HSC-Link
Communicate Collaborate Connect
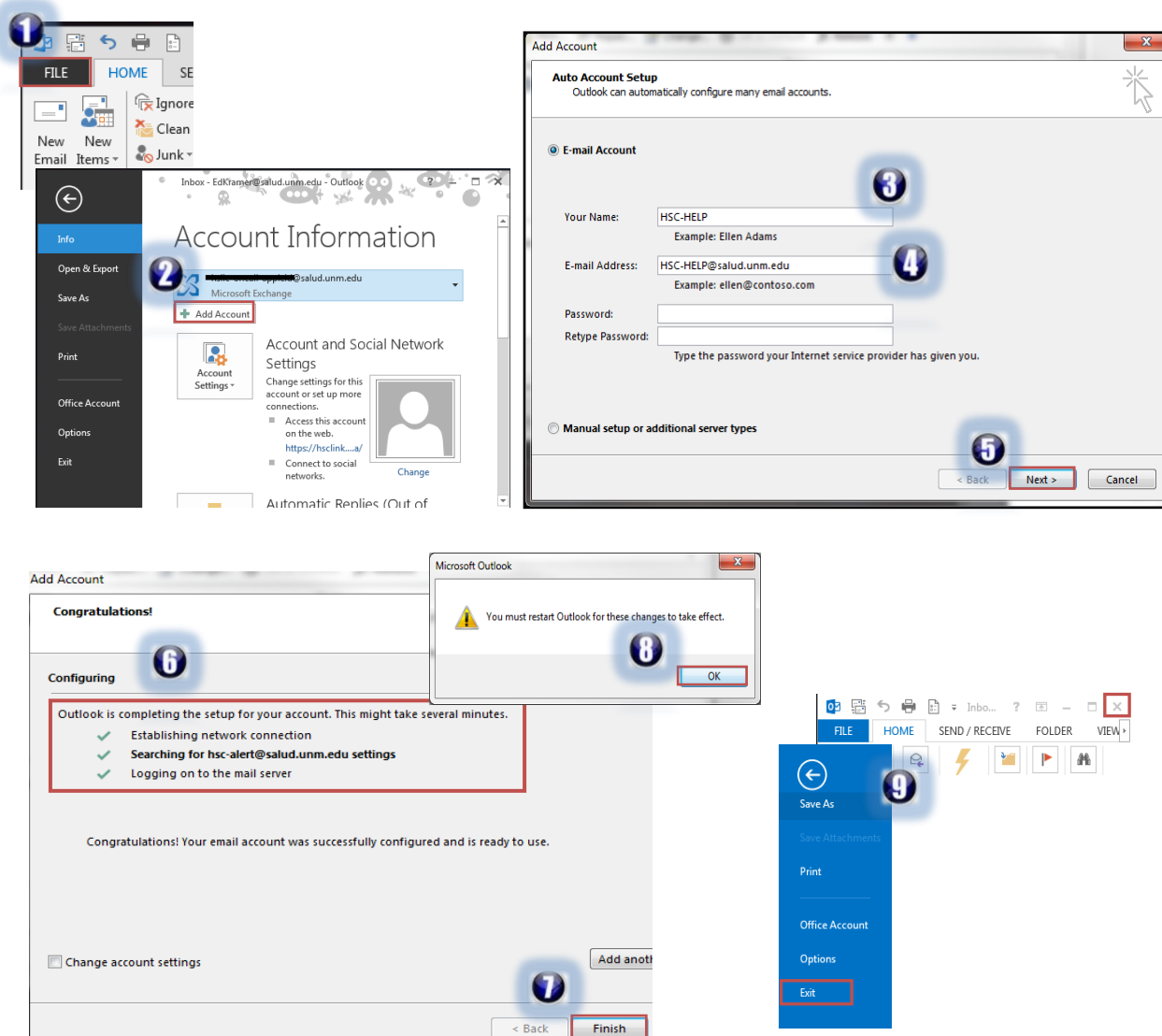
Adding a Shared or Resource Account

