



Universiteit Leiden

Manual

Adding a functional (shared) mailbox



Introduction

A functional mailbox allows you to send and receive mail from a department or a function. With a functional mailbox, colleagues can share a mailbox.

In previous Outlook versions, a functional mailbox could only be added as a component of your personal mailbox. In Outlook 2010 it can also be linked as an *extra* account, which offers these advantages:

- Messages sent from the functional mailbox go to the *Sent items* folder of the functional mailbox. You don't need to drag items between folders.
- Messages deleted from the functional mailbox go to the *Deleted Items* folder of the functional mailbox.
- You can send messages directly from the functional mailbox. You don't need to change sender in the *From:*-field.
- Rules and Quick Steps and so on for the functional mailbox need to be entered just once and are valid for all members of the functional mailbox.
- Out-of-Office messages can be entered directly in Outlook. Webmail is no longer needed to set these.

This manual first describes how to remove (if needed) a functional mailbox 'old style' from your personal mailbox. Then, we explain how to (re-)link a functional mailbox as an extra account in the new, Outlook 2010 way. A functional, shared mailbox can also be referenced from many mail apps on a mobile device. The final chapter of this manual gives general instructions for setting this up.

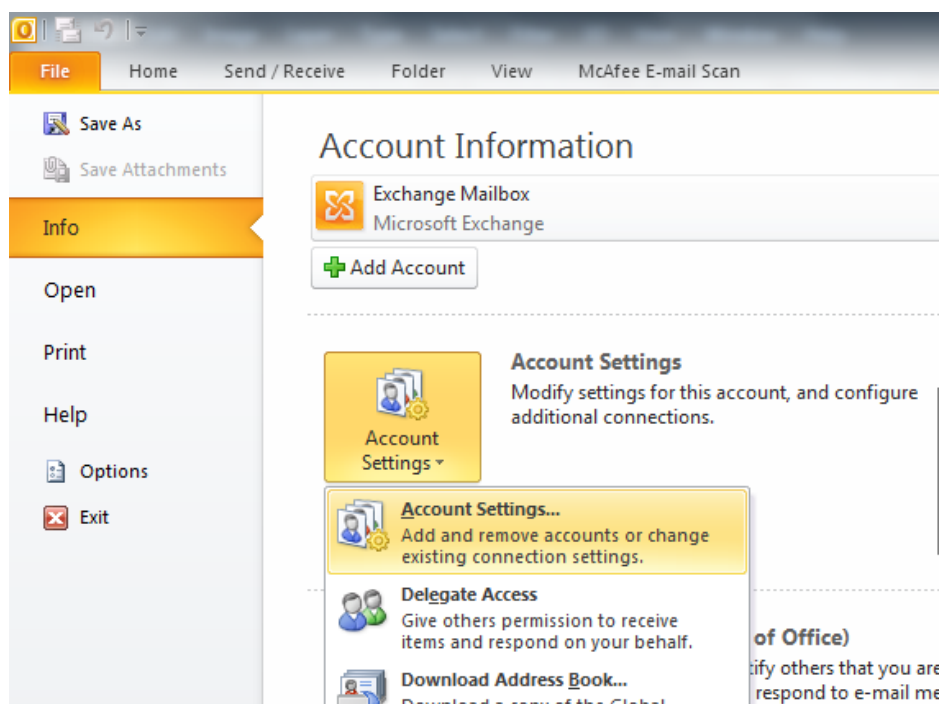
You can request a new functional mailbox or access to an existing mailbox via the ISSC-helpdesk. At the ISSC you can also request an archive for a functional mailbox.

Remove a functional mailbox from your personal mailbox

OPTIONAL: This is only needed if you have been using the functional mailbox in older Outlook version and want to start using the improved Outlook2010 method. If you just want to link a new functional mailbox, you can start directly with the next subject in this manual: **Add a functional mailbox as an extra account.**

