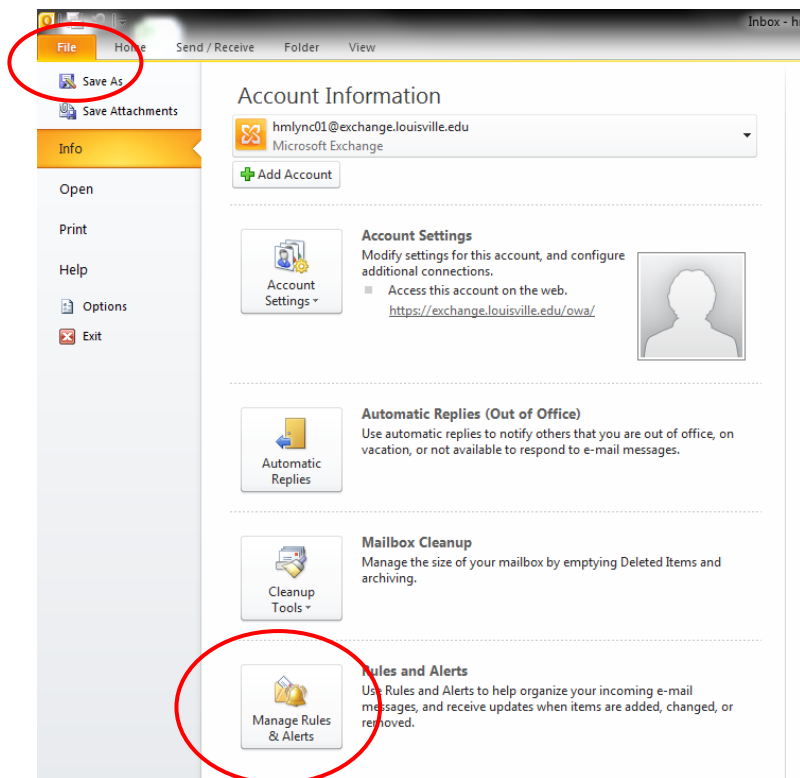


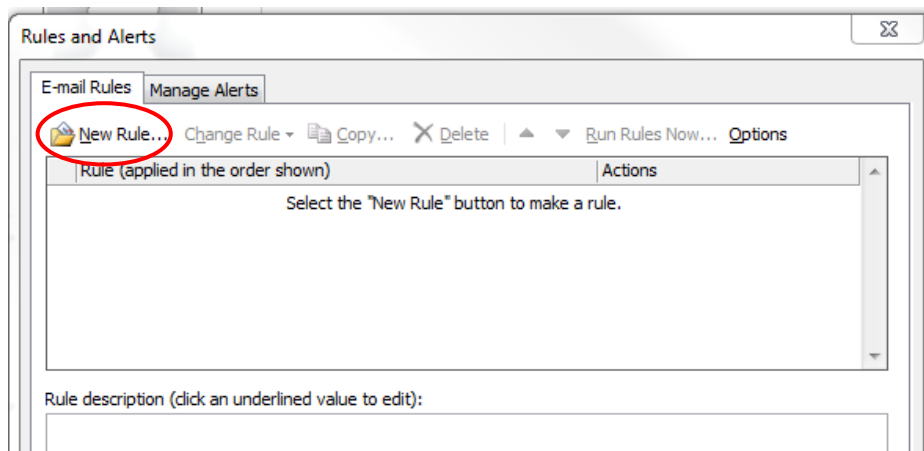
## Setting Up a Sent Items Rules for Your Service Account

By default, Outlook saves the emails sent from your service account to the Sent Items folder on your local (personal) email account. You can set up a rule to copy these sent emails to your service account's Sent Items folder. Follow the steps below.

