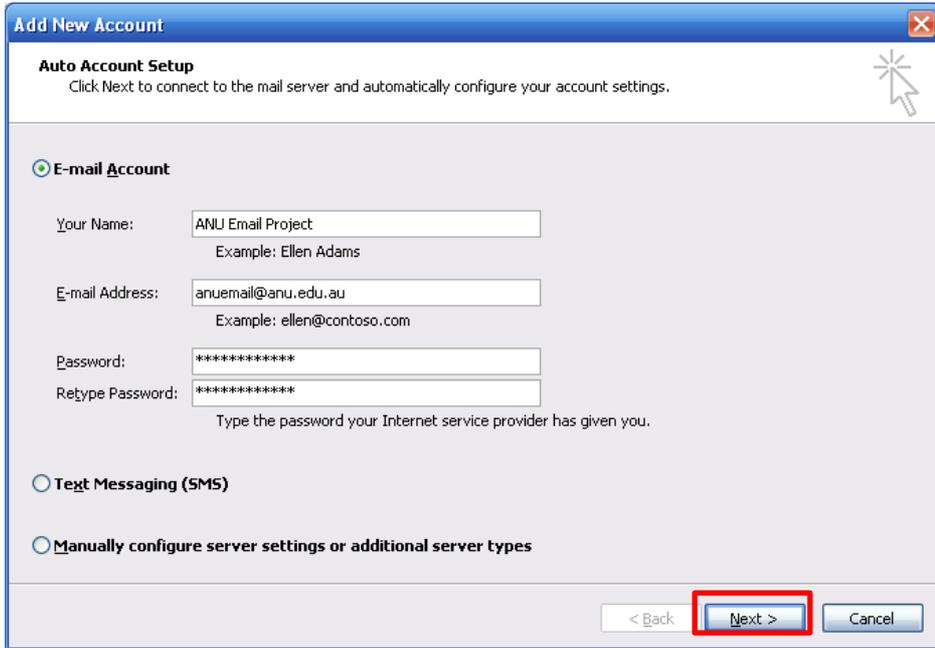


5. In the **Add New Account** window enter the following:

Your Name: Functional Mailbox Name (e.g. ANU Email Project)

Email Address: Email Address for the Functional Group mailbox (e.g. anuemail@anu.edu.au)

Password: Your ANU login password in both password fields



Add New Account

Auto Account Setup
Click Next to connect to the mail server and automatically configure your account settings.

E-mail Account

Your Name: ANU Email Project
Example: Ellen Adams

E-mail Address: anuemail@anu.edu.au
Example: ellen@contoso.com

Password: *****
Retype Password: *****
Type the password your Internet service provider has given you.

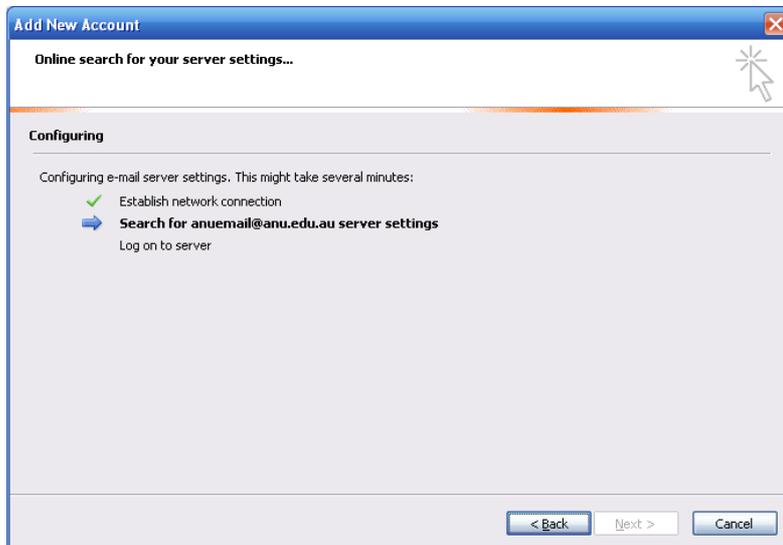
Text Messaging (SMS)

Manually configure server settings or additional server types

< Back **Next >** Cancel

6. Select **Next**.

7. Wait for Outlook to configure the account.



Add New Account

Online search for your server settings...

