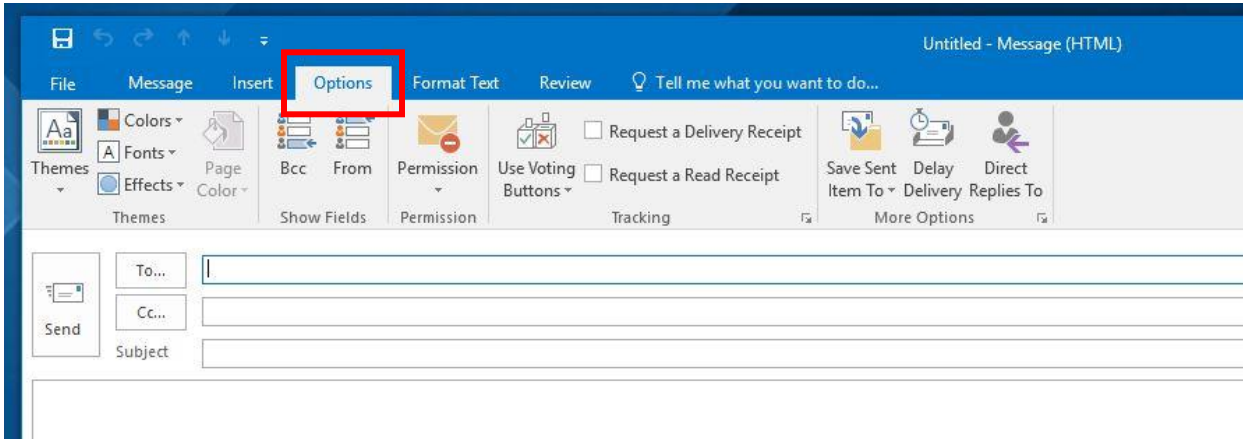Using E-mail Aliases in Outlook
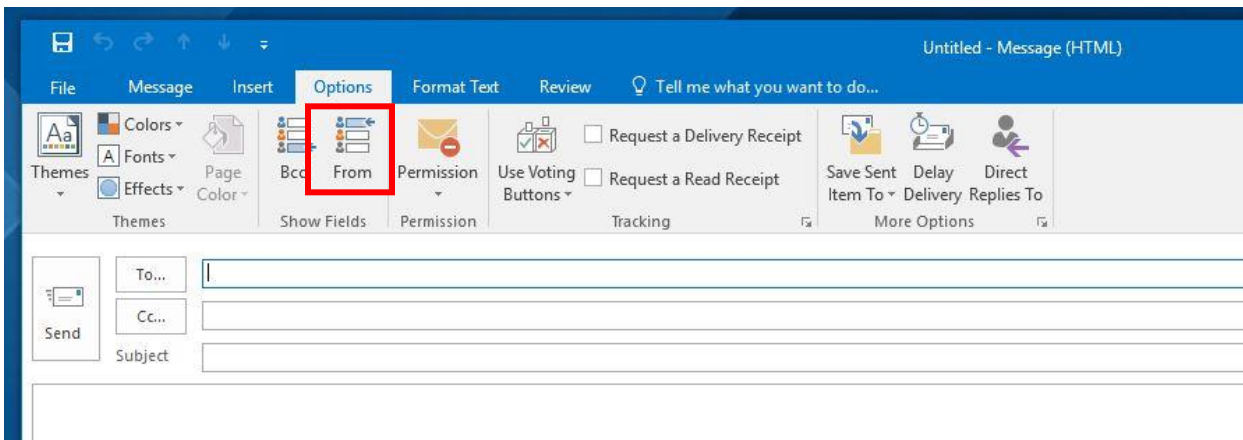
For users that have a need to send an E-mail that appears to come from a shared account, do the following:

In Outlook click on "New Email."