Step 1

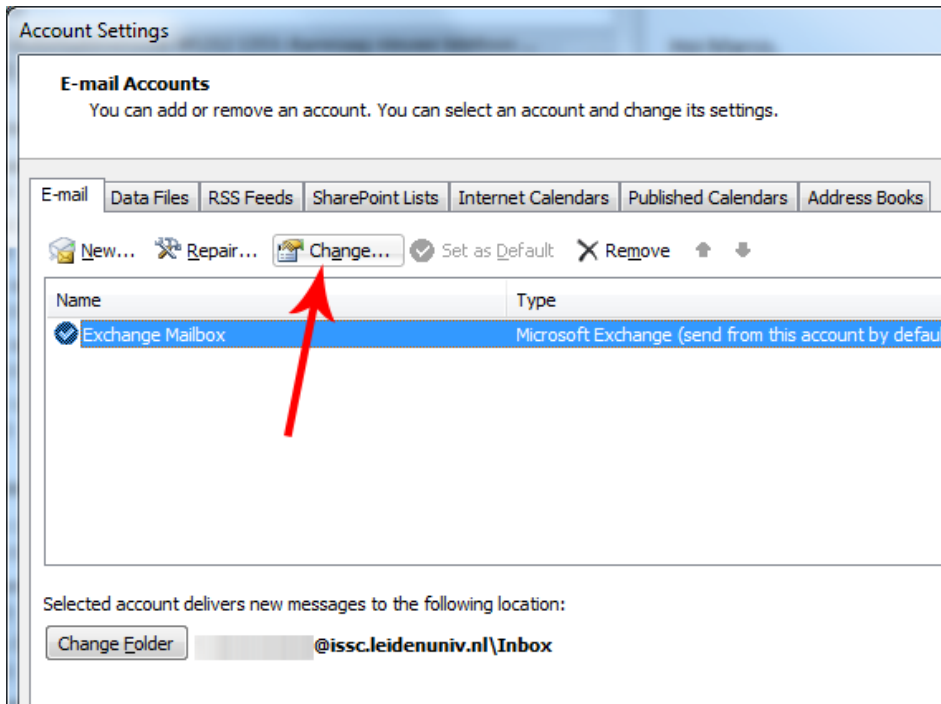
In Outlook, Choose the *File* tab and, in the left column, choose *Info*. This opens the *Account Information window*.



Click the [Account settings] button and in the menu that opens, click *Account Settings* again.

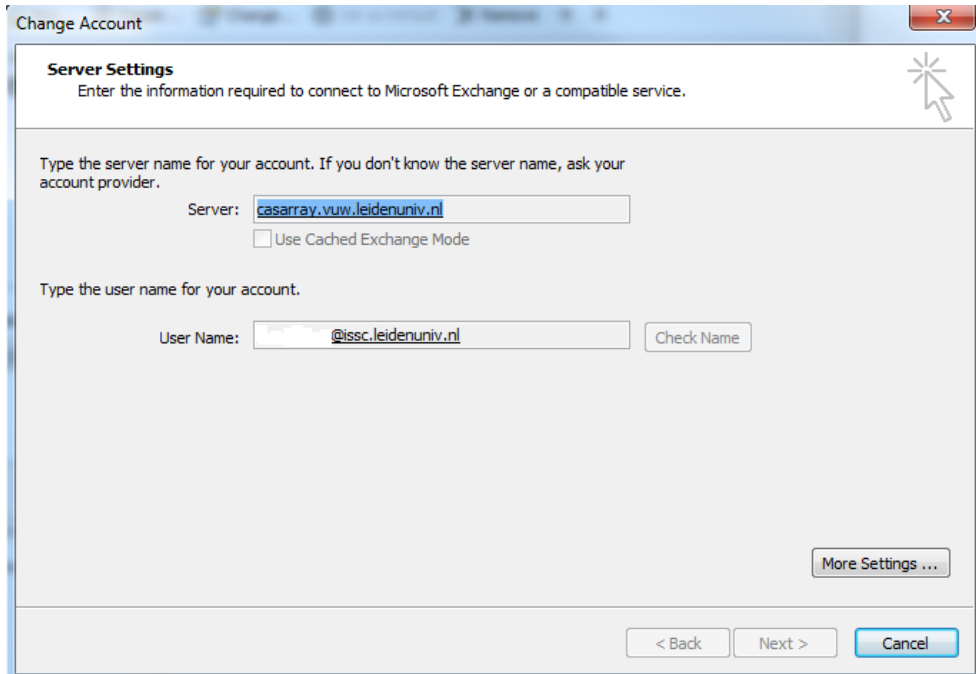
Step 2

The *Account Settings* window opens. Select your personal account and click [Change...]