Configuring

Configuring e-mail server settings. This might take several minutes:

- ✓ Establish network connection
- ➔ **Search for anuemail@anu.edu.au server settings**
Log on to server

< Back **Next >** Cancel

8. If you get prompted to authenticate the functional account.

Enter your credentials:

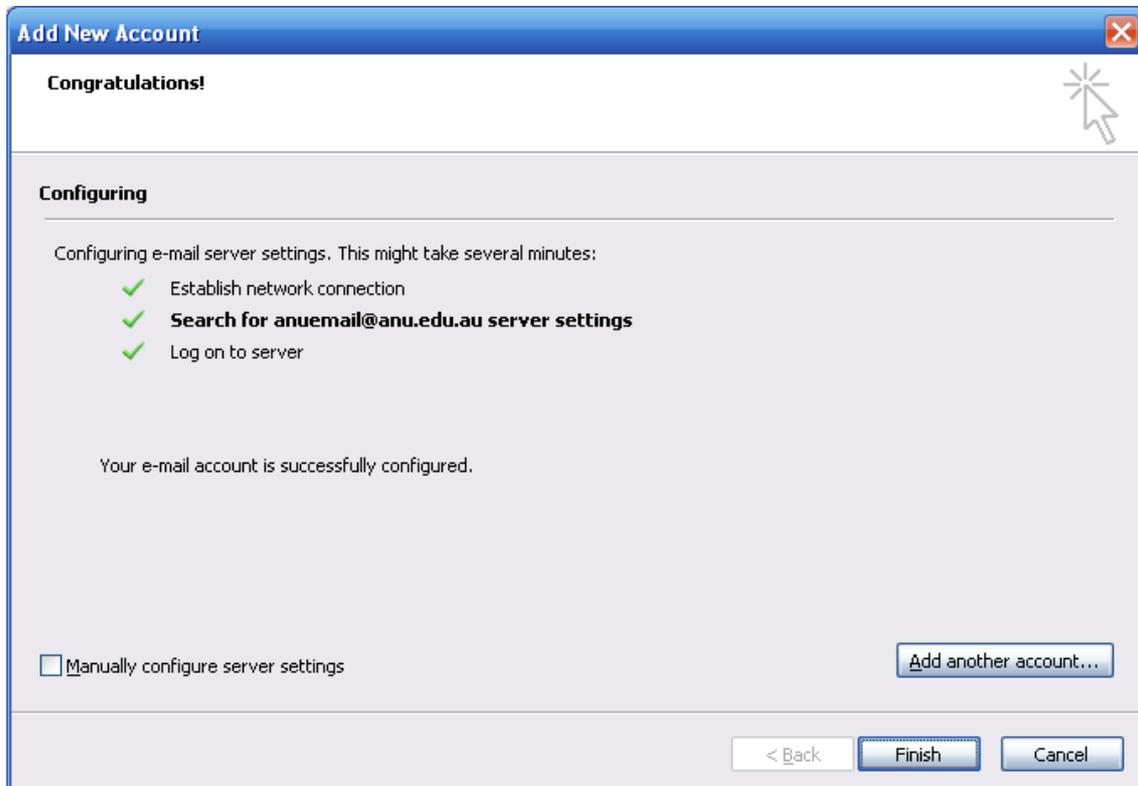
User Name: enter your UNI-ID@uds.anu.edu.au
(e.g. u1234567@uds.anu.edu.au)

Password: your ANU login password



Note: This may prompt you several times; enter the same credentials as per instructed at the last number item. This will force Outlook 2010 to add the functional mailbox as a separate account using your own credentials.

