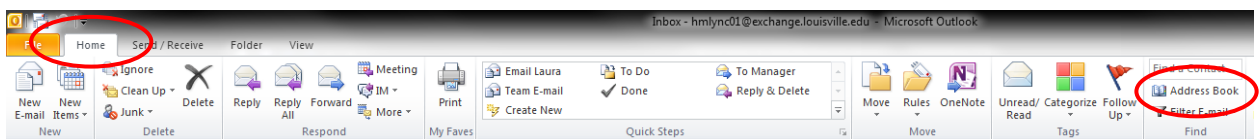


Adding a Service Account Mailbox to Your Outlook Account (For Service Account Owners and Users)

In Exchange (Outlook), a service account appears as a mailbox under your personal email account. This document takes you through the steps to add this service account mailbox. You will first need to find the userID of your service account. If you already know your service account's userID, you may skip to Section 2.

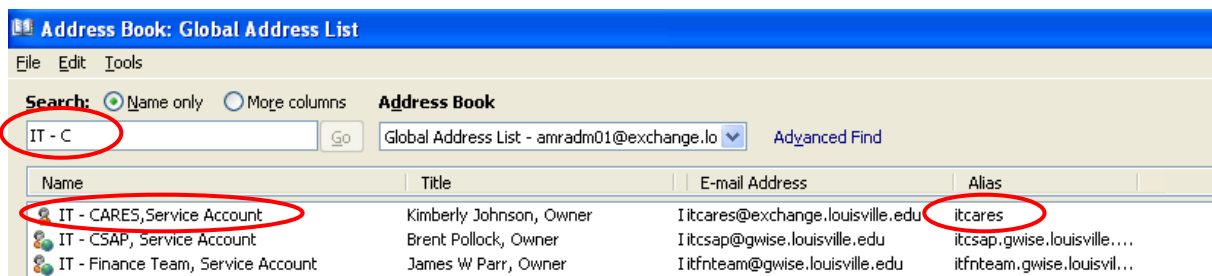
Section 1: Finding Your Service Account's UserID

1. From your Outlook Mail view, click **Address Book** in the Home tab.

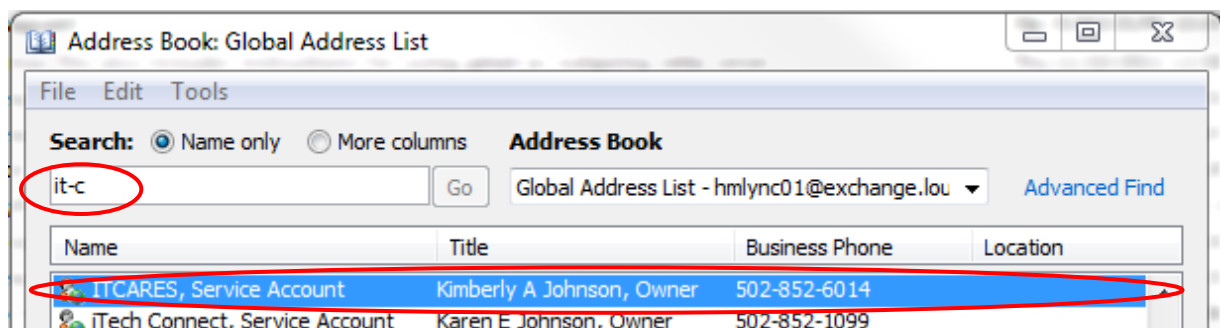


2. In the **Search** field, type the name of your service account, or the first few letters of the name. The account should appear in the list below the **Search** field.