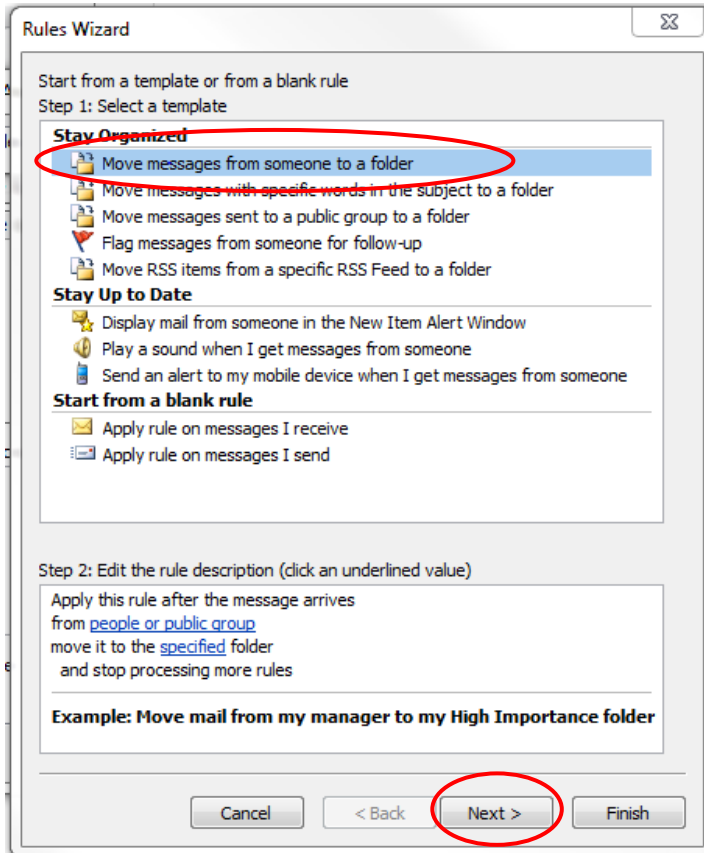
1. Login to your Service Account in Outlook
2. Click **File** in the top left corner of the screen.
3. Click **Manage Rules and Alerts**.



4. Click **New Rule**.

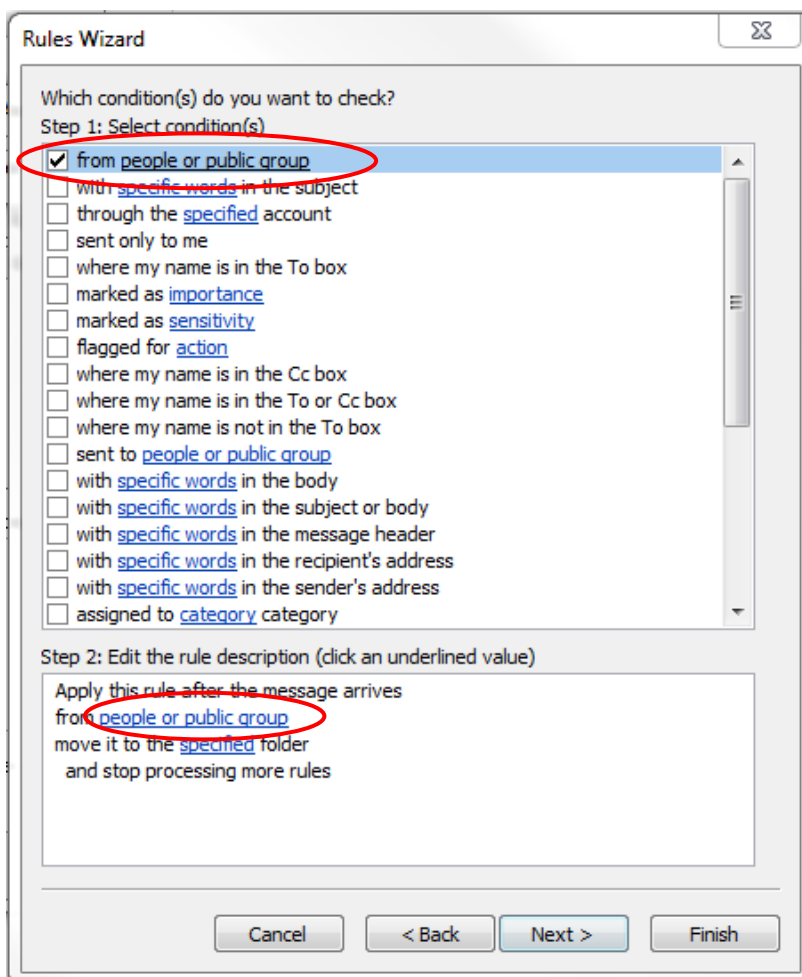


5. **Move Messages from someone to a folder** should already be highlighted. Click **Next**.