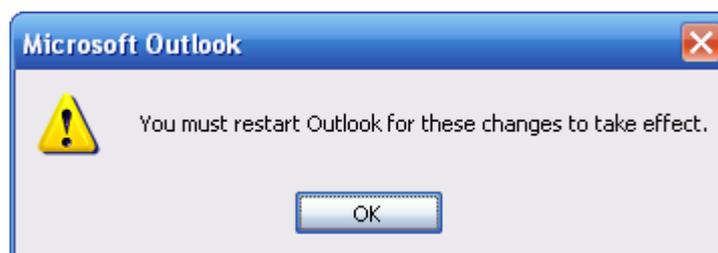
9. Wait for it to configure (this is indicated by 3 green ticks on the screen as shown in the below image).



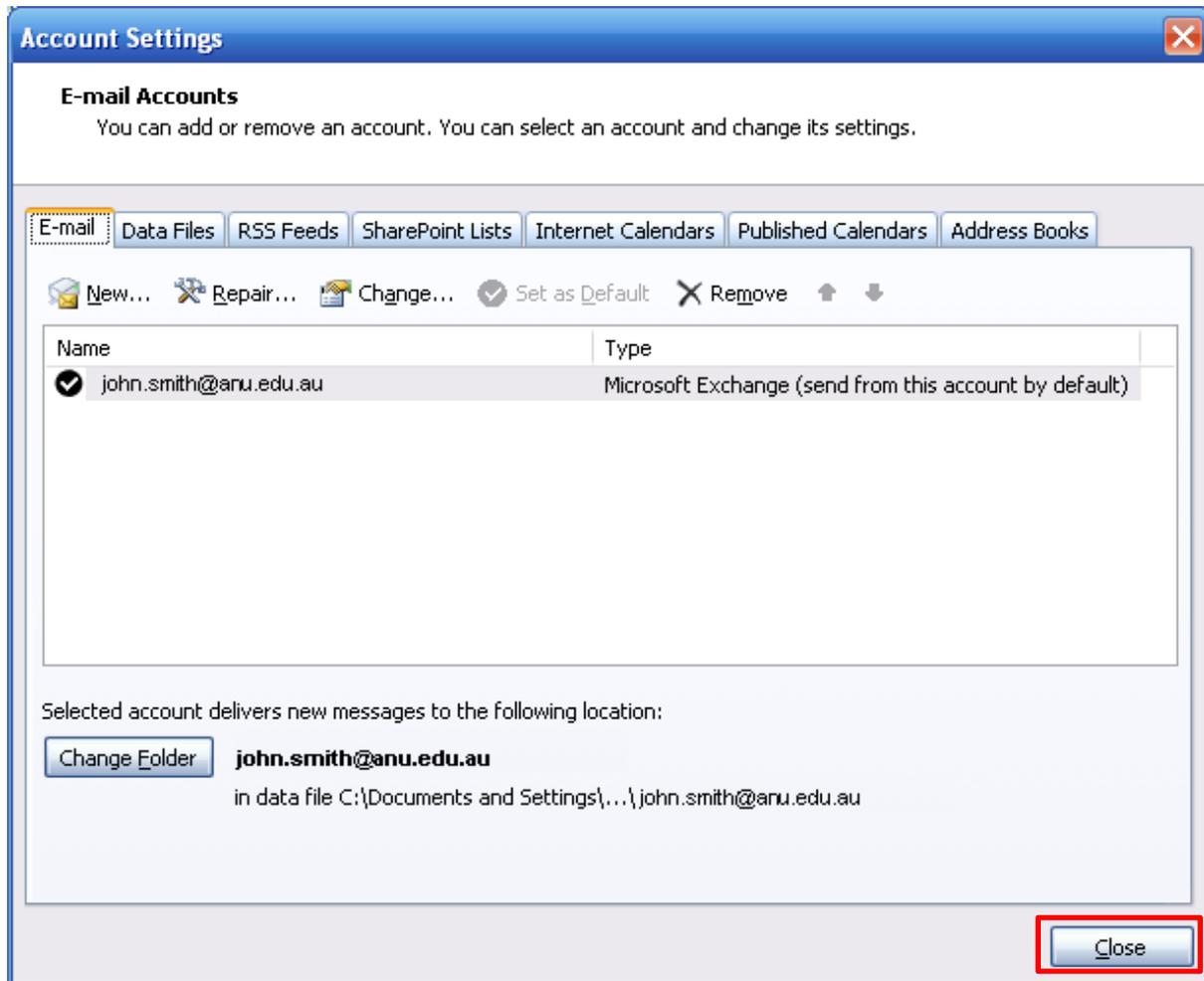
Note If you have access to additional Functional group mailboxes then repeat steps 4 – until they have all been entered, by clicking Add another account.