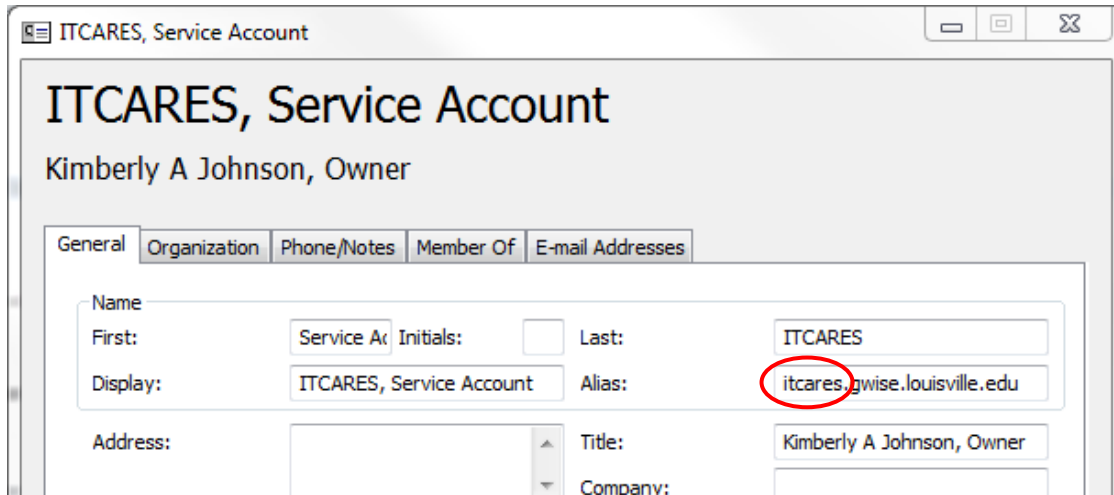
If your screen looks like this, the account's userID is listed under **Alias**. Write down the userID and proceed to Section 2.



If your screen looks like this, double-click the account name and then locate the userID beside **Alias** in the window that opens.

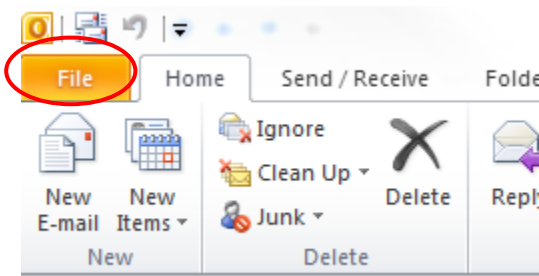


The userID is the first part of the email listed beside **Alias**. Write down the userID and proceed to Section 2.

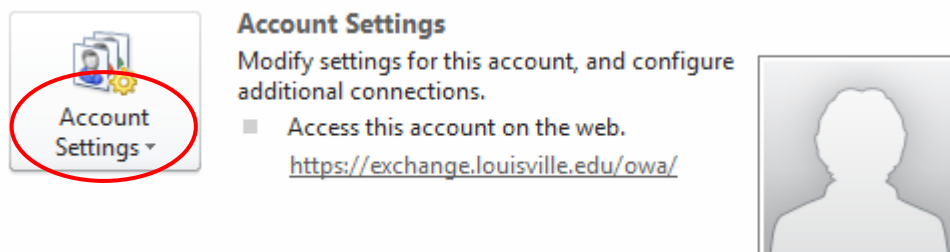


Section 2: Adding a Mailbox in Outlook for Your Service Account

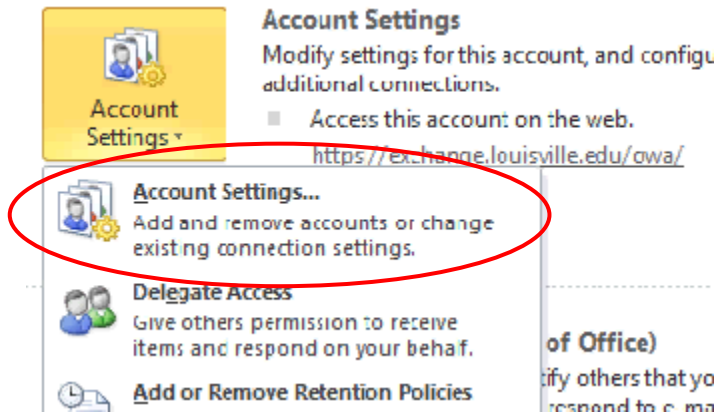
1. Click **File** at the top left of your Outlook screen.