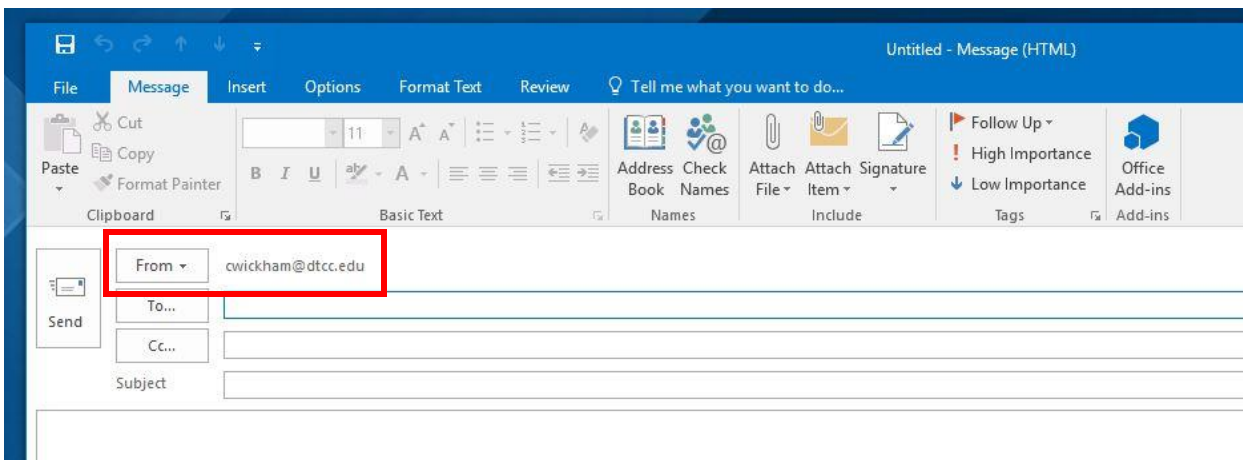
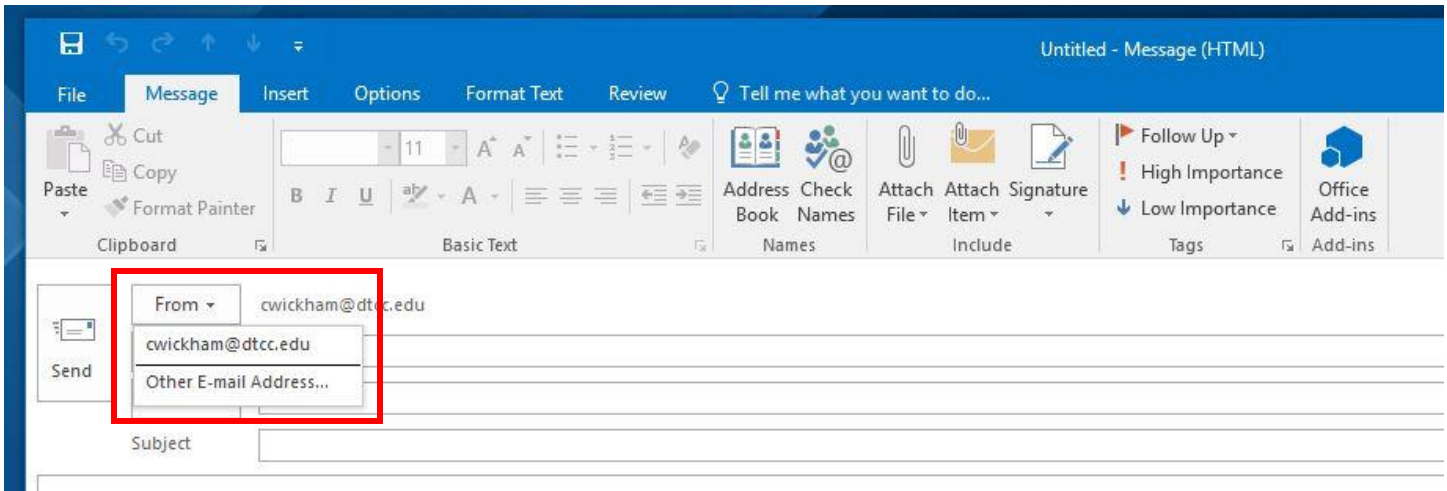Within the new email select the "Options" tab.