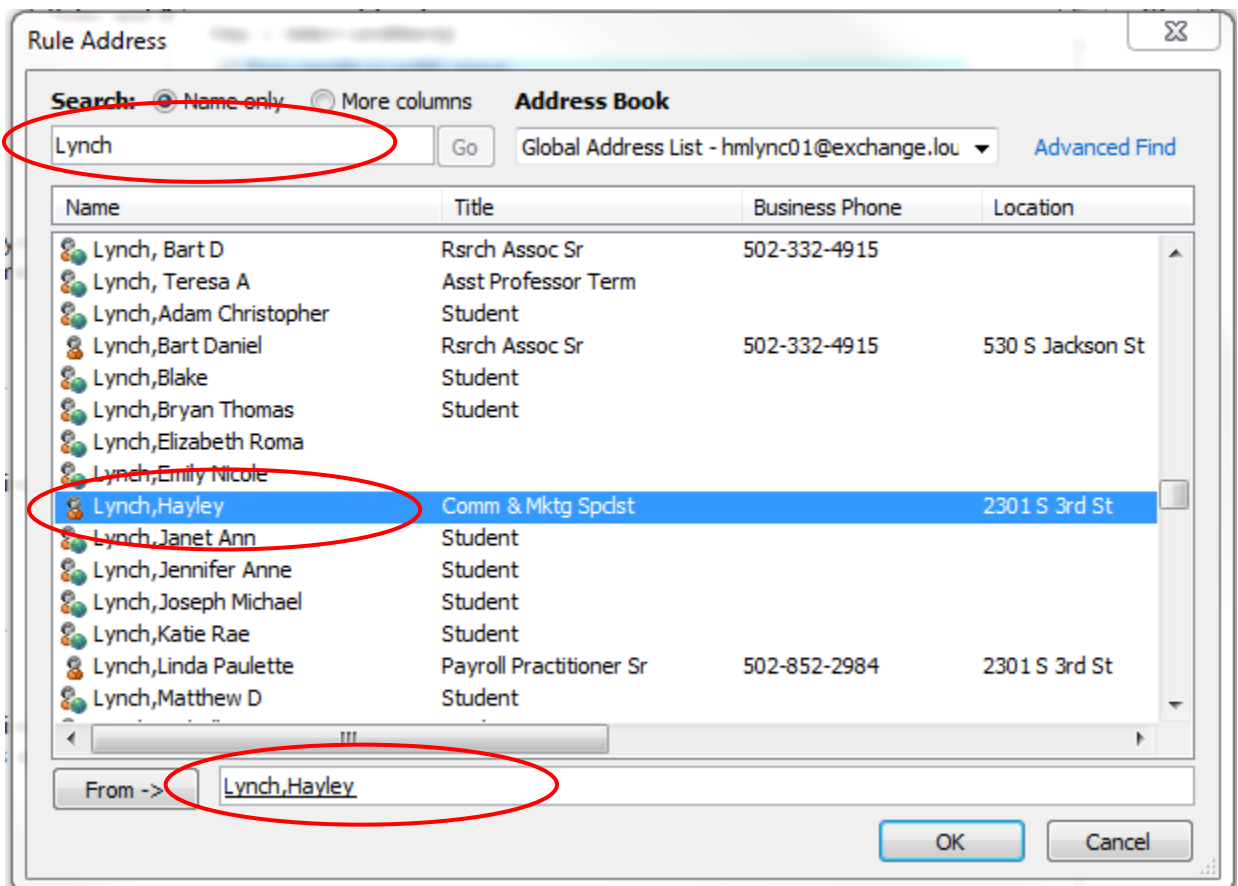
## Managing Service Accounts

6. In the next window, the checkbox next to **from people or public group** should already be checked. Under Step 2, click **people or public group**.