1. Click the **File** tab, **INFO** button will be selected

2. Click **＋Add Account** button

3. In the **Your Name** field, type the Shared/ Resource account name (e.g., hsc-help)

4. In the **Email** field, type the full email address (e.g., hsc-help@salud.unm.edu) *no password*

5. Click **Next**

6. **Configuring**

7. Click **Finish** when you see Congratulation and 3 green checks appear.

8. **Restart** message will appear, press **OK**

9. **Restart/Exit** Outlook

Notes:

Once Outlook restarts, **HOME** tab will be selected. The Shared/Resource account will now appear in the left hand column.

Expand the newly added account to verify it can open and permissions are set to view it.

Sending E-mail from a Shared Account

1. **Click** the **New Mail** icon to begin a new mail message.

2. **Click** the **From field** icon.

   💡 *Tip: If the from field is not visible, click the Options tab and then click the From icon.*

3. **Select** the **person** for who you are sending the e-mail on their behalf.

   💡 *Tip: If the person's name is not listed, click the Other E-Mail Address option and select the person who this e-mail is being sent for. Once selected in this manner, they will show up in the list.*

4. **Compose** the **e-mail** as usual and **click** the **Send** icon

📝 *Note: By default, Outlook automatically stores a copy of the e-mail in the account of the person who created the e-mail (i.e. the delegate), not the person you are sending on behalf of. If you wish the person you are sending on behalf of to receive a copy, you should include them in the e-mail on either the To, CC, or BCC line.*

