Overview:

Many Law School departments and organizations use shared email accounts. Shared email accounts allow everyone in the department or organization to have one email account that can be accessed and used to conduct department business. Examples of shared email accounts are: lscs-info@luc.edu for Law School Computing Services and LawMediaServices@luc.edu for Law Media Services.

Shared email accounts work differently in the new Exchange email system than they did in the old GroupWise email system.

This User Memo gives instructions on: how to set up and use the account on the Windows and Macintosh Outlook Desktop Clients; how to use the account via the Outlook web page from a web browser on any computer; how to use a shared account on a mobile device; and issues to be aware of when using a shared account. There is another user memo—User Memo 36: Owning and Managing a Shared Email Account—that describes the responsibilities of the owner of a shared email account.

Account owners and authorized users can follow these instructions to access a shared account. An authorized user is anyone in the department or organization who the account owner decides should have access to the shared account.

Using a Shared Email Account via the Outlook Web Page:

Law Faculty and Staff who have access to a shared email account may choose to access it from a web browser rather than using the Outlook desktop client, however, this is the only way a student can access a shared email account. Therefore any students working in your organization, who the owner has authorized to access the shared account, can only do so via the Outlook web page from a web browser.

To use a shared email account via the Outlook web page, open any web browser and navigate to http://outlook.luc.edu. Now you may log in to the shared account.

Important Notes:

1. You can only log in to one email account in the same web browser at the same time. You cannot log in to more than one shared email account--or your personal email account and a shared email account--in the same web browser at the same time.
Tip: You can open two email accounts at the same time if you use two different browsers. For example, use Firefox to log in to one email account and Chrome to log in to the other account.

2. Since you are logged directly into the shared account, all messages you send will be addressed from that shared account.

3. When you are done using ANY email account in a web browser you must sign out of the account and quit the web browser completely to be logged out. Closing the tab in the browser you used to login to the email account is NOT sufficient. If you do not do this, the next person who uses the browser could get back into your email account.

4. If you are logged into a shared or personal email account in a web browser and would like to log into a different email account in that same web browser, you must sign out of the account and quit the web browser completely. Simply closing the tab in the browser is NOT sufficient.

Using a Shared Email Account with the Windows Outlook 2013 Desktop Client:

The instructions in this section only apply to Faculty and Staff. Students must use the Outlook web page to access shared accounts.

Start the Outlook desktop client on your computer and follow these steps to add a shared account to the Outlook client.

Add the shared email account to your Outlook desktop client:

Important Note: After following these steps to add an account to your Law School Windows desktop computer, it should remain available in your Outlook desktop client even if you log in on a different Law School Windows desktop computer. However, on non-Law School Windows desktop computers or laptops you may need to add this account again, following the steps below, in order for it to be available on that particular computer. Also keep in mind that you always have the option to access a shared account via the Outlook web page. You are not required to add the account to the desktop client.

1. Click on the “File” menu and then click on the “Add Account” button near the top of the window.

2. In the “Add Account” window that comes up, enter the name of the shared email account in the “Your Name” field. For example, if the name of the shared account you are setting up is “sample”, then enter “sample” in this field.

3. Next, enter the address of the shared email account in the “E-mail Address” field (example: if your shared account is named “sample”, then enter sample@luc.edu in the field).

4. Next, enter the password—the owner of the shared email account gave you—in the “Password” field and the “Retype Password” field, then click the “Next” button.
5. You will see a screen that tells you the account was successfully configured. At this screen click on the “Finish” button.

6. Next, a window will pop up telling you that you need to restart Outlook. Quit Outlook and re-open it.

**Note:** Steps 7 through 9 may not occur in some cases. If you are not presented with the windows described, you may safely ignore these steps.

7. When Outlook starts you may be prompted to login to the shared email account. Enter the full email address for the account in the “User Name” field (using our example above of the shared account called “sample”, you would enter sample@luc.edu in this field).

8. Next, enter the password—the owner of the shared email account gave you—into the “Password” field, click the box next to “Remember my credentials” and click the “OK” button.

9. Next, you may be prompted to login to your own email account. To do this click on the “use another account” button. Then enter your email address (for example jsmith@luc.edu) into the “User Name” field and enter your password into the “Password” field, click the box next to “Remember my credentials” and click the “OK” button.

10. Once Outlook finishes starting you will see the shared email account on the left side of the Outlook Window.

*To send new mail from the shared account:*
1. You must click on a folder in the shared account and then click on the “New Mail” button in the upper left corner of the Home ribbon bar.

2. A new email message window will open and the shared account will be selected as the “From” address. Fill out the email message as you normally would and send it.