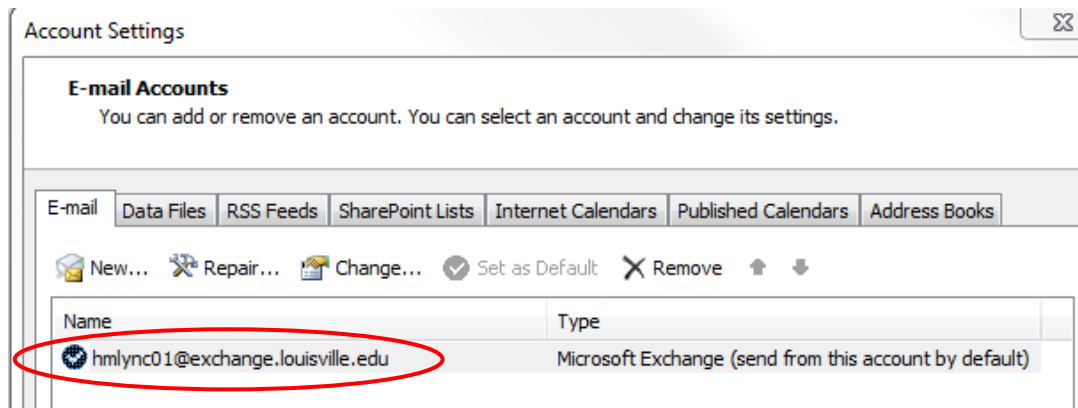
2. Click **Account Settings**.



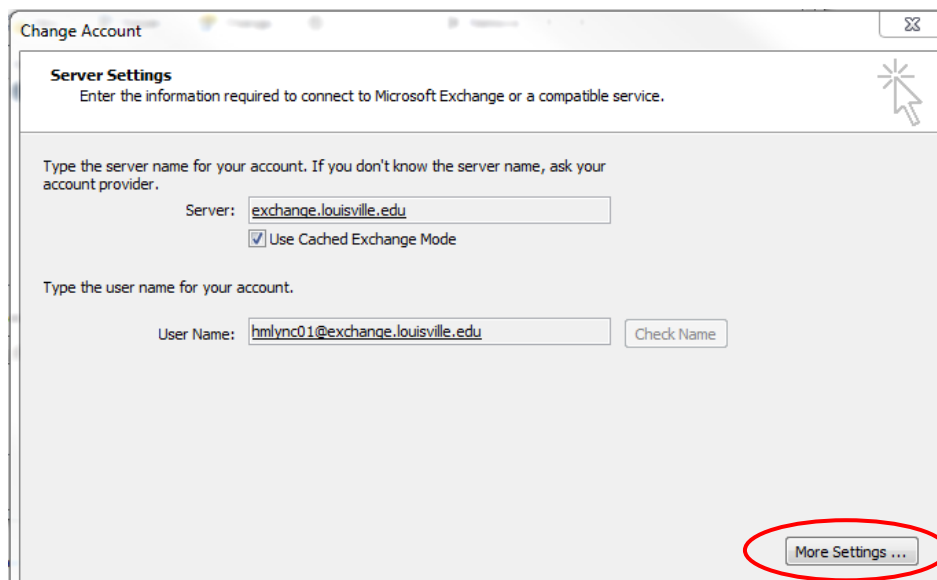
3. Click **Account Settings** again.



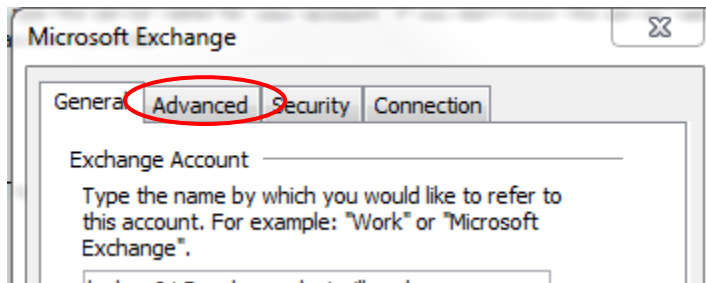
4. Double-click your email address.



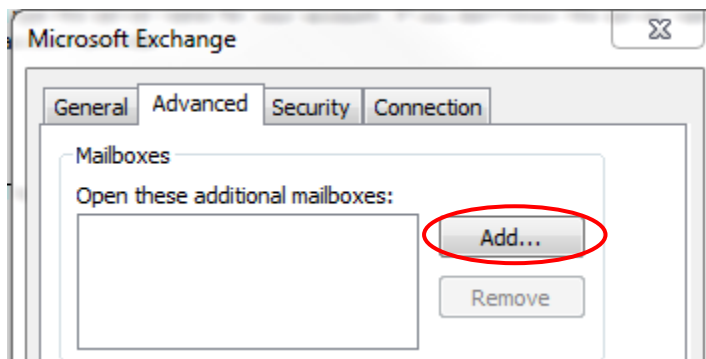
5. Click **More Settings**.