10. Select **Finish**.

11. Select **OK** to agree to restart Outlook.



12. Select **Close**.



13. Close Outlook 2010.

14. Re-open Outlook 2010.

15. You will get prompted to authenticate yourself for each and every Functional account that you have access to.

16. Enter your credentials:

User Name: (enter your UNI-ID@uds.anu.edu.au; e.g. u1234567@uds.anu.edu.au)

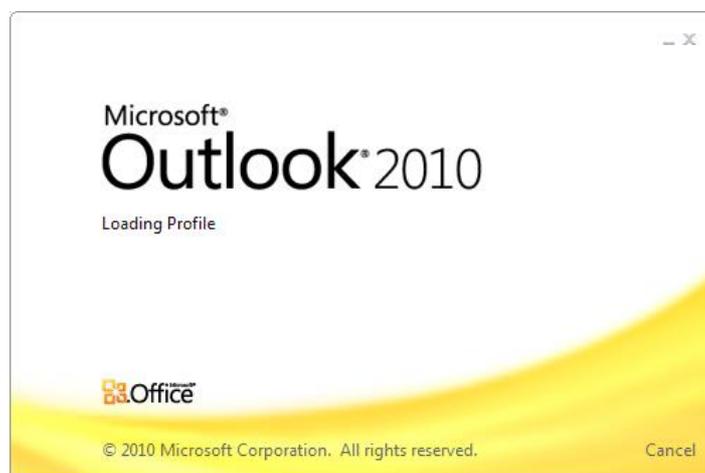
Password: your ANU password



Note: This may prompt you several times; enter the same credentials as per instructed at the last number item. This will force Outlook 2010 to add the functional mailbox as a separate account using your own credentials.

17. Wait for Outlook to launch

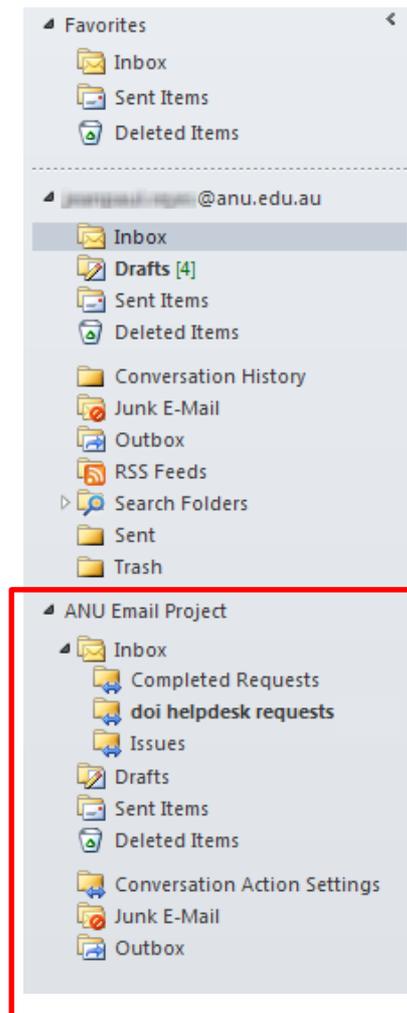
(this may take a few minutes as you have just setup access to all of your functional group mailboxes)