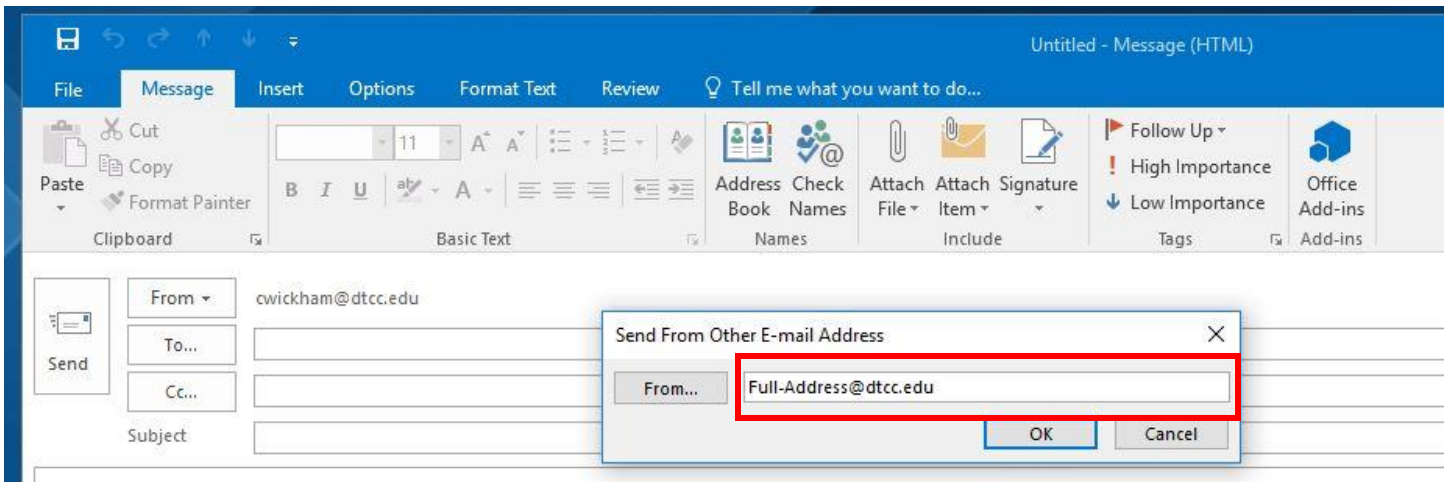On the options tab click on "From" in Show Fields.

The "From" address line will now appear in all new emails.

To add an Email alias click on the "From" button, then click "Other E-mail Address…" from the list.


Enter the full E-mail address in the "Send From Other E-mail Address box and click "OK."

The user will now have the option to select this Email address when sending an Email.

Note: The box will accept anything typed in, but the Exchange server will respond with an undeliverable Email response if the address is incorrect or the user doesn't have permission to send on behalf of the specified user.