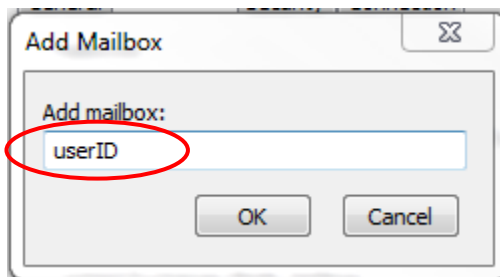
6. Click the **Advanced** tab.



7. Click **Add**.

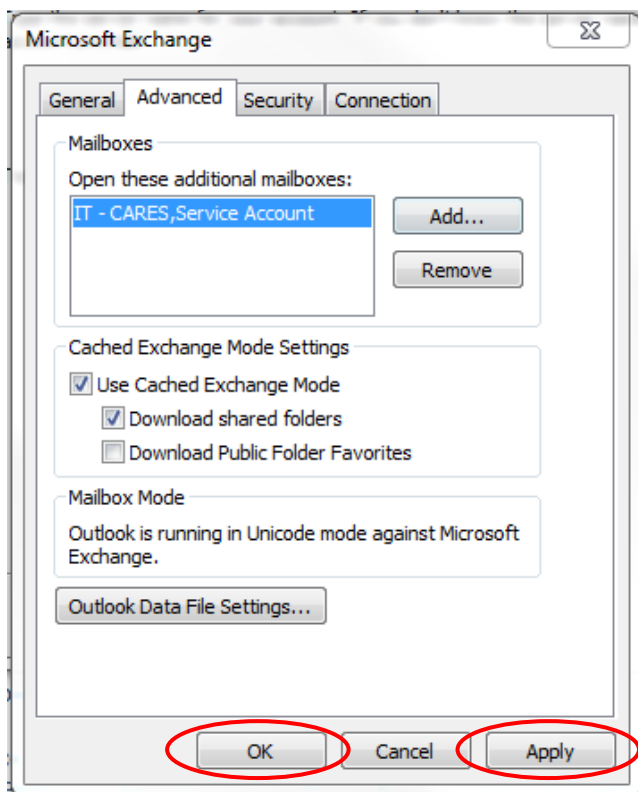


8. In the empty box, type in the service