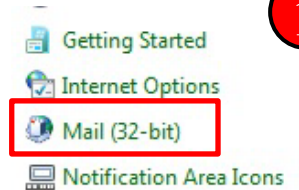# Help Document Series: Outlook Profile Configuration for Student Workers Managing Departmental/Group Mailboxes

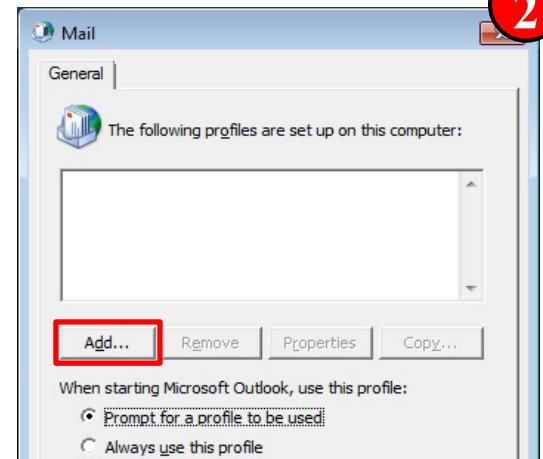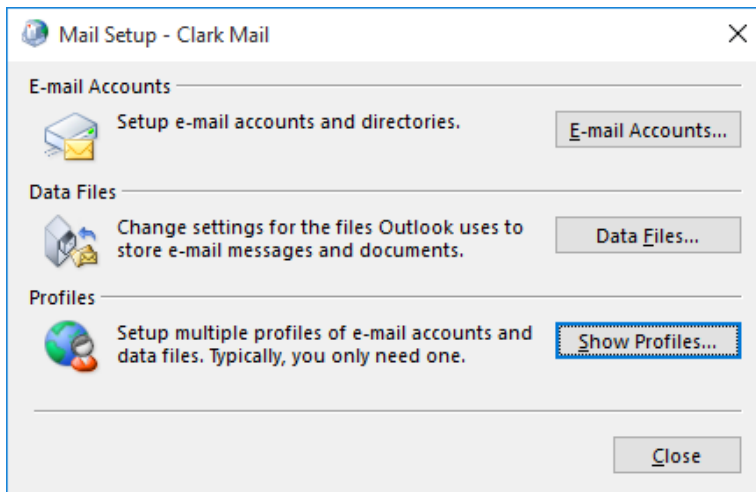*This document is for Outlook 2016 but can be modified to work with Outlook 2013.*

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
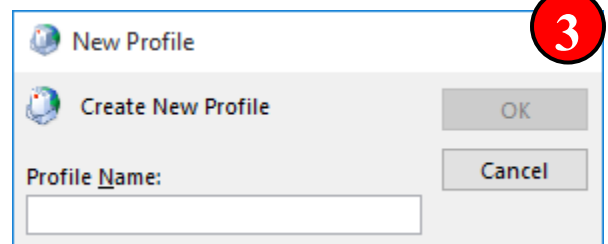
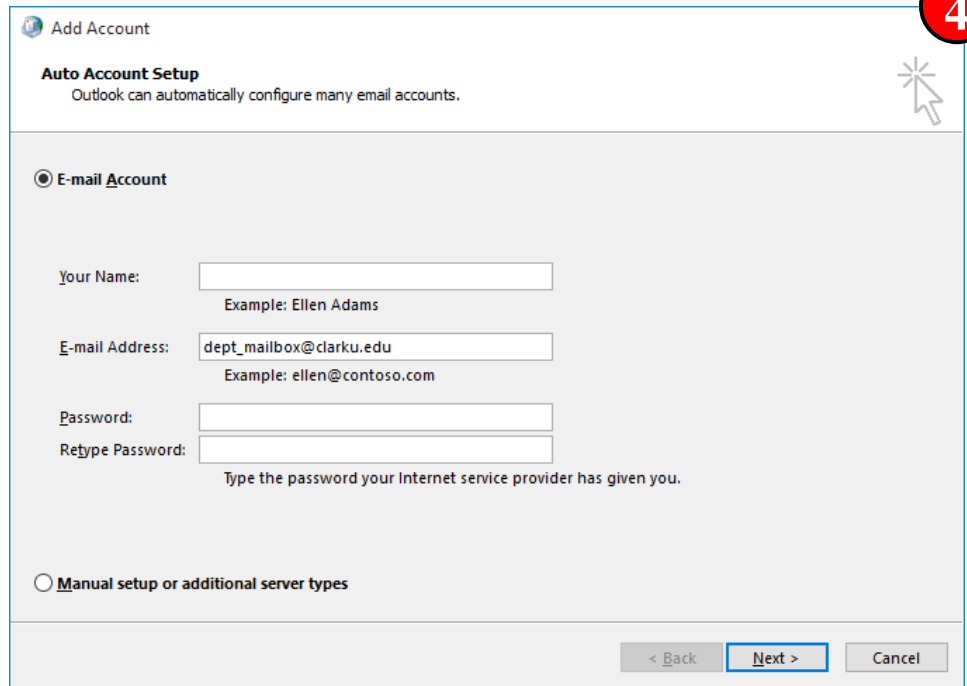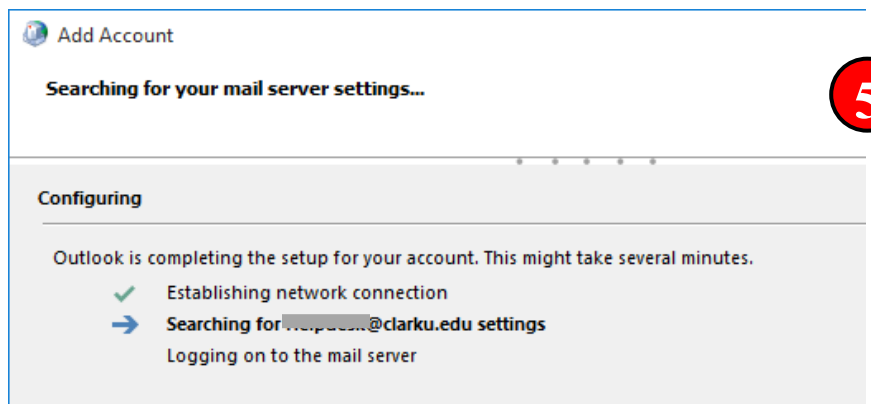**Step 4.**