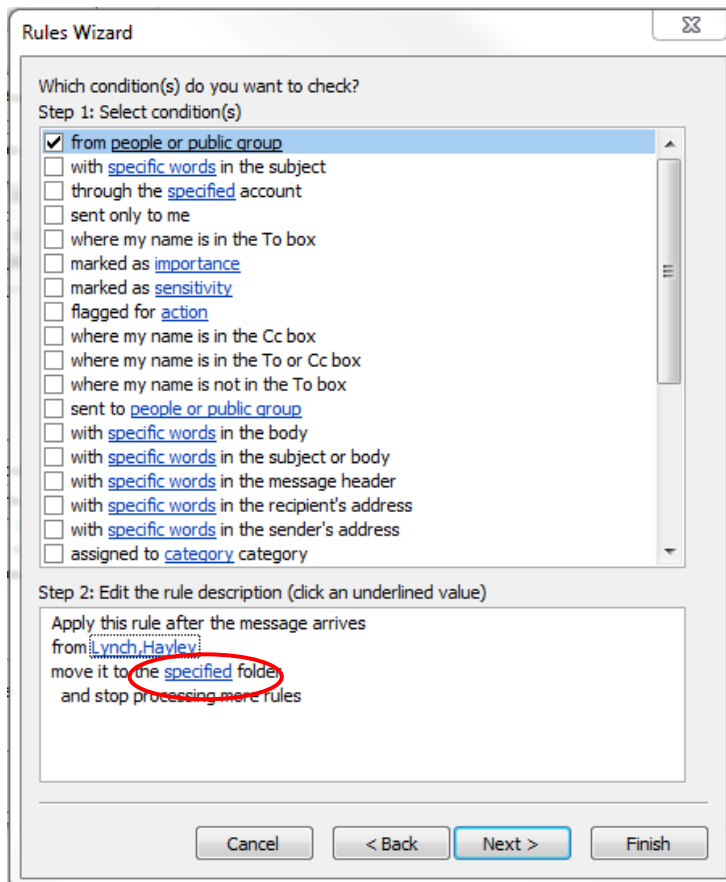
## Managing Service Accounts

7. In the **Search** field, type the last name of one of the service account delegates. Then double-click the person's name from the list below. Do this for each service account delegate. All delegate names should populate into the **From** field.
8. Click **OK**.



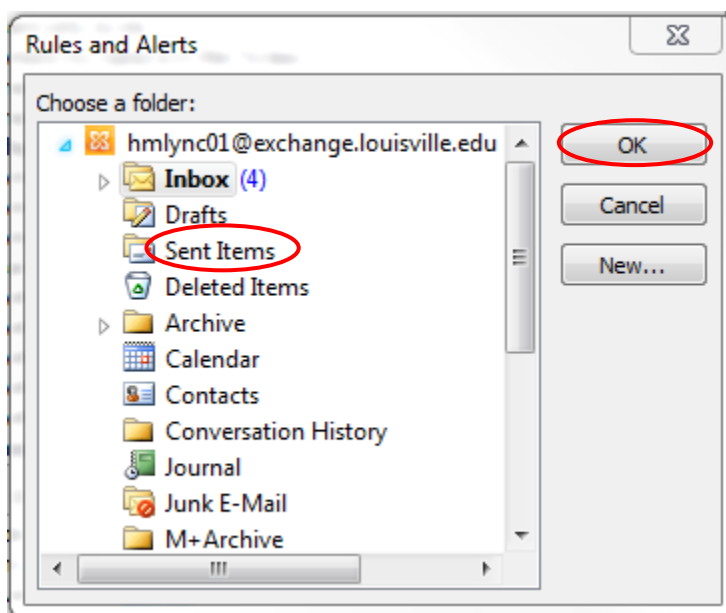
## Managing Service Accounts

9. Under Step 2, click **specified**.



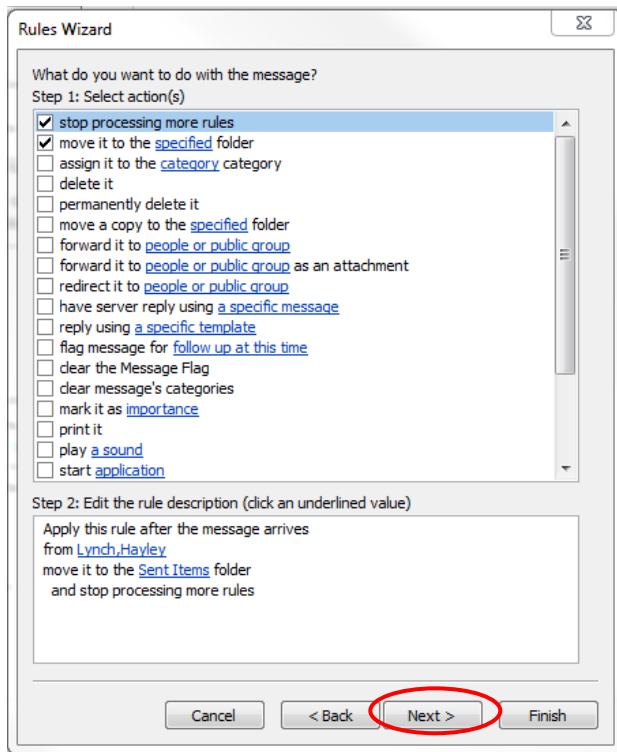
10. Click **Sent Items**.