account's userID you located in Section 1.
9. Click OK.

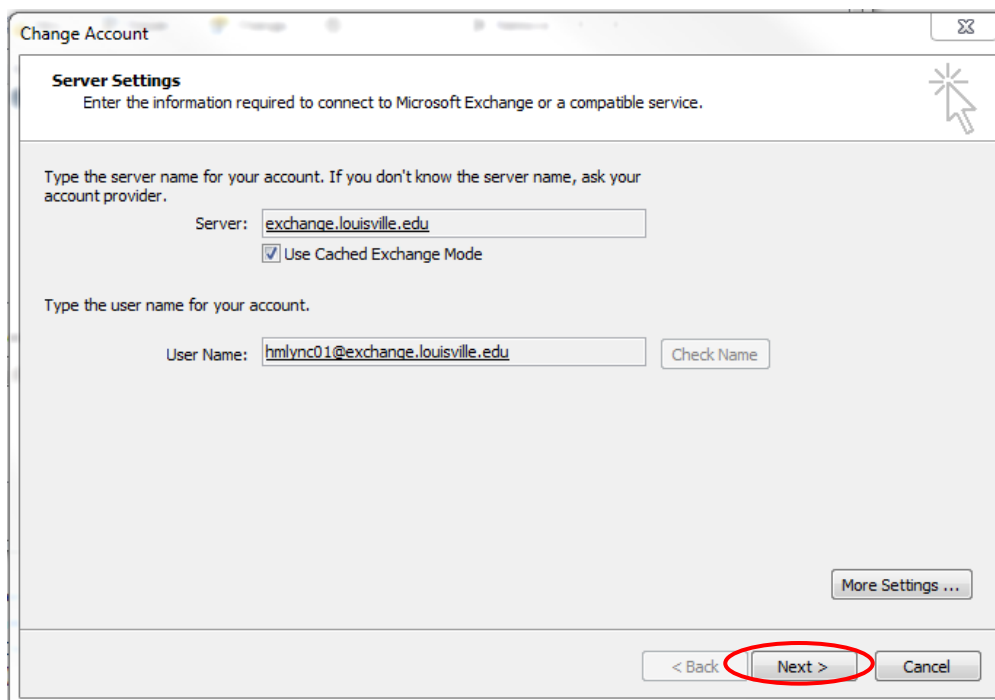


10. Click **Apply**.

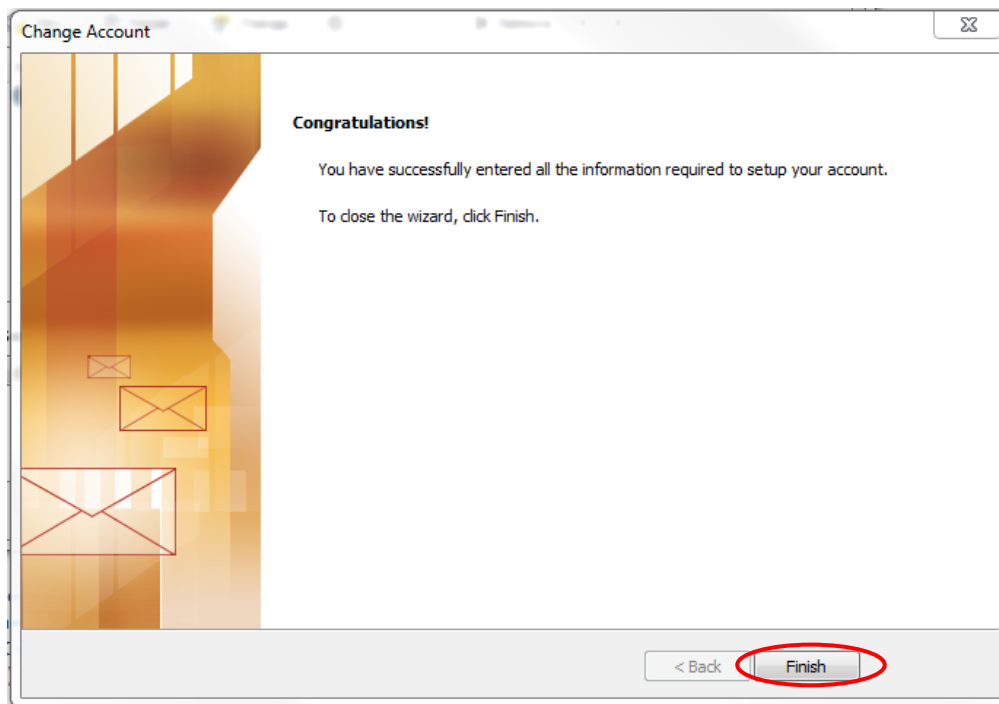
11. Click **OK**.