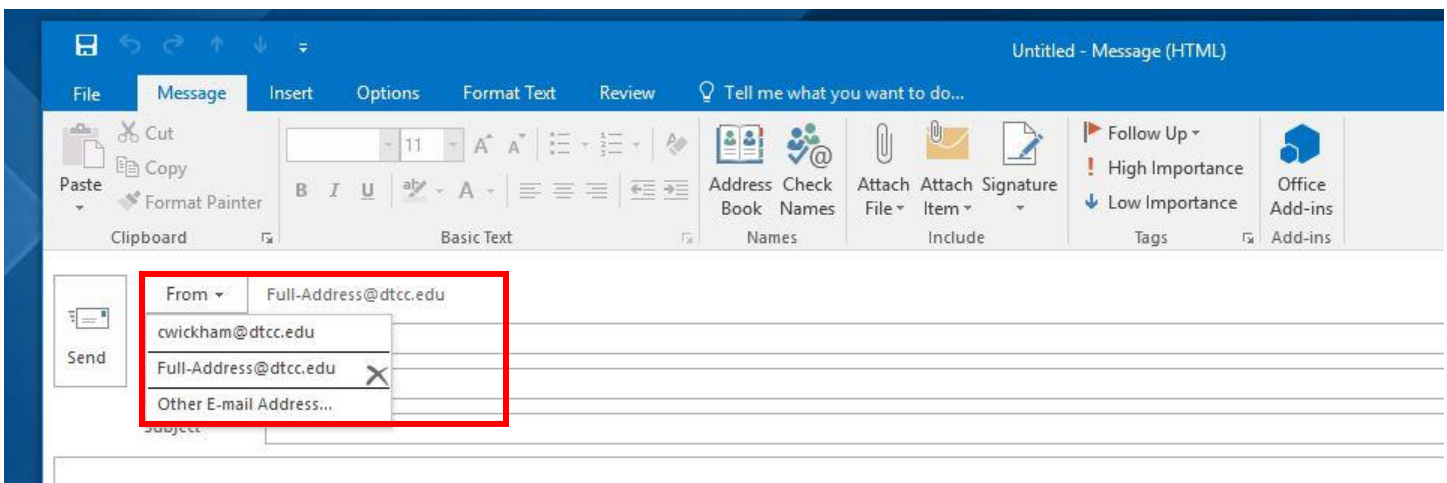
One additional note, currently all sent mail is set to save in the default sent folder. Users have the option to select where individual Emails can be saved prior to the Email being sent, but this has to be selected per Email. On the "Options" tab again, click on "Save Sent Item To" and then "Other Folder."
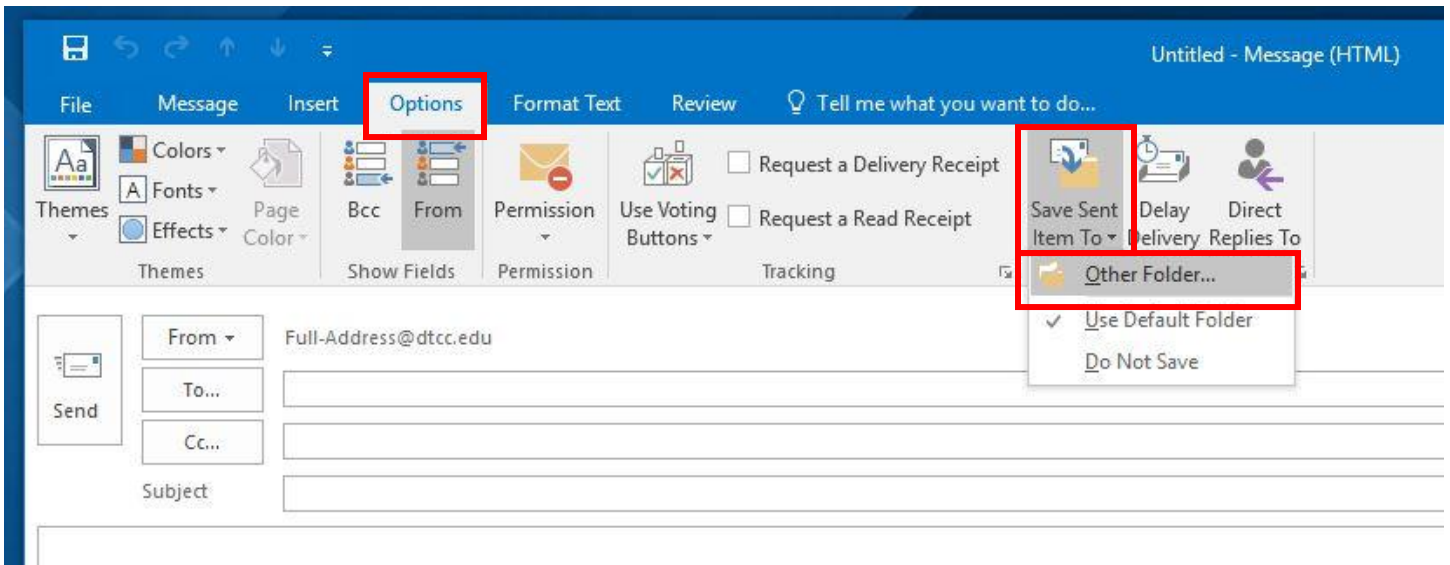
Select the folder where they would like to Email to be saved when sent from the list and click "OK."