11. Click **OK**.



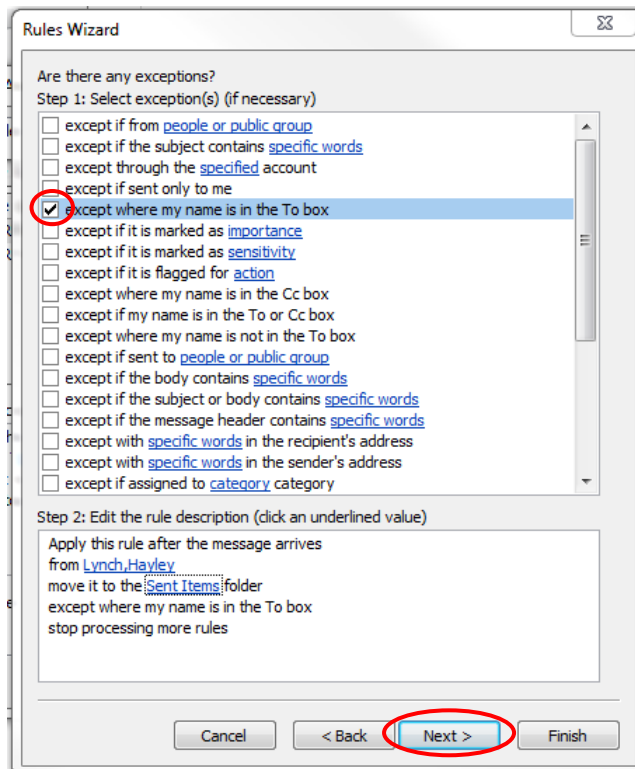
## Managing Service Accounts

12. In the Rules Wizard window, click **Next**.



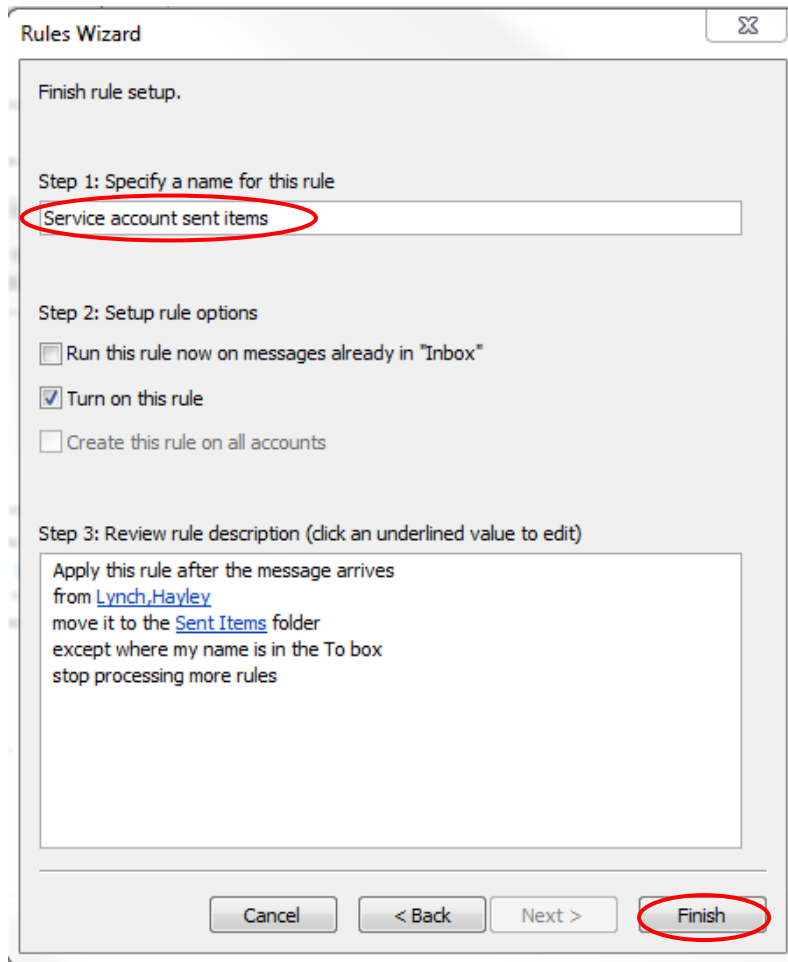
13. Check the box next to **except where my name is in the To box**.

14. Click **Next**.



## Managing Service Accounts

15. Give the new rule a name. Verify that the box next to turn on this rule is checked.
16. Click **Finish**.



Your New Rule is now set up. Proceed to instructions for your delegates

### Instructions for your delegates

1. For this rule to work, your delegates need to CC or BCC the service account each time they send a message on behalf of it.
2. Please ask your delegates to test the rule. They should:
  - a. Log in to Outlook.
  - b. Create a new email message to someone on behalf of the service account.
  - c. Then CC, or BCC the service account.
  - d. Send the email message.
  - e. When the message arrives in the mailbox of the service account, the rule will move it into the sent items of the service account.