Step 3

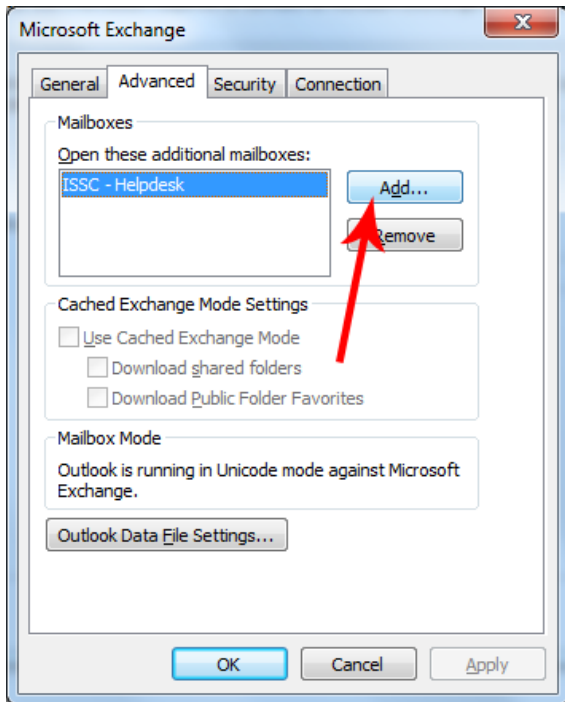
The *Change Account* window opens:



No changes required here, just click [More Settings...]

Step 4

Another window opens, like the one below.

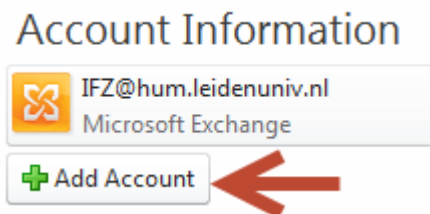


- 1 Select the *Advanced* tab.
- 2 Select the mailbox, that was linked to your mailbox already (in this example: ISSC-helpdesk).
- 3 Click [Remove].
- 4 Confirm your choice with [Yes] and close all windows with [OK], [Cancel], [Close].

Add a functional mailbox as an extra account in Outlook

Step 1

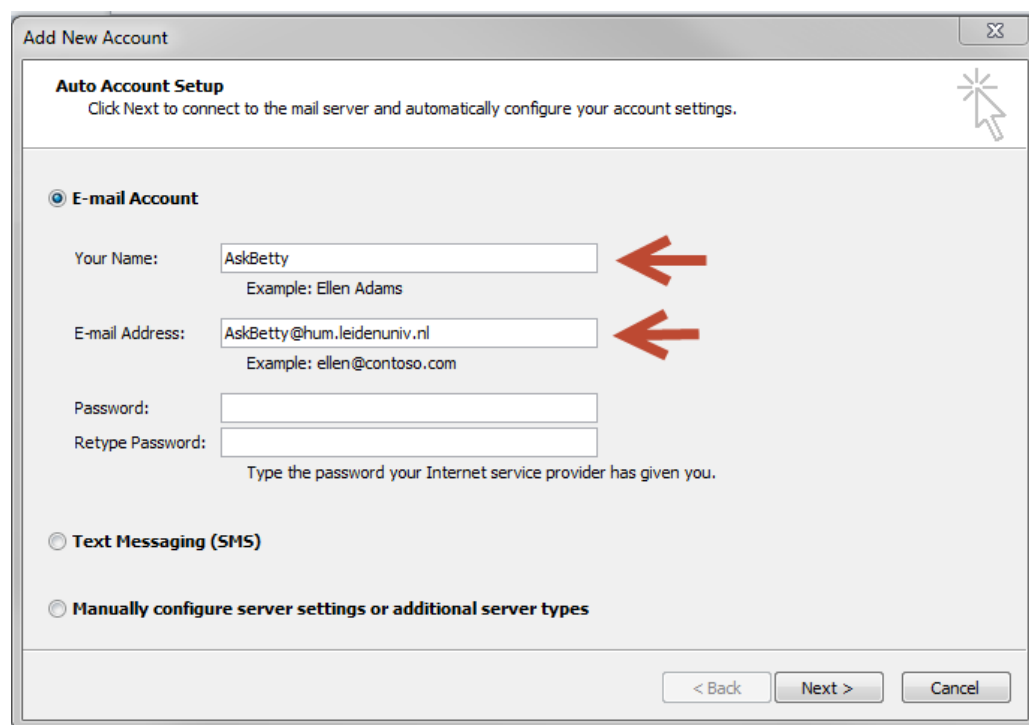
In Outlook, select the *File* tab and, in the left column, choose *Info*. The *Account Information* tab shows these buttons:



Click the [+ Add Account] button.