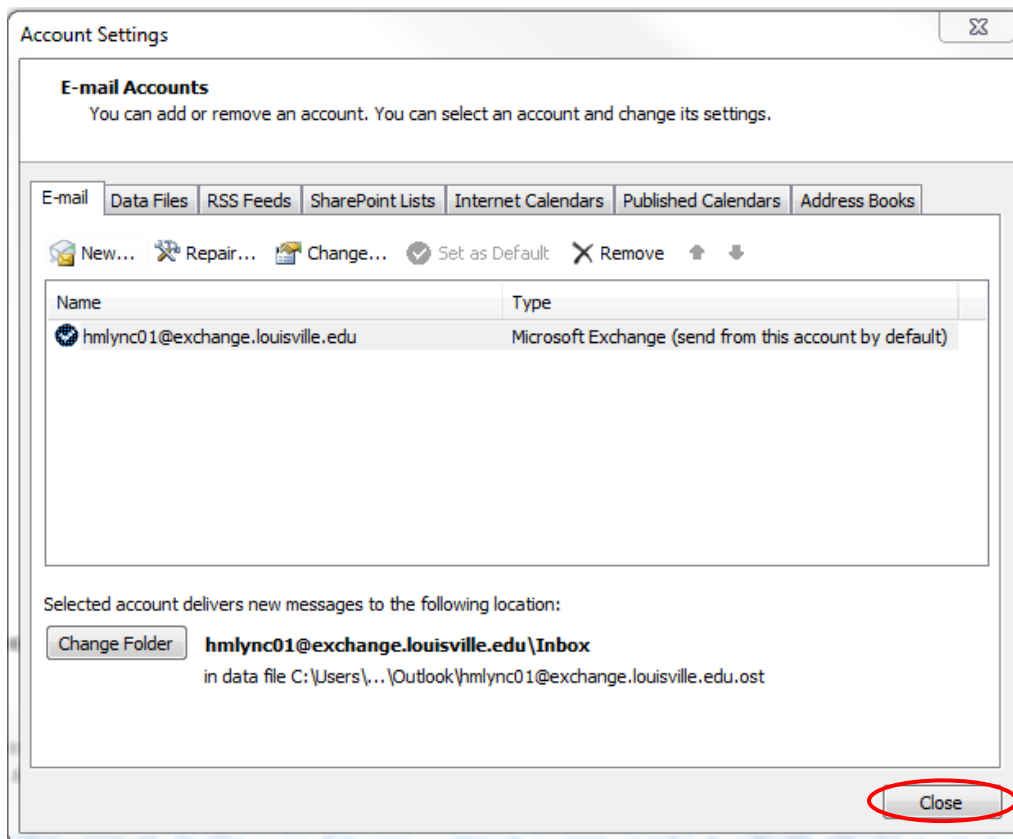
12. Click **Next**.



13. Click **Finish**.

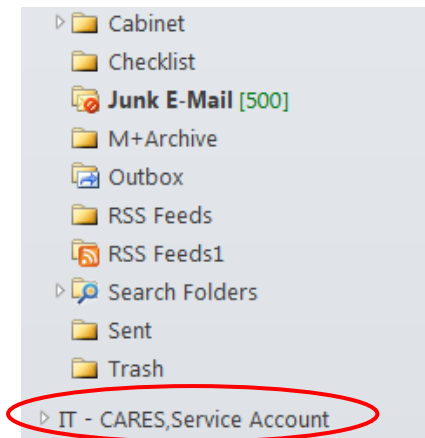


14. Click **Close**.

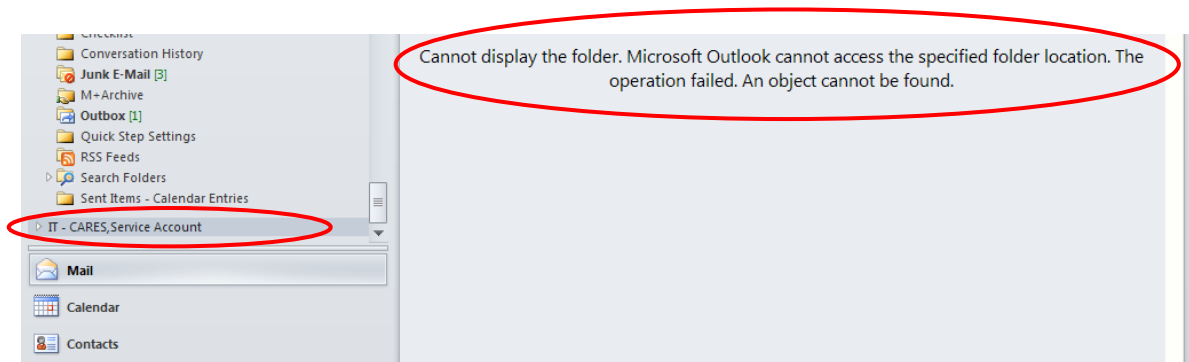


15. Restart Outlook.

16. Your service account will now appear below your Cabinet folders.



17. To open the service account, double-click on it. If you do not have access to the account, an error message will be displayed:



You may also click the triangle beside the service account to expand the folder list. If you do not have access to the account, an error message will be displayed:



If you see either of these error messages, contact the owner of the service account to verify that you have been granted access. If you do not know the owner of the service account, follow steps 1 and 2 in Section 1 above to open the Exchange (Outlook) address book and search for the service account. The owner is listed under **Title**.