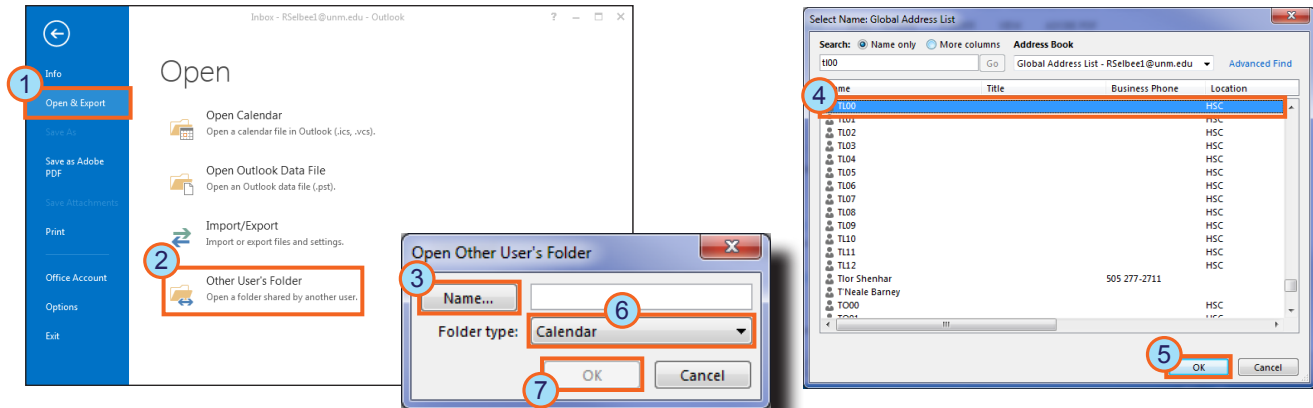📝 *Note: If you are unable to send email from a shared account, contact your IT Helpdesk.*
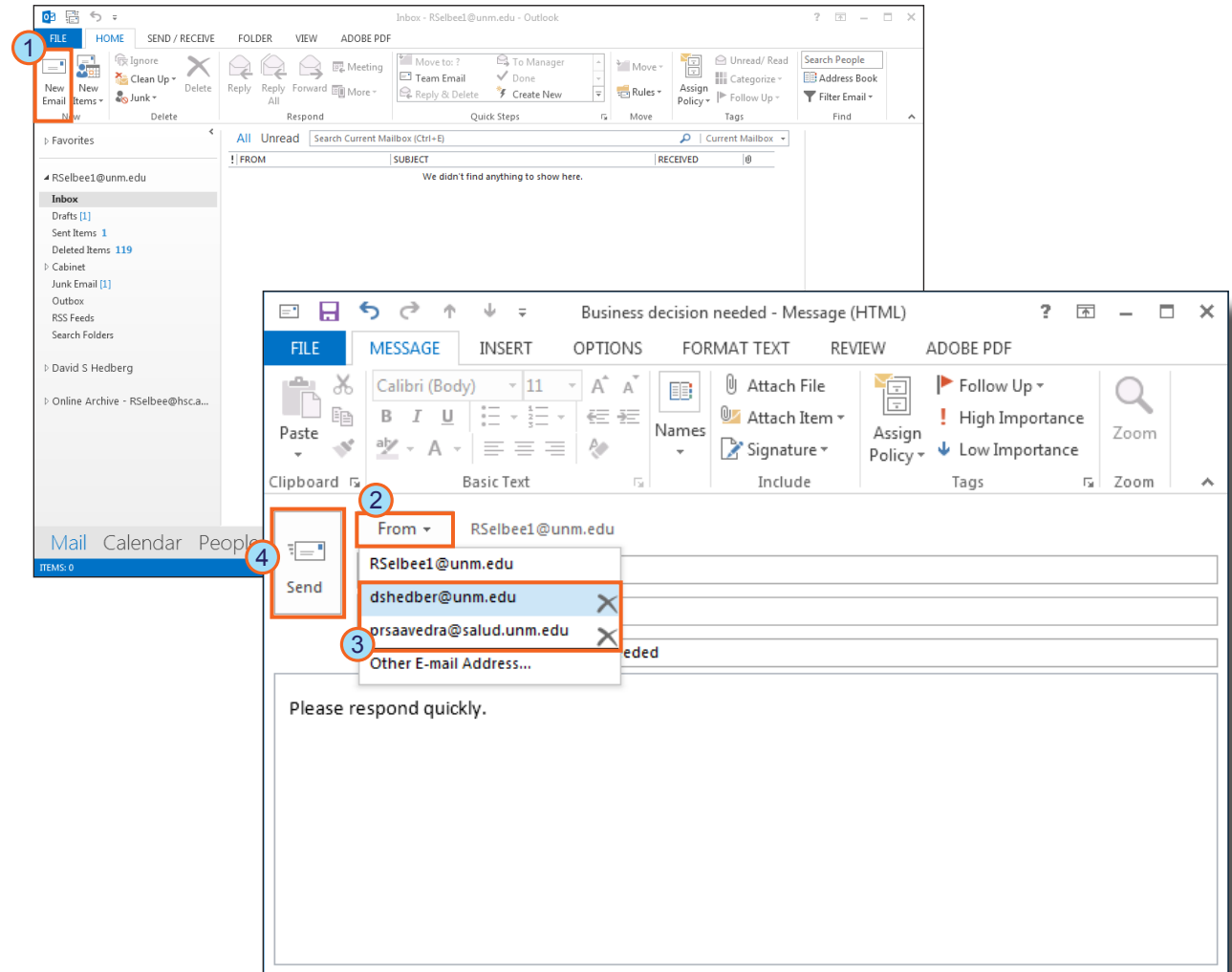
Viewing a Shared Resource Calendar

To view a delegated calendar, you must add it to your calendar list.

1. On the File tab, **click Open & Export**.

2. **Click Other User's Folder**.

   The Open Other User's Folder dialog box opens.

3. **Click** the **Name** button.

   The Select Name window opens.

4. **Select** the **name** of the calendar owner.

5. **Click** the **OK** button.

   The Select Name window closes and the focus is returned to the Open Other User's Folder dialog box.

6. **Select Calendar** in the folder type field.

7. **Click** the **OK** button.

   The delegated calendar appears while in the Outlook calendar view. To view the calendar check its selection box. To hide the calendar, uncheck its selection box.

Shared Calendar Selection