To remove a shared email account:

1. Right click on the name of the shared email account on the left side of the Outlook window and select “Remove “sample@luc.edu”” from the pop window.

2. Click on the “Yes” button when asked if you want to remove the account.

Using a Shared Email Account with the Macintosh Outlook 2011 Desktop Client:

The instructions in this section only apply to Faculty and Staff. Students must use the Outlook web page to access shared accounts. Start the Macintosh Outlook 2011 desktop client on your computer and follow these steps to add a shared account to the Outlook client you are currently working on.

Add the shared email account to your Outlook desktop client:

**Important Note:** Even if you followed these steps to add this account to your Law School office desktop computer, it will not appear on your Mac desktop computers or laptops. In order to make a shared account available on your Macintosh Outlook desktop client, you will need to add this account to each Mac you want to use it on following the steps below. Also keep in mind that you always have the option to access a shared account via the Outlook web page. You are not required to add the account to the desktop client.

1. Click on the “Outlook” menu and select “Preferences” from the pop menu. In the Preferences window click on “Accounts”.

2. Click on the “Exchange Account” button.
   Note: If there already are other email accounts set up in this copy of Outlook, you will see the “Accounts” window showing those accounts. Click on the “+” button at the bottom left of the window and select “Exchange” from the pop up list.

3. On the next screen, in the “E-mail Address” field enter the email address for the shared account. For example if the shared account is named “sample”, enter “sample@luc.edu” in the email field.

4. Next, in the “Authentication” section in the “Method” drop down list select “User Name and Password.” In the “User Name” field enter the shared email account name. For a shared email account named “sample” you would enter “sample” in the “User Name”. In the “Password” field enter the password the owner of the shared email account gave you. Leave the “Configure Automatically” box checked and then click the “Add Account” button.
5. Next you may see a warning telling you that Outlook has been redirected to the server autodiscover.luc.edu and asking you if you want to allow this. Click on the “Allow” button.

6. Once the account is setup a window will display in the “Accounts” window showing you the information for the account you just setup. You should change the “Account Description” field to the name of the shared account. If the name of the shared email account is “sample”, then enter “sample” in the “Account Description” field.

7. Close the “Accounts” window and you will see the email account has been added under the “Inbox”.

To send new mail from the shared account:

1. You must click on a folder that belongs to the shared account and then click on the “New Mail” button in the upper left corner of the Home ribbon bar.

2. A new email message window will open and the shared account will be selected as the “From” address. Fill out the email message as you normally would and send it.

To remove a shared email account:

1. Click on the “Outlook” menu and select “Preferences” from the pop menu. In the Preferences window click on “Accounts”. On the left hand side of the Accounts window, click on the name of the shared email account you want to remove. Then, click on the “-“ button at the bottom left corner of the window.

2. Click on the “Delete” button when asked if you want to delete the account.

Using a shared email account with a mobile device:

For most mobile devices accessing a shared email account via the Outlook Web page will produce the best results. This is especially true for iPhone, iPad and Android phones and tablets, because the Outlook web page has a customized layout that is automatically presented when using a mobile device.

Open the web browser on your mobile device and navigate to http://outlook.luc.edu. Login using the name of the shared account (If the shared account is named “sample” then enter “sample” in the “User Name” field) and enter the password that was given to you by the account owner.

Issues to be aware of when using shared accounts:

1. Security for a shared email account relies on the account owner, and all the authorized users, protecting the password for the account.

   Any authorized user of a shared email account must keep the password secure and notify the account owner immediately if an unauthorized user gets the password.

   **Important Note:** Any user who has the user name and password for a shared account has full access to all parts of the shared account. This not only includes e-mail, but the calendar, contacts, tasks, and account preferences as well.
2. Everyone logging into a shared email account should be very careful when entering the password for the account. As with your personal email account, if the wrong password is entered too many times, an intruder lockout will be placed on the account. Once an account is locked, no one can log in to the account for 20 minutes. The lockout will be removed automatically once 20 minutes have elapsed.

3. Some features of a shared email account are shared among all users when using the desktop client and one user can affect what another user sees.

   For example if User A logs into a shared email account using the Outlook desktop client and sets the view of the email messages to be sorted by A-Z. Then User B uses the Outlook desktop client to log into the same shared email account that User A is logged into. If User B changes the sort of the email messages to Z-A, this will change User A’s view to Z-A. **This is simply how the system works and there is no way to change that.**

4. When using the Outlook web page in your web browser, you can only log into one account in each browser. In order to be logged in to more than one shared email account—or your personal email account and a shared email account—at the same time, you must use different browsers to log in to each account.