Step 2

The *Add New Account* window opens.

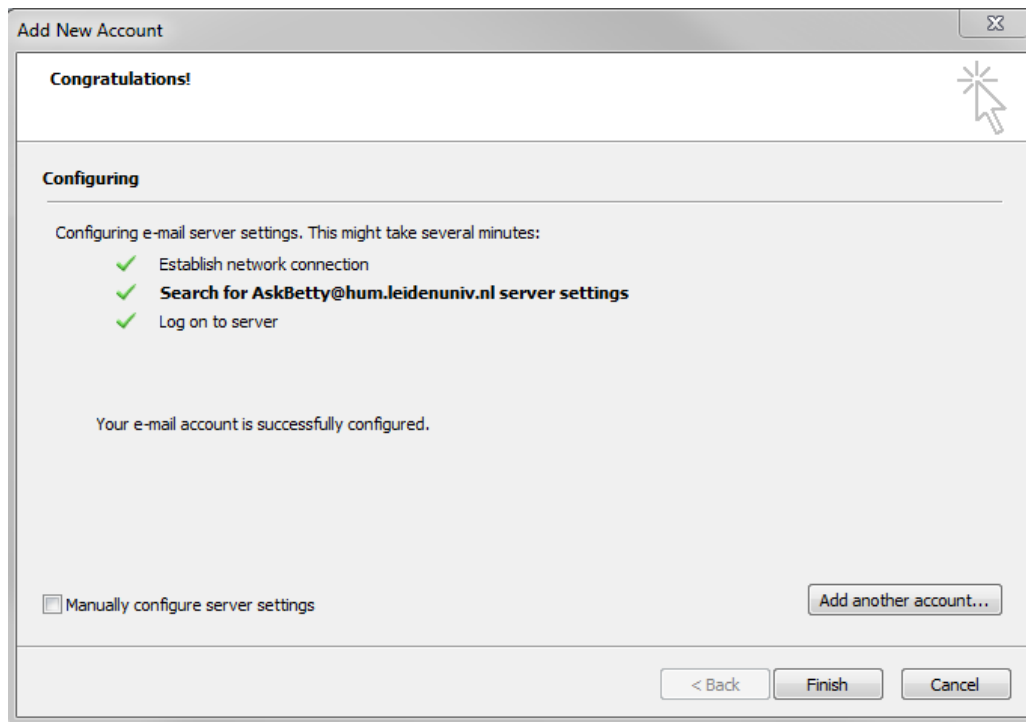


1 In the *E-mail Address* field, enter the exact, complete mail address of the functional mailbox. The other fields are not required. Outlook may request your password after a restart.

2 Click [Next >]

Step 3

The Add New Account window now lists the stepwise configuration of the functional mailbox.



- 1 Click [Finish].
- 2 Restart Outlook. From now on, the functional mailbox you just added is available as an extra account, next to your personal mailbox.

Adding functional mailbox in mail app on mobile device

Many mail apps on iOS (Apple) and Android phones and tablets allow you to manage the shared mailbox via a protocol called IMAP. Not all apps are compatible (the Gmail app is) and because of the multitude of apps and the rapid changes we can only provide general instructions. The order of steps may differ, depending on your type of device and the mail app you use. TIP: Mind the (forward!) direction of the slashes in the username.

1. First locate the option to add an new mail account in the settings of your mail app.
2. Set account type to **IMAP**
3. For the full name field enter the name you would like to display when an email is sent from this account.
4. For email address enter the complete email address of the shared mailbox.
5. For username enter: **vwu/your-ULCN-username/shared-mailbox-name** (for example: vwu/johnsonj/issc-helpdesk) NOTE: Use forward slashes. For mailbox name, use the part before the @-sign in the mail address.
6. For password enter: **your own ULCN password.**
7. Set incoming mail server to: **imaps.campus.leidenuniv.nl**
8. Set connection security to: **SSL/TLS** using port: **993**
9. Set outgoing mail server to: **smtps.campus.leidenuniv.nl**
10. Set port nr to: **587** (No further password or security settings needed for outgoing server)