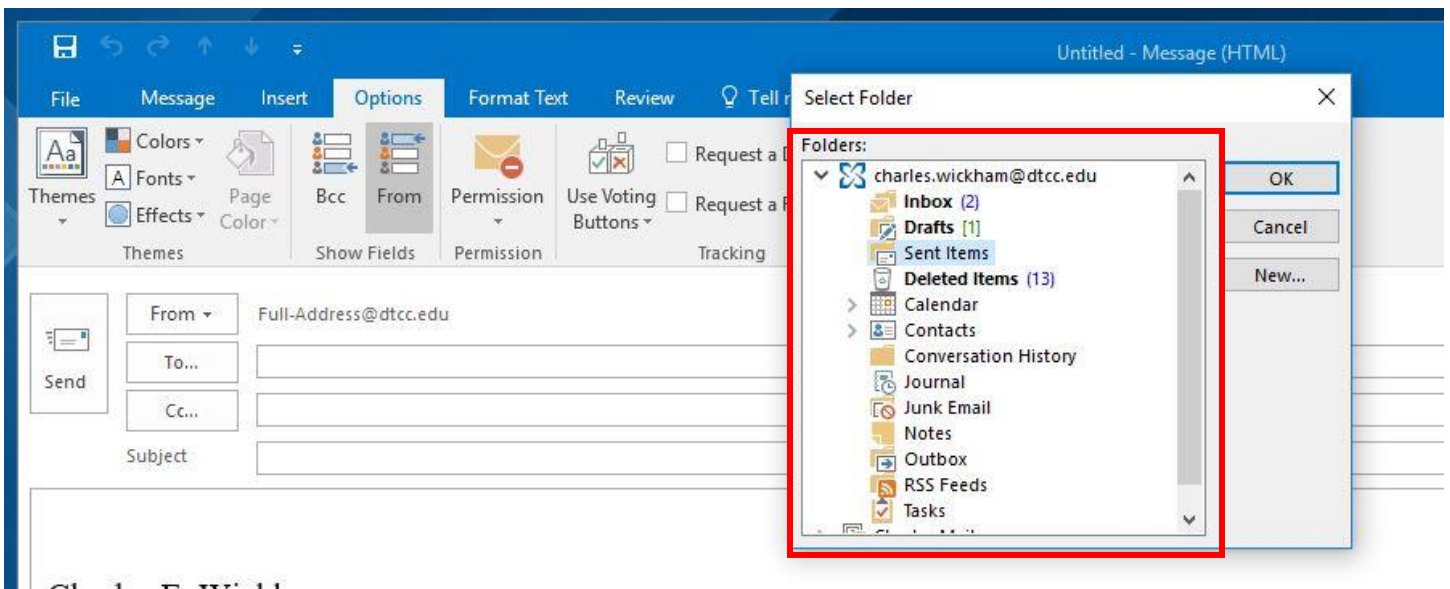
We may be able to automate this function via a custom rule in the future, but this will get those users who need to send using an alias working now.