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.
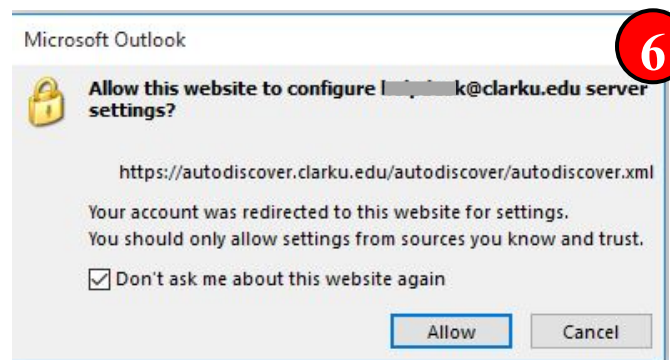- Clear text from the **Your Name** box.
- Click **Next**

Add Account

Auto Account Setup
Outlook can automatically configure many email accounts.

○ E-mail **A**ccount

Your Name: [   ]
Example: Ellen Adams

E-mail Address: [dept_mailbox@clarku.edu]
Example: ellen@contoso.com

Password: [   ]
Re**t**ype Password: [   ]
Type the password your Internet service provider has given you.

○ **M**anual setup or additional server types

< **B**ack [**N**ext >] Cancel

Step 5.

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

Add Account

Searching for your mail server settings...

Configuring

Outlook is completing the setup for your account. This might take several minutes.

✓ Establishing network connection
→ Searching for ⬛⬛⬛@clarku.edu settings
  Logging on to the mail server

Step 6.

When prompted to https://autodiscover.clarku.edu...
Check **Don't ask me about this website again** and click **Allow.**

Microsoft Outlook

🔒 **Allow this website to configure** ⬛⬛⬛**k@clarku.edu server settings?**

https://autodiscover.clarku.edu/autodiscover/autodiscover.xml

Your account was redirected to this website for settings.
You should only allow settings from sources you know and trust.

☑ Don't ask me about this website again

[Allow] Cancel

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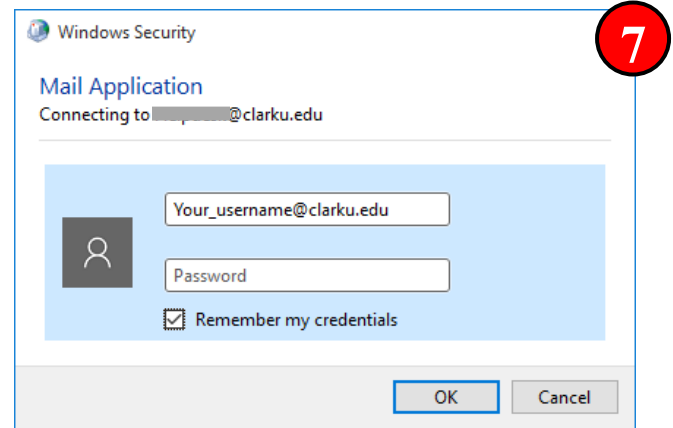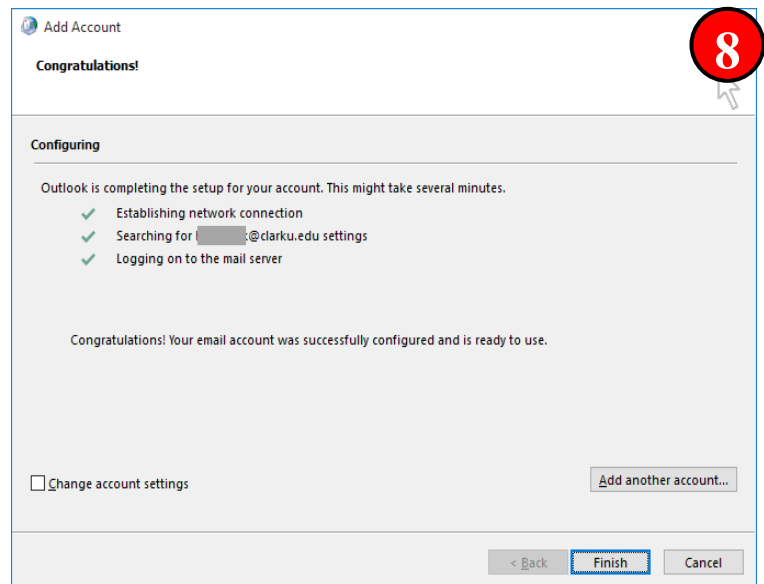
Step 8.
When you've successfully configured the profile you will receive a confirmation. Click **Finish**.

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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ITS Help Desk at **508.793.7745** or **helpdesk@clarku.edu**.
9/6/2019