18. When you Open Outlook, try and expand your Functional mailboxes listed on the Folder List on the left,

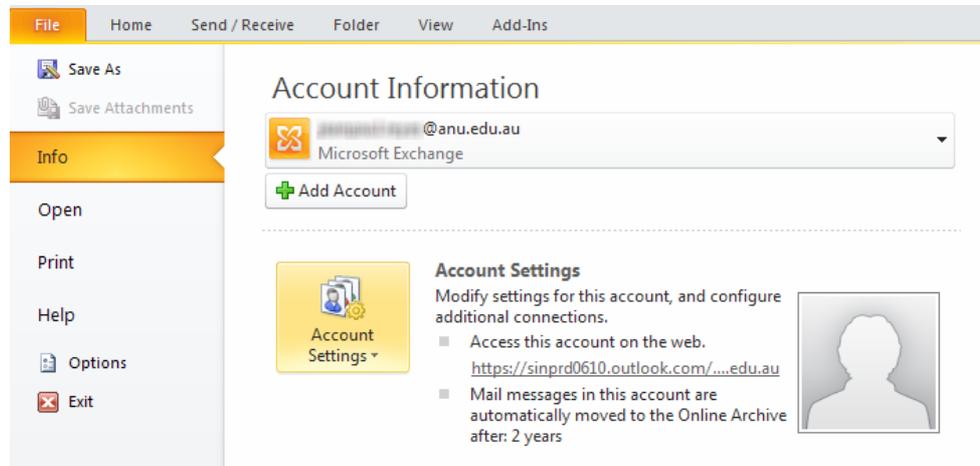
Note: If you click on Folders in the Functional group mailbox and cannot see emails, be patient for a local copy of the emails to be downloaded to your computer.

