Help Document Series: Outlook Profile Configuration for Student Workers Managing Departmental/Group Mailboxes

This document is for Outlook 2016 but can be modified to work with Outlook 2013.

Step 1.
From the Start Menu, open the Control Panel and select Mail or Mail (32-bit).

Step 2.
Select Show Profiles. The Mail window will appear. If there are other profiles (from previous attempts to connect to the group/department mailbox, select and Remove. Click the Add... button.

Step 3.
A New Profile window will open; enter the departmental mailbox name, in the Profile Name: field. Click OK.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508.793.7745 or helpdesk@clarku.edu. 9/6/2019
Step 4.
The Auto Account Setup window will pre-populate with the credentials of the person logged onto the computer. Click in the E-mail Address box and delete the content.
- Enter the email address of the departmental mailbox.
- Clear text from the Your Name box.
- Click Next

Step 5.
Outlook will attempt to Configure the account and you will be prompted for credentials.

Step 6.
When prompted to https://autodiscover.clarku.edu... Check Don’t ask me about this website again and click Allow.
Step 7.
When prompted for credentials, clear the group email address from the Username field, and enter your email address and password. Check Remember my credentials, if you do not wish to be prompted each time you launch Outlook. Click OK.

Step 8.
When you’ve successfully configured the profile you will receive a confirmation. Click Finish.

Click OK in the Mail Window (see step 2).

Launch Outlook.

Remember if prompted for credentials and the group email address is in the username field, remove it and enter your own email address and password.

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