16. Check the folder pane of Outlook if you can now see the functional mailbox.

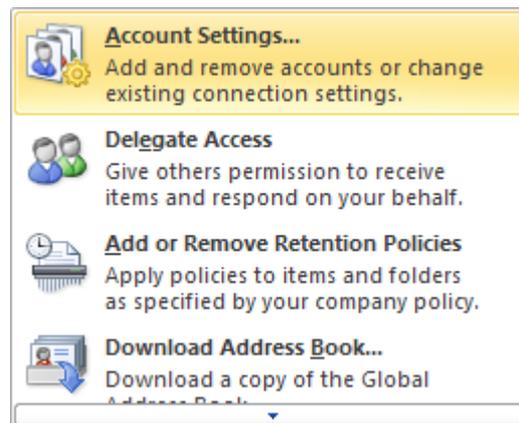


17. Select the **File** tab.

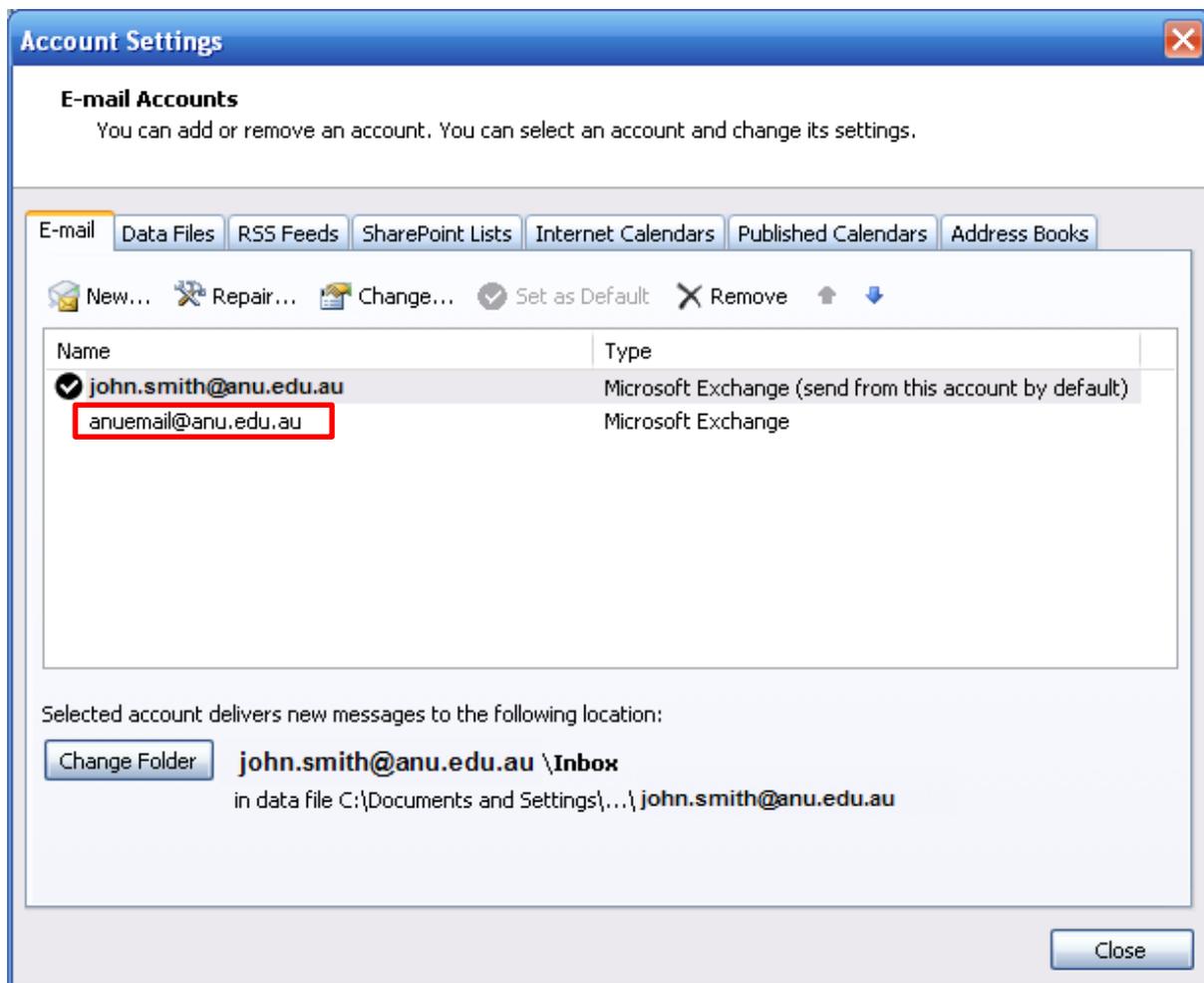
18. In the **Info** menu select **Account Settings**.



19. Select the **Account Settings** menu item.



20. In **Account Settings** check the functional account has been added.



21. The functional mailbox has been added to your view successfully.

22. Click close.

23. Click Home to return to your mailbox.

Missing emails when I open Outlook on another computer

The reason for this is because a local copy of your mailbox and any functional group mailboxes you have access to will need to be downloaded from Microsoft Office 365 to that specific computer.

If you change computers and launch Outlook to access your email then this will cause Outlook to start downloading a local copy of your mailbox to that computer.

Logging onto another computer and need quick access to email

If you are logged onto another computer (like a hot desk, information desk or a front counter desk) and need immediate access to your email or emails in your functional group mailboxes, then log into webmail at the following address;

<http://Outlook.com/owa/anu.edu.au>

If you need webmail instructions read the user guide at the following address:

<http://itservices.anu.edu.au/project-updates/anu